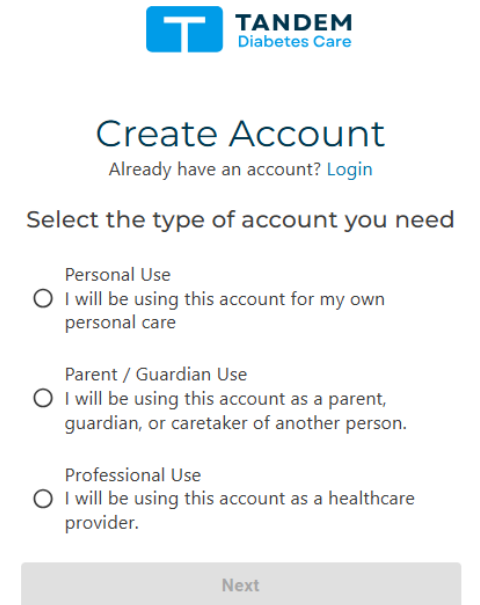
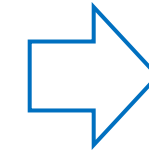
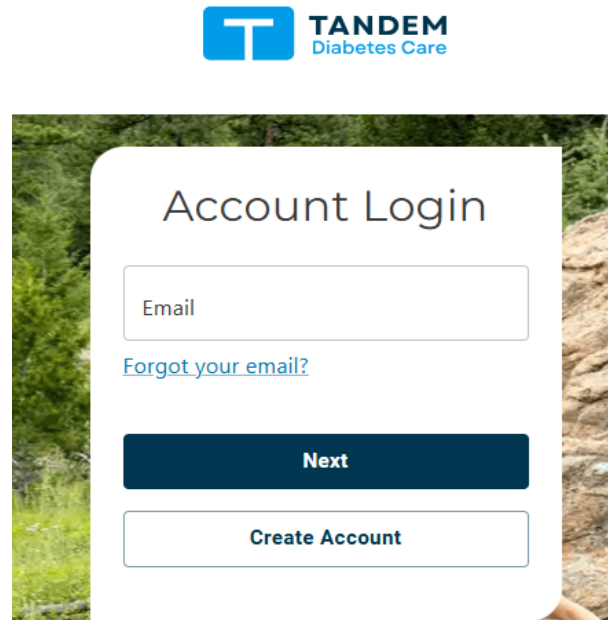


Tandem Source: How to Create a Personal Account on the Data Download Platform

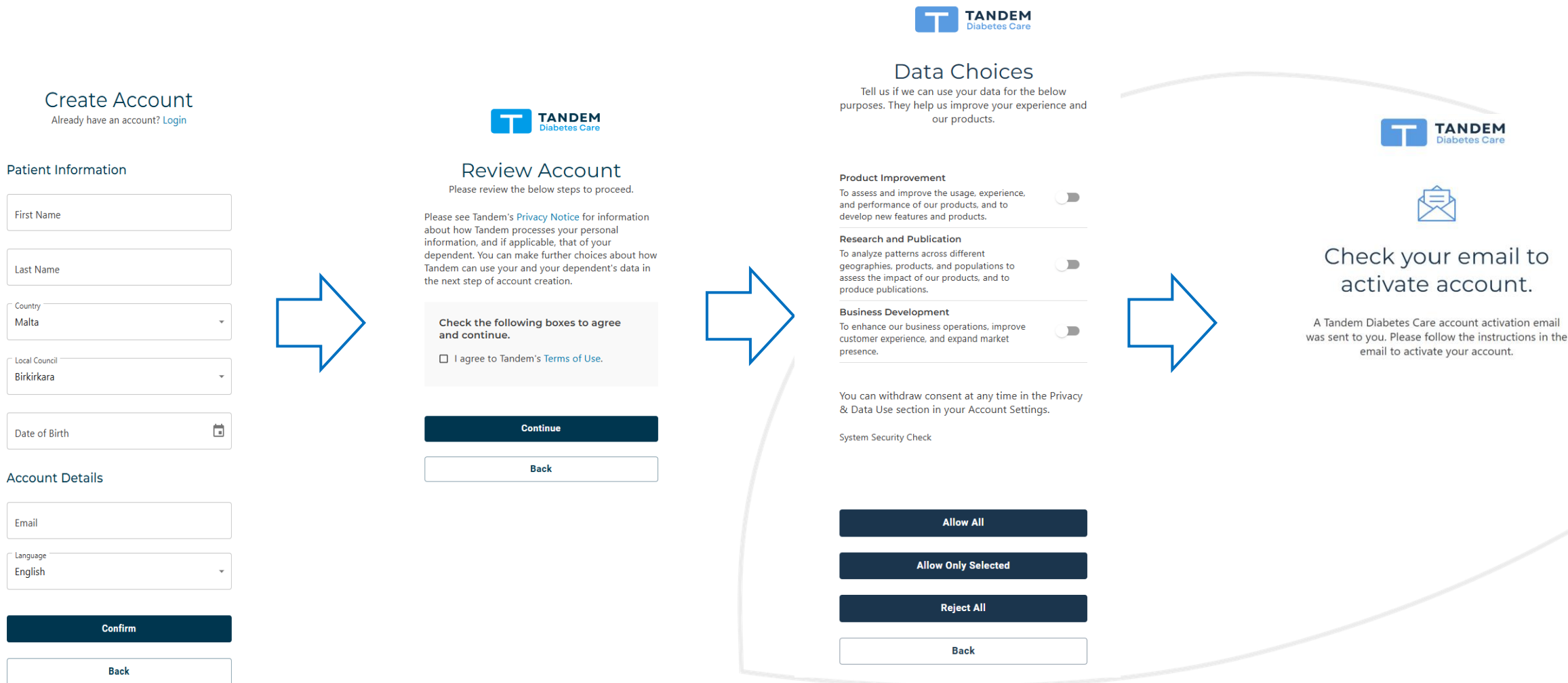
How to create a personal account:

1. Go to the page
<https://source.tandemdiabetes.com/>
2. Select: **Create an account**
3. Select the account type: *Personal use or Parent/Guardian use*



NOTE: Compatible browsers are: **Chrome, Edge e Safari**

- 4. Fill in the information requested by the platform
- 5. Check your email to activate the account



6. Choose a password

7. You can now access the platform



Activate Account

Hi,

A Tandem Diabetes Care Account has been initiated. Click the button below to complete the account creation process and activate your account.

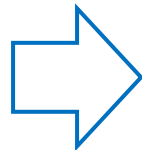
[Activate Your Account](#)

This link expires in 7 days.

Login Email:

This email was sent to you via an automated system. Please do not reply to this email.

[Customer Support](#)



Create Account

Finish creating your account by filling out the information below.

Password Requirements:

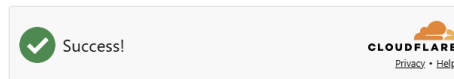
- At least 8 characters
- At least 1 number
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 symbol ⓘ

Password 

Password Strength: N/A

Confirm Password 

System Security Check



Done



Account Login

Email

[Forgot your email?](#)

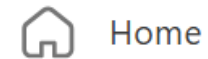
Next

Create Account

Access to personal Tandem Source

Once you've logged in, you'll be able to:

- **Upload pump data** (if you're using the Mobile App, the data is automatically sent to the platform)
- View therapy data and **reports**
- View the pump associated with your account
- **Update** the pump **software**



Home



Upload Pump



Reports



My Pump



Software Update

How to link a pump to your personal account

How to link a pump to a personal account

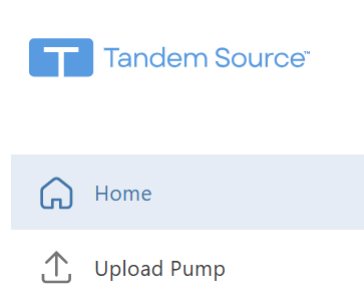
1. Click on **Upload pump data** in the left navigation bar, connect the pump, and then click **Start upload**.

Plug in your pump, then Start Upload to view your most recent therapy data.

Start Upload



2. Click on **Link Your Pump** to link your account, download, and view the pump data.



Pump Overview >



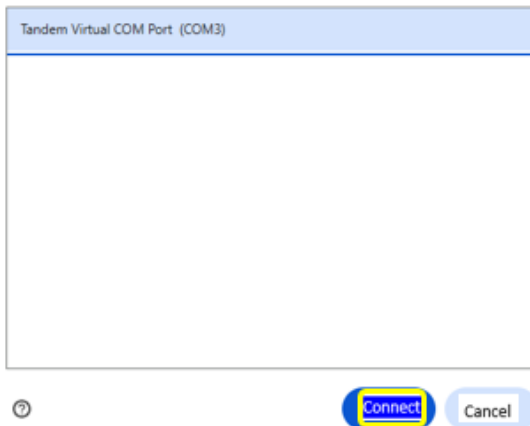
Let's link your pump to Tandem Source!

Access therapy reports and pump updates. Upload your pump to link.

Link Your Pump

Please Note

source.eu.tandemdiabetes.com wants to connect to a serial port



When the pump is connected to the PC, the system may prompt you to authorize the connection to the computer's serial port. Select the port and click **CONNECT**.

Link pump to continue your upload.

Connected Pump: t:slim X2, Control-IQ (v7.8.1.0)
Pump Serial #: 1545838

Where is the pump serial number?



If this is your pump, please link it to your account to upload and view data. Pumps may only be linked to one account.

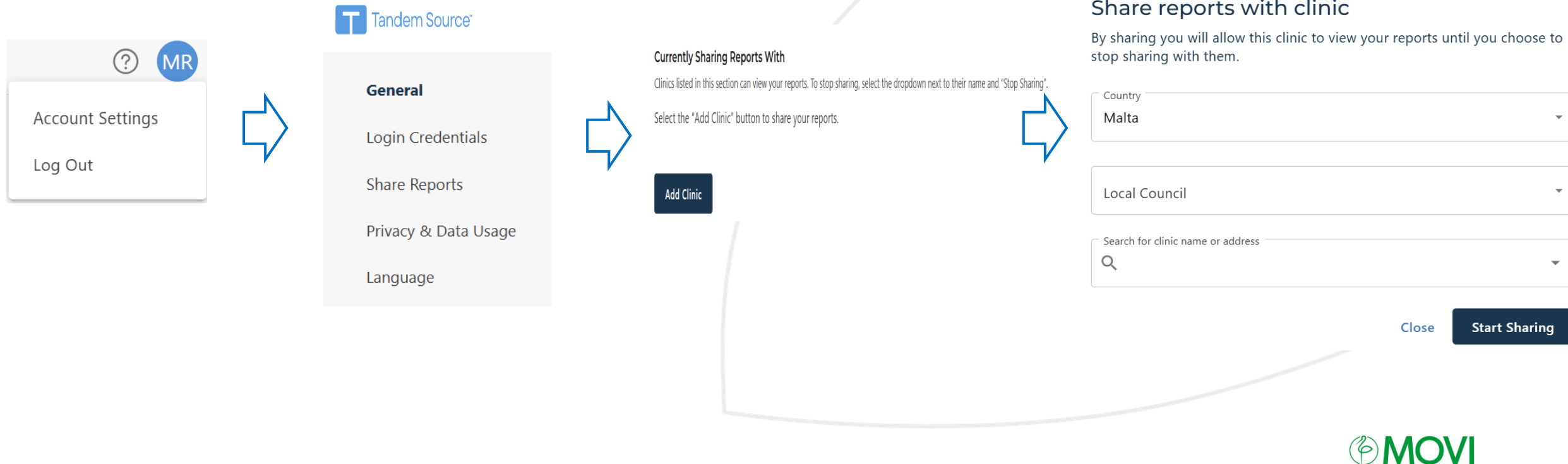
Link Pump

Cancel



How to share your data with the Diabetes Centre

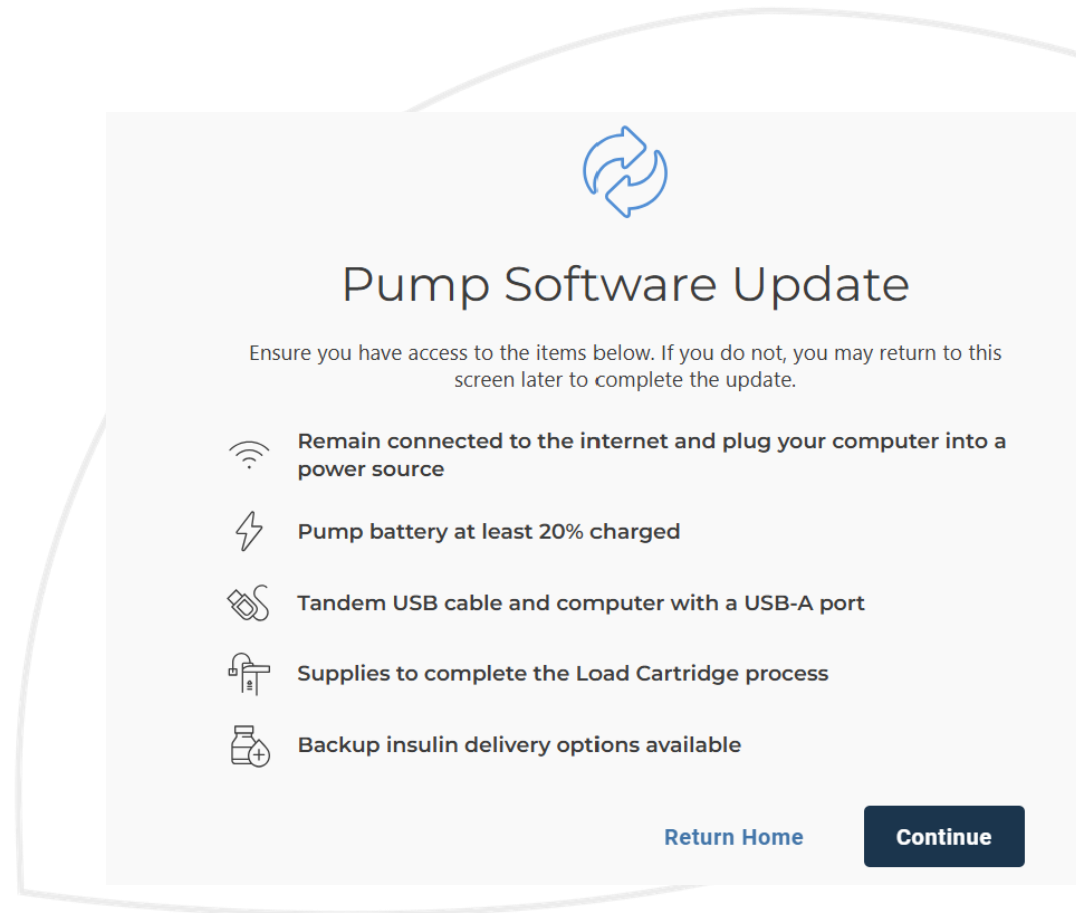
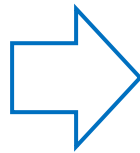
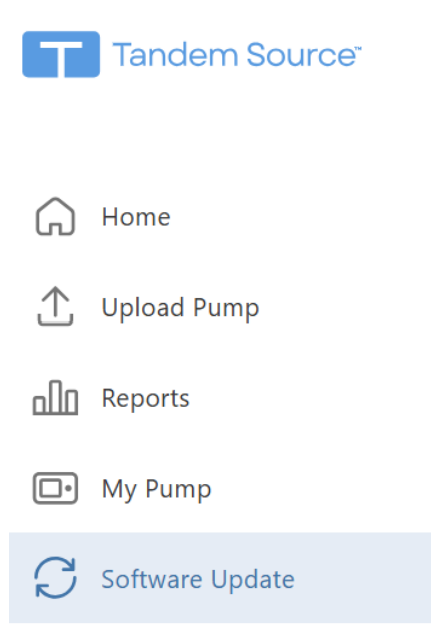
Click on your profile icon in the top-right corner, then click **Account Settings**. Select **Share Report**, then click **Add Clinical Centre**. Search for your clinical centre and click **Start Sharing**.



How to update the pump software

How to perform the software update

1. Log in to the Tandem Sourceplatform <https://source.tandemdiabetes.com/> using your credentials
2. Go to **Software Update** and click **Continue**



- 3. Check all the boxes and click **Continue**

- 4. Connect the pump using the supplied cable and click **Connect Pump**

The image displays two sequential steps in a software update process for a medical device.

Top Screenshot: Important Safety Information

Progress bar: 1 Prepare (active), 2 Software Update, 3 Resume Therapy

Important Safety Information

Check off each safety step to acknowledge you have read and understood it.

- ☐ **Monitor glucose**
Treat high or low glucose levels before beginning the pump software update.
- ☐ **Check active insulin**
Insulin on Board (IOB) and the Max Hourly Bolus will be reset to zero after the software update is complete.
- ☐ **Stop insulin and remove pump**
Disconnect infusion set from body, remove cartridge, and stop insulin delivery.
- ☐ **Alerts, alarms and reminders will be silenced during the update**
I understand that all pump alerts, alarms and reminders will be silenced during the update.
- ☐ **The update must be completed once started**
Failure to follow this safety information may result in bodily harm or pump failure. I have read and understood all of the safety information provided.

Buttons: Back, Continue

Bottom Screenshot: Connect Pump

Progress bar: 1 Prepare, 2 Software Update (active), 3 Resume Therapy

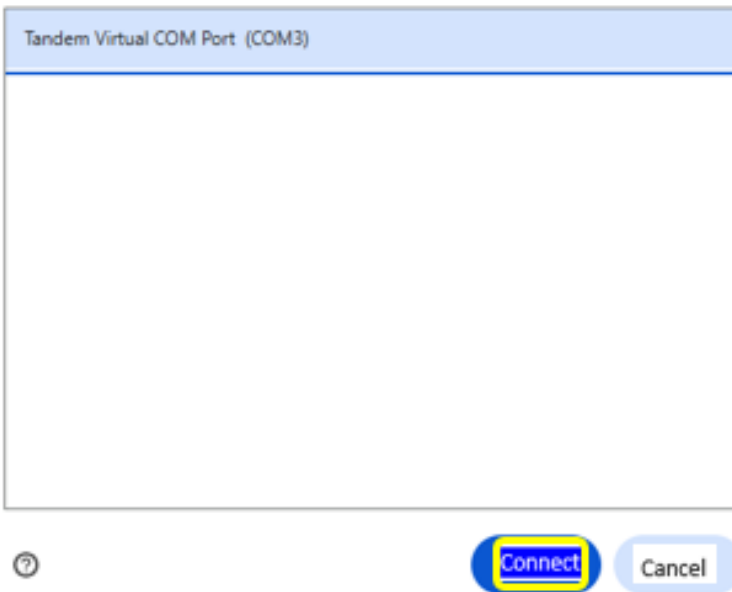
Connect Pump

Plug the pump into this computer with a Tandem USB cable. Align the Tandem logo on the cable with the logo on the pump.

Buttons: Connect Pump, Help Connecting Pump

Please note

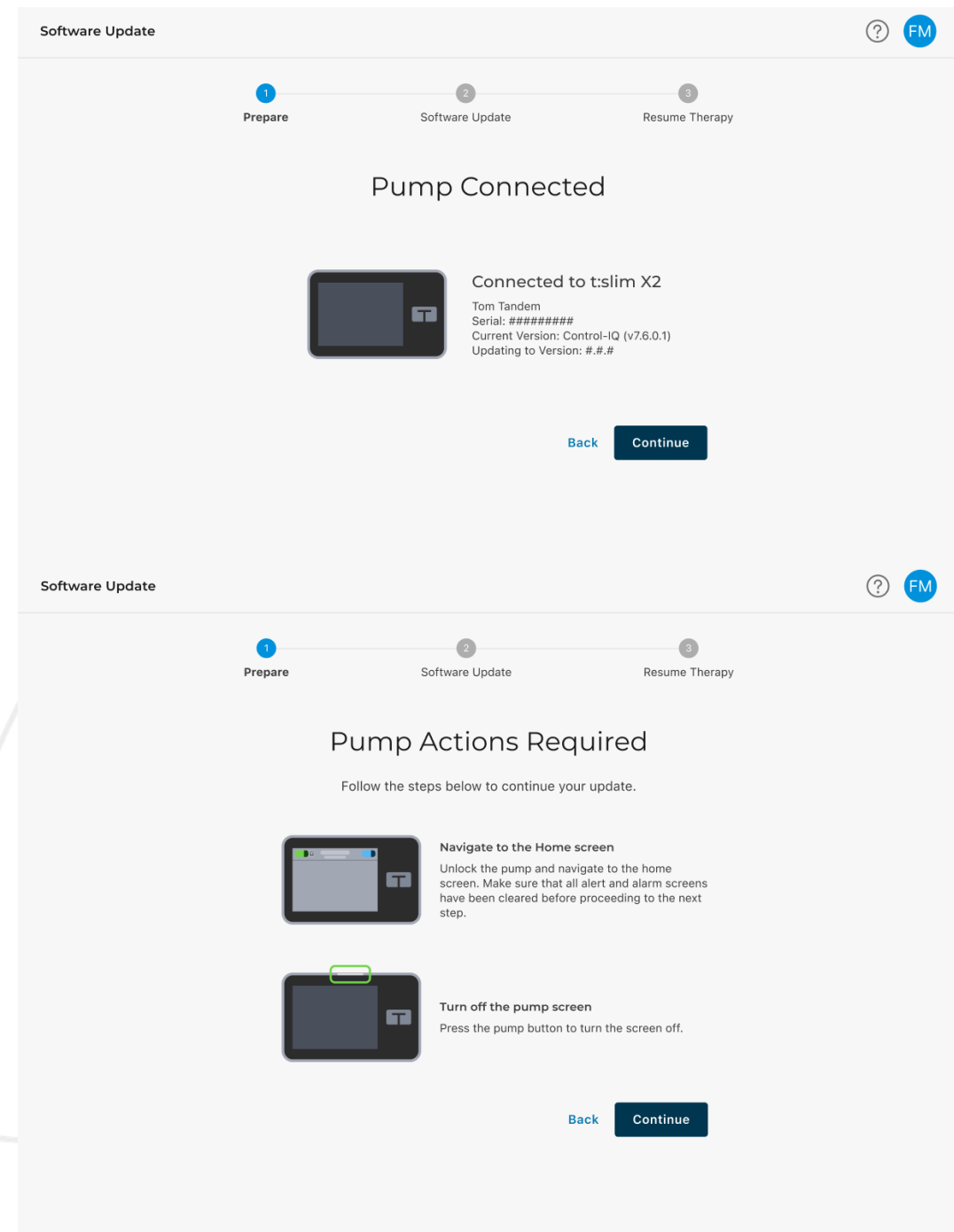
source.eu.tandemdiabetes.com wants to connect to a serial port



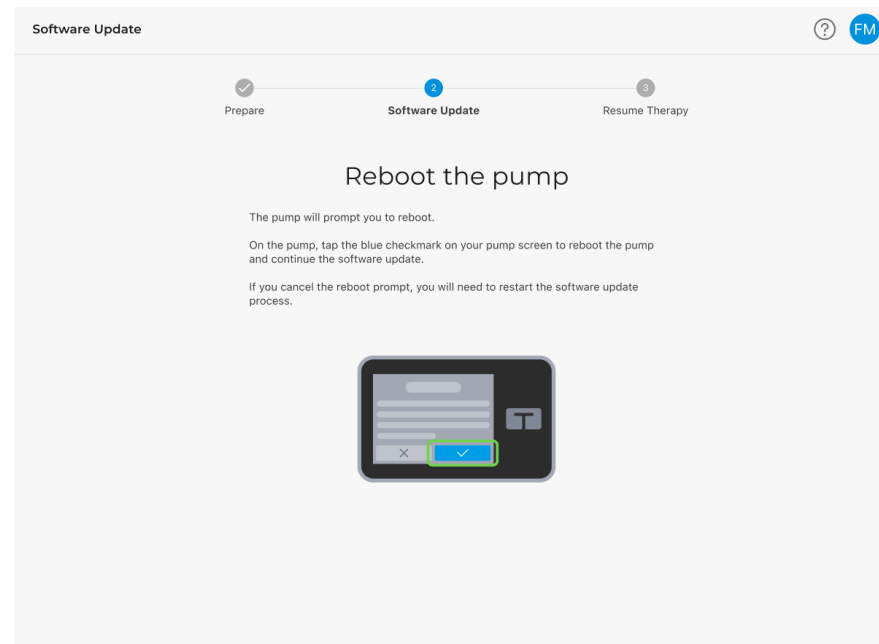
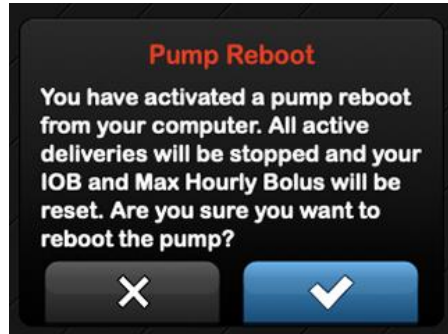
When the pump is connected to the PC, the system may prompt you to authorize the connection to the computer's serial port. Select the port and click **CONNECT**.

- 5. Proceed by clicking **Continue**

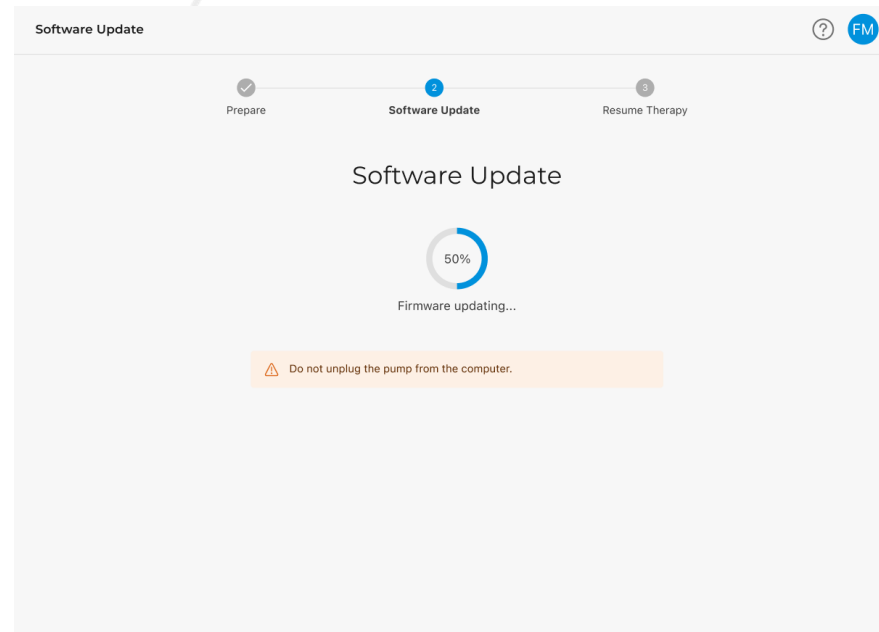
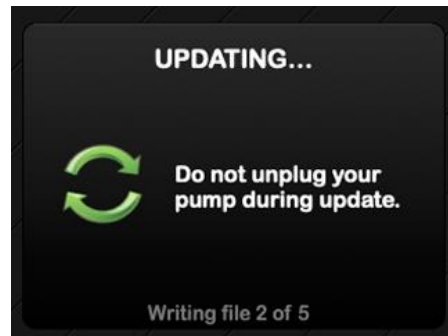
- 6. Follow the steps indicated and click **Continue**



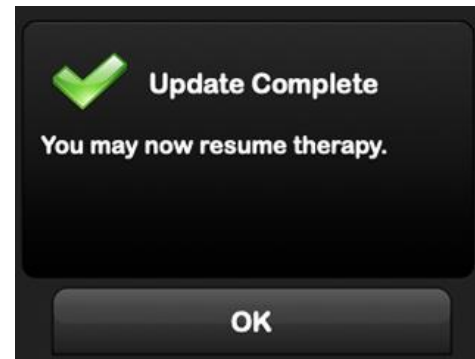
7. Restart the pump



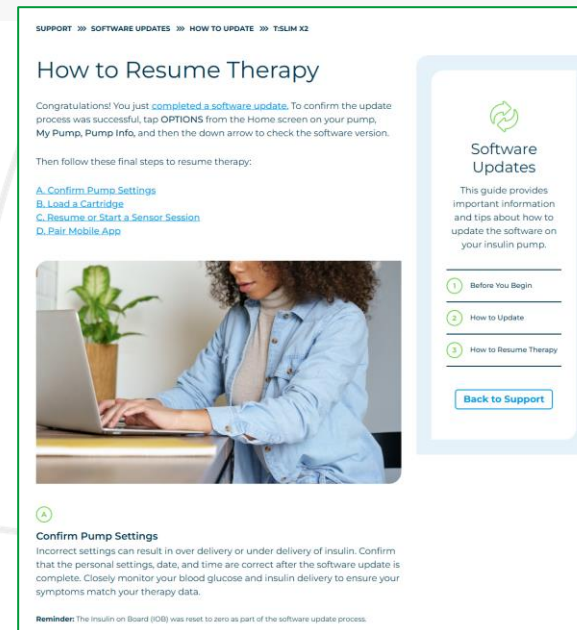
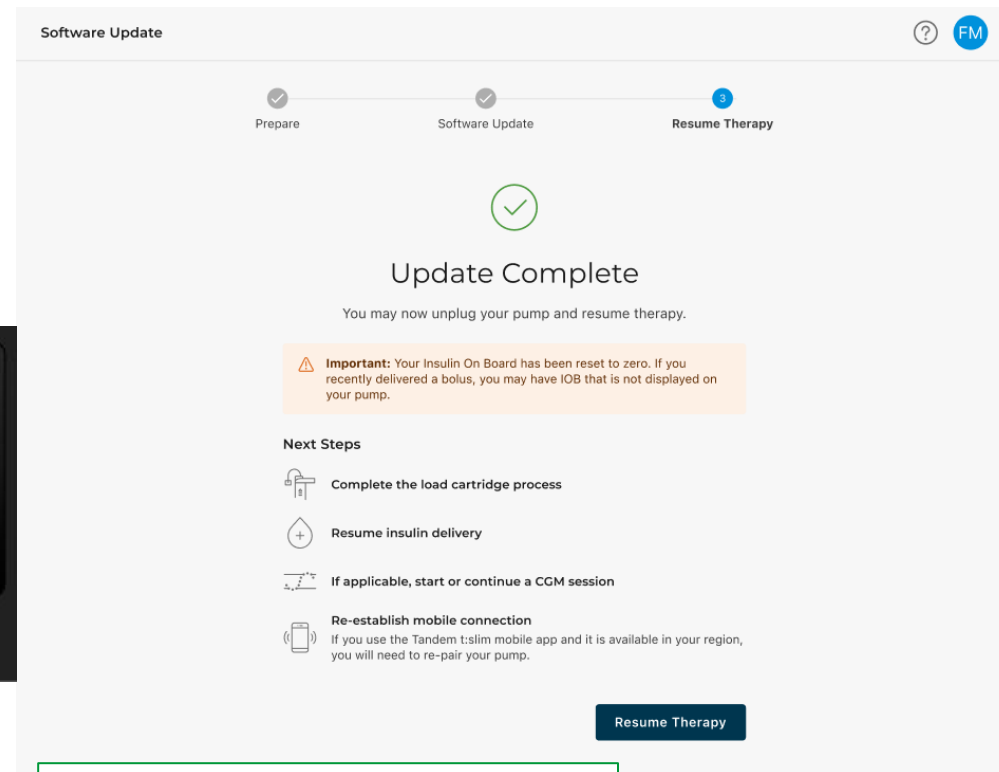
8. Wait for the software update to complete (100%)



9. Once the update is complete, resume insulin therapy.



9. For information on how to resume therapy, click **Continue**: you will be directed to a page where you can obtain the necessary information.



How to check compatibility with the Tandem t:slim mobile app

Check App Compatibility

- To check the compatibility of your smartphone with the Tandem t:slim app, access the following link and enter the required information:
- <https://www.tandemdiabetes.com/it-it/products/software-apps/device-compatibility>
- The Tandem t:slim Mobile App is available on both the App Store and Google Play



How to configure the Smartphone



- ✓ Check the **compatibility of the system (and the smartphone)**
- ✓ Enable **Bluetooth connection**
- ✓ Enable one of the available security features (numeric passcode, Touch ID, or Face ID)
- ✓ The bolus will only be available when the security feature is enabled.
- ✓ **Disable power saving mode** (it may interfere with the *Bluetooth*[®] connection)
- ✓ **Disable automatic updates**
- ✓ Do not update the software to higher versions before verifying compatibility with the bolus delivery function on the Tandem Mobile App (minor updates, such as from 17 to 17.1, are compatible)
- ✓ Keep the **Tandem Mobile App running in the background** so that notifications can be received (enable notifications for the Tandem t:slim app)
- ✓ **Disable ZOOM mode**

Device Compatibility



Our mobile apps require a compatible smartphone model and operating system. Before you get started, let's make sure your device is compatible.

Select Your Device

Apple



iOS 18



iPhone 15



Important: If you use any other apps to manage your therapy, it is important to check the compatibility status with the respective app developers, before updating your smartphone's operating system.

Note: To find the operating system on your Apple device, go to iOS Settings, General, and then About. For an Android device, go to OS Settings, About Phone, and then Software Information.



Tandem t:slim Mobile App

Compatible

Your device is compatible with all features of the Tandem t:slim mobile app.

You have the ability to mobile bolus,* view t:slim X2 insulin pump data,† receive alerts as push notifications,‡ and wirelessly upload data.§

[Download Mobile App](#)

Tandem t:slim Mobile App

Partially Compatible

Your device is not compatible with the mobile bolus feature* on the Tandem t:slim mobile app, but you can view pump data,† receive alerts as push notifications,‡ and wirelessly upload data via the app.§

[Download Mobile App](#)

Tandem t:slim Mobile App

Not Compatible

Your device is not compatible with the Tandem t:slim mobile app. Please visit the link below to view a list of supported devices. We are continually evaluating and working to expand device support.

[View Supported Devices](#)

Compatibility & Functionality

To fully use all features of the Tandem Mobile App, **both** the operating system **and** the smartphone must be compatible.

Tandem t:slim mobile app functionality	Operating System and Smartphone Compatibility	Only Operating System Compatibility	Not Compatible with Operating System and Smartphone
Bolus from your smartphone	✓	✗	✗
View pump data	✓	✓	✗
Alerts via push notifications	✓	✓	✗
Wireless upload of pump data to the cloud	✓	✓	✗