

Tandem Source™



User Guide

PROFESSIONAL

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SECTION 1

Important Safety Information

Intended Use

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 connection. A Trusted Computer is a computer controlled by your 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.

Precautions

▲ 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/tandemdiabetes.com/tandem-source-system-requirements. 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 a Tandem pump to a Trusted Computer and remain in the presence of the pump at all times while the 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 system allows people living with diabetes, their parents or guardians, and their authorized healthcare professionals to visualize such data.



NOTE

For troubleshooting tips and other support, including an up-to-date list of supported operating systems and browsers, please visit tandemdiabetes.com/tandem-source-system-requirements. For local customer support, see [Importers and Distributors](#).

NOTE

Some Tandem products may not yet be available in your region. Always consult with your local distributor if you have questions or to check availability in your area.

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
	Catalogue number		Indicates the authorized representative in Switzerland
	Manufacturer		Indicates the responsible person in the United Kingdom
	CE marking of conformity		UKCA marking of conformity
	Consult instructions for use or consult electronic instructions for use		Unique Device Identifier (UDI)

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 patient information is kept safe and secure.

Automatic User Account Timeout

After 15 minutes of inactivity, Tandem Source automatically ends your session for security purposes. 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 updates periodically to better meet your needs. Generally, Tandem Source updates 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.

SECTION 3

Manage Users

Professional users always see the *Home* screen when they log in to the Tandem Source™ platform, which gives them the option to connect to existing Tandem patients, upload pump data for any patient who has connected to their clinic, and create and manage pump orders for new Tandem patients.

■ NOTE

If a Tandem patient has not connected their account to your clinic, they must authorize you to view their data before they appear in your Patient List. See [Connect to a Patient](#).

Create Professional Accounts

Professional Administrator users can add new Professional users to their clinic. We strongly advise that all Professional users have their own unique login credentials. A clinic can have any number of Professional users.

Any Professional Administrator user can add a new Professional user to their clinic as follows:

1. Navigate to <https://source.tandemdiabetes.com> in your web browser and sign into your account.
2. Click the **Profile** icon containing your initials in the upper right corner of Tandem Source, then click **Clinic Settings** from the drop-down menu.
3. Click **Add User**.
4. Enter the new user's user name, email, and account type.
5. The user receives an email with a link that allows them to verify their email address, set their password, and choose a security question.

Update Professional User Account

A Professional Administrator can set other Professional user accounts as Standard or Administrator. Navigate to the *Clinic Settings* screen and click the appropriate radio button in the row corresponding to that user. Changing user privileges does not require any action from the affected user.

Any Professional user can change their personal information from the *Account Settings* screen (e.g., password, contact information). Click the **Profile** icon in the upper right corner of Tandem Source, then click **Account Settings**. If you forget the password for your account, click **Forgot Your Password?** on the Tandem Source login screen for instructions to reset it. If you still cannot log into Tandem Source, contact your clinic administrator.

Remove a Professional User

Professional Administrator users can remove a Professional user. Navigate to the *Clinic Settings* screen and click **Remove** in the row corresponding to that user. Clicking **Remove** generates a pop-up window; click **Remove User** in the pop-up window to remove that Professional user from your clinic.

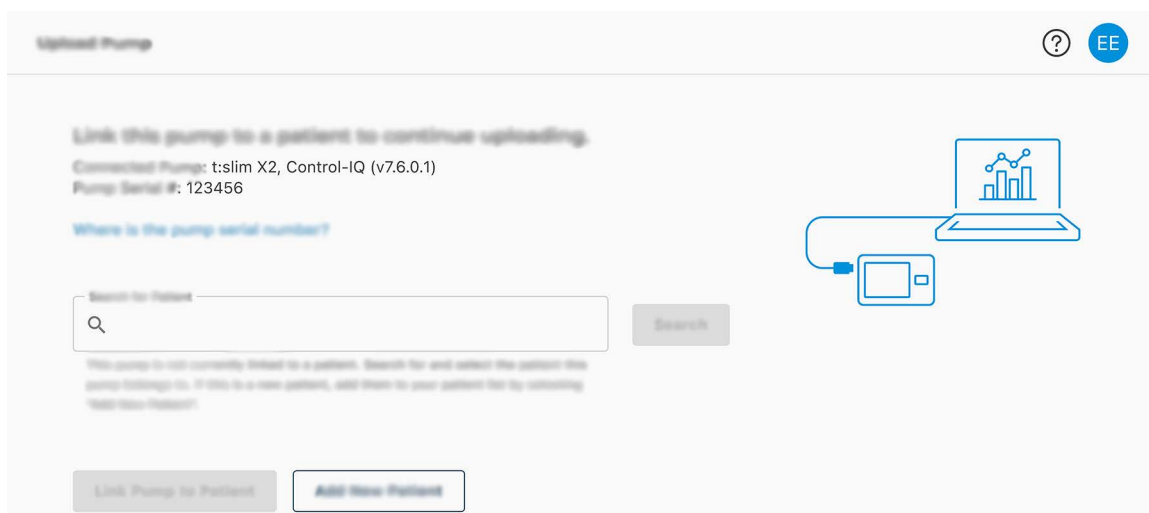
Connect to a Patient

Wired Pump Uploads

When you connect a Tandem pump to your computer using its included USB cable, Tandem Source allows you to add the patient to your Patient list. Click **Upload Pump** in the left navigation bar or **Go to Upload Pump** on the *Home* screen. The *Upload Pump* screen appears.

- If the patient has created a Tandem Source account and linked the pump to it, they are added to your Patient List automatically. Upload their data as shown in [Data Upload](#).
- If a patient on your Patient List has created a Tandem Source account, but their pump is not linked to it, click **Link Pump to Patient**, then enter the patient's name into the search bar and click their name when it appears in the search bar drop-down list. This generates a pop-up window.
- If the patient has not created a Tandem Source account, click **Search**. Tandem Source prompts you to add them to your Patient List. See [Data Upload](#) for instructions to temporarily upload data for patients who do not have a Tandem Source account.

The following example shows the *Upload Pump* screen for a patient who has not linked their pump to a Tandem Source account.



Wireless Pump Uploads

If your patient wears a pump that you cannot connect to your computer using a Tandem USB cable, they must use their Tandem Source account to connect to your clinic. See [Data Upload](#) for more information.

SECTION 3 • Manage Users

View Patient Data

You can access patient data that has been uploaded to the Tandem cloud after those patients connect their Tandem Source accounts to yours and authorize you to view their data. Locate the patient in the Patient List and click the **Report** icon to view their reports.



See [Working with Patient Data](#) to learn more about which reports Tandem Source can generate. You can also print and save Patient data reports as described in [Save or Print Report](#).

Remove Patient

You can remove a patient from your Patient List if necessary. Remove a patient as follows:

1. Sign into your Tandem Source account.
2. Locate the patient in the Patient List using either the Search bar on the *Home* screen or the *Patient List* screen.
3. Click the Patient Management Menu icon to the right of the **Print** icon in the row corresponding to that user. A drop-down menu appears.



4. Click **Remove Patient**. This generates a pop-up window.
5. Click **Remove Patient** in the pop-up window. The Patient List displays a banner confirming that the patient is no longer connected to your clinic.

SECTION 4

Data Upload

After you create a Professional user account, you can use the Tandem Source™ platform to view patients' pump data and therapy reports. If your patient's pump has a USB port, you can also securely upload patient pump and therapy data when their pump is connected to your computer. Tandem Source does not require you to download any additional software to perform any of its functions.

■ NOTE

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

When a patient on your Patient List uploads their Tandem pump data wirelessly via their Tandem mobile app, your clinic can access their data and generate reports without requiring access to their pump. Tandem mobile apps automatically upload patient pump data into the Tandem cloud approximately once per hour whenever their smartphone is connected to wi-fi or cellular data, depending on smartphone data use settings. Some Tandem products may not yet be available in your region.

Upload Data

Always log into Tandem Source before connecting a Tandem pump to any computer for data upload.

■ NOTE

If your patient wears a pump that you cannot connect to your computer using a Tandem USB cable, they must use their Tandem Source account to connect to your clinic and allow you to view their uploaded data.

Existing Tandem Source User – Pump Linked to User

If the patient has a Tandem Source account and you have added them to your Patient List, upload data from their connected Tandem pump as follows:

1. Click **Upload Pump** in the navigation bar at left or **Go to Upload Pump** on the *Home* screen. The *Upload Pump* screen appears.
2. Insert the USB cable provided with the pump into your computer.
3. Insert the other end of the cable into the micro USB port on 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 the patient's name, date of birth, date of last upload, and pump description. A status bar shows upload progress. Never refresh your browser or leave the *Upload Pump* screen during data upload.

■ NOTE

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

5. A banner appears when the data upload is complete. Click **View Reports** or **Print & Save** to review pump data as desired. See [Working with Patient Data](#) to learn more about which reports Tandem Source can generate.

SECTION 4 • Data Upload

Existing Tandem Source User – Pump Not Linked to User

If the patient has created a Tandem Source account, but they have not linked their Tandem pump to it, upload data from their connected pump as follows:

1. Click **Upload Pump** in the navigation bar at left to navigate to the *Upload Pump* screen.
2. Insert the USB cable provided with the pump into your computer.
3. Insert the other end of the cable into the micro USB port on 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**. Tandem Source displays a search bar.
5. Type the patient's name into the search bar and click **Search**.
6. Select the patient from the menu below the search bar and click **Link Pump to Patient**. A pop-up window appears.
7. Click **Link Pump to Patient** in the pop-up window to upload the patient's data. The *Upload Pump* screen shows their name, date of birth, date of last upload, and pump description.
 - ◆ A status bar shows upload progress. Never refresh your browser or leave the *Upload Pump* screen during data upload.
 - ◆ A confirmation banner appears when the pump has been linked to the patient's Tandem Source account. This banner normally appears before data upload is complete.

NOTE

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

8. A banner appears when the data upload is complete. Click **View Reports** or **Print & Save** to review pump data as desired. See [Working with Patient Data](#) to learn more about which reports Tandem Source can generate.

Guest User

If the patient has not created a Tandem Source account, Tandem Source treats the patient as a Guest. Upload data from their connected Tandem pump as follows:

1. Click **Upload Pump** in the navigation bar at left to navigate to the *Upload Pump* screen.
2. Insert the USB cable provided with the pump into your computer.
3. Insert the other end of the cable into the micro USB port on 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**. The *Upload Pump* screen displays the connected pump's software version and serial number as well as a search bar.
5. From the *Upload Pump* screen, click **Add New Patient**. A pop-up window appears.
6. Enter the patient's name and date of birth into the pop-up window, then click **Add Patient**. A new pop-up window appears.
 - ◆ If the patient is already on your Patient List, but their pump is not linked to their Tandem Source account, the new pop-up window allows you to link the patient's pump to their Tandem Source account.

SECTION 4 • Data Upload

7. Click **Link Pump to Patient** in the pop-up window to return to the *Upload Pump* screen and upload the patient's data. A status bar shows upload progress. Never refresh your browser or leave the *Upload Pump* screen during data upload.

■ **NOTE**

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

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

A Guest data upload does not affect data storage on the pump. After the patient creates their Tandem Source account and links the pump to it, this data will be included in their next pump upload.

■ **NOTE**

Data uploaded using the Guest feature is only available at the clinic where it was uploaded.

SECTION 5

Working with Patient Data

The Tandem Source™ platform creates reports using the data your patients upload from their Tandem pumps. You 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. Note that these reports are read-only and cannot be used to change any settings in the pump itself.

Tandem Source offers three standard reports:

- The Overview report provides a general overview of the patient's therapy data.
- The Daily Timeline report shows glucose readings, basal insulin delivery, and boluses delivery.
- The Pump Settings report displays pump settings, including Personal Profiles and predictive technology usage.

Glucose Range Color Coding

When Tandem Source reports display your blood glucose entries or sensor glucose readings, these glucose values are color-coded as follows:

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

Report Details

Overview Report

The Overview report summarizes the patient's pump and therapy data, such as:

- CGM usage summary (e.g., average glucose reading, total time in target range, total time of use)
 - If your patient does 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
- Predictive technology usage summary
- A glucose trends graph showing a summary of glucose values during the selected period
 - If your patient does not have CGM data, this graph is not displayed
- Average daily insulin summary
- Average daily bolus delivery, including different bolus types and amounts

NOTE

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

- Average frequency of cartridge and infusion set changes

Tandem Source displays a default target range in the Overview report. Click the target range dropdown above the report to open the *Glucose Thresholds* dialog box and select a different target range.

SECTION 5 • Working with Patient Data














If selecting a custom target range, values must be between 56 mg/dL and 248 mg/dL or 3.2 mmol/L and 13.7 mmol/L. Note that setting or changing these values will not change any settings in the pump itself.

Daily Timeline Report










The Daily Timeline report shows pump and therapy-related events, such as CGM readings, BG entries, delivered insulin, and insulin suspension events. Hover your cursor over certain icons to display a tooltip with details about that event.

Tandem Source displays a default target range in the Overview report. Click the target range dropdown above the report to open the *Glucose Thresholds* dialog box and select a different target range. If selecting a custom target range, values must be between 56 mg/dL and 248 mg/dL or 3.2 mmol/L and 13.7 mmol/L. Note that setting or changing these values will not change any settings in the pump itself.

The default view also includes a key that defines crucial therapy data elements. The key includes the following symbols::

Symbol	Definition
	BG Entry – A BG value you entered into your bolus calculator.
	Sensor Glucose Readings – Individual CGM sensor readings received by the pump.
	Food Bolus – Bolus insulin delivered based on the number of carb grams entered and patient carb ratio. This icon is always accompanied by the Carbs icon.
	Correction Bolus – Bolus insulin manually delivered to correct high glucose based on the BG values entered for that bolus, correction factor, and BG target.
	Control-IQ Technology Bolus Events – Control-IQ technology initiated an automatic correction bolus.
	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 over an extended period of time. A food or override bolus can be extended.
	Quick Bolus – Bolus insulin delivered using the Quick Bolus Button.
	Override Bolus – Bolus insulin delivered when the patient changed 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 delivered for a short period of time, set in the pump as a percentage of the Profile Basal rate.
	Control-IQ Technology Basal Insulin Adjustment – Control-IQ technology adjusted basal insulin (increasing or decreasing).
	Automatic Suspensions – Pump predictive technology suspended insulin delivery and the pump delivered 0 units/hour.

SECTION 5 • Working with Patient Data

Symbol	Definition
	Carbs – The total amount of carbs used to deliver a food bolus.
	Exercise Activities (gray shading with Exercise icon) – An Exercise Activity was enabled while Control-IQ technology was active.
	Sleep Activities (gray shading with Sleep icon) – A Sleep Activity was enabled while Control-IQ technology was active.
	Cartridge Changes – An insulin cartridge change, tubing fill, or a cannula fill.
	Lost CGM Connection – The pump was not communicating with a CGM for an extended period of time while Control-IQ technology was active. 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 .
	CGM Alerts – CGM readings automatically stopped (e.g., Out of Range Alerts, Transmitter Error).
	Pump Alarms – A pump alarm or malfunction occurred. All insulin deliveries stopped.
	Manual Stop – The patient manually stopped insulin deliveries.
	Pump Shutdown – The pump was powered off and all insulin deliveries were stopped.

Pump Settings Report

Tandem Source displays Personal Profiles for a patient's current pump in the Pump Settings report by default. Click the dropdown above the report to view other settings, including those from previously uploaded pumps. Settings shown on this report may include:

- Profiles used during the selected time period
- Tiles describing individual pump settings, including predictive technology settings (as appropriate for the patient's pump), alert and alarm settings, and insulin delivery settings

You can copy the Pump Settings report as plain text to easily paste into other programs. Click **Copy as Text** at the top right of the Pump Settings report.

NOTE

Tandem Source only copies the name of the person who wears the pump. If the patient is connected to your clinic via a Parent/Guardian account, the copied plain text will not include the parent or guardian name.

Save or Print Report

Using the Print Screen

You can save or print a report from the *Print* screen.

- From any report screen, click the **Print** icon in the upper right corner of the report screen.
- From the *Upload Pump* screen, click **Print & Save** following a completed data upload.
- From the list of connected patients, click the **Print** icon by the patient's name.

SECTION 5 • Working with Patient Data

On the *Print* screen, select a date range and report(s) in the *Select Reports* window, then click **Save Reports** or **Print Reports**. If you selected Overview and/or Daily Timeline, you can also select a target glucose range in the *Select Reports* window.

The screenshot shows the 'Select Reports' window. It features three checked items: 'Overview', 'Daily Timeline', and 'Pump Settings at last upload'. Each item has a 'Date Range' dropdown menu set to '2 Weeks' with a date range of 'Aug 5 - 16, 2022'. Below these items is a section titled 'Target Glucose Range' with two radio button options: '70 - 180 mg/dL' (selected) and '70 - 160 mg/dL'. At the bottom of the window are two buttons: 'Save Reports' and 'Print Reports'.

If you save reports from the *Select Reports* window, Tandem Source saves them as PDF files.

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.

NOTE

Tandem Source only copies the name of the person who wears the pump. If the patient is connected to your clinic via a Parent/Guardian account, the copied plain text will not include the parent or guardian name.

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

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

- The default filename begins with CSV_[patient name]. For example, a patient named Tom Tandem, exports CSV files beginning with CSV_TandemTom. The filename also includes the date and time of export to avoid overwriting old exports.
- You can open CSV files in any spreadsheet program (e.g., Microsoft Excel).

Select Data Set

Tandem Source displays data for the last two weeks by default. Select or enter a different 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 data from complete days to ensure accurate daily averages. A complete day has at least 18 hours of cumulative basal data. If less than 18 hours of cumulative basal data was uploaded, Tandem Source treats that day as incomplete. Note that the current day will not be shown in incomplete therapy alerts.

SECTION 5 • Working with Patient Data

Reports may be affected by the amount of data available:

- Complete days are used for daily averages (e.g., Total Daily Dose).
- Incomplete days are used for summary data (e.g., Average CGM, Time in Range), but are excluded from daily averages.

Partial or missing days may be due to:

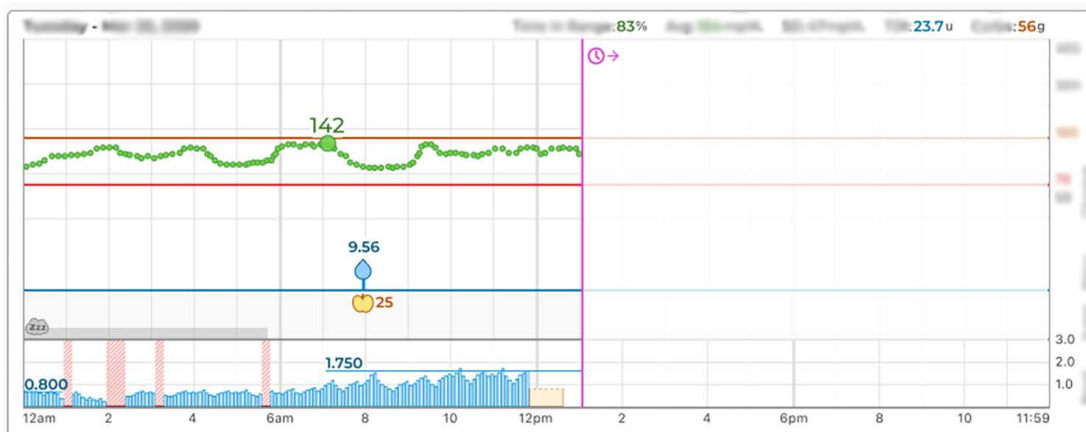
- Starting pump therapy
- Uploading your pump mid-day
- Interruptions to pump therapy (e.g., pump was in storage mode)
- Date or time changes on your pump

Time/Date Change

If the patient changed the time or date on their pump during a selected date range, Tandem Source generates separate Daily Timeline graphs to reflect the change. For example, if the time on the pump changed from 1:00pm to 4:00pm, one Daily Timeline graph contains data until 1pm and one graph contains data after 4pm. This applies even if the pump time or date changed backwards.

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

The following example shows a Daily Timeline report for a date range that includes a date change.



Multiple Pumps

If a date range includes data from multiple pumps (e.g., the patient received a warranty replacement pump, the patient changed pump models), 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 report for each pump.
 - ◆ If you export the Daily Timeline report as a CSV file, one CSV file includes all pumps and sorts data by pump serial number.
- The *Pump Settings* screen always shows settings for the most recently uploaded pump.

SECTION 5 • Working with Patient Data

- Data uploaded from prior pumps is still accessible for report generation when a patient links a new pump to their Tandem Source account.

SECTION 6

Legal Disclosures

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.

Patents and Trademarks

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

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