Tandem Source™

TANDEM™
Diabetes Care

User Guide

PERSONAL

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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 result in an inoperable pump or expose your computer to cybersecurity risks.

⚑ NOTE
Tandem Source does not support the t:flex™ insulin pump, the t:slim™ G4 insulin pump, or the t:slim insulin pump as these pumps do not support software updates. The pump software update instructions in this user guide only apply to the t:slim X2™ insulin pump.

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 and the Tandem Mobi Mobile App

The information on the Tandem t:slim mobile app or Tandem Mobi mobile app display may not be identical to the current status of your pump. Wireless uploads from the Tandem t:slim mobile app or Tandem Mobi 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 and remember to consult their healthcare provider before adjusting pump therapy. Standard carrier data rates may apply.

The feature set available within the Tandem t:slim mobile app is dependent on the t:slim X2 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 or the Tandem Mobi mobile app is installed.

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

Precautions

⚠ PRECAUTION
NEVER update your pump before reading the User Guide. Incorrect use of Tandem Source or failure to follow the instructions and precautions in this user guide during a pump software update may result in an inoperable pump or expose your pump to cybersecurity risks. If you have questions, contact Customer Technical Support.

⚠ PRECAUTION
ALWAYS complete the training appropriate to your device and feature set as instructed in the Tandem t:slim X2 Pump user guide before starting to use updated software.

⚠ PRECAUTION
Have a backup insulin delivery option available as the pump cannot be used for therapy during a pump update.

⚠ PRECAUTION
ALWAYS check your blood glucose (BG) before beginning an update. Check your high or low BG levels as directed by your healthcare provider prior to updating your pump.

⚠ PRECAUTION
ALWAYS suspend all pump insulin delivery prior to using Tandem Source to update your pump software.

⚠ PRECAUTION
NEVER update your pump while your infusion set is connected to your body.

⚠ PRECAUTION
ALWAYS confirm your pump's personal settings, date, time, and serial number are correct immediately after a pump software update. Closely monitor your insulin delivery and BG following an update.

⚠ PRECAUTION
The Insulin On Board (IOB) has been reset to zero during the pump update process. Since the IOB has been reset to zero, the calculated bolus amount may be more insulin than you need. Consult with your healthcare provider about how long to wait to dose after your IOB has been reset.

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

⚠ PRECAUTION
ALWAYS use the USB cable provided by Tandem Diabetes Care to perform a pump software update.

⚠ 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.

⚠ PRECAUTION
NEVER shut down your computer or allow it to go into “hibernate”, “sleep” or “standby” mode during a pump software update. If you are using a laptop, do not close the laptop. Doing so could interrupt the update, and your pump may not function.

⚠ PRECAUTION
NEVER disconnect from the Internet during a pump software update. Doing so could interrupt the update, and your pump may not function.

⚠ PRECAUTION
NEVER disconnect your pump from your Trusted Computer during an update unless instructed to do so. Doing so could interrupt the update, and your pump may not function.

⚠ PRECAUTION
If you had an active CGM sensor session when you started the pump software update process, you will need to resume your current session as described in your Tandem pump user guide once the update is complete. The CGM sensor session continues to be active, but you will not see your CGM trend graph until you start your CGM sensor session again from your pump.

⚠ PRECAUTION
NEVER rely on the Max Hourly Bolus Alert for 60 minutes following an update. Your Max Hourly Bolus will be reset to zero during the update process.

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 and 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 perform many tasks in Tandem Source without downloading or installing any software, including:

- Upload t:slim X2™ pump data to the Tandem cloud for themselves and their authorized healthcare professionals (Professional users) to view and analyze in Tandem Source
- Re-order supplies and manage ordering information
- Complete available Tandem pump software updates, including associated training (if necessary)

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 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. If you use the Tandem t:slim mobile app or Tandem Mobi mobile app, tap **Help** on the *Settings* screen, then tap **App Guide**.

Mobile Data Upload

Tandem Source users can use their Tandem Source login information to also log into the Tandem t:slim™ mobile app or Tandem Mobi™ mobile app on a compatible smartphone and upload Tandem pump data.

- The Tandem t:slim mobile app uploads pump and therapy data wirelessly from your t:slim X2 pump to the Tandem cloud approximately once per hour and shares it with authorized healthcare professionals, eliminating the need to connect your t:slim X2 pump and upload during an office visit.
- The Tandem Mobi mobile app uploads pump and therapy data wirelessly from your Tandem Mobi pump to the Tandem cloud approximately once per hour and shares it with authorized healthcare professionals

For more information, refer to your Tandem pump user guide.

⚑ 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, access pump data and reports, re-order supplies, and complete available pump software updates.

⚑ NOTE
If you already use the Tandem t:slim mobile app, or Tandem Mobi 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 screen for instructions on how to reset it. If you still cannot log into Tandem Source, contact Customer Technical Support.

Create a Tandem Source user account as follows:

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

   ⚑ NOTE
   For Personal accounts, you must be at least 13 years old in accordance with the Children's Online Privacy Protection Act (COPPA), which prohibits collecting information from people under the age of 13 without parental consent. If a child under the age of 13 inputs their date of birth on this screen, Tandem Source 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 answer) 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.
5. Check all required consent flags, then 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.

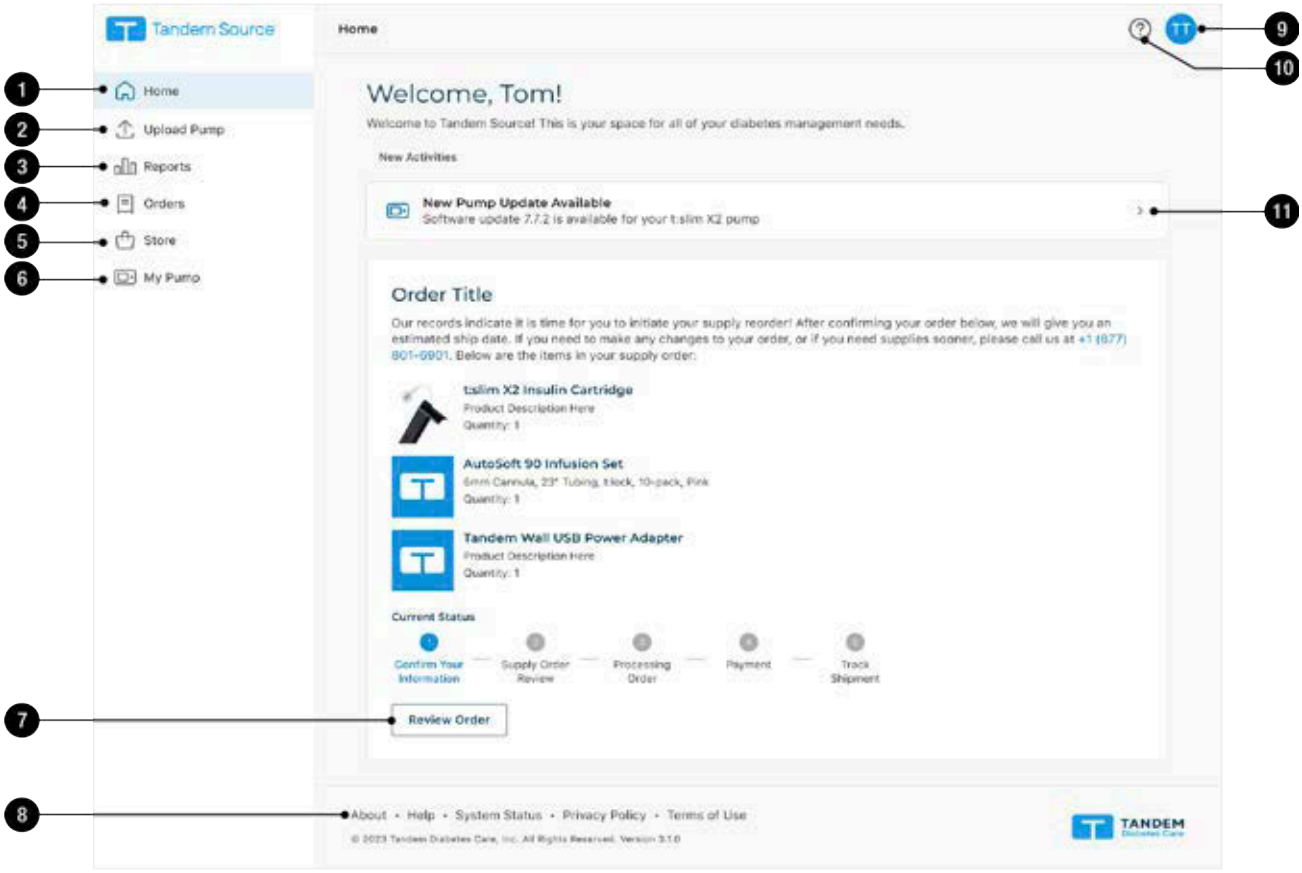
Once you create your Tandem Source account and log in, we strongly suggest that you link your Tandem pump to your Tandem Source account.

- If you wear a t:slim X2 pump, you can use your computer or your smartphone to:
  - Connect your pump into your computer using its USB cable and upload your data as described in Data Upload. This automatically links your pump to your Tandem Source account.
  - Pair your pump with your Tandem t:slim mobile app as described in your Tandem pump user guide.
- If you wear a Tandem Mobi pump, Tandem Source automatically links your Tandem Mobi pump to your Tandem Source account when you pair your pump with the Tandem Mobi mobile app.

Any Professional user can also link your pump to your Tandem Source 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. **Home icon:** Click this icon from any screen to open the *Home* screen.
2. **Upload Pump icon:** Click this icon from any screen to open the *Upload Pump* screen.
3. **Reports icon:** Click this icon from any screen to open the *Reports* screen.

4. Orders icon: Click this icon from any screen to open the *Orders* screen.
5. Store icon: Click this icon from any screen to open the *Store* screen.
6. My Pump icon: Click this icon from any screen to open the *My Pump* screen.
7. Review Order: If the Tandem Source *Home* screen displays a pending supply order, click Review Order to open the *Orders* screen.
8. Tandem Source footer: The footer contains links to useful information, including the *About* screen, the *Help* screen, and legal information.
9. Profile icon: Click this icon from any screen to open a drop-down menu, including access to the *Account Settings* screen and the ability to log out of Tandem Source.
10. Help icon: Click this icon from any screen to open the *Help* screen.
11. Pump update notification: If the Tandem Source *Home* screen displays an available pump software update, click this notification to open the *My Pump* screen and begin updating your pump.

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
MD	Medical device		Manufacturer
REF	Catalogue number		Date of manufacture

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.
- Use the *My Pump* screen to print your travel card and learn how to transfer pump settings when you replace your pump.

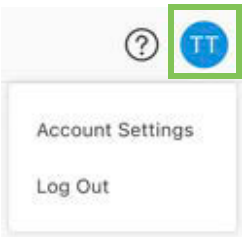
Update Account Information

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

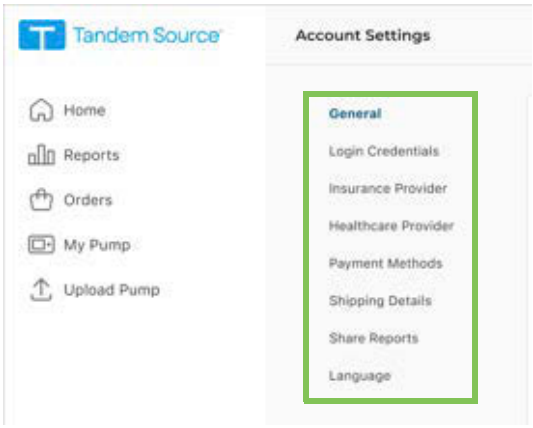
- General information – Edit your name, date of birth, personal contact information, and emergency contact information.
- Insurance provider – Change your insurance information. You can list up to three separate insurance plans, and you can designate your primary plan.
- Payment method(s) – Add or remove credit cards, update information for an existing card, and designate a default credit card. You can associate any number of credit cards with your Tandem Source account.
- Login credentials – Update your email address, password, or security question.

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, 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.

Connect at a Clinic

NOTE
If you wear a Tandem Mobi™ insulin pump, you must connect your Tandem Source account to a clinic from within Tandem Source. See Connect using Tandem Source.

Your Tandem Source user account automatically connects to a Professional user account the first time you allow your authorized healthcare professional to connect your t:slim X2™ 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.

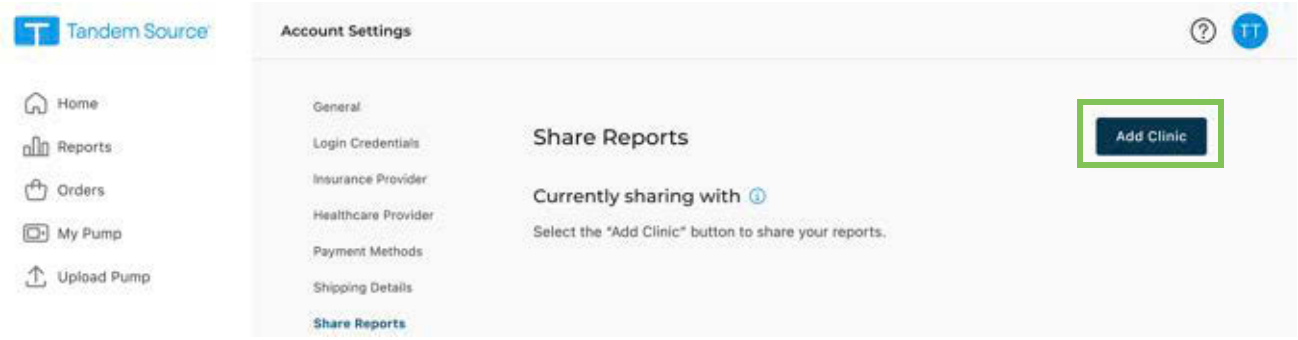
NOTE
We strongly suggest that you create your Personal user account as shown in Getting Started before visiting your healthcare professional. If you do not have a Personal user account, your healthcare professional can only view your data while your t:slim X2 pump is connected to their computer.

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 **United States** in the *Country* drop-down menu.
   b. Select your state in the *State* drop-down menu.
   c. Type the name or address of the clinic in the search bar. Clinics appear in a drop-down menu below the search bar as you type. When you see your clinic in the drop-down menu, click it to select it.
6. 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 drop-down 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.
  - To link a t:slim X2 pump to your Tandem Source account from Tandem Source, click **Upload Pump** in the pop-up window. See Data Upload for instructions to upload your pump data.

- To link a t:slim X2 pump to your Tandem Source account from your smartphone, pair your pump with your Tandem t:slim mobile app as described in your Tandem pump user guide.
- To link a Tandem Mobi pump to your Tandem Source account, pair your pump with your Tandem Mobi mobile app as described in your Tandem pump user guide.

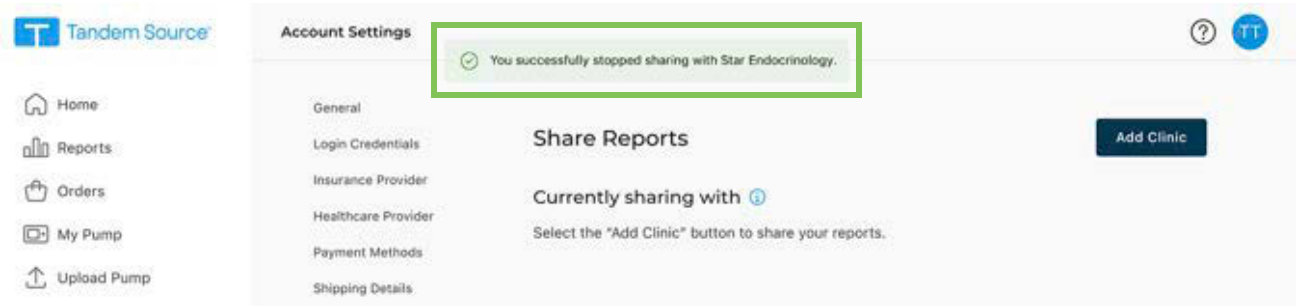
Any Professional user can also link your t:slim X2 pump to your Tandem Source account during your next office visit when you allow them to connect your pump to their computer using the Tandem USB cable.

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:

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

Print Travel Card

Never expose your Tandem pump to x-rays, such as the body scanners used by airport security. We recommend disconnecting at your infusion site and asking the security agent for an alternative screening method. Before you travel by air, log into Tandem Source, click **My Pump** in the left navigation pane, then click **Print Travel Card** next to your active pump to access an information card. You should print this information card before you go to the airport in case airport security has questions about your Tandem pump when you request alternate screening.

⚑ NOTE
If you prefer to stay connected, you can notify the agent about your pump and request to go through a standard metal detector wearing your pump.

Pump Replacement

If you receive a warranty replacement pump, acquire a new pump after a warranty expiration, or change pump models, you can find instructions in Tandem Source to transfer pump settings from your old Tandem pump to your new Tandem pump. Click **My Pump** in the left navigation pane, then click **Transfer Pump Settings** next to your active pump to access detailed instructions. Note that Tandem Source only provides instructions to help you transfer your pump settings. You cannot use Tandem Source to change any settings in the pump itself.

SECTION 4

Data Upload

After you create a Tandem Source™ user account, you can upload your Tandem pump data into the secure Tandem cloud.

- If you wear a t:slim X2™ pump, you can connect your pump to a Trusted Computer using the included USB cable and upload data to the Tandem Source platform. You can also use the Tandem t:slim™ mobile app to upload data wirelessly from your pump to the secure Tandem cloud via your smartphone.
- If you wear a Tandem Mobi™ pump, the Tandem Mobi mobile app uploads data wirelessly from your pump to the secure Tandem cloud via your smartphone.

⚠ 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.

Wired Uploads

You can use Tandem Source to securely upload data from your t:slim X2 pump to the Tandem Source platform when your 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 t:slim X2 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 to the computer using the included USB cable. 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.

Wireless Uploads

The Tandem t:slim mobile app and the Tandem Mobi mobile app each upload data wirelessly from your pump to the secure Tandem cloud via your smartphone. This allows your healthcare professionals easy access to your data without requiring access to your pump. See your Tandem pump user guide for instructions to pair your pump with your smartphone.

Your Tandem t:slim mobile app or Tandem Mobi mobile app remain synchronized with your pump as long as a *Bluetooth*® connection is established. The Tandem t:slim mobile app and Tandem Mobi mobile app each upload 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 and Tandem Mobi 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 or Tandem Mobi mobile app, it will not be running in the background.

SECTION 5

Working with Pump Data

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

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.

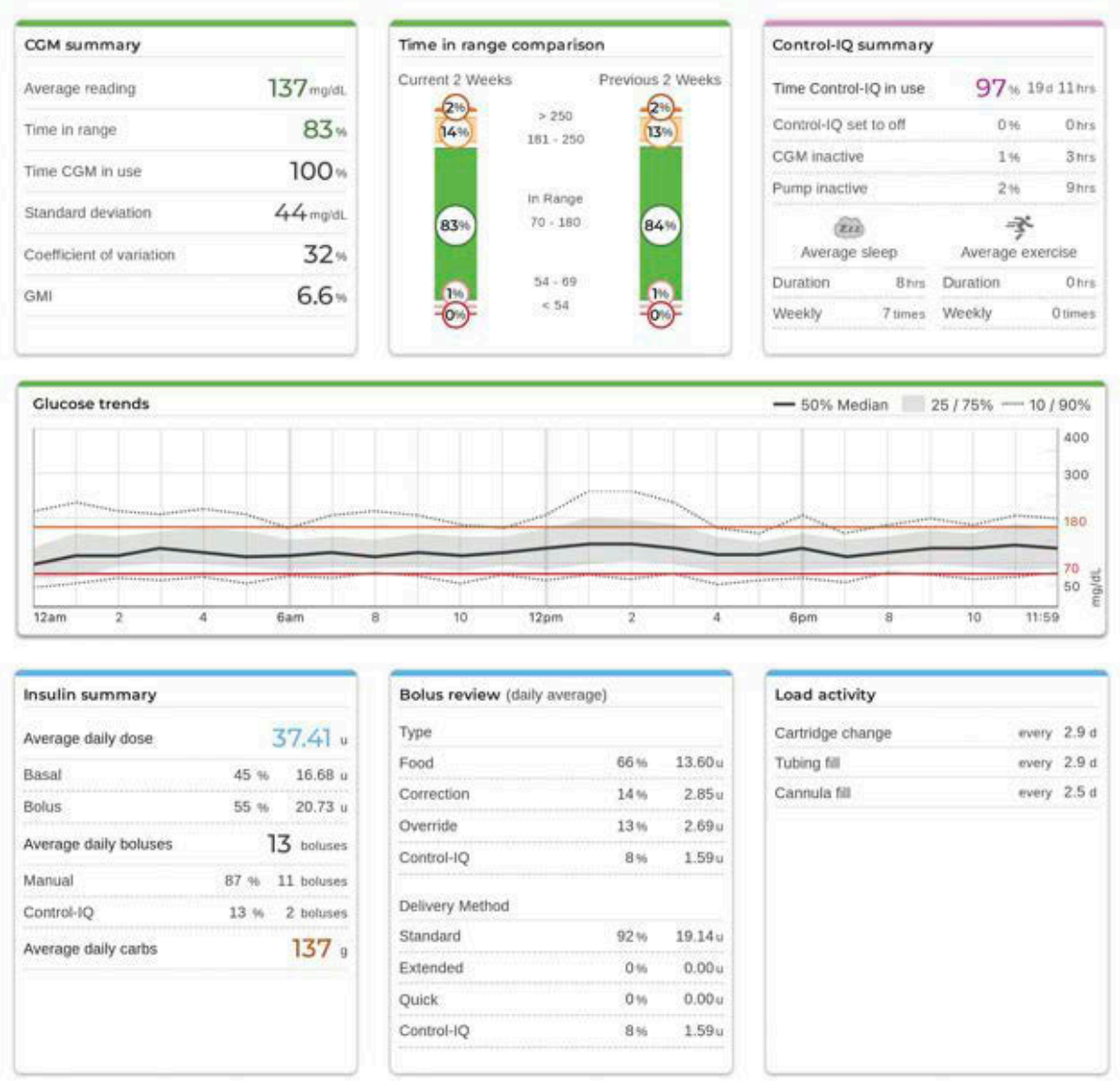
Overview Report

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

The following screen shows an example Overview report.



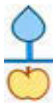
Daily Timeline Report

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

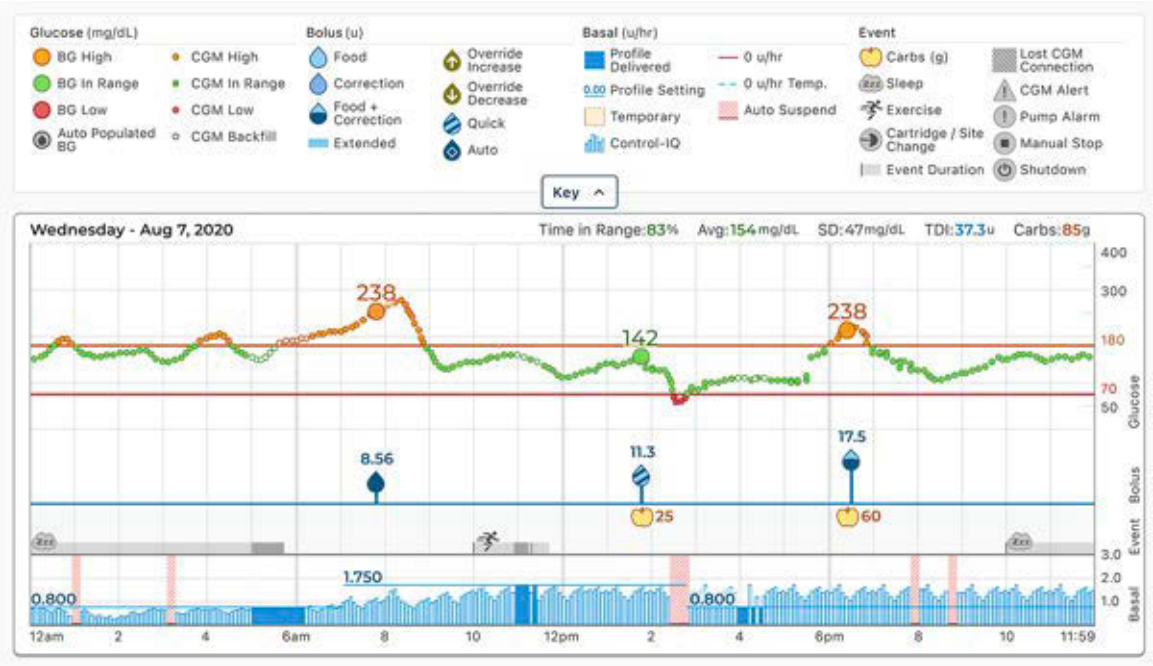
On your computer, hover your cursor over certain events to display a tooltip with information about that event.

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 manually 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.
	Control-IQ Technology Bolus Events – A Control-IQ technology automatic correction bolus was initiated.
	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 feature.
	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 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.
	Control-IQ Technology Basal Insulin Adjustment – Control-IQ technology was adjusting basal insulin (increasing or decreasing).
	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.
	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 was changed, tubing was filled, or a cannula was filled.
	Lost CGM Connection – Your pump was not communicating with your CGM for an extended period of time while Control-IQ technology was active. 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.
	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.

Symbol	Definition
	Pump Shutdown – The pump was powered off and all insulin deliveries were stopped.

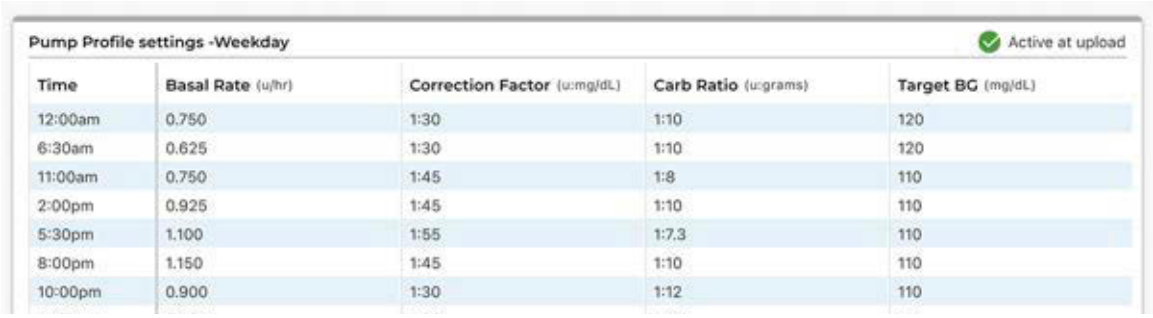
The following screen shows an example Daily Timeline report. The default view includes a key that defines crucial icons. Click **Key** to collapse the key.



Pump Settings Report

Tandem Source displays Personal Profiles for your 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. 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



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

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

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.

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 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.

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

- The default filename begins with CSV_[your name] for easy identification. For example, for a patient named 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 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 treats 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). Note that the current day will not be shown in incomplete therapy alerts.

Tandem Source processes data from incomplete days as follows:

- Data for incomplete days is included in calculations (e.g., average CGM, Time in Range percentage).
- Daily statistics totals (e.g., total daily dose) exclude incomplete days.
- Both incomplete days and their data are excluded from calculations 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 1:00 pm to 4:00 pm, 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 from Eastern time to Pacific time while traveling).

If the selected 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).

Multiple Pumps

If the selected date range includes data from multiple pumps (e.g., you received a warranty replacement pump, you 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 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

Pump Software Updates

Tandem Source™ can help you complete the pump software update process without downloading any software onto your computer.

⚑ NOTE
Tandem Source can only be used to update pump software from Control-IQ™ technology version 7.3.1 and newer, or Basal-IQ™ technology version 6.3.0.1 and newer. To update your pump software from an older version, use the Tandem Device Updater desktop application as directed in the Tandem Device Updater user guide.

Prepare to Update

Before you begin the pump software update process, ensure you have the following resources:

- Your current pump settings and current IOB. You may save your Pump Settings report as described in Save or Print Report for easy reference.
- A backup insulin delivery option (e.g., the syringe and fast-acting insulin in your Emergency Kit), in case there are any issues updating your pump.
- Your BG meter so you can check your BG prior to starting the update.
- A convenient time to stop all insulin delivery, detach your infusion set, and remove your cartridge. We recommend performing the update when you are ready to change your cartridge.
  - If you update when you are not ready to change your cartridge, you will need at least 80 units of insulin remaining in your existing cartridge before performing the update.
- A Trusted Computer with an uninterrupted Internet connection.
  - A wired (Ethernet) connection is recommended, if possible.
  - If you are using a laptop, plug its power cable into a wall outlet for the duration of the update.
- The USB cable provided with your pump.
  - Your pump battery must have at least a 20% charge before you begin a pump software update.
  - The pump both sends and receives data to update the pump software.

All Personal Profiles and History on your pump are maintained after a pump software update. However, if you enabled the Site Reminder on your pump, do not rely on the Site Reminder for your first site change following an update.

Begin Update

When a software update is available for your current pump, click either the notification on your *Home* screen or **My Pump** in the left navigation pane to open the *My Pump* screen. Begin a pump software update from the *My Pump* screen within Tandem Source as follows:

1. Click **Software Update Available**. The *Software Update Available* screen appears.
2. Confirm the pump serial number and warranty expiration date correspond to the pump you use for your therapy.
3. Review all listed requirements that apply to your software update, then click **Start Requirements**. If your software update does not require a prescription, skip to step 5.

4. If your software update requires a prescription, confirm your personal information and current healthcare provider information, then click **Submit & Continue**.
   - This process may take several days. You will receive a confirmation email when your prescription is ready. Log into your Tandem Source user profile as directed in the email.
5. If your pump software update requires any training, complete all required training. If your software update does not require training, skip to step 6.
   - You must complete training modules in the order shown, but Tandem Source saves your progress if you log out between modules.
   - If your software update requires a prescription, you may complete required training while you wait for it.
6. From the *Software Update* screen:
   - If you wear a Tandem Mobi™ pump, follow the on-screen instructions.
   - If you wear a t:slim X2™ pump, complete your pump software update as described in Update Your t:slim X2 Pump Software.

Update Your t:slim X2 Pump Software

You can complete your t:slim X2 pump software update in Tandem Source from the *Software Update* screen. You do not have to download any software onto your computer.

- If you just completed all pre-update requirements as described in Begin Update, the *Software Update* screen appears automatically.
- If you are returning to Tandem Source after completing your pre-update requirements in prior sessions, click **Software Update Ready** next to your pump serial number to access the *Software Update* screen.

When the *Software Update* screen appears, update your pump software as follows:

1. Review all update requirements listed on the *Software Update* screen, then click **Continue**. The *Important Safety Information* screen appears.
   - If you would rather update your pump later (e.g., you need to charge your pump), you can click **Return Home** to return to the *Home* screen.
2. Check the flag for each update requirement on the *Important Safety Information* screen, then click **Continue**. The *Connect Pump* screen appears.
   - If you would rather update your pump later (e.g., you are not ready to change your cartridge), you can click **Back** to return to the *Important Safety Information* screen.
3. Connect the pump to the computer using the included USB cable. Align the Tandem logo on the cable with the Tandem logo on the pump.
4. Click **Connect Pump**. The *Pump Connected* screen appears.
   - If Tandem Source shows an error message, click **Help Connecting Pump**. Tandem Source opens a dialog box containing tips to help you connect your pump.
5. Click **Continue**. The *Pump Actions Required* screen appears.
6. Follow the on-screen instructions, then click **Continue**. Your Update ID number appears.
7. Follow the on-screen instructions until the *Update Complete* screen appears. You may need to enter your Update ID number more than once.

8. Follow the on-screen instructions, then click **Return Home** to return to the *Home* screen.

SECTION 7

Manage Orders

You can use your Tandem Source™ account to order infusion sets and cartridges for your Tandem pump. If you wear a Tandem Mobi™ pump, you can also use your Tandem Source account to order Tandem Mobi adhesive sleeves.

Re-Order Infusion Sets and Cartridges

If you purchase infusion sets and cartridges directly from Tandem Diabetes Care, you can use Tandem Source to re-order supplies, monitor existing orders, and view your order history. Click **Orders** in the left navigation pane to view the *Orders* screen.

Pending orders appear at the top of the *Orders* screen at the interval approved by your insurance company. The interval is usually 30 days, 60 days, or 90 days.

Re-order supplies as follows:

1. Click **Order Details** to re-order the same supplies.

   NOTE
   If you would rather order different supplies, click **Help** in the Tandem Source footer and contact Order Support.

2. Confirm your personal information, including your shipping address, authorized healthcare professional, and insurance plan.
3. Confirm your order for processing.

Once you initiate an order, your insurance company must verify your benefits before the order can be completed. This may take several days.

You will receive an email after your benefits have been verified. Log into your Tandem Source account and complete payment as follows:

1. Review your order summary.
2. Confirm your shipping address.

   NOTE
   You cannot edit your shipping address after this step.

3. Choose free standard shipping or expedited shipping. Each shipping option displays its price and expected delivery interval.
   - If your insurance claim covered the full cost of your supplies and you choose free standard shipping, skip to step 5.
4. Choose a saved payment method, or click **Other** and add an additional payment card.
5. Confirm your billing address.
6. Confirm card authorization to complete checkout, or cancel to return to the *Orders* screen.

After you complete payment on a pending order, you can click **Order Details** to review order information, track your package, or print a receipt.

The *Orders* screen also lists fulfilled orders chronologically. Click **View Receipt** on any fulfilled order to view order details.

Order Tandem Mobi Adhesive Sleeves

If you wear a Tandem Mobi pump, you can use Tandem Source to order Tandem Mobi adhesive sleeves, monitor existing orders, and view your order history. Tandem Mobi adhesive sleeves are only available via the Tandem Source *Store* screen.

Order Tandem Mobi adhesive sleeves as follows:

1. Click **Store** in the left navigation pane to view the *Store* screen.
2. Click **Tandem Mobi Adhesive Sleeve** on the *Store* screen.
3. Select the quantity you would like to purchase, then click **Checkout**.
4. Confirm your ordering information.
   - Choose a shipping option and a payment option.
   - If you change your shipping address or manually enter a new payment option, the change only applies to the current order. To update your Tandem Source account, click **Go Back** at the bottom of the *Payment* screen, then make changes as shown in Update Account Information.
5. Click the confirmation flag at the bottom of the *Payment* screen.
6. Click **Purchase** to complete your order.

After you complete payment on your order, you can click **Store** to review order information, track your package, or print a receipt.

SECTION 8

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 from your t:slim X2™ pump. See Wired Uploads.

The Tandem t:slim™ mobile app and the Tandem Mobi™ mobile app each upload pump data wirelessly when your pump is paired with your compatible smartphone. See Wireless Uploads.

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

When you connect your t:slim X2 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 and the Tandem Mobi mobile app each upload 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.

How do I know Tandem Source is uploading data?

When a t:slim X2 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 and the Tandem Mobi 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 or Tandem Mobi mobile app, it will not be running in the background.

SECTION 8 • Frequently Asked Questions

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.

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 t:slim X2 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 you must be at least 13 years old to have a Personal account in accordance with the Children's Online Privacy Protection Act (COPPA), which prohibits collecting information from people under the age of 13 without parental consent. If you are taking care of or acting on behalf of someone younger than 13, 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. For more information, see Privacy Policy & HIPAA.

Do you have a mobile app that is compatible with my t:slim X2 pump?

Yes, you can use the Tandem t:slim mobile app to upload your t:slim X2 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.

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 Customer Technical Support.

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. If you use the Tandem t:slim mobile app or Tandem Mobi mobile app, tap Help on the *Settings* screen, then tap App Guide.

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 Customer Technical Support.

How do I know what software my pump has?

When you connect a compatible t:slim X2 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 during a selected date range and 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.

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.

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.

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:

- If you wear a t:slim X2 pump, your account automatically connects to a Professional user's account the first time you allow them 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. If you wear a Tandem Mobi pump, this is the only way to connect to a Professional user.

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?

If you received a t:slim X2 pump, plug in your pump and begin data upload as shown in Wired Uploads. Tandem Source prompts you to link your pump with your Personal user account before your data is uploaded.

If you received a Tandem Mobi pump, pair your pump with your Tandem Mobi mobile app as directed in your pump user guide. Tandem Source automatically links your pump to your Tandem Source account when your pump successfully pairs with your Tandem Mobi mobile app.

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 on 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.

Pump Software Updates

What should I do if I am uncertain whether the message about my software update is legitimate?

Be aware of suspicious messaging related to your pump and available software updates. You should exercise caution and ensure that a message is from a trusted source before acting on any information contained within it. If in doubt, do not respond and contact Customer Technical Support.

Can I stop a pump software update once I've begun?

While you are reviewing update requirements, Tandem Source allows you to return to the *Home* screen if you change your mind (e.g., your pump battery charge is too low). However, once your pump is connected to your computer and Tandem Source begins instructing you to interact with your pump, you must complete the software update in its entirety. See Update Your t:slim X2 Pump Software for details.

What happens if I enter an invalid Update ID Number?

You must enter the correct 7-digit Update ID Number into your pump to complete a software update. For security reasons, each Update ID Number is associated with a specific pump serial number and can only be used for a single software update.

If you enter an incorrect Update ID Number, Tandem Source displays an error message and asks you to retry. Review your Update ID Number and confirm you entered it into your pump correctly. After 20 failed attempts, Tandem Source cancels your Update ID Number. Contact Customer Technical Support for a new Update ID Number.

What do I do if Tandem Source displays an error message and prevents me from completing an update?

Follow the on-screen instructions to resolve the error and continue with your update. If you are unable to continue with your update, contact Customer Technical Support.

What do I do if my pump is unplugged during the update process?

Follow the on-screen instructions. Depending on when during the update process your pump was unplugged, you may be able to continue.

What do I do if my computer goes into "hibernate," "sleep," or "stand-by" during an update?

The update process may be interrupted. Bring your computer out of this mode and follow the on-screen instructions.

What happens if I cancel the update via the Pump Reboot screen?

If you cancel a pump software update via the *Pump Reboot* screen, your pump software will not be updated. Your pump will revert to the previous software version. You can update your pump software at another time by restarting the update process.

What do I do if I receive a malfunction on my pump during a software update?

Stop all pump use and contact Customer Technical Support.

What do I do if my pump settings, date, time, and pump serial number do not match what I wrote down before the software update?

Stop all pump use immediately. Check your BG with a BG meter and use an alternate insulin delivery plan. Contact Customer Technical Support.

Can I update more than one pump?

After you complete an update on one pump as described in Update Your t:slim X2 Pump Software, you must unplug that pump before you restart the process with another pump. However, if you would like to update multiple pumps, you do not need to log out of Tandem Source, refresh or close your browser, or use a different Trusted Computer for each pump update.

Can I revert my pump to the previous software version?

No, you cannot revert your pump software to a previous version after you've completed an update. If an update is canceled or fails prior to completion, your pump will revert to the previous software version.

SECTION 9

Miscellaneous

Privacy Policy & HIPAA

Tandem Diabetes Care, Inc. ("Tandem") is firmly committed to your privacy and we have implemented policies and practices that protect personally identifiable information, referred to as Protected Health Information (PHI). In addition, we have implemented physical, administrative, and technical safeguards as recommended in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Security Rules to ensure your PHI is kept safe and secure in our systems. Please visit our HIPAA Notice of Privacy Practices located here: tandemdiabetes.com/legal/privacy/hipaa-notice-of-privacy-practices.

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.

All pump software updates require an Update ID Number that is specific to your pump, and which can only be used for a single software update.

Automatic User Account Timeout

For security purposes, after 15 minutes of inactivity, Tandem Source automatically ends your session and sign 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.

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