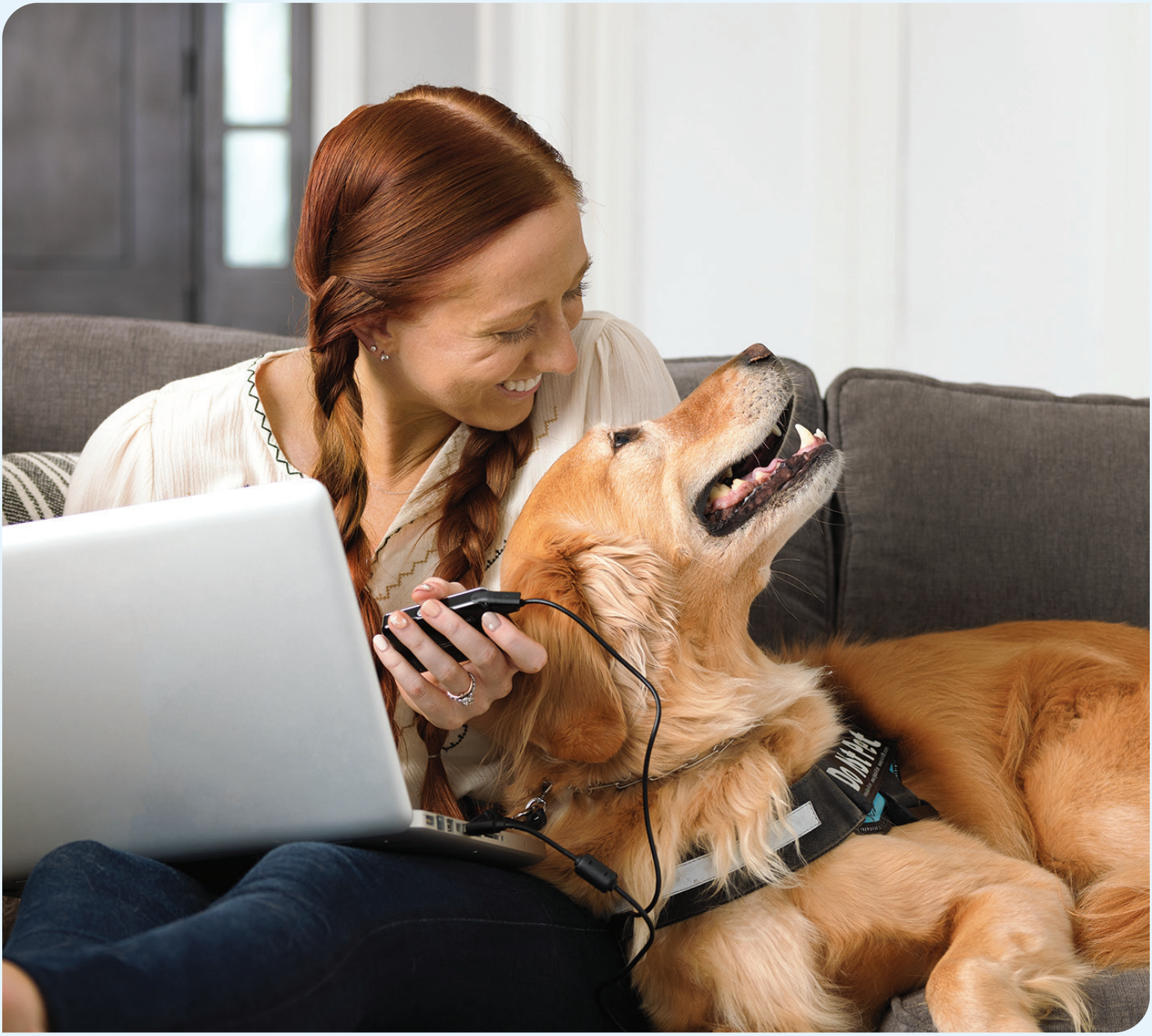
Tandem Source™



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.

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 Tandem Mobile Apps

The information on your Tandem mobile app display may not be identical to the current status of your pump. Wireless uploads from your Tandem 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.

This user guide is applicable above and beyond any recommendations made by the manufacturer of the mobile device on which your Tandem mobile app is installed. Feature sets available within the app may depend on your Tandem pump software version and the compatible smartphone's model and operating system. See your Tandem pump user guide for more information.

For an up-to-date list of supported smartphones, please visit tandemdiabetes.com/compatibility, or tap **Help** on the *Settings* screen, then tap **App Guide**.

Precautions

⚠ PRECAUTION

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

⚠ PRECAUTION

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

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

⚠ PRECAUTION

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

⚠ PRECAUTION

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

⚠ PRECAUTION

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

SECTION 2

Product Overview

The Tandem Source™ platform is a secure web-based system that aims to help users monitor and understand insulin therapy and pump data uploaded from Tandem pumps. The system allows people living with diabetes, their parents and 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. If you use a Tandem mobile app, tap **Help** on the *Settings* screen, then tap **App Guide**. For local customer support, see Importers and Distributors.

NOTE
Some Tandem products may not yet be available in your region. Always consult with your healthcare provider and 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
MD	Medical device	EC REP	Authorized Representative in the European Community
REF	Catalogue number	CH REP	Indicates the authorized representative in Switzerland
	Manufacturer	UK REP	Indicates the responsible person in the United Kingdom
	Consult instructions for use or consult electronic instructions for use	CE XXXX	CE marking of conformity
UK CA XXXX	UKCA marking of conformity	UDI	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 your information is kept safe and secure.

⚑ NOTE
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.

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 platform 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

User Accounts

The Tandem Source™ platform includes some account management functions. Use the *Account Settings* screen to update your account information and manage connections with Professional users.

Create Account

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 and view reports using uploaded pump data.

⚑ NOTE
If you already use a Tandem 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 to reset it. If you still cannot log into Tandem Source, contact your local customer support service. Some Tandem products may not yet be available in your region.

Create a Tandem Source user account as follows:

1. Navigate to https://source.tandemdiabetes.com in your web browser.
2. Click **Create Account** on the Tandem Source login screen
3. Click **Personal Use** if you wear a Tandem pump, or **Parent/Guardian Use** if you manage another person's care.

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

4. 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 3, enter the required personal information for both yourself and the person who wears the pump.
5. Enter the email address you would like to associate with your Tandem Source account.
6. 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.
7. Click **Confirm**. Tandem Source sends a confirmation email to the email address you used to register in step 5.
8. Click the link in the confirmation email to return to Tandem Source.
9. Create a password and click **Done**. Tandem Source returns you to the login screen.
10. Log into Tandem Source using your credentials.

Delete Account

If you delete your account, you will no longer appear on any clinic patient list, your pump will no longer be linked to a Tandem Source account, and your account activity will be deleted. Deleting your account

means your account cannot be restored and you will no longer have access to Tandem Source or Tandem mobile apps, and associated Personal Information will be deleted in accordance with our Privacy Notice. Your account will be deleted within 24 hours.

When you click the **Delete Account** button, the account cannot be restored, and cannot be used to access Tandem Source or Tandem mobile apps. Pump user account authentication data (pump user first and last name, country/region, date of birth, email address, language, security question and answer, and if applicable, dependent's first and last name and date of birth) will be deleted within 24 hours, so that pump user data is not available to anyone within the Source application.

For more information about data retention periods, please see our Privacy Notice.

To delete your account:

1. Click the Profile icon in the top right corner of Tandem Source.
2. Click **Account Settings**.
3. On the *General* screen, click **Delete Account** and follow the on-screen instructions.

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 your Tandem pump has a USB port, you can connect your pump to a Trusted Computer using the Tandem USB cable and upload data to the Tandem Source platform.

  ⚑ NOTE
  Tandem Source only visualizes and provides data metrics for pump data generated with Basal-IQ™ technology version 6.4 and newer, or Control-IQ™ technology version 7.4 and newer.

- If you use a Tandem mobile app with your Tandem pump, the Tandem mobile app uploads data wirelessly from your pump to the secure Tandem cloud via your smartphone.

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

Tandem Source also automatically links your pump to your Tandem Source account during your first data upload:

- If your Tandem pump has a USB port, connect your pump to your computer using its USB cable and upload your data as described in Wired Uploads.
- Pair your pump with your Tandem mobile app as described in the appropriate Tandem pump user guide.

If your Tandem pump has a USB port, any Professional user can also link that pump to your Tandem Source account when they connect your pump to their office computer using the Tandem USB cable. Note that this also connects your Tandem Source account to their clinic and 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.

Wired Uploads

If your Tandem pump has a USB port, you can use Tandem Source to securely upload data from your pump to the Tandem Source platform when your pump is connected to your computer.

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

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

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

Upload data from your connected Tandem pump 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

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

⚑ NOTE
Your Tandem 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 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 which reports are available for view, how to view pump data, 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 summarizes your therapy data.
- The Daily Timeline report shows glucose readings, basal insulin delivery, and bolus delivery.
- The Pump Settings report displays pump settings, including Personal Profiles and predictive technology usage.

⚑ 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.

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

⚑ NOTE
Tandem Source displays a default target range in all reports that cannot be edited. Glucose values displayed in Tandem Source may not directly correspond to the alarm settings on your pump.

Report Details

Overview Report

The Overview report summarizes your pump and therapy data, such as:

- CGM usage summary (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
- Predictive technology usage summary
- A glucose trends graph showing a summary of sensor glucose values during the selected period
  - If you do not have CGM data, this graph is not displayed
- Average daily insulin summary

- Average daily bolus delivery, including different bolus types and delivered insulin amounts

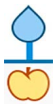
  ⚑ NOTE
  Tandem Source only displays completed boluses. If a bolus was in progress during your last pump data upload, that bolus will not appear in any reports.

- Average frequency of cartridge and infusion set changes.
- 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.

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.
	**Food Bolus** – Bolus insulin delivered based on the number of carb grams entered and carb ratio. This icon is always accompanied by the Carbs icon.
	**Correction Bolus** – Bolus insulin manually delivered to correct high glucose based on BG values entered for the 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 feature.
	**Override Bolus** – Bolus insulin delivered when you 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.
	**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 was delivering 0 units/hour.

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** – Your pump was not communicating with your CGM 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 user manually stopped insulin deliveries.
	**Pump Shutdown** – The user powered off the pump and all insulin deliveries stopped.
	**Profile Switch** – Indicates when a personal profile switch was activated.

The Basal Summary table displays the average basal insulin delivered and the programmed basal rate for each hour of the day, calculated over the selected date range. The table appears at the end of the Daily Timeline report.

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.

Settings shown on this report may include:

- Profiles used during the selected time period
- Tiles describing individual pump settings, including predictive technology settings, alert and alarm settings, and insulin delivery settings

Save or Print Report

Using the Print Screen

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

- From any report screen, click the **Print** icon in the upper right corner of the screen.
- From the *Upload Pump* screen, click **Print & Save** after you upload 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 click **Save Reports**, 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.

- The default filename begins with CSV_[your 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 your data for the last two weeks by default. Select or enter a different date range to set how much data each report includes. The maximum date range is 30 days.

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

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

Multiple Pumps

If a 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, 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.
- Linking a new pump to your Tandem Source account does not erase data uploaded from prior pumps.

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.

Tandem Diabetes Care, the Tandem Diabetes Care logo, Tandem Source, Basal-IQ, and Control-IQ are either registered trademarks or trademarks of Tandem Diabetes Care, Inc. in the United States and/or other countries. Dexcom and any related logos and design marks are either registered trademarks or trademarks of Dexcom, Inc. in the United States and/or other countries. The sensor housing, FreeStyle, Libre, and related brand marks are marks of Abbott and used with permission. The Bluetooth® wordmark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Tandem Diabetes Care, Inc. is under license. All other third party marks are the property of their respective owners.

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