

Software Setup Guide



Log in at :

source.tandemdiabetes.com



Create Account

TANDEM
Diabetes Care

Account Login

Please use your Tandem Diabetes Care Account to log in.

Email

[Forgot your email?](#)

Password

[Forgot your password?](#)

Log In

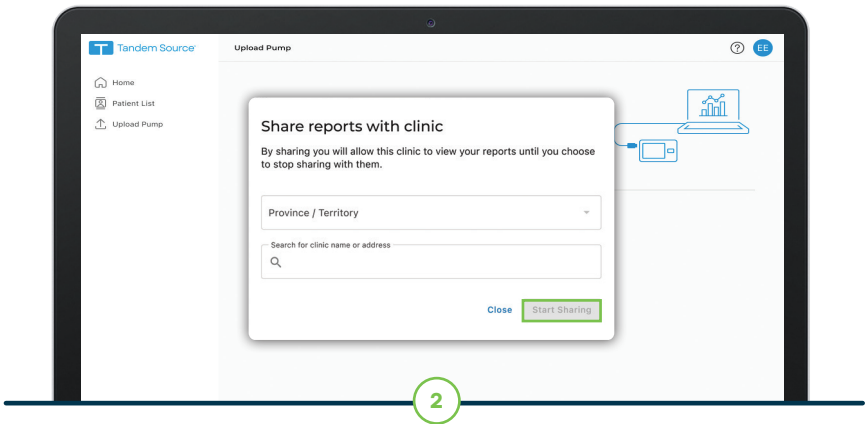
Create Account

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If you already have a Tandem customer account, log in using the same email and password.

- ✓ If you do not have a Tandem account, click **Create Account**, and follow the prompts. A verification email will be sent to activate your account.

Share Account

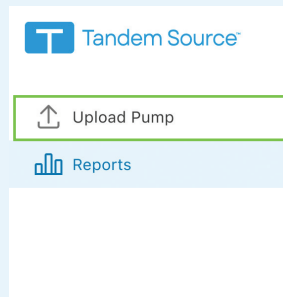


Click on the top right corner circle with your initials and select **Account Settings**.

- ✓ Select **Share Reports** then click the button to **Add Clinic**
- ✓ Narrow your search by selecting your location or start typing in the name of your clinic
- ✓ Select your clinic and verify by the address provided

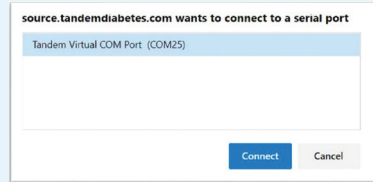
Upload Pump

- ✓ Click **Upload Pump** in the left navigation bar
- ✓ Plug the pump into the computer using the USB cable provided with the pump



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A pop-up may appear notifying you that source.tandemdiabetes.com wants to connect to a serial port. Click on Tandem Virtual COM Port to highlight and click **Connect**.



- ✓ Click **Start Upload** to begin the data upload
- ✓ The first time you upload you will be prompted to link your pump. Select **Link Pump**.
- ✓ Do not disconnect until you see the check mark confirming data upload is successful



Pump data can also be uploaded via Tandem USB cable



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.

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