

Tandem Source™



Table of Contents

Section 1 • Important Safety Information

Intended Use of the Tandem Source Platform	3
Important User Information	3
Important User Information Regarding the Tandem t:slim Mobile App	3
Precautions	4

Section 2 • Product Overview

Getting Started	6
Getting to Know Tandem Source	7
Explanation of Symbols	8

Section 3 • Manage User Accounts

Update Account Information	9
Manage Connections with Professional Users	9

Section 4 • Data Upload

Tandem Source Platform	13
Tandem t:slim Mobile App	14

Section 5 • Working with Pump Data

Glucose Range Color Coding	15
Report Details	15
Save or Print Report	19
Select Data Set	21

Section 6 • Frequently Asked Questions

General Questions	22
Compatibility	24
Reports	24
Connecting Accounts	25
Replacement Pumps	25

Section 7 • Miscellaneous

Data Privacy	26
Security Settings	26

Automatic Updates	26
Serious Incident Reporting	26
Patents and Trademarks	26

Section 8 • Importers and Distributors

Contact Information	28
---------------------------	----

SECTION 1

Important Safety Information

Intended Use of the Tandem Source Platform

The Tandem Source™ platform is intended for use by individuals with diabetes mellitus who use Tandem Diabetes Care™ insulin pumps, their caregivers, and their healthcare providers in home and clinical settings. The Tandem Source platform supports diabetes management through the display and analysis of information uploaded from Tandem insulin pumps.

Important User Information

Thoroughly review all product instructions for warnings and other important user information before using Tandem Source. Medical devices, like other computer systems, can be vulnerable to cybersecurity risks, potentially impacting the safety and effectiveness of the device. Incorrect use of Tandem Source or your failure to follow the instructions, precautions, and warnings in this user guide may expose your computer to cybersecurity risks.

Always use Tandem Source on a Trusted Computer using a web browser through a secure internet connection. A Trusted Computer is a personal computer or a computer controlled by your healthcare provider's office that has the latest security patches for a supported operating system, including virtual machines used at healthcare provider's offices.

For local support in your area, see the contact information on the back cover of this user guide.

You can request a printed copy of this user guide at any time, which we will send to you free of charge within seven days of your request. See the contact information on the back cover of this user guide.

Important User Information Regarding the Tandem t:slim Mobile App

The information on the Tandem t:slim mobile app display may not be identical to the current status of your pump. Wireless uploads from the Tandem t:slim mobile app to Tandem Source require a compatible phone and an internet or wireless data connection. Uploads to Tandem Source do not take place in real time and should not be relied upon by healthcare providers or caregivers for remote patient monitoring. Users should always follow the advice of their healthcare professional and seek medical attention when appropriate. Standard carrier data rates may apply.

The feature set available within the Tandem t:slim mobile app is dependent on the pump software version and the compatible smartphone's model and operating system (OS). See your Tandem pump user guide for available feature sets.

This user guide is applicable above and beyond any recommendations made by the manufacturer of the mobile device on which the Tandem t:slim mobile app is installed.

For an up-to-date list of supported smartphones, please visit tandemdiabetes.com/mobilesupport, or tap **Help** on the Tandem t:slim mobile app *Settings* screen, then tap **App Guide**.

SECTION 1 • Important Safety Information

Precautions

⚠ PRECAUTION

NEVER connect your pump to a public computer. Always use a Trusted Computer.

⚠ PRECAUTION

Use of security features on your Trusted Computer is important. These security features include:

- » The use of a password or PIN to unlock the Trusted Computer.
- » Making sure that your Trusted Computer has current security software.
- » Keeping your software updated when prompted by your Trusted Computer.
- » Some web pages can be unsafe and can affect your Trusted Computer just by visiting them. You should minimize visits to unknown websites and look for 'https' in the browser address or for the padlock symbol next to the URL when visiting websites.
- » You can check system requirements at tandemdiabetes.com/support/tandem-source/personal. You can verify the tandemdiabetes.com certificate in the browser by clicking on the padlock symbol next to the URL.

⚠ PRECAUTION

Exercise caution whenever you connect your pump to a Trusted Computer and remain in the presence of the pump at all times while your pump is connected to a Trusted Computer.

⚠ PRECAUTION

Connecting the pump to a Trusted Computer that is attached to other equipment could result in previously unidentified risks to the patient, operator, or a third-party. The user should identify, analyze, evaluate, and control these risks.

⚠ PRECAUTION

Subsequent changes to a Trusted Computer could introduce new risks and require additional analysis. These changes can include but are not limited to changing the configuration of the Trusted Computer, connecting additional items to the Trusted Computer, disconnecting items from the Trusted Computer, and updating or upgrading equipment connected to the Trusted Computer.

SECTION 2

Product Overview

The Tandem Source™ platform is a secure web-based system that aims to help users monitor and understand insulin therapy and pump data uploaded from Tandem pumps. The tools and reports offered by the system allow people living with diabetes, their parents or guardians, and their authorized healthcare professionals to visualize such data.



Tandem Source Platform

Users with an established account (Personal users or Parent/Guardian users) can upload pump data to the Tandem cloud for themselves and their authorized healthcare professionals (Professional users) to view and analyze in Tandem Source. Tandem Source does not require users to download or install any software.

Regardless of who accesses Tandem Source or from where, there are a few common characteristics:

- Tandem Source is web-based and can be accessed using any compatible web browser.
- The data is hosted on secure web and database servers which are accessible only through a secure internet connection.

NOTE

For an up-to-date list of supported operating systems and browsers, please visit tandemdiabetes.com/support/tandem-source/personal.

Tandem t:slim Mobile App

Tandem Source users can use their Tandem Source login information to also log into the Tandem t:slim™ mobile app on a compatible smartphone and upload Tandem pump data. The Tandem t:slim mobile app uploads Tandem pump and therapy data wirelessly to the Tandem cloud and shares it with authorized healthcare professionals, eliminating the need to connect your Tandem pump and upload during an office visit. The Tandem t:slim mobile app may not yet be available in your region.

NOTE

For an up-to-date list of supported smartphones, please visit tandemdiabetes.com/mobilesupport, or tap **Help** on the Tandem t:slim mobile app *Settings* screen, then tap **App Guide**.

Getting Started

Tandem Source enables Personal users, Parent/Guardian users, and their authorized healthcare professionals to easily access Tandem pump and therapy data that has been uploaded into the secure Tandem cloud. Tandem Source users can upload pump data or access uploaded pump data and reports.

■ NOTE

If you already use the Tandem t:slim mobile app, use the same login information to log in to Tandem Source. If you forget the password for your account, click **Forgot your password?** on the Tandem Source login page for instructions on how to reset it. If you still cannot log into Tandem Source, contact your local customer support. The Tandem t:slim mobile app may not be available in your region.

Create a Tandem Source user account as follows:

1. Click **Create Account** on the Tandem Source login page.
2. Click **Personal Use** if you wear a Tandem pump, or **Parent/Guardian Use** if you manage another person's care.

■ NOTE

Minors are not allowed to have Tandem Source user accounts at this time. If a child attempts to create a Tandem Source user account, Tandem Source automatically displays an error message and prevents the child from proceeding.

3. Enter the required personal information (e.g., name, date of birth, security question) and click **Next**.
 - If you selected Parent/Guardian Use in step 2, enter the required personal information for both yourself and the person who wears the pump.
4. Enter the email address you would like to associate with your Tandem Source account.

■ NOTE

If you already use the Tandem t:slim mobile app, use the same login information to log in to Tandem Source.

5. Check all required consent flags. Check any optional consent flags as desired.
 - If you click any links to review consent information, always click **Back** within Tandem Source to return to the *Create Account* screen. Do not use the back button in your internet browser.
6. Click **Confirm**. Tandem Source sends a confirmation email to the email address you used to register in step 4.
7. Click the link in the confirmation email to return to Tandem Source.
8. Create a password and click **Done**. Tandem Source returns you to the login screen.
9. Log into Tandem Source using your credentials.

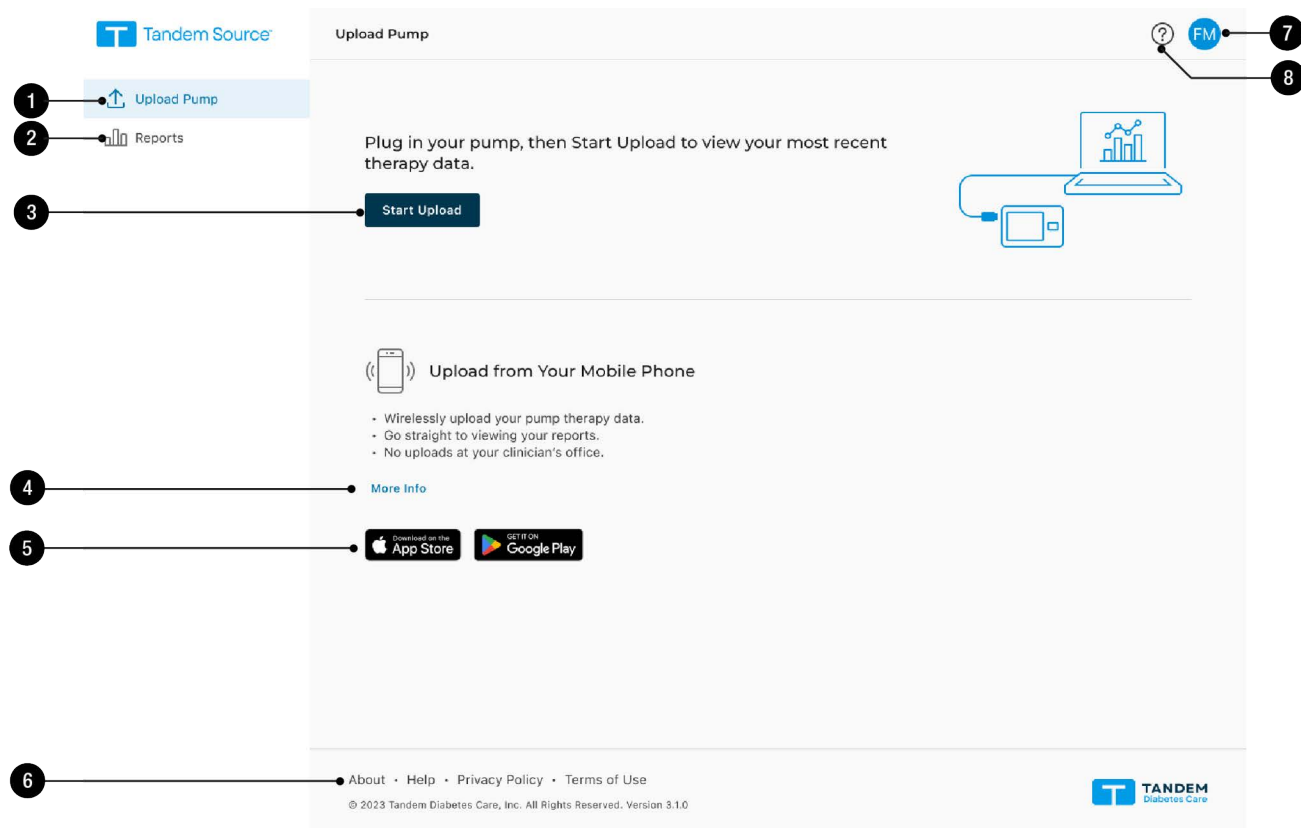
Once you create your Tandem Source account and log in, we strongly suggest that you link your pump to your Tandem Source account:

- The first time you connect your pump to your computer using its USB cable and upload your data as described in [Data Upload](#), your Tandem pump automatically links to your Tandem Source account.
- If you use the Tandem t:slim mobile app, Tandem Source automatically links your pump to your Tandem Source account when you pair your pump with the Tandem t:slim mobile app.

Any Professional user can also link your pump to your Tandem Source user account during your next office visit when you allow them to connect your pump to their computer using the Tandem USB cable.

Getting to Know Tandem Source

The following example shows the Tandem Source *Home* screen:



1. **Upload Pump icon:** Click this icon from any screen to open the *Upload Pump* screen.
2. **Reports icon:** Click this icon from any screen to open the *Reports* screen.
3. **Start Upload:** Once your Tandem pump is connected to your computer, click **Start Upload** to begin uploading your pump and therapy data.
4. **More Info:** Click **More Info** from the *Upload Pump* screen to open the official Tandem t:slim mobile app website in a separate browser tab. This link only appears if the Tandem t:slim mobile app is available in your region.
5. **Mobile App icons:** These icons only appear if the Tandem t:slim mobile app is available in your region.
 - ◆ If you are using Tandem Source in a web browser on your smartphone, tap the respective icon to open the App Store® or Google Play™ and download the Tandem t:slim mobile app.
 - ◆ If you are using Tandem Source in a web browser on a computer, click the App Store or Google Play icon to learn more about the Tandem t:slim mobile app in a new browser tab.
6. **Tandem Source footer:** The footer contains links to useful information, including the *About* screen, the *Help* screen, and legal information.
7. **Profile icon:** Click this icon from any screen to open a dropdown menu, including access to the *Account Settings* screen and the ability to log out of Tandem Source.










SECTION 2 • Product Overview

8. **Help icon:** Click this icon from any screen to open the *Help* screen.

Explanation of Symbols

The following are symbols (and their descriptions) which you may find in Tandem Source. These symbols tell you about the proper and safe use of the product. Some of these symbols may not be relevant in your region, and are listed for informational purposes only.

Explanation of Tandem Source Symbols

Symbol	Meaning	Symbol	Meaning
	Medical device		Authorized Representative in the European Community
	Manufacturer		Indicates the authorized representative in Switzerland
	Date of manufacture		Indicates the responsible person in the United Kingdom
	CE marking of conformity		UKCA marking of conformity
	Catalogue number		

SECTION 3

Manage User Accounts

Once you have created your Tandem Source™ user account, you can use the Tandem Source platform to manage your account information. Use the *Account Settings* screen to update your account information and manage connections with Professional users.

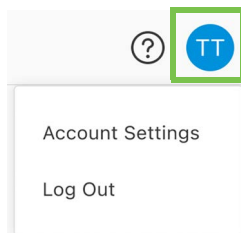
Update Account Information

You can use Tandem Source to update important account information, including:

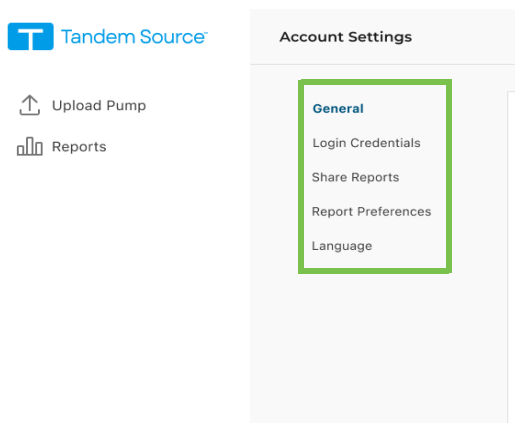
- **General information** – Edit your name, date of birth, personal contact information, and emergency contact information.
- **Login credentials** – Update your email address, password, or security question.
- **Display language** – Select your display language.

To update your account information:

1. Click the **Profile** icon in the top right corner of Tandem Source.



2. Click **Account Settings**.
3. Use the left navigation menu on the *Account Settings* screen to choose which information to edit.



Manage Connections with Professional Users

After you create your Tandem Source user account and upload your pump data, you can connect your account with Professional users to allow them to view your insulin pump's data reports. See [Data Upload](#) for instructions to upload your pump data.

SECTION 3 • Manage User Accounts

Connect at a Clinic

Your Tandem Source user account automatically connects to a Professional user account the first time you allow your authorized healthcare professional to connect your pump to their computer using the Tandem USB cable and upload your pump data into Tandem Source. Note that connecting with a Professional user provides all other Professional users at their clinic access to the same data.

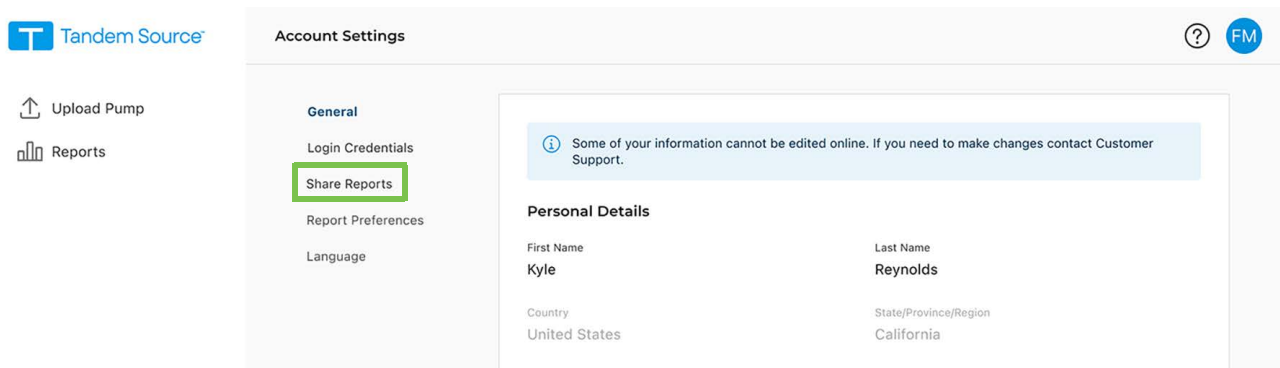
NOTE

We strongly suggest that you create your Personal user account as shown in [Getting Started](#) before visiting your healthcare professional. If you do not have a Personal user account, your healthcare professional can only view your data while your pump is connected to their computer.

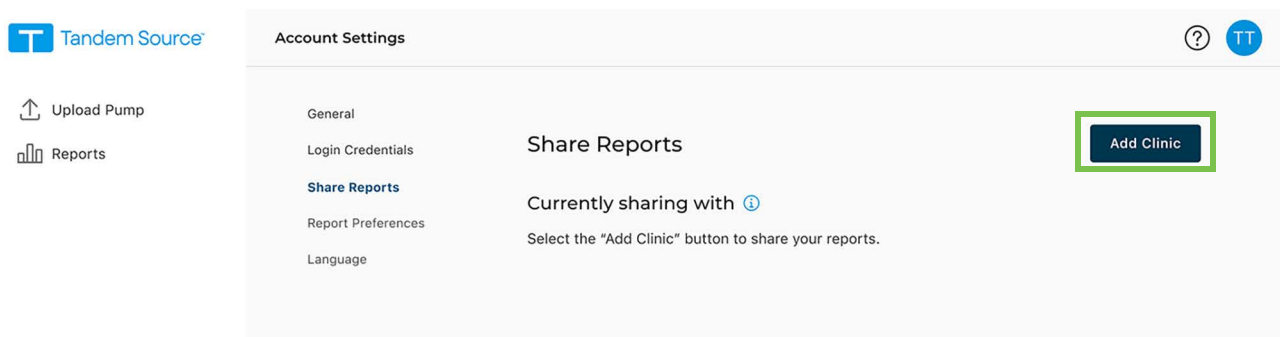
Connect using Tandem Source

You can use Tandem Source to connect to a clinic without being present at the clinic. After you log into Tandem Source, connect to a clinic as follows:

1. Click the **Profile** icon in the top right corner of Tandem Source.
2. Click **Account Settings** in the context menu.
3. Click **Share Reports** in the left side of the *Account Settings* screen.



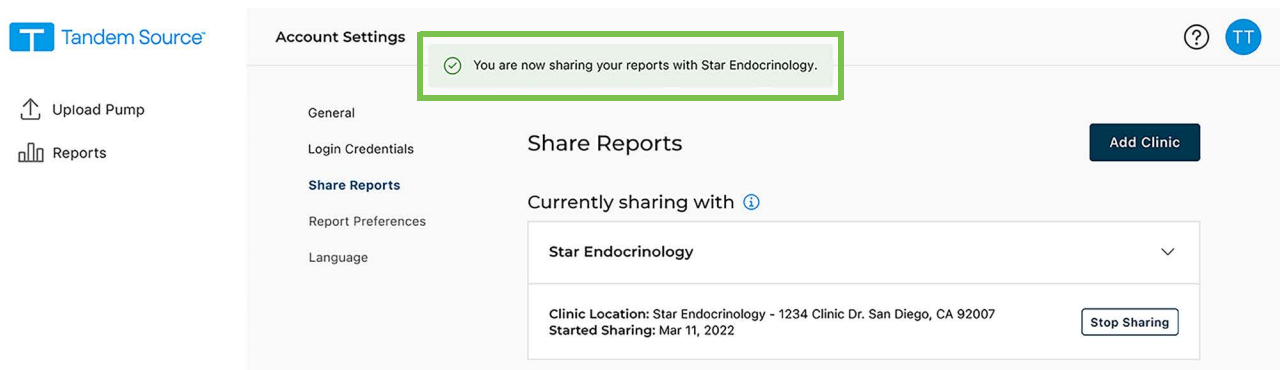
4. Click **Add Clinic** in the top right corner of the *Share Reports* screen. A pop-up window appears.



5. Use the pop-up window to search for your clinic:
 - a. Select your country in the *Country* dropdown menu.
 - b. Select your state, province, or region in the *State/Province/Region* dropdown menu.
 - c. Type the name or address of the clinic in the search bar. Clinics appear in a dropdown menu below the search bar as you type. When you see your clinic in the dropdown menu, click it to select it.

SECTION 3 • Manage User Accounts

- Click **Start Sharing**. Tandem Source returns to the *Account Settings* screen and displays a success banner at the top of the screen.



Tandem Source alerts you during the connection process if there are any issues.

- If you type a phrase into the search bar that Tandem Source does not recognize, the dropdown menu shows an error message. Always search for a clinic, not an individual healthcare professional, and confirm that you entered the clinic name/address correctly.
- If you are already connected to a clinic, the pop-up window displays a banner.
 - If you are already connected to the clinic you searched for, click **Close** to return to the *Share Reports* screen.
 - If you searched a new clinic, you may click **Start Sharing** to connect to the new clinic, or click **Close** to return to the *Share Reports* screen. You may connect your account to as many clinics as you wish.
- If you have not linked a Tandem pump to your Tandem Source account, a pop-up window reminds you to link your pump. Click **Upload Pump** in the pop-up window to navigate to the *Upload Pump* screen. See [Data Upload](#) for instructions to upload your pump data.

Remove a Connection with a Professional User

If you no longer wish to share your data with a Professional user, you can remove a clinic as follows:

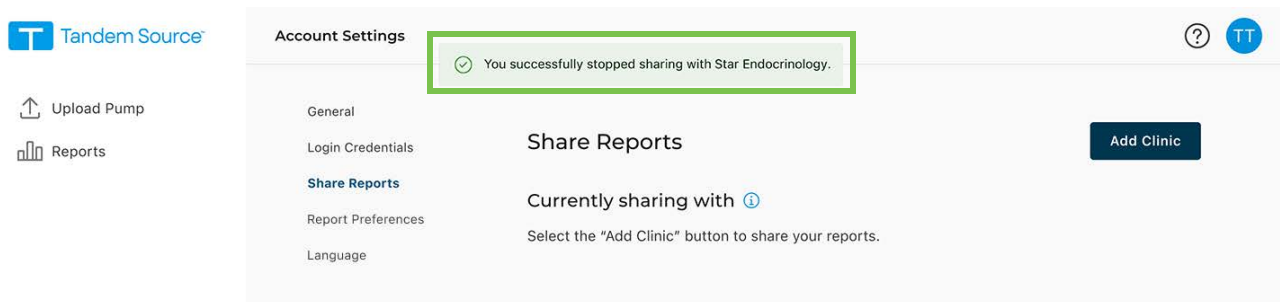
- Click the **Profile** icon in the top right corner of Tandem Source.
- Click **Account Settings**.
- Click **Share Reports** in the left side of the *Account Settings* screen.
- Click the name of the clinic you wish to remove. The clinic details appear below the clinic name.

SECTION 3 • Manage User Accounts

5. Click **Stop Sharing** beside the clinic address. This generates a pop-up window.



6. Click **Stop Sharing** in the pop-up window. Tandem Source returns to the *Account Settings* screen and displays a success banner at the top of the screen.



Once you stop sharing your data with a clinic, Tandem Source removes you from their patient list. Professional users at that clinic will no longer have access to any of your pump or therapy data. Tandem Source does not notify the clinic that you have stopped sharing your data.

SECTION 4

Data Upload

After you create a Tandem Source™ user account, you can connect your Tandem pump to a Trusted Computer using the USB cable provided with your pump. Once connected, you can upload your pump data to the Tandem Source platform. If you use the Tandem t:slim™ mobile app, you can also upload data wirelessly from your pump to the secure Tandem cloud via your smartphone. The Tandem t:slim mobile app may not yet be available in your region.

⚠ PRECAUTION

NEVER connect your pump to a public computer. Always use a Trusted Computer.

⚠ PRECAUTION

Exercise caution whenever you connect your pump to a Trusted Computer and remain in the presence of the pump at all times while your pump is connected to a Trusted Computer.

⚠ PRECAUTION

Connecting the pump to a Trusted Computer that is attached to other equipment could result in previously unidentified risks to the patient, operator, or a third-party. The user should identify, analyze, evaluate, and control these risks.

⚠ PRECAUTION

Subsequent changes to a Trusted Computer could introduce new risks and require additional analysis. These changes can include but are not limited to changing the configuration of the Trusted Computer, connecting additional items to the Trusted Computer, disconnecting items from the Trusted Computer, and updating or upgrading equipment connected to the Trusted Computer.

Tandem Source Platform

You can use Tandem Source to securely upload data from a Tandem pump to the Tandem Source platform when the pump is connected to your computer. If you have not already linked your pump to your Tandem Source account, Tandem Source automatically links your pump to your account when you begin your first upload.

Connect a Tandem pump for data upload as follows:

1. Log into Tandem Source using your established credentials.
2. Click **Upload Pump** in the left navigation bar to navigate to the *Upload Pump* screen.
3. Connect the pump into the computer using the USB cable provided with the pump. Align the Tandem logo on the cable with the Tandem logo on the pump.
 - ◆ If your browser displays a dialog box asking to connect to a COM port, click **Tandem Virtual COM Port** to highlight it, then click **Connect**.
4. From the *Upload Pump* screen, click **Start Upload** to begin the data upload. Tandem Source displays your name, date of birth, date of last upload, and pump description.

■ NOTE

Tandem Source displays an error message if any upload errors occur. Follow the instructions shown in the error message.

5. A confirmation banner appears when the data upload is complete. Click **View Reports** or **Print & Save** to review pump data as desired.

Tandem t:slim Mobile App

The Tandem t:slim mobile app uploads data wirelessly from your pump to the secure Tandem cloud via your smartphone, allowing your healthcare professionals easy access to your data without requiring access to your pump or USB cables. See your Tandem pump user guide for instructions to pair your pump with your smartphone. The Tandem t:slim mobile app may not yet be available in your region.

Your Tandem t:slim mobile app remains synchronized with your pump as long as a *Bluetooth®* connection is established. The Tandem t:slim mobile app uploads pump data into the Tandem cloud approximately once per hour whenever it is connected to wi-fi or cellular data, depending on your data use settings.

■ NOTE

The Tandem t:slim mobile app must run in the background in order to receive and transmit data to and from your pump, as well as to the Tandem cloud. If you close or force stop your Tandem t:slim mobile app, it will not be running in the background.

SECTION 5

Working with Pump Data

The Tandem Source™ platform creates reports using the data you upload from your pump. Professional users authorized to view your data can view these reports as soon as each upload is complete. This chapter describes how to configure Tandem Source before viewing specific therapy data, reports that are available for view, and saving or printing reports.

Glucose Range Color Coding

High glucose, low glucose, and target range values are color-coded in reports as follows:

- High Range = Orange
- In Range = Green
- Low Range = Red

Report Details

Tandem Source offers three standard reports:

- Overview – Provides a general overview of your therapy data.
- Daily Timeline – Shows glucose readings, basal insulin delivery, and boluses day by day.
- Pump Settings – Displays pump settings, including all Personal Profiles and predictive technology usage (depending on your pump software).

■ NOTE

Tandem Source only displays completed boluses. If a bolus was still in progress during your last pump data upload, that bolus will not appear in any reports.

Overview Report

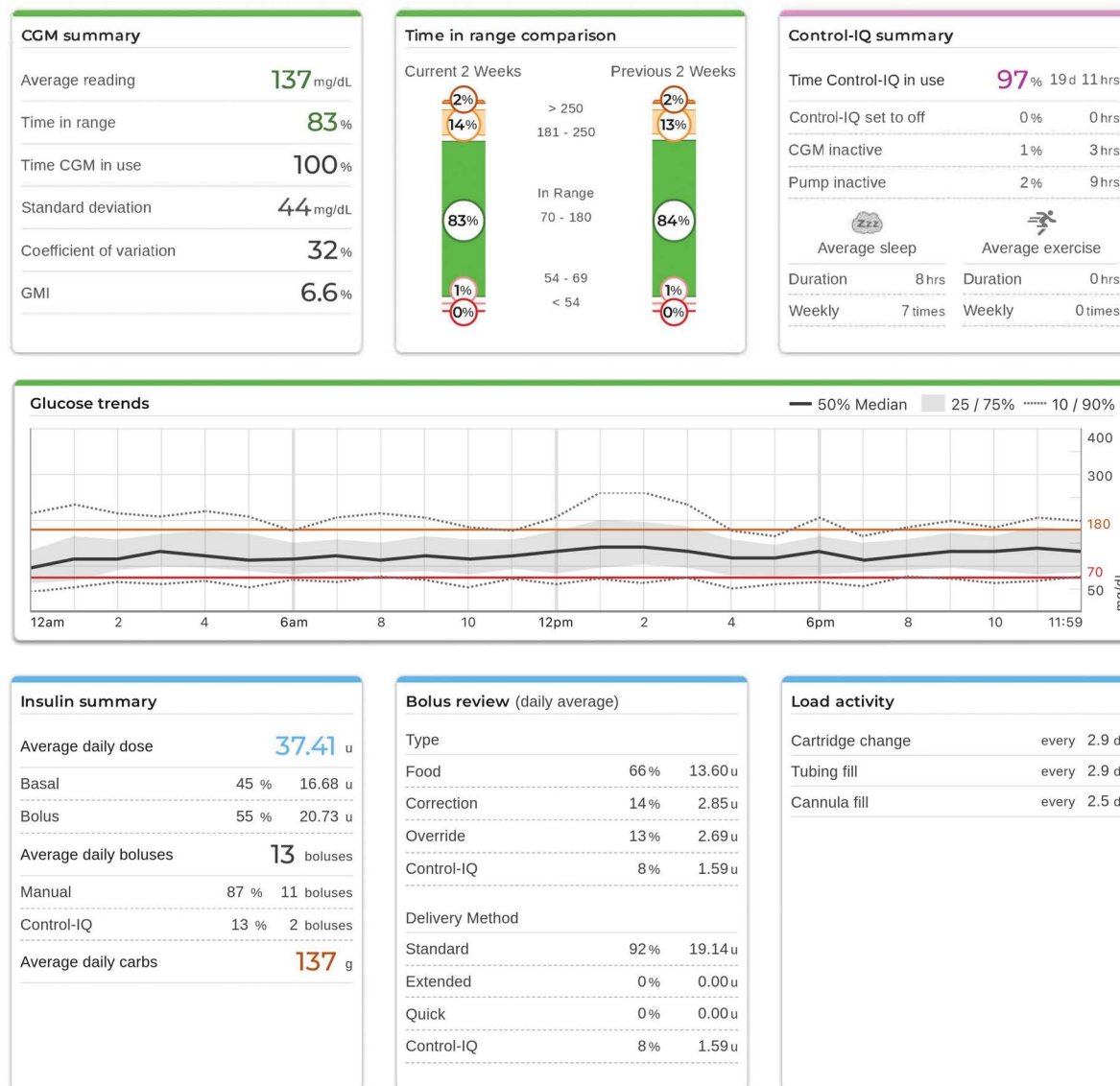
The Overview report offers a summary of your pump and therapy data. The following summary information may be included in the default Overview report:

- Summary of CGM usage (e.g., average glucose reading, total time in target range, total time of use)
 - If you do not have CGM data, BG entries on the pump appear instead
- Time in Range comparison between the current selected time period and the previous time period
- Summary of predictive technology usage (depending on your pump software)
- A glucose trends graph showing a summary of glucose values during the selected period, including the median and interquartile range
 - If you do not have CGM data, the glucose trends graph is not displayed
- Summary of average daily insulin (e.g., total insulin delivered, basal insulin delivered, boluses delivered)
- Average daily bolus delivery, including different types and amounts of boluses delivered
- Average frequency of cartridge and infusion set changes

All glucose values shown in the Overview report are measured in mg/dL.

SECTION 5 • Working with Pump Data

The following screen shows an example Overview report.



Daily Timeline Report
















The Daily Timeline report shows glucose readings, basal and bolus insulin delivered, insulin suspension events, and other pump and therapy-related events that occurred during the selected date range. If a CGM is connected to the pump, this report also displays CGM data for the same timeframe.

All glucose values shown in the Daily Timeline report are measured in mg/dL.





On your computer, hover your cursor over certain events to display a tooltip with information about that event.

SECTION 5 • Working with Pump Data


The Daily Timeline report displays the following therapy data elements:

Symbol	Definition
	Food Bolus – Bolus insulin delivered based on the number of carb grams entered and carb ratio. The food bolus icon is always accompanied by the Carbs icon.
	Correction Bolus – Bolus insulin delivered to correct high glucose based on the BG values entered for that bolus, the correction factor, and the target for that time of day.
	Food Bolus with Correction Bolus – A food bolus delivered with a correction bolus. A correction bolus may be added to or subtracted from a food bolus.
	Extended Bolus – Bolus insulin delivered for food or override boluses over an extended period of time.
	Quick Bolus – Bolus insulin delivered by using the Quick Bolus Button.
	Override Bolus – Bolus insulin delivered when you increased or decreased the calculated amount of insulin, or manually entered a value for units of insulin.
	Profile Basal – Insulin delivered at a slow continuous rate, as programmed in pump Personal Profiles. It is measured in units per hour.
	Temporary Basal – Basal insulin units delivered continuously for a short period of time to accommodate special situations, set in the pump as a percentage of the Profile Basal rate. A Temp Rate can be either higher or lower than the Profile Basal rate.
	Automatic Suspensions – Pump predictive technology suspended insulin delivery and the pump was delivering 0 units/hour.
	Carbs – The total amount of carbs used to deliver a food bolus.
	Cartridge Changes – An insulin cartridge was changed, tubing was filled, or a cannula was filled.
	CGM Alerts – CGM readings were stopped for any reason (e.g., Out of Range Alerts, Transmitter Error).
	Pump Alarms – A pump alarm or malfunction occurred and insulin deliveries were stopped.
	Manual Stop – The patient manually stopped insulin deliveries.
	Pump Shutdown – The pump was powered off and all insulin deliveries were stopped.

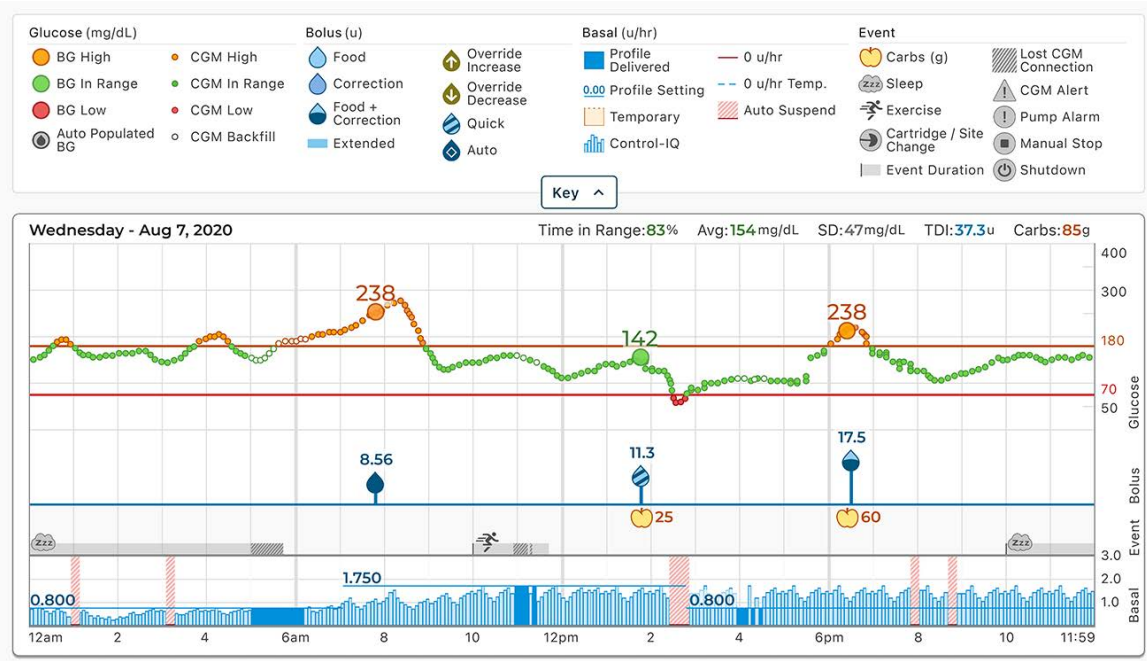
If Control-IQ technology is enabled, the Daily Timeline report also displays the following information:

Symbol	Definition
	Control-IQ Technology Basal Insulin Adjustment – Control-IQ technology was adjusting basal insulin (increasing or decreasing).
	Control-IQ Technology Bolus Events – A Control-IQ technology automatic correction bolus was initiated.
	Exercise Activities (gray shading with Exercise icon) – An Exercise Activity was enabled.
	Sleep Activities (gray shading with Sleep icon) – A Sleep Activity was enabled.

SECTION 5 • Working with Pump Data

Symbol	Definition
	Lost CGM Connection – Your pump was not communicating with your CGM for an extended period of time. Any CGM readings backfilled by the pump during this period of time have color-coded borders on the trend graph as described in Glucose Range Color Coding .

The following screen shows an example Daily Timeline report. The default view includes a key that defines crucial icons. Click **Key** to collapse the key.



Pump Settings Report

The Pump Settings report includes Personal Profiles for the most recent pump upload associated with your account. This report is read-only and cannot be used to change any settings in the pump itself. All glucose values shown in the Pump Settings report are measured in mg/dL. Pump settings shown on this report may include:

- Profiles used during the selected time period

Pump Profile settings -Weekday					Active at upload
Time	Basal Rate (u/hr)	Correction Factor (u:mg/dL)	Carb Ratio (u:grams)	Target BG (mg/dL)	
12:00am	0.750	1:30	1:10	120	
6:30am	0.625	1:30	1:10	120	
11:00am	0.750	1:45	1:8	110	
2:00pm	0.925	1:45	1:10	110	
5:30pm	1.100	1:55	1:7.3	110	
8:00pm	1.150	1:45	1:10	110	
10:00pm	0.900	1:30	1:12	110	
11:00pm	0.625	1:30	1:12	120	
Total Daily Basal: 19.75 u Insulin Duration: 3:30 hrs Carbohydrates: On					

SECTION 5 • Working with Pump Data

- Tiles describing individual pump settings, including predictive technology settings (depending on your pump software), alert and alarm settings, and insulin delivery settings

General Settings	
Quick bolus	On 5 u
Max bolus	20 u
Basal limit	8.250 u/hr

Control-IQ settings	
Control-IQ	On
Weight	152 lb
Total daily insulin	40 u
Sleep schedules	
M T W Th F (10:30 AM - 6:30 AM)	On
Sa Su (11:30 PM - 9:00 AM)	Off
Insulin duration	5 hr
Target BG	110 mg/dL

CGM Settings	
High alert	On 190 mg/dL every 2 hr
Low alert	On 70 mg/dL every 15 min
Rise alert	On 2 mg/dL/min
Fall alert	On 2 mg/dL/min
Out of range	On 20 min

Save or Print Report

Using the Print Screen

Different areas within Tandem Source allow you to open the *Print* screen and save or print any report:

- From the *Upload Pump* screen, click **Print & Save** following a completed data upload.
- From any report screen, click the **Print** icon in the upper right corner of the respective report screen.

Once the *Print* screen appears, select the desired date range and report(s) in the *Select Reports* window, then click **Save Reports** or **Print Reports**. If you use the *Print* screen to save a report, Tandem Source saves the report as a PDF file.

Select Reports	
<input checked="" type="checkbox"/> Overview (Mar 24-Apr 6)	Date Range 2 Weeks Mar 24 - Apr 6
<input type="checkbox"/> Daily Timeline (Mar 24 - Apr 6)	Date Range 2 Weeks Mar 24 - Apr 6
<input checked="" type="checkbox"/> Pump Settings at last upload	Apr 6, 2022

Save ReportsPrint Reports

SECTION 5 • Working with Pump Data

Exporting Data from Report Screens

While viewing the Overview report or the Pump Settings report, you can copy the report contents as plain text to easily paste into other programs. Click **Copy as Text** at the top right of the desired report.

t:slim X2 (#199092) Copy as text

Pump Profile settings -Weekday Active at upload

Time	Basal Rate (u/hr)	Correction Factor (u:mg/dL)	Carb Ratio (u:grams)	Target BG (mg/dL)
12:00 AM	0.750	1:30	1:10	120
6:30 AM	0.625	1:30	1:10	120
11:00 AM	0.750	1:45	1:8	110
2:00 PM	0.925	1:45	1:10	110
5:30 PM	1.100	1:55	1:7.3	110
8:00 PM	1.150	1:45	1:10	110
10:00 PM	0.900	1:30	1:12	110
11:00 PM	0.625	1:30	1:12	120

Total Daily Basal: 19.75 u Insulin Duration: 3 hr 30 min Carbohydrates: On

NOTE

Tandem Source only copies the name of the person who wears the pump. If you have a Parent/Guardian account, the copied plain text will not include your name.

While viewing the Daily Timeline report, click **Export CSV** to export the report contents to a CSV (Comma Separated Values) file.

Overview **Daily Timeline** Pump Settings

2 Weeks (Aug 5 - 19, 2022) CGM Data by Dexcom Export CSV

Glucose (mg/dL)
● BG High
● BG In Range
● BG Low
● Auto Populated BG

Bolus (units)
● CGM High
● CGM In Range
● CGM Low
● CGM Backfill
● Food
● Correction
● Food + Correction
● Extended
● Override Increase
● Override Decrease
● Quick
● Auto

Basal (units/hr)
■ Profile Delivered
0.00 Profile Setting
■ Temporary
■ Control-IQ
— 0 units/hr
- - 0 units/hr Temp.
■ Auto Suspend

Event
● Carbs (g)
● Sleep
● Exercise
● Cartridge/Site Change
■ Event Duration
■ Lost CGM Connection
● CGM Alert
● Pump Alarm
■ Manual Stop
● Shutdown

Key ^

Friday - Aug 5, 2022 Time in Range: 83% Avg: 125mg/dL SD: 58mg/dL TDI: 45.0 units Carbs: 80g 400

Tandem Source exports CSV files to your Downloads folder by default.

- The default filename begins with CSV_[your name] for easy identification. For example, if your name is Tom Tandem, an exported CSV file begins with CSV_TandemTom. The date and time of export are also included in the filename to prevent Tandem Source from overwriting old exports.
- You can open CSV files in any spreadsheet program (e.g., Microsoft Excel).

Select Data Set

Tandem Source displays your data for the last two weeks by default, but you can select a preset date range or set a custom date range to determine how much data each report includes. The maximum viewable date range is 30 days.

Tandem Source generates some reports using only complete days to ensure that daily averages are represented accurately. Tandem Source defines a complete day as having at least 18 hours of cumulative basal data. If less than 18 hours of cumulative basal data was uploaded for any day in a selected date range, Tandem Source will treat that day as incomplete.

- Incomplete days with some data may occur when you connected your pump to a computer for data upload or the first day you started using your pump.
- Incomplete days with no data may include whole days before you started using the pump or an extended period of discontinued pump therapy (e.g., you placed the pump in storage mode as described in the appropriate pump user guide).

Tandem Source processes the data from incomplete days as follows:

- Data for incomplete days is included in calculations (e.g., average CGM, Time in Range).
- Daily statistics totals (e.g., total daily dose) exclude incomplete days.
- Both incomplete days and their data are excluded from statistics calculated using the entire selected date range (e.g., the average daily dose is calculated using only complete days and only basal data collected on those days).

Time/Date Change

If you changed the time or date on your pump during a selected date range, Tandem Source treats the day(s) of the change as incomplete. Daily Timeline graphs are separated to reflect the change (e.g., if you changed the time on the pump from 1:00pm to 4:00pm, no data appears on the first graph after 1pm for that day). This applies even if you changed the pump time or date backwards (e.g., changing time zones while traveling).

If the selected date range includes a pump time or date change, the Overview report and Daily Timeline report display a banner describing the change and the affected day(s).

Multiple Pumps

If the selected date range includes data from multiple pumps (e.g., you received a warranty replacement pump), Tandem Source manages therapy data from each pump separately.

- On the Overview report and the Daily Timeline report, select which pump data set to view.
 - ◆ If you print or save these reports from the *Print* screen, Tandem Source creates one Overview report and one Daily Timeline report for each pump.
 - ◆ If you export the Daily Timeline report as a CSV file, one CSV file will include all pumps and sort data by pump serial number within the file.
- The *Pump Settings* screen always shows settings for the most recently uploaded pump.
- Linking a new pump to your Tandem Source account does not erase data uploaded from prior pumps.

SECTION 6

Frequently Asked Questions

General Questions

What is the Tandem Source platform?

The Tandem Source™ platform is a secure, cloud-based website that allows users to view reports and visualizations of their Tandem insulin pump and therapy data. Users can gain a better understanding of their pump, insulin, glucose, and other related historical data, which can be used to help make informed therapy and diabetes management decisions. Tandem Source also allows authorized Professional users to connect securely with pump users and view their data to discuss related insights and provide diabetes management guidance.

■ NOTE

Tandem Source is not a replacement for the information displayed on your insulin pump. The information displayed on Tandem Source may not be identical to the current status of your pump. Treatment decisions should be made on the basis of insulin pump display only, not the web application display.

How do I upload my pump's data into Tandem Source?

The *Upload Pump* screen of Tandem Source allows you to upload data. See [Tandem Source Platform](#).

The Tandem t:slim™ mobile app uploads pump data wirelessly when your pump is paired with your compatible smartphone. See [Tandem t:slim Mobile App](#).

How long will it take to upload my pump's data into Tandem Source?

When you connect your pump to a computer, the speed of uploading pump data into the Tandem Source platform largely depends on internet connection speed. When using a high-speed internet connection, uploading one month of data from your pump should take approximately one minute.

The Tandem t:slim mobile app uploads pump data into the Tandem cloud approximately once per hour when your smartphone is connected to wi-fi or cellular data, depending on smartphone data use settings. This allows your authorized healthcare professional to easily access your data without requiring you to remove your pump. The Tandem t:slim mobile app may not yet be available in your region.

How do I know Tandem Source is uploading data?

When a Tandem pump is connected to your computer using its USB cable, navigate to the *Upload Pump* screen in Tandem Source and click **Start Upload**. A status bar appears for the duration of the upload, and a confirmation banner appears on the *Upload Pump* screen when the upload is complete. See [Data Upload](#) for details.

Why isn't my smartphone uploading my pump and therapy data?

The Tandem t:slim mobile app must run in the background in order to receive and transmit data to and from your pump, as well as to the Tandem cloud. If you closed or force stopped your Tandem t:slim mobile app, it will not be running in the background.

How do I print a report or save as a PDF using Tandem Source?

To print any report or save any report as a PDF, click the **Print** icon in the upper right corner of any report screen, or click **Print & Save** on the *Upload Pump* screen following a data upload. You can also save the Daily Timeline report to your local machine as a CSV file. See [Save or Print Report](#) for details.

SECTION 6 • Frequently Asked Questions

What historical data can Tandem Source show?

You can search for any data you have ever uploaded into Tandem Source. However, to maximize search performance, you can only search for a maximum of 30 days of data at a time. For data uploaded more than six months ago, report generation may be delayed. For supported pump software and web browsers, see [Compatibility](#).

What do I do if I lose my internet connection during a wired pump upload?

Your computer must be connected to the internet in order to upload your pump data. Tandem Source displays a message if the connection is lost during your session. Reconnect to the internet, refresh the *Upload Pump* screen, and retry the upload.

What do I do if Tandem Source shows an error message?

Please visit tandemdiabetes.com/support/tandem-source/personal for detailed troubleshooting instructions.

My child is a minor. Can they connect their pump to Tandem Source?

Yes, but minors are not permitted to have a Personal account. If you are taking care of or acting on behalf of a minor child, select a Parent/Guardian account.

Can I change my pump settings from within Tandem Source? Can anyone access my pump remotely?

No, Tandem Source is designed only to display your historical pump and therapy data. It cannot modify how the pump is configured, how it works, or alert and alarm settings, or control the pump in any way.

Is my data secure?

Tandem Source uses multiple security technologies to protect data during transfer into your account and storage in the system, including data encryption as well as protecting our servers through routine scanning and regular network monitoring. Protecting the data and the privacy of patient data are important priorities to Tandem Diabetes Care.

Do you have a mobile app?

Yes, you can use the Tandem t:slim mobile app to upload your Tandem pump data wirelessly, eliminating the need to connect your pump and upload during an office visit. For more information, refer to your Tandem pump user guide. The Tandem t:slim mobile app may not yet be available in your region.

Who should I call if I still need help with Tandem Source?

Click **Help** in the footer of any Tandem Source screen to access external resources, including links to our main website, this user guide, and manufacturer instructions. If you still have questions, or you would like to receive a complimentary printed copy of this user guide, contact your local customer support.

SECTION 6 • Frequently Asked Questions

Compatibility

Is the Tandem Source platform compatible with my operating system and browser?

For an up-to-date list of supported operating systems and browsers, please visit tandemdiabetes.com/support/tandem-source/personal.

What pump versions does Tandem Source support?

Tandem Source only visualizes and provides data metrics for pump data generated with Basal-IQ™ technology version 6.3.1.1 and newer, or Control-IQ™ technology version 7.3.1 and newer. Please update your pump to the latest available software version, then retry data upload. If your pump software is supported by Tandem Source and you do not see your pump's data, please contact your local customer support.

How do I know what software my pump has?

When you connect a compatible Tandem pump, the *Upload Pump* screen displays the pump software version. You can also check your pump software version as directed in your Tandem pump user guide.

Reports

What if a selected reporting range includes a pump software update?

If you updated your pump software from an unsupported version to a supported version during a selected date range, the Tandem Source platform only processes data generated by compatible pump software. Tandem Source can only process data from Basal-IQ technology version 6.3.1.1 or later, or Control-IQ technology version 7.3.1 and newer.

If you updated your pump software during a selected date range, but both pump software versions are compatible with Tandem Source, the Daily Timeline report may display the Shutdown icon for each time the pump rebooted during the pump software update. See [Report Details](#) for more information.

How does Tandem Source generate reports for days with no data or substantial gaps in data?

If less than 18 hours of cumulative basal data was uploaded for any day in a selected date range, Tandem Source treats that day as incomplete. See [Select Data Set](#) for more information.

How does Tandem Source generate reports if the selected date range includes a date or time change on the pump?

Tandem Source treats the day(s) of the change as incomplete. A date change will affect multiple days. See [Select Data Set](#) for more information.

How does Tandem Source generate reports if the selected date range includes data uploads from multiple pumps?

Tandem Source manages therapy data from each pump separately.

- On the Overview report and the Daily Timeline report, select which pump data set to view in your web browser. If you print or save these reports, Tandem Source creates one Overview report and one Daily Timeline report for each pump.
- The *Pump Settings* screen always shows settings for the most recently uploaded pump.

SECTION 6 • Frequently Asked Questions

See [Select Data Set](#) for more information.

Connecting Accounts

Can I share my pump data in Tandem Source with my healthcare team?

Yes, you can connect with Professional users and their clinic to share your insulin pump and therapy data:

- Your account automatically connects to a Professional user's account the first time you allow your authorized healthcare professional to connect your pump to their computer.
- You can manually connect to a Professional user at any time while you are logged into your Tandem Source account. See [Manage Connections with Professional Users](#).

Note that connecting with a Professional user's clinic provides other Professional users at their clinic access to the same data. Connections with a clinic can be deactivated by either party at any time.

How many Professional users can I connect with?

You can connect with as many Professional users as you like. Note that connecting with a Professional user's clinic allows other Professional users at the selected clinic to access your data.

Can I use Tandem Source to connect to another pump user?

No, patients cannot connect with each other.

Replacement Pumps

I just got a replacement pump. How do I connect my new pump to the Tandem Source platform?

Within Tandem Source, go to the *Upload Pump* screen, ensure your insulin pump is connected to the computer using its provided USB cable, and click **Start Upload**. Tandem Source prompts you to link your pump with your Personal user account before your data is uploaded.

Can Tandem Source display data for more than one insulin pump?

Yes, Tandem Source can display data for each pump linked to a given patient's account. This data can be used to generate the Overview report and the Daily Timeline report. If a patient has multiple pumps linked to their Tandem Source account, a toggle at the top of the respective report screen allows you to select which pump to display.

- Separate Overview reports and Daily Timeline reports are generated for each pump.
- The Pump Settings report only displays pump settings from the most recently uploaded pump.
- Linking a new pump to your Tandem Source account does not erase data uploaded from prior pumps.

Miscellaneous

Data Privacy

Tandem Diabetes Care is firmly committed to your privacy, and we have implemented policies and practices designed to protect your personal data. In addition, we have implemented security safeguards as recommended in your applicable local law to help keep your personal data safe and secure in our systems. Please visit our Privacy Notice for further information.

Security Settings

Tandem designed the Tandem Source™ platform with advanced security technology and features throughout. We understand that security is vital when transferring medical information and have built a system that ensures your information is kept safe and secure. Enterprise-class Secure Sockets Layer (SSL) encryption is used for data communications between your computer and the secure Tandem Source web application servers.

Automatic User Account Timeout

For security purposes, after 15 minutes of inactivity, Tandem Source automatically ends your session and signs you out. A notification message informs you that this has occurred. The security timeout applies to all accounts and cannot be changed.

Automatic Updates

The Tandem Source platform will be updated periodically to better meet your needs. Generally, Tandem Source will update automatically and without interruption to its users.

Serious Incident Reporting

Report any serious incident that occurs in relation to this device to Tandem Diabetes Care or its local distributor. In Europe, also report to the competent authority of the Member State in which you reside.

Patents and Trademarks

Covered by one or more patents. For a list of patents, see tandemdiabetes.com/legal/intellectual-property.

Tandem Diabetes Care, the Tandem Diabetes Care logo, Tandem Source, t:slim, t:slim X2, Basal-IQ, and Control-IQ are either registered trademarks or trademarks of Tandem Diabetes Care, Inc. in the United States and/or other countries. Dexcom and any related logos and design marks are either registered trademarks or trademarks of Dexcom, Inc. in the United States and/or other countries. The Bluetooth® wordmark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any

SECTION 7 • Miscellaneous

use of such marks by Tandem Diabetes Care, Inc. is under license. All other third party marks are the property of their respective owners.



MDSS GmbH
Schiffgraben 41
30175 Hannover
Germany



MDSS CH GmbH
Laurenzenvorstadt 61
5000 Aarau
Switzerland



MDSS-UK RP Ltd.
6 Wilmslow Road, Rusholme
Manchester
M14 5TP
England, United Kingdom



Tandem Diabetes Care, Inc.
12400 High Bluff Drive
San Diego, CA 92130 USA
tandemdiabetes.com

Importers and Distributors

Contact Information

AUSTRALIA

AMSL Diabetes
Suite 4.01, Building A
The Park, 5 Talavera Rd,
Macquarie Park, Sydney,
NSW 2113, Australia
1300 851 056
diabetes@amsl.com.au
www.amsl diabetes.com.au

BAHAMAS

Family Medicine Center
Blake Road, P.O. Box N1658
Nassau, Bahamas
(242) 702-9310

BELGIUM / BELGIË

Air Liquide Medical nv
Erasmuslaan 40
1804 Zemst
+32(0)2 255 96 00
www.makingdiabeteseasier.com/be-nl

BELGIUM / BELGIQUE

Air Liquide Medical sa
Erasmuslaan 40
1804 Zemst
+32(0)2 255 96 00
www.makingdiabeteseasier.com/be-fr

CZECH REPUBLIC

A.IMPORT.CZ spol s r.o.
Petrská 29
Praha, 110 00
Bezplatná linka: 800 100 261
Technická podpora: 773 743 371
tech.podpora@aimport.cz
www.aimport.cz

DENMARK / DANMARK

Rubin Medical ApS
Postboks 227
0900 København C
+45 70 27 52 20
info_dk@rubinmedical.dk
www.rubinmedical.dk

EU IMPORTER

Tandem Diabetes Care Europe B.V.
Schiphol Boulevard 359
WTC Schiphol Tower D
11th Floor
1118 BJ Schiphol
Netherlands
KVK #85766364

FINLAND / SUOMI

Rubin Medical Oy
Tiilenlyöjankatu 9b
01720 Vantaa
+358 34 22 11 50
info_fi@rubinmedical.fi
www.rubinmedical.fi

FRANCE

Dinno Santé
1 Rue Raoul Follereau
77600 Bussy-Saint-Georges
France
09 809 890 60
www.dinnosante.fr

GERMANY / DEUTSCHLAND

VitalAire GmbH
Bornbarch 2
22848 Norderstedt, Germany
0800-1001644
diabetes@vitalaire.de
www.vitalaire.de/kontakt

IRELAND

Air Liquide Healthcare
Unit 23 North Park
North Road, Dublin 11
Eirecode D11 F791, Ireland
1800 12 4912
makingdiabeteseasier.com/uk

ISRAEL

Padagis Israel Agencies
1 Rakefet St.
Shoham, Israel
+972-(0)3-5773800, +972-(0)53-3515989
Tandemservice@padagis.com

ITALY / ITALIA

Movi SpA
Via Dione Cassio, 15
20138 Milano MI, Italy
+3902509051
www.diabete.movigroup.com

LUXEMBOURG / LËTZEBUERG / LUXEMBURG

Air Liquide Medical sa
Erasmuslaan 40
1804 Zemst
+32(0)2 255 96 00
vitalaire.belgium@airliquide.com

SECTION 8 • Importers and Distributors

NETHERLANDS / NEDERLAND

VitalAire Nederland BV
Archimedeslaan 11
8218 ME Lelystad
+31 (0) 88 250 3500
www.makingdiabeteseasier.com/nl

NEW ZEALAND

NZMS Diabetes
2A Fisher Crescent
Mt Wellington, Auckland 1060
New Zealand
0508 634 103
www.nzmsdiabetes.co.nz

NORWAY / NORGE

Rubin Medical AS
Hegsbroveien 72, Postboks 147
N-3401 Lier, Norge
+47 480 80 830
post@rubinmedical.no
www.rubinmedical.no

PORTUGAL

VitalAire, SA
Rua Dr. António Loureiro Borges,
nº4 - 3º - Arquiparque - Miraflores
1495-131 Algés
808788877
ptvitalaire-diabetes@airliquide.com
www.vitalaire.pt

SAUDI ARABIA

VitalAire Arabia
4063 Prince Fawaz Bin Abdulaziz St
Ar Rabwah, Riyadh 12813, Saudi Arabia
9200 23202
vitalairesa.contactus@airliquide.com
vitalaire.com.sa

SLOVAKIA

A.IMPORT.SK spol.s r.o.
Stará Vajnorská 37
831 04 Bratislava
Bezplatná linka: 800 22 11 30
info@aimport.sk
www.aimport.sk

SOUTH AFRICA

Continuous Oxygen Supplies Proprietary Limited T/A
VitalAire
4-6 Skeen Boulevard
Bedfordview, 2008
South Africa
086 133 9266
za.vitalaire.com

SPAIN / ESPAÑA

Air Liquide Healthcare España S.L.
Calle Orense, 34. 3a planta. 28020
Madrid. España
Corporativo: 918024515
Atención a paciente: 900103443
www.novalab.es

SWEDEN / SVERIGE

Rubin Medical AB
Per Albin Hanssons väg 41
SE-205 12 Malmö
Sweden
+46 40-15 54 80
info@rubinmedical.se
www.rubinmedical.se

SWITZERLAND (CH-IMPORTER)

VitalAire Schweiz AG
Waldeggsstrasse 38, 3097
Liebefeld Switzerland
0800 480 000
www.vitalaire.ch/diabetes/

UNITED KINGDOM

Air Liquide Healthcare
Alpha House, Wassage Way
Hampton Lovett
Droitwich, WR9 0NX
0800 012 1560
diabetes.info@airliquide.com
www.makingdiabeteseasier.com/uk/products-and-support



OTHER COUNTRIES:

tandemdiabetes.com/contact

UNITED STATES:

(877) 801-6901

tandemdiabetes.com

CANADA:

(833) 509-3598

tandemdiabetes.ca

1013082_B
AW-1013083_B

2024-JUN-07

© 2024 Tandem Diabetes Care, Inc. All rights reserved.