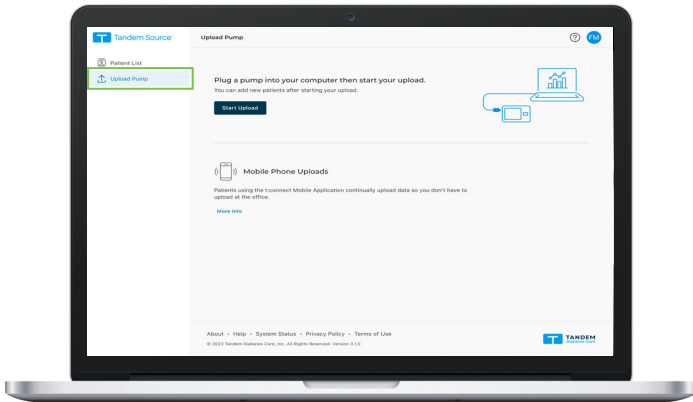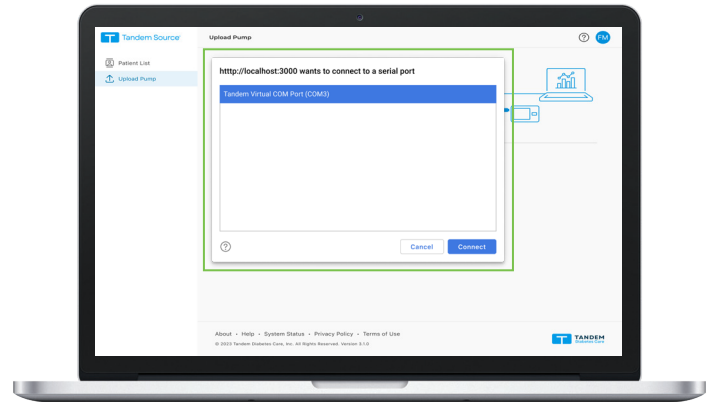Visit **source.tandemdiabetes.com** and log in with your current t:connect HCP email address and password. Follow the easy steps on this page to upload data from a t:slim X2 pump.
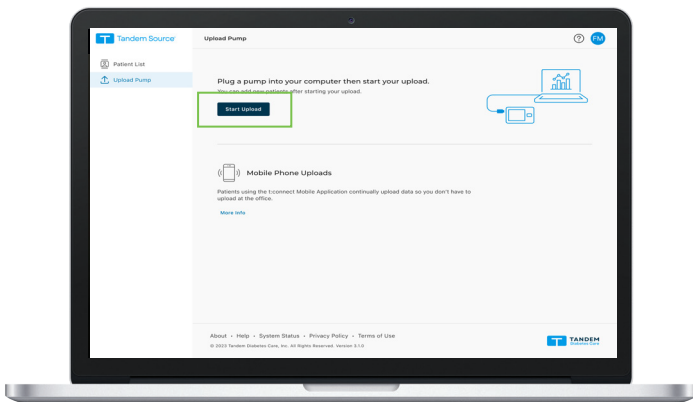

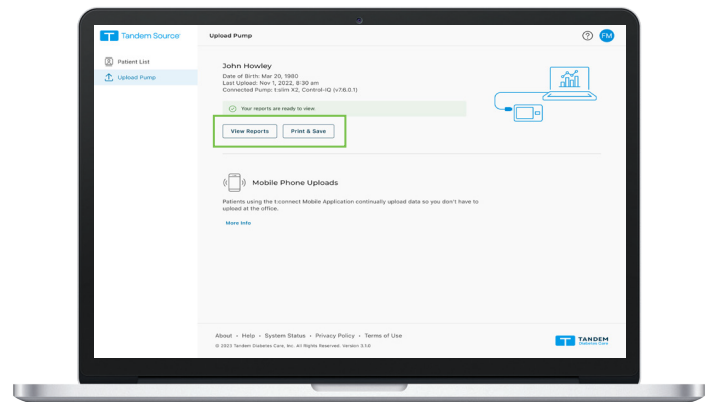**1** Plug the pump into the computer using the USB cable provided with the t:slim X2 pump.

2 Click **Upload Pump** in the main menu.

⚑ **Note:** You may need to expand the main menu by clicking on the menu icon [≡].

3 Click on **Tandem Virtual COM Port** to highlight in blue and click **Connect**.

4 Click **Start Upload** to begin the data upload.

5 Click **View Reports** or **Print & Save** to view, print, or save reports.

Try the steps below if you have any issues

✓ Close any other browser tabs or sessions currently using Tandem Source on the computer

✓ Close other applications that sync with the pump (e.g., t:connect HCP Uploader in your task tray, Tandem Device Updater, t:connect Uploader, Glooko, Diasend, Tidepool)

✓ Make sure you are using the cable that came with the insulin pump (it's black with the white Tandem logo on the micro-USB end)

✓ Try plugging the cable into a different USB port on your computer

✓ Select "Try Again." If your browser displays a message to connect to a serial port, select "Tandem Virtual COM Port," "Connect," and then try uploading again.

✓ Check your browser settings at **about://settings/content/serialPorts**. Select "Sites can ask to connect to serial ports," then try uploading again.

✓ Try restarting your computer

For additional assistance, please contact Customer Support at (877) 801-6901.