t:connect®

Web Application

User Guide

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DIABETES CARE

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Intended Use of the t:connect Web Application

The t:connect® web application 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 t:connect web application supports diabetes management through the display and analysis of information uploaded from Tandem Diabetes Care insulin pumps, compatible continuous glucose monitors, and specified blood glucose meters. The t:connect web application is intended for use by patients and healthcare providers who are residents of the United States (U.S.).

Intended Use of the t:connect Mobile App

The t:connect mobile app is intended to be a secondary display for compatible Tandem Diabetes Care insulin pumps and is capable of wirelessly uploading pump data it receives into the t:connect web application, and permitting users, and their authorized caregivers and healthcare providers, to view uploaded pump data within the t:connect web application.

The t:connect mobile app is not intended to be a replacement for the information displayed on your insulin pump. The t:connect mobile app is not intended to receive information directly from the sensor or transmitter of a continuous glucose monitoring system.

The t:connect mobile app is not intended to control an insulin pump.

⚠WARNING

Dosing decisions should not be made based on the t:connect mobile app. The user should follow instructions on the continuous glucose monitoring system and insulin pump.

You cannot use the t:connect mobile app to make treatment decisions. The information displayed on the t:connect mobile app 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 mobile app display.

Thoroughly review all insulin pump system component instructions and safety information before connecting the t:connect mobile app to your pump. The t:connect mobile app Instructions for Use are applicable in addition to, and not as a replacement for, your insulin pump User Guide.

⚠PRECAUTION

The t:connect mobile app is not intended to replace self-monitoring practices as advised by a physician.

The t:connect mobile app receives data from the connected pump via a secure Bluetooth wireless technology connection. If the wireless connection between the pump and the mobile app is lost, the t:connect mobile app may not display current insulin pump information. To help maintain the wireless connection between the insulin pump and the t:connect mobile app, it is recommended the mobile device running the t:connect mobile app is within five feet of the compatible insulin pump.

Use of the t:connect mobile app together with your insulin pump may impact the battery life of your pump due

to the wireless data transmission between the devices.

The t:connect mobile app is not intended for use by anyone unable to use a mobile phone proficiently. Users must have adequate vision and/or hearing in order to use the app.

Important User Information Regarding the t:connect Mobile App

Failure to use the t:connect mobile app according to these Instructions for Use could result in serious injury or death. Users should always follow the advice of their healthcare professional and seek medical attention when appropriate.

These Instructions for Use are applicable above and beyond any recommendations made by the manufacturer of the mobile device on which the t:connect mobile app is installed.

For a list of supported mobile devices and operating systems, or additional information about the t:connect diabetes management web application, visit tandemdiabetes.com.

The t:connect mobile app is intended to be a secondary display for compatible Tandem Diabetes Care insulin pumps and is capable of wirelessly uploading pump data it receives into the t:connect web application. The t:connect mobile app is not intended to control an insulin pump and is not intended to be a replacement for the information displayed on your insulin pump. Dosing decisions should not be made based on the secondary display device. The user should follow instructions on the continuous glucose monitoring system and insulin pump. This secondary display device is not intended to replace self-monitoring practices as advised by a physician.

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Welcome

Product Overview 3

Congratulations on your new insulin pump from Tandem Diabetes Care.

The t:connect® web application will help you manage data uploaded from your pump, compatible continuous glucose monitors (CGM), and supported blood glucose (BG) meters.

The following pages will provide you with a step-by-step guide on how to use the t:connect web application and how to install the optional t:connect mobile app.

Product Overview

The t:connect web application was made for you and your healthcare professional to help you see the data from your pump, compatible CGM, and supported BG meters.

The t:connect web application is:

- Web-based
- Hosted on a secure web server
- Accessible using a web browser through a secure internet connection

The t:connect web application can help you better understand your diabetes management by providing you reports and analyses based on the data uploaded from your pump and supported BG meters.

Get Started

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Get Started

The t:connect® web application charts and graphs your diabetes data to give you insight into your diabetes management. To start seeing charts and graphs, the data from your pump, compatible CGM, and supported BG meters must be uploaded to our secure t:connect web application servers.

To get started, create a t:connect account using either the t:connect mobile app or the t:connect uploader software.

Create a t:connect Account

t:connect Uploader Software

Install the t:connect uploader software as follows:

1. Go to tconnect.tandemdiabetes.com.
2. In the Personal box, click **Create Account**.
3. Follow the on-screen instructions to download and install the t:connect uploader software.

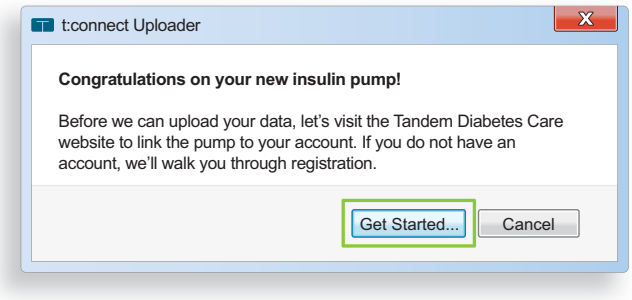
After you first install the t:connect uploader software, it should start automatically. Otherwise, locate the t:connect uploader software icon on your computer and start it manually. The *Welcome to t:connect* screen appears.

NOTE: Interface Appearance

Your interface may appear different depending on which operating system you use.

- **Windows** – The t:connect uploader software icon will be on your desktop.
- **Mac®** – The t:connect uploader software icon will be in your Mac applications folder.

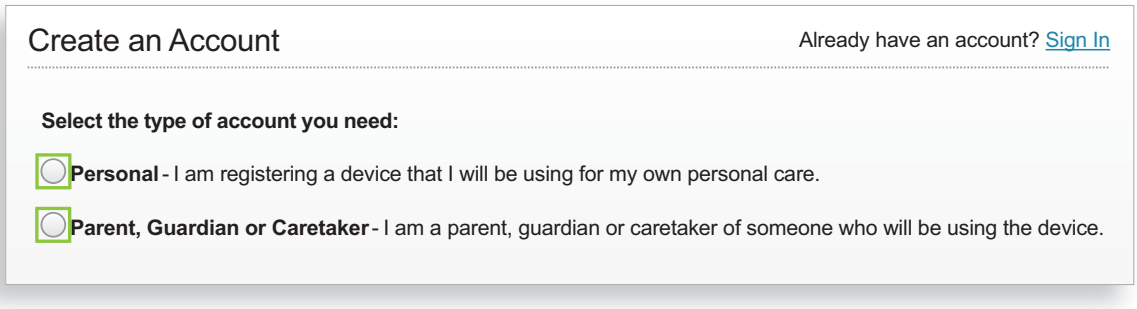
1. Click **Get Started** to create an account on the t:connect web application.



NOTE: t:connect Uploader Software Cannot Be Started

If the t:connect Uploader software does not allow you to proceed, you may need to install a new version of the program. Go to tconnect.tandemdiabetes.com, click Create Account, and follow the on-screen instructions to reinstall the t:connect Uploader software.

2. Select the type of account you are creating.



- 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 you are taking care of or acting on behalf of someone younger than 13, select a parent, guardian, or caretaker account.

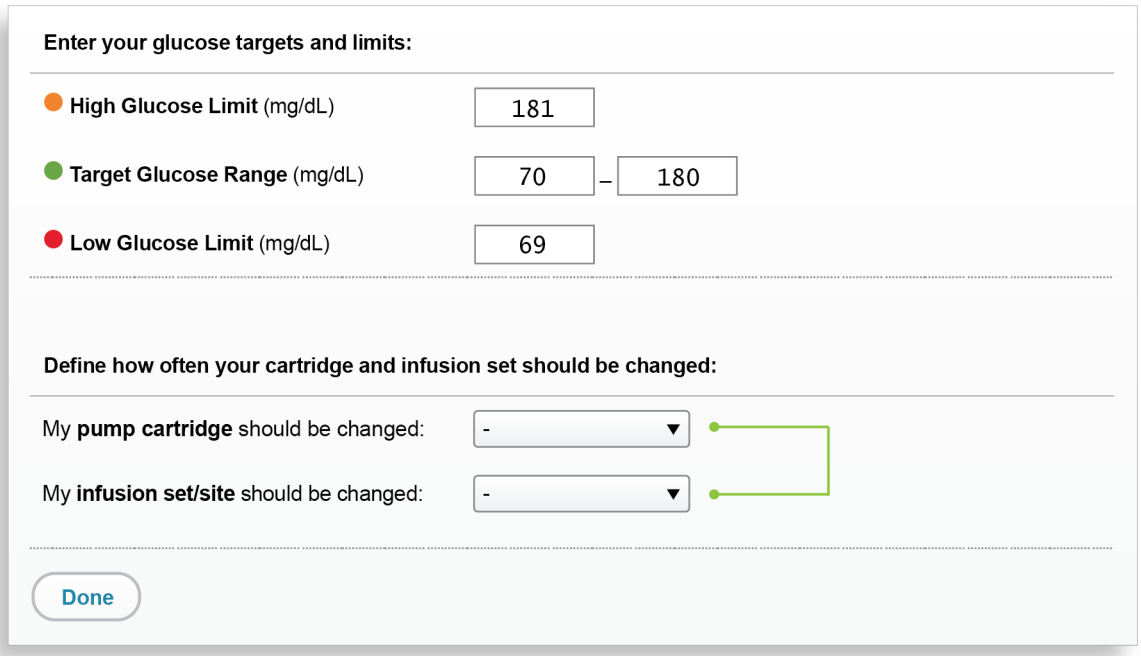
3. Fill in the required information, and accept the Terms of Use and Notice of Privacy Practices.

NOTE: Password Requirements

In order to maintain the security of your account, we recommend passwords comply with the following criteria:

- Contain at least eight characters
- Be unique from the last three passwords

4. To personalize your reports, please enter how often you will be changing your cartridge and infusion set.



NOTE: Personalized Ranges and Settings

Your glucose values are pre-set to ADA-recommended levels; to change these values for display on your reports, see Viewing or Changing Account Settings. We encourage you to discuss these values with your healthcare professional before making any changes. Note that setting or changing these values will not change any settings in the pump itself.

5. Click **Done** to finish creating your account. The t:connect web application will display a confirmation message that your account has been successfully created.

t:connect Mobile App

NOTE: Intended Use

- The t:connect mobile app is intended to be a secondary display for compatible Tandem Diabetes Care® insulin pumps and is capable of wirelessly uploading pump data it receives into the t:connect web application, and permitting users, and their authorized caregivers and healthcare providers, to view uploaded pump data within the t:connect web application.
- The t:connect mobile app is not intended to be a replacement for the information displayed on your insulin pump. The t:connect mobile app is not intended to receive information directly from the sensor or transmitter of a continuous glucose monitoring system.
- The t:connect mobile app is not intended to control an insulin pump.

The t:connect mobile app is a secondary display that lets you view data from your t:slim X2™ pump directly on your smartphone, including pump and sensor status, carbs, and pump settings. The t:connect mobile app also can provide messages and alerts from your t:slim X2 pump as push notifications on your mobile device. Download the t:connect mobile app on Google Play™ or from the Apple App Store® and visit support.tandemdiabetes.com for installation instructions

NOTE: Pump Display

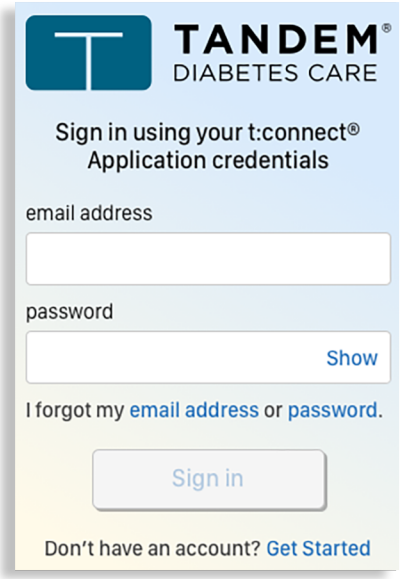
Always make treatment decisions on the basis of insulin pump display only. The information displayed on the t:connect mobile app may not be identical to the current status of your pump.

NOTE: Supported Devices

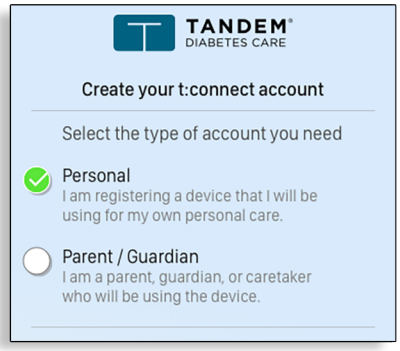
For an up-to-date list of supported mobile devices, please visit: tandemdiabetes.com/mobilesupport.

After you download the t:connect mobile app, log into your t:connect account (or create a t:connect account if you don't already have one):

1. From your smartphone, locate the t:connect mobile app and open it. The sign-in screen appears.



2. If you have an existing t:connect account, log in using your credentials.
   - If you are a new user, tap **Get Started** and follow the instructions on your screen.
   - When creating a new account, you will be prompted to select an account type, then set your charting and reporting settings:
     - 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 you are taking care of or acting on behalf of someone younger than 13, select a parent, guardian, or caretaker account.



     - To personalize your reports, please enter how often you will be changing your cartridge and infusion set.

NOTE: Personalized Ranges and Settings

Your glucose values are pre-set to ADA-recommended levels; to change these values for display on your reports, see Viewing or Changing Account Settings. We encourage you to consult with your healthcare professional before setting them. Note that setting or changing these values will not change any settings in the pump itself.

Upload Data

t:connect Uploader Software

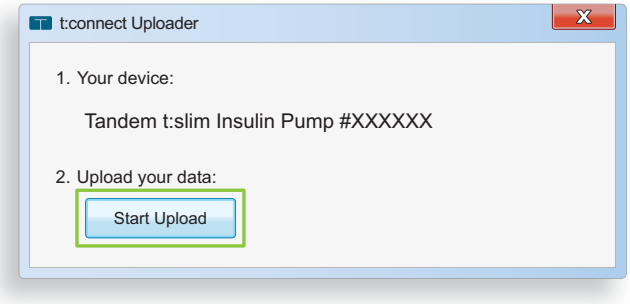
You can use the t:connect uploader software to upload data from your pump and supported BG meters to the secure t:connect web application via your computer.

NOTE: Supported Operating Systems and Web Browsers

For an up-to-date list of supported operating systems and web browsers, please visit: tandemdiabetes.com/products/t-connect-application.

After you have installed the t:connect uploader software and created a t:connect account, you are ready to upload data.

1. Connect your pump to your computer using the USB cable provided. The t:connect uploader software will automatically detect your device.
2. Click **Start Upload**.



NOTE: Pump Not Detected

If your computer does not detect your pump, unplug it from the USB port on your computer and try a different port.

3. The "Upload Successful" message appears after the data has successfully been transmitted.

If you have not already created a t:connect account, the t:connect web application will prompt you to create one when you click **Start Upload**.

t:connect Mobile App

The t:connect mobile app uploads data wirelessly from your pump to the secure t:connect web application via your smartphone, allowing your healthcare professionals easy access to your data without requiring access to your pump or connection cables.

NOTE: Bluetooth Pairing

Always use the t:connect mobile app to pair your pump with your smartphone. Do not attempt to use your phone's *Bluetooth®* menu.

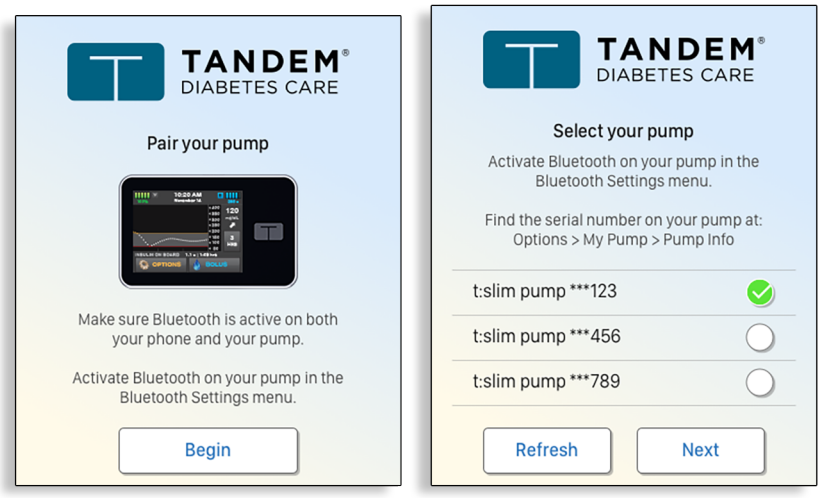
Once you have successfully logged into the t:connect mobile app, you are ready to pair your pump with your mobile device and begin uploading data. Pair your mobile device with your pump as follows:

1. From your pump's *Home* screen:
   a. Tap **Options**.
   b. Tap **Device Settings**.

c. Tap **Bluetooth Settings**.

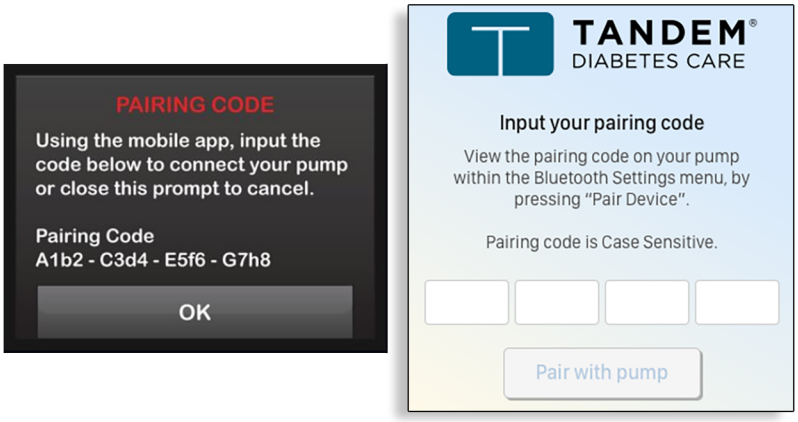
d. Enable **Mobile Connection**.

2. From your smartphone, tap Begin in the t:connect mobile app to begin the pairing process. The t:connect mobile app will automatically detect your pump. Choose the appropriate pump serial number in the t:connect mobile app and tap Next.



3. From your pump's *Bluetooth Settings* screen, tap **Pair Device** to proceed. Your pump will display a unique pairing code.

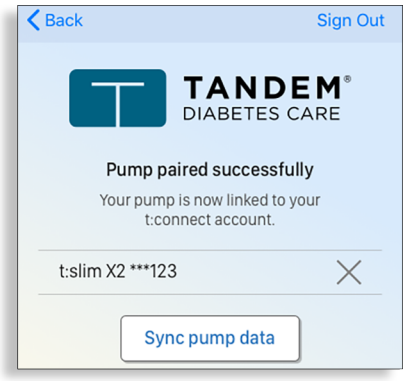
4. From your smartphone, enter the pairing code generated in step 3 into the t:connect mobile app and tap **Pair with pump.** Your pump will display a confirmation screen.



NOTE: Bluetooth Security

The code is case sensitive and is only valid for 5 minutes. Be sure to enter the code accurately and promptly.

5. From your smartphone, tap **Sync pump data** in the t:connect mobile app to proceed with your normal pump use.



NOTE: Problems with Bluetooth Pairing

If your smartphone does not pair with your pump, check your phone's *Bluetooth* settings, then retry pairing your devices. Note that if your phone asks you to allow it to communicate with an external device, you should accept.

6. The t:connect mobile app will display your dashboard and begin displaying pump data.

NOTE: Pump Data Usage

Your t:connect mobile app will remain synchronized with your pump as long as a healthy *Bluetooth* connection is established. The t:connect mobile app continuously uploads your pump's data into the t:connect web application whenever it is in Wi-Fi or cellular range, depending on your data use settings.

Add a BG Meter to Your Account (Optional)

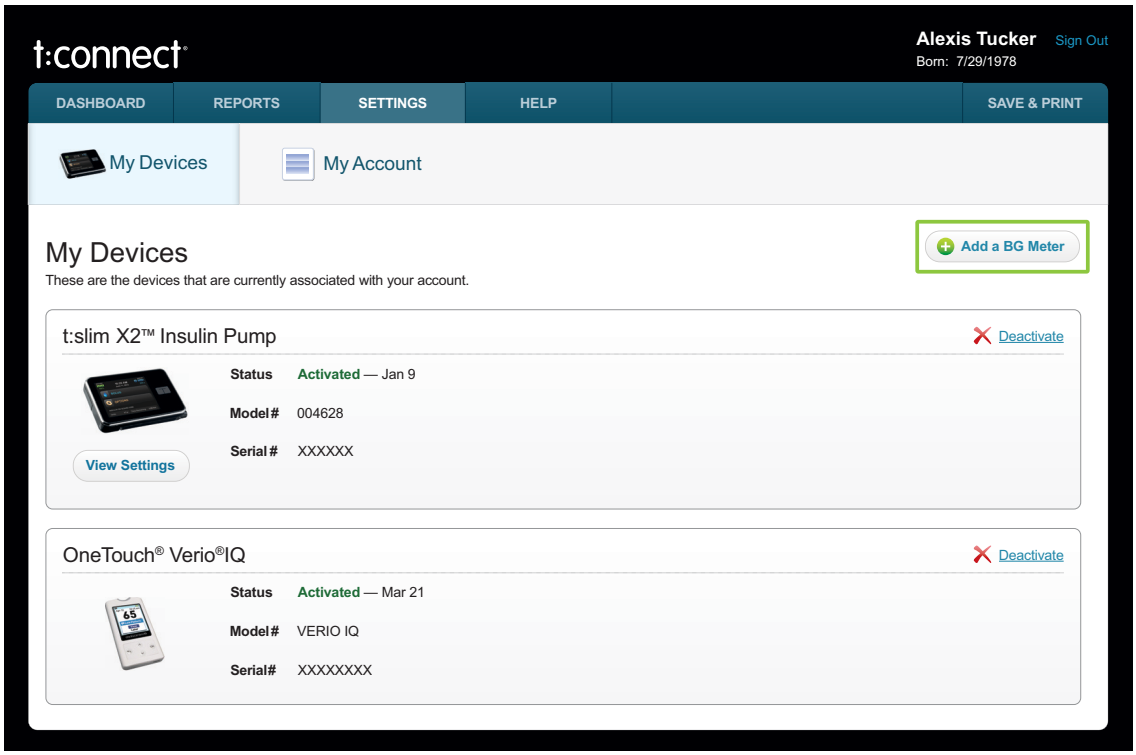
Uploading data from a BG meter gives you a more complete view of your diabetes data by including BG readings that may not have been entered into your pump. If you would like to upload data from a BG meter, you must add it to your account.

NOTE: Supported BG Meters

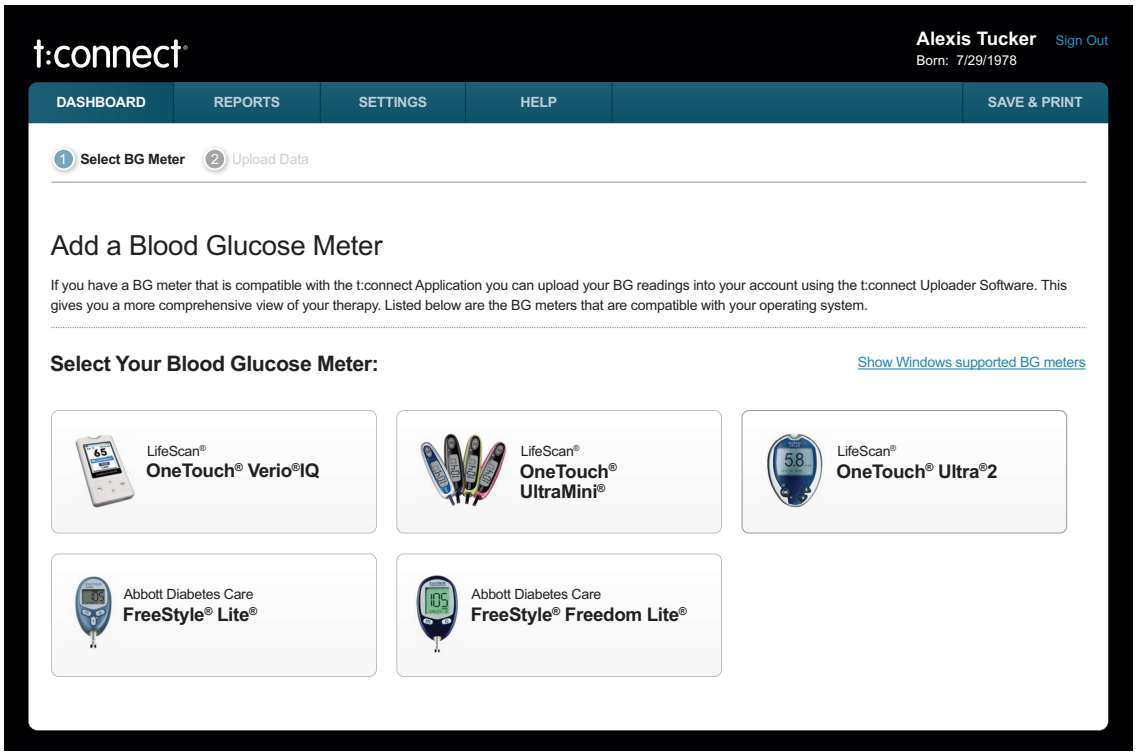
For an up-to-date list of supported BG meters, please visit:
tandemdiabetes.com/products/t-connect-application.

Add a BG meter to your t:connect account as follows:

1. Click the **Settings** tab at the top of the page.
2. Click the **My Devices** tab.
3. Click **Add a BG Meter** in the upper right of the screen.



4. Select your BG meter from the list of supported BG meters.

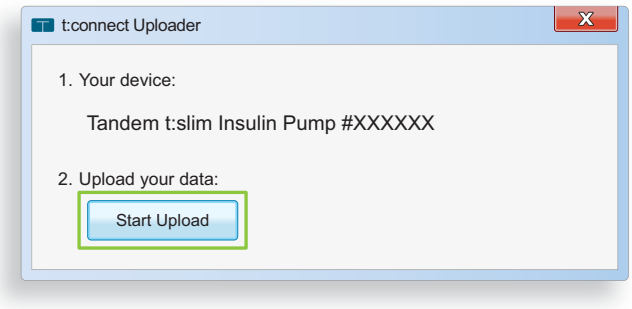


5. Plug your BG meter into your computer using the cable from the BG meter manufacturer.

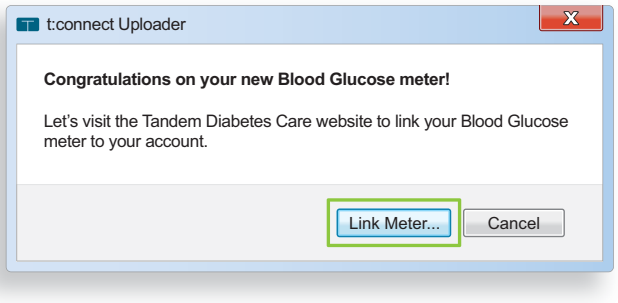
NOTE: BG Meter Support

Contact the BG meter manufacturer if you do not have a cable or if your BG meter has malfunctioned.

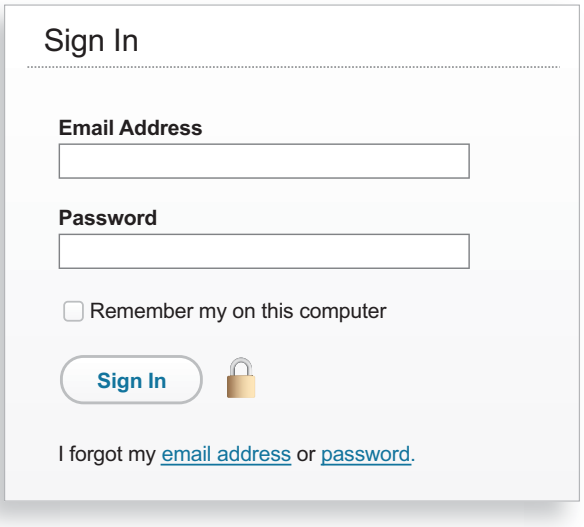
6. Open the t:connect uploader software and click **Start Upload**.



7. Click **Link Meter** to open the t:connect web application.



8. Sign in to your t:connect account.



9. Congratulations, your BG meter is now linked to your t:connect account. The t:connect web application will now be updated with your BG meter data.

NOTE: Device Serial Numbers

Both your BG meter and pump have unique serial numbers that are linked to your account. This enables data to be uploaded from multiple locations (work, home, or healthcare professional) into your account.

Viewing or Changing Account Settings

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You can change some settings related to your account, including which devices sync to the t:connect® web application, glucose target ranges (for display on reports), and cartridge and infusion site change recommendations.

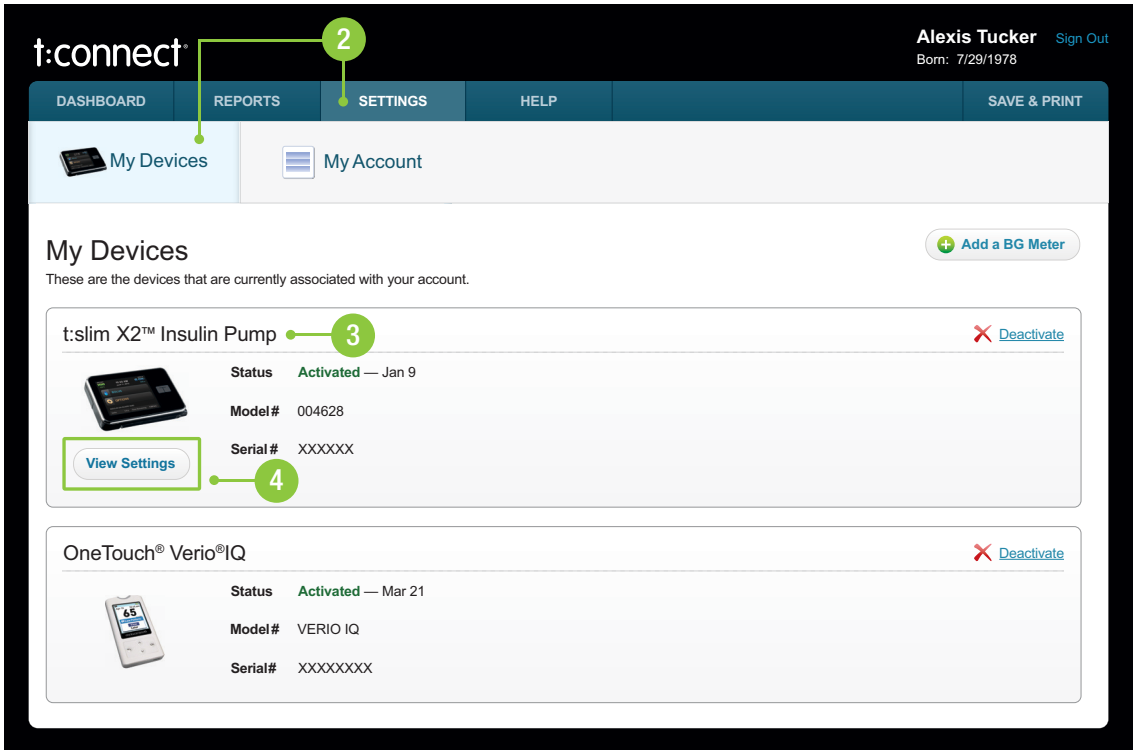
NOTE: Pump Settings

Changing your account settings does not change any settings on the pump.

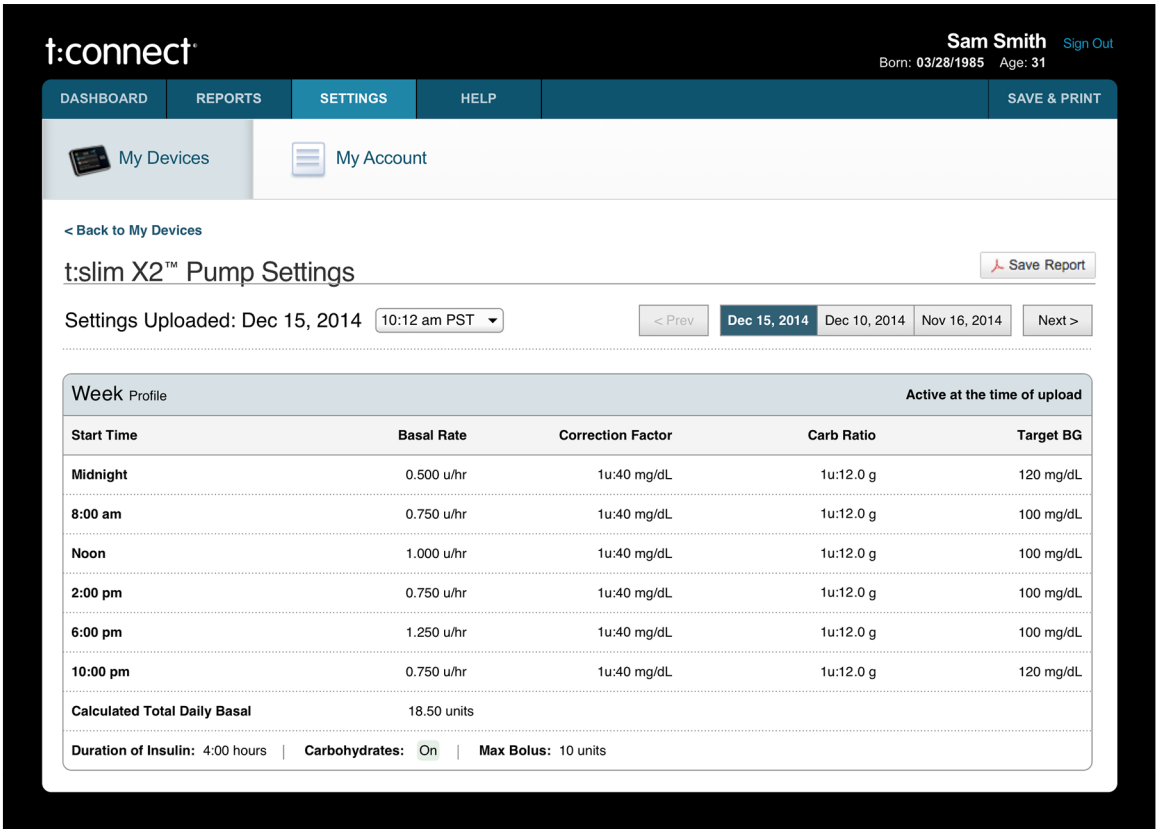
View Pump Settings

You can view the pump settings and Personal Profiles (current and historical) for each insulin pump connected to your account. This view is read-only and cannot be used to change pump settings. To view a pump's settings:

1. Sign in to your account.
2. Click the **Settings** tab, then click the **My Devices** tab.
3. Locate the insulin pump in the list of devices.

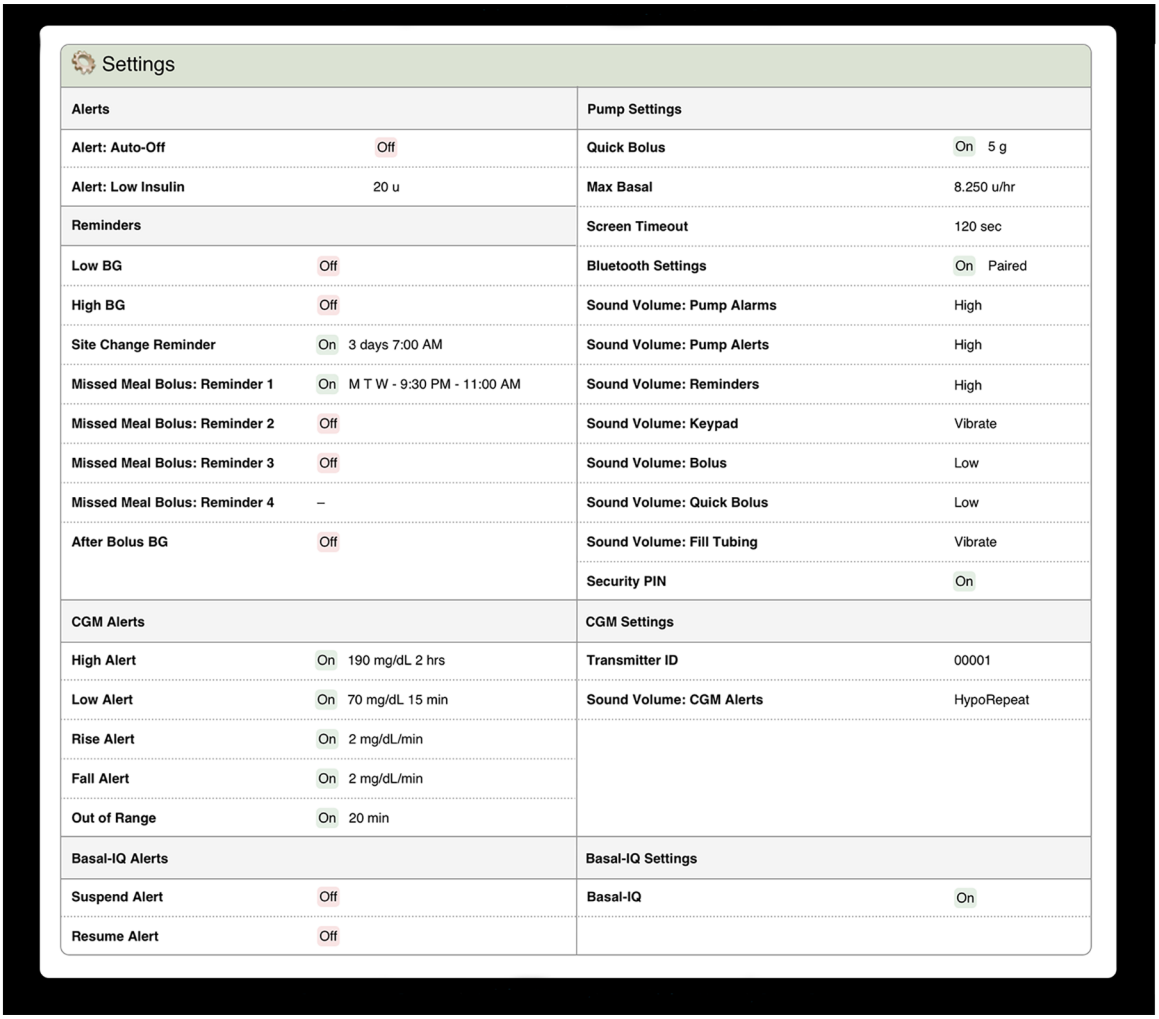


4. Click **View Settings** under the pump image. By default, the most recent settings available are displayed; to view settings for a different data upload, click on the upload date you would like to view.



- Profiles used since the last upload will be visible at the top of the settings screen. Scroll down to view corresponding pump settings, including sound settings, reminders, and alerts.

The following example shows the settings for a pump with Basal-IQ® technology enabled, including Basal-IQ technology alert settings.



Settings

Alerts		Pump Settings	
Alert: Auto-Off	Off	Quick Bolus	On 5 g
Alert: Low Insulin	20 u	Max Basal	8.250 u/hr
Reminders		Screen Timeout	120 sec
Low BG	Off	Bluetooth Settings	On Paired
High BG	Off	Sound Volume: Pump Alarms	High
Site Change Reminder	On 3 days 7:00 AM	Sound Volume: Pump Alerts	High
Missed Meal Bolus: Reminder 1	On M T W - 9:30 PM - 11:00 AM	Sound Volume: Reminders	High
Missed Meal Bolus: Reminder 2	Off	Sound Volume: Keypad	Vibrate
Missed Meal Bolus: Reminder 3	Off	Sound Volume: Bolus	Low
Missed Meal Bolus: Reminder 4	–	Sound Volume: Quick Bolus	Low
After Bolus BG	Off	Sound Volume: Fill Tubing	Vibrate
		Security PIN	On
CGM Alerts		**CGM Settings**	
High Alert	On 190 mg/dL 2 hrs	Transmitter ID	00001
Low Alert	On 70 mg/dL 15 min	Sound Volume: CGM Alerts	HypoRepeat
Rise Alert	On 2 mg/dL/min		
Fall Alert	On 2 mg/dL/min		
Out of Range	On 20 min		
Basal-IQ Alerts		**Basal-IQ Settings**	
Suspend Alert	Off	Basal-IQ	On
Resume Alert	Off		

- Pumps with Control-IQ™ technology enabled will show the same pump and CGM settings, but show Control-IQ technology settings at the bottom of the screen instead of Basal-IQ technology information.

Control-IQ Settings	
Control-IQ	On
Weight	180 lbs
Total Daily Insulin	50 u
Sleep Schedule 1	On M T W Th F - 9:30 PM - 7:00 AM
Sleep Schedule 2	On Sa Su - 10:00 PM - 7:00 AM

Change Your Charting and Reporting Settings

Change Your Settings in the t:connect Web Application

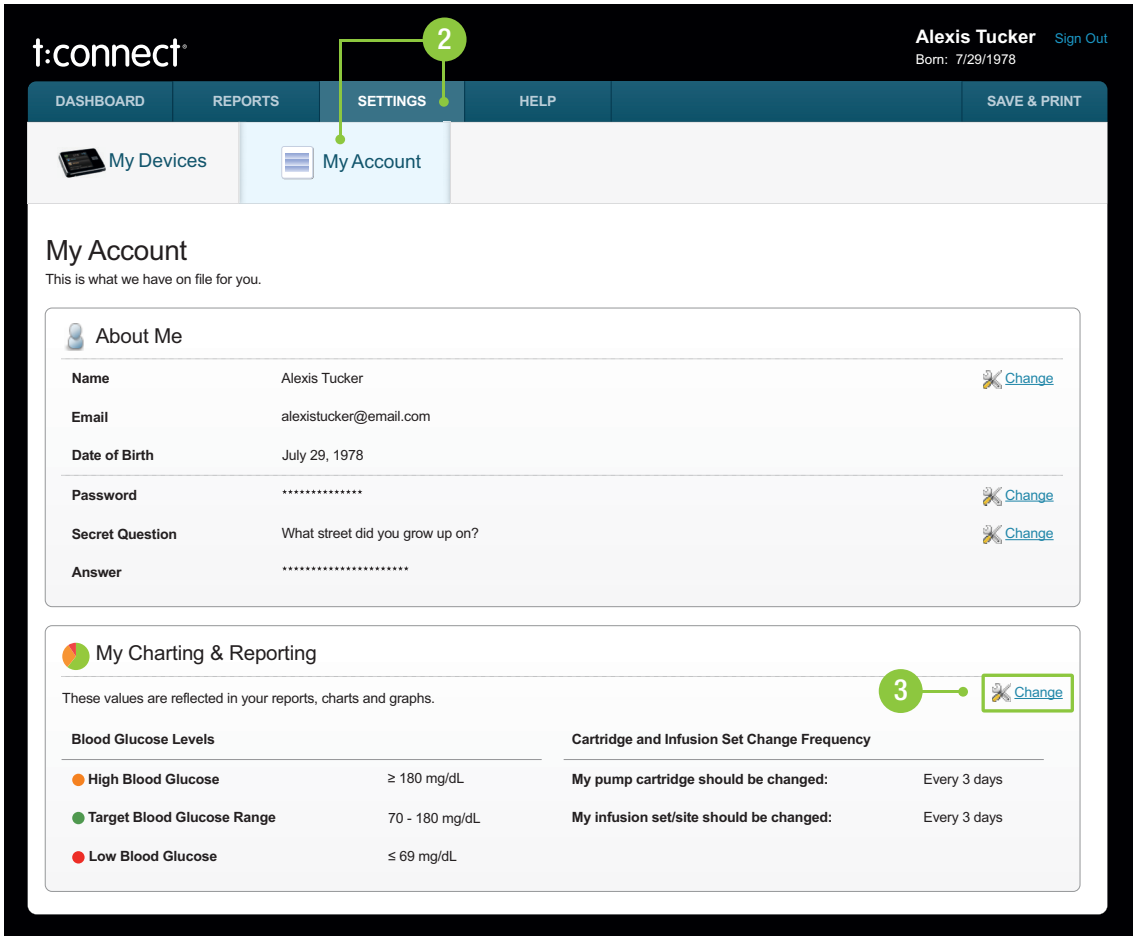
You can change your glucose charting targets and limits in the t:connect web application as well as your cartridge and infusion set change frequency. When you create your t:connect web application account, your glucose charting targets and limits are pre-set to the ADA-recommended values; we encourage you to discuss these values with your healthcare professional before attempting to change them.

NOTE: Changing Your Account Settings

Changing your charting and reporting settings or your change frequency in the t:connect web application also changes the same settings in the t:connect mobile app.

Configure your charting and reporting settings in the t:connect web application as follows:

1. Sign in to your account.
2. Click the **Settings** tab, then click the **My Account** tab.
3. In the section *My Charting & Reporting*, click **Change**.



4. Enter the new values and click **Save**.

NOTE: Target Change Frequency

Updating your Charting & Reporting settings for the purposes of display on the reports does not change any settings in the pump itself. You can also view these settings in the t:connect mobile app.

Change Your Settings in the t:connect Mobile App

You can change your glucose charting targets and limits in the t:connect mobile app as well as your cartridge and infusion set change frequency. When you create your t:connect web application account, your glucose charting targets and limits are pre-set to the ADA-recommended values; we encourage you to discuss these values with your healthcare professional before attempting to change them.

NOTE: Changing Your Account Settings

Changing your charting and reporting settings or your change frequency in the t:connect mobile app also changes the same settings in the t:connect web application..

Configure your charting and reporting settings in the t:connect mobile app as follows:

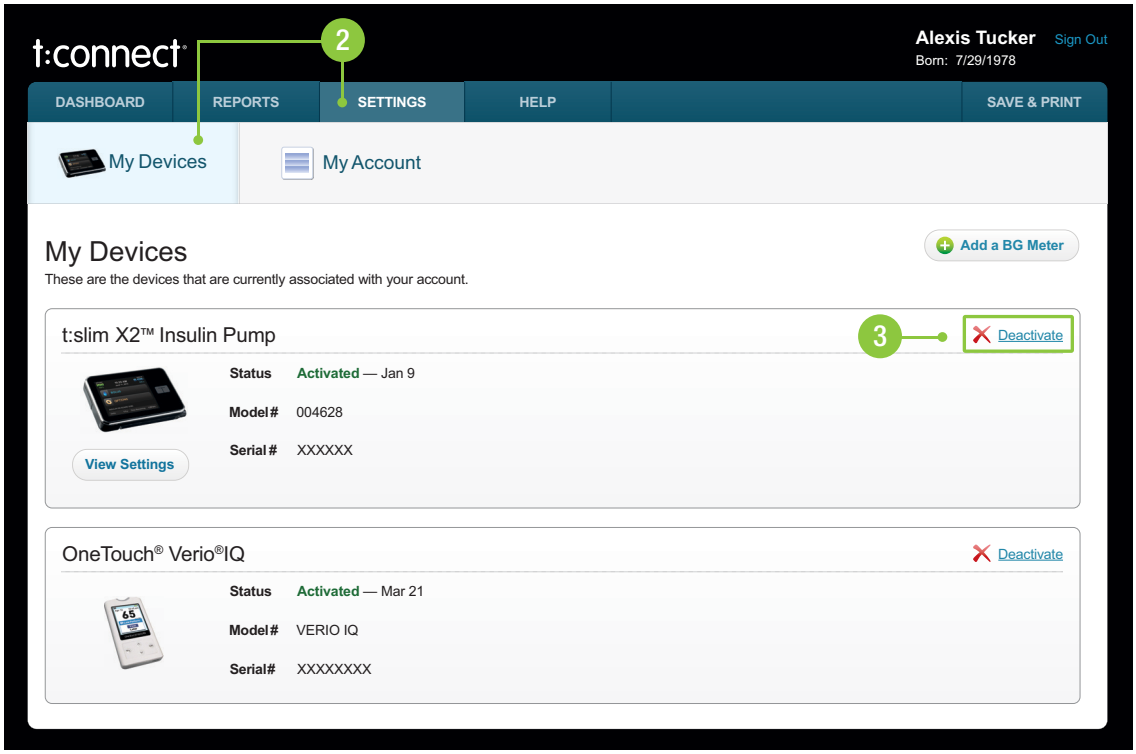
1. Open the t:connect mobile app on your smartphone.
2. Tap **Settings**.
3. Tap **Glucose Thresholds**.
4. Enter the new values as desired.
5. Tap **Save**.

Deactivate a Device

You can prevent a BG meter or insulin pump from uploading data to the t:connect web application by deactivating it from your My Devices list. Deactivating a device removes the link it has with your account. Any data already uploaded is not removed. You may want to deactivate devices that you are no longer using. Deactivate a device from your t:connect account as follows:

1. Sign in to your account.
2. Click the **Settings** tab, then click the **My Devices** tab.

3. Click the **Remove** icon or **Deactivate** text next to the device you would like to deactivate. A confirmation window is displayed.



4. Click **Yes, deactivate this device**.

Working with Data

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The t:connect® web application creates reports from the data you upload from Tandem pumps and supported BG meters.

Available Reports

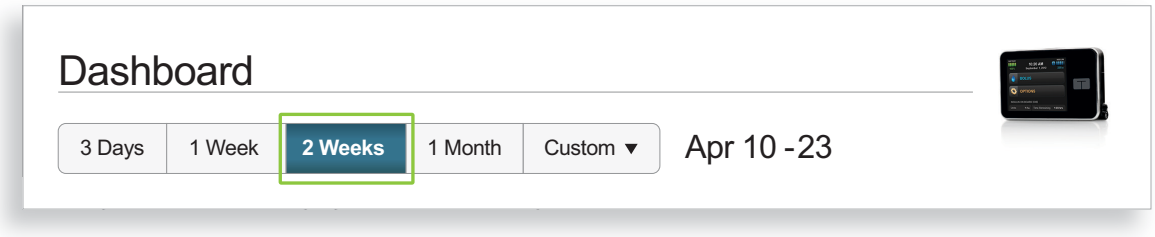
There are several standard reports available to you:

- **Dashboard** – Provides a general overview including highest, lowest, and average readings, and general insulin use.
- **Therapy Timeline** – Shows glucose readings, basal insulin delivery, and boluses over time. CGM data and suspension events are displayed, if available. The printed version of this report also displays carbs.
- **BG Trends** – Highlights times of the day or days of the week that BG tends to run high or low.
- **Activity Summary** – Shows the breakdown of CGM values (if applicable), BG values, insulin delivery, and bolus usage summaries in pie chart format.
- **CGM Hourly Report** – Shows an hourly summary of CGM readings for one or more days as well as a summary of CGM readings by time of day: night, morning, afternoon, and evening.
- **Pump Settings** – Displays the pump settings including Personal Profiles, Alerts, and Reminders.

Select the Report Date Range

Select Most Recent Date Range

By default, the t:connect web application displays the most recent data, but you can change how much data each report includes by clicking one of the date range buttons. When you select a date range, the t:connect web application pulls data from all completed days in that date range. Using complete days ensures that daily averages are represented accurately. For example, if you select **1 Week**, the reports you view use all data uploaded from the previous seven days.

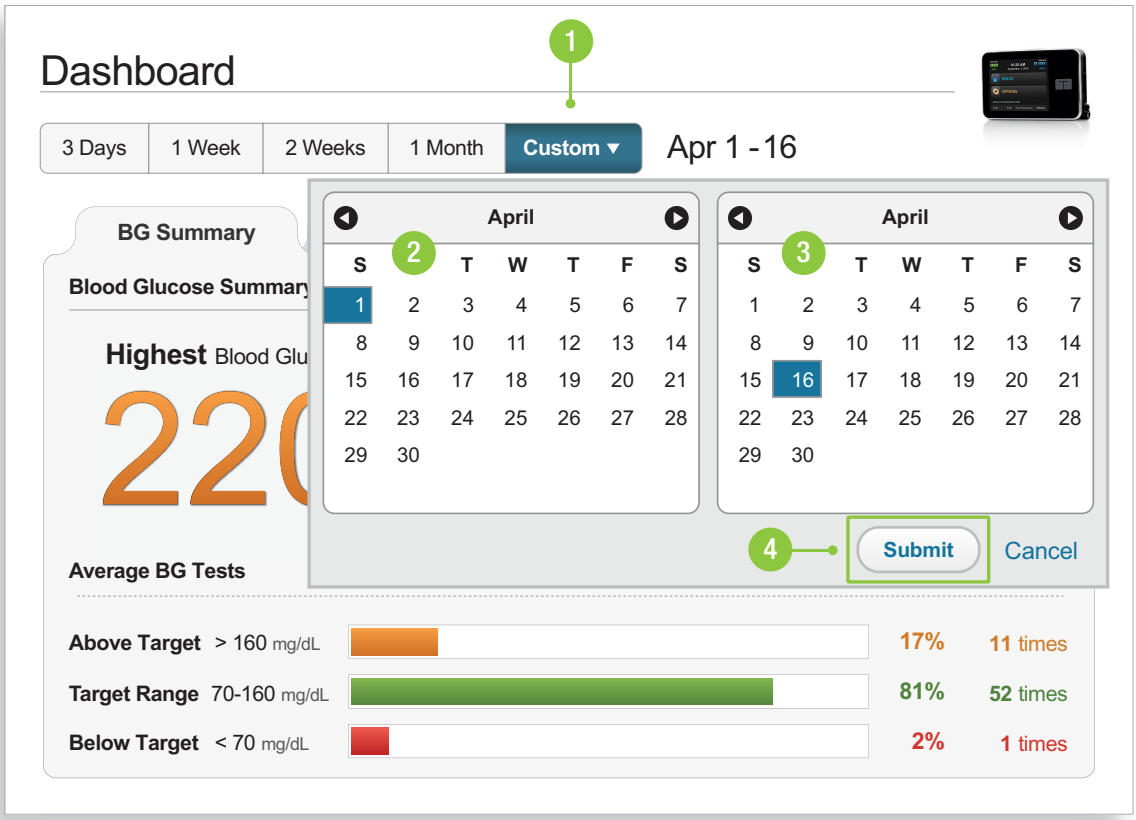


Select a Custom Date Range

If you want to view something other than the most recent data or reports for a date range other than the defaults:

1. Click the **Custom** button.
2. Select the first date you want to include in the left calendar pane.
3. Select the last date you want to include in the right calendar pane.

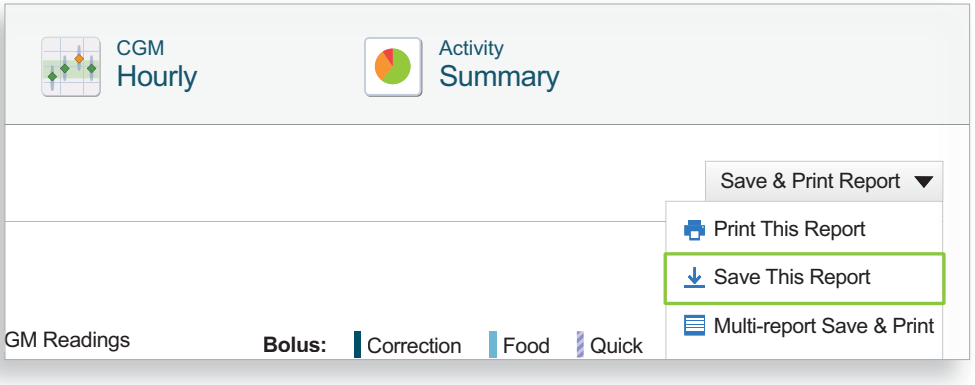
4. Click **Submit**.



Save or Print a Single Report

Any report can be saved as a PDF file while you are viewing the report. Saved PDF files can then be printed or emailed from your computer. To save a report to PDF:

1. Run the desired report.
2. Click **Save & Print Report** in the upper right corner of the report.
3. Click **Save This Report** from the drop-down menu and follow the online instructions.

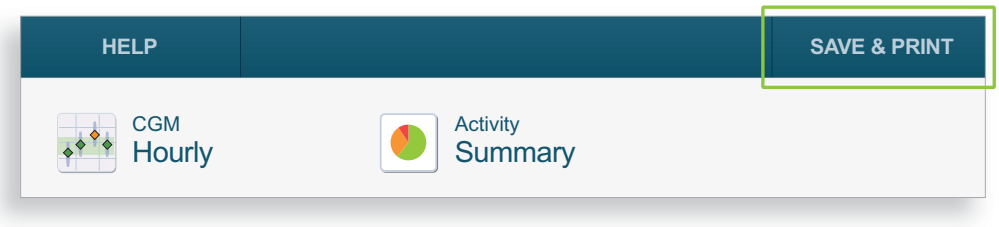


The data in each report can also be saved to a CSV (Comma Separated Values) file format by clicking the **Save & Print Report** drop-down menu and choosing **Export Data**. CSV files can be opened in Microsoft Excel or any other spreadsheet program.

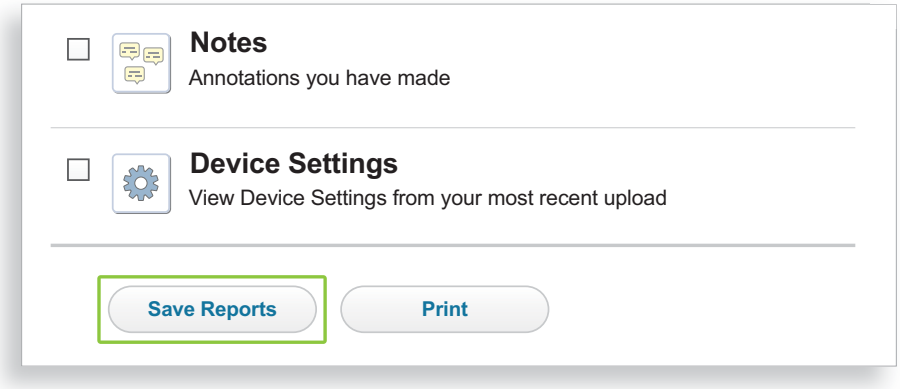
Save or Print Multiple Reports

If you are already viewing the browser tab containing reports:

1. Click **SAVE & PRINT** in the upper right corner of the window, or select **Multi-report Save & Print** within the **Save & Print Report** menu.



2. Choose the last date that you want included in the data.
3. Select the reports you want included in the file and/or printed pages.
4. Click **Save Reports**. A PDF of your reports is created.

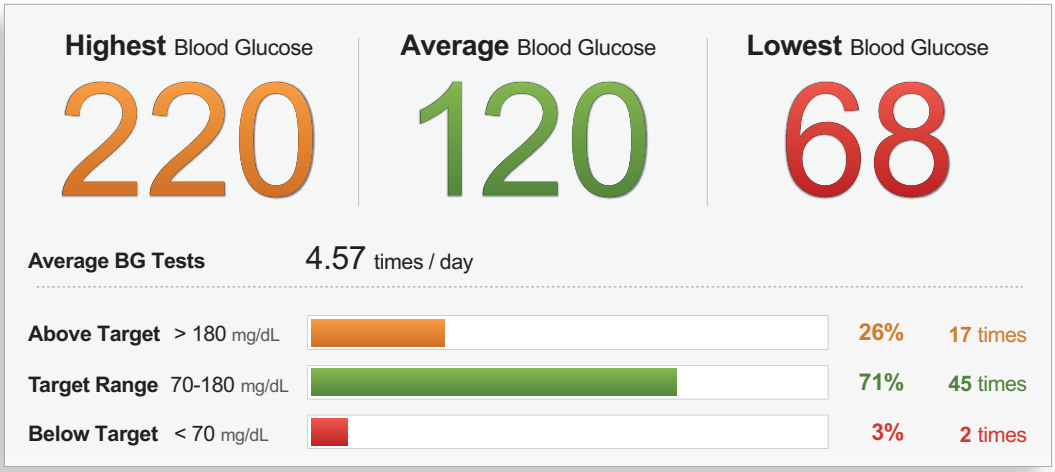


5. You can also click **Print** to print all selected reports.

Glucose Range Color Coding

High glucose, low glucose, and target range values are color-coded in reports as follows:

- Above Target Range = Orange
- Within Target Range = Green
- Below Target Range = Red



NOTE: Your Target Range

Your target range is for the purposes of display on reports. This does not update the pump itself.

How Duplicate BG Readings are Handled

Because BG data can be uploaded from multiple sources (Tandem pumps and supported BG meters) to the same account, it is possible for a single BG reading to be uploaded multiple times (e.g., when a BG reading for a correction bolus is uploaded from the pump, the same BG reading may also be uploaded from a BG meter).

To avoid duplicate entries, the BG reading is reported once if all of the following are true:

1. The BG readings from the pump and BG meter are the same
2. The BG readings are within 10 minutes of each other
3. One of the BG readings is from the pump

NOTE: Device Date and Time

It is important that insulin pumps and BG meters are set to the correct date and time to ensure duplicate BG entries are handled correctly.

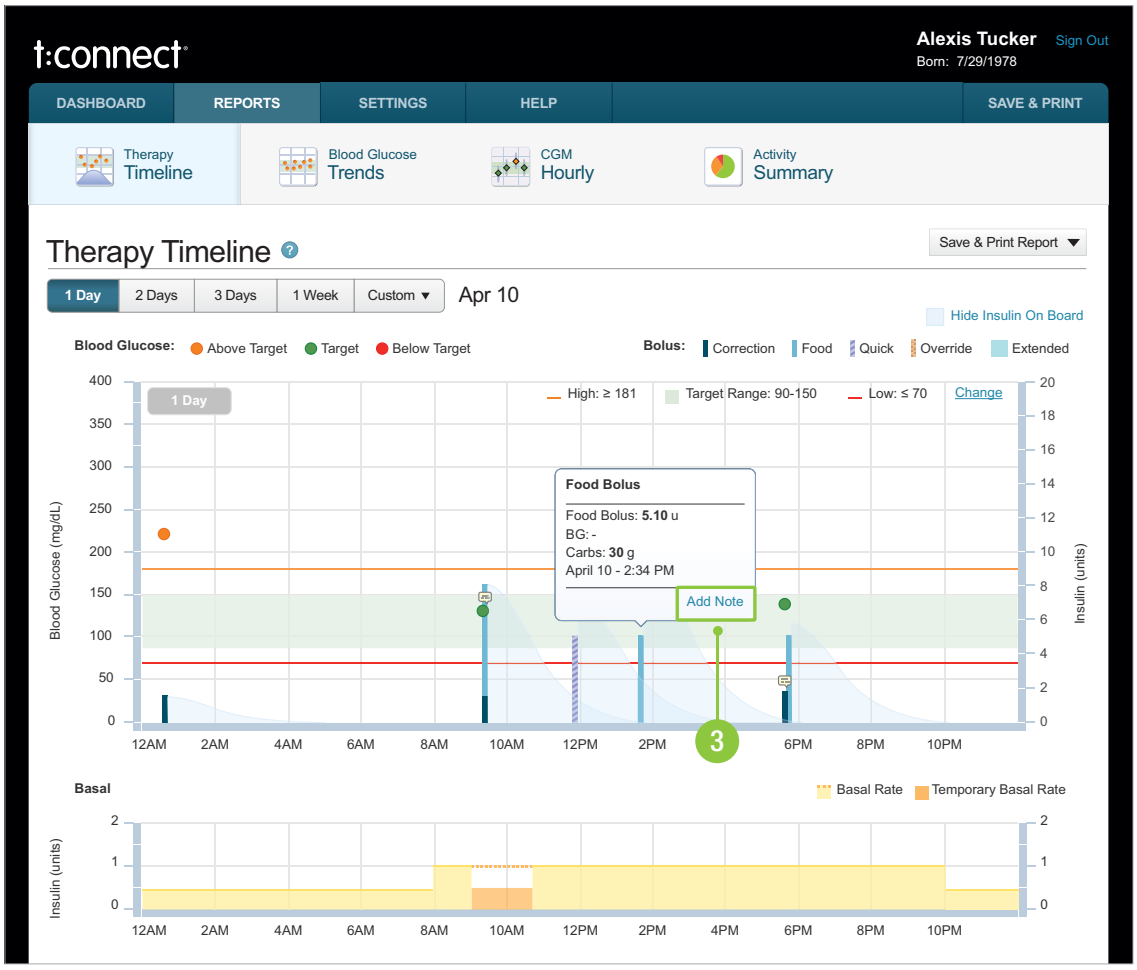
About Data Notes

Adding notes allows you to document what happened on a specific day, which can help when interpreting data. For example, a note stating that you exercised more than usual or ate a large meal at a restaurant may help explain high or low BG readings.

Add New Data Note

To add a note:

1. Access either the **Therapy Timeline** or **Blood Glucose Trends** report.
2. Hover the mouse over a data point.
3. Click Add Note.

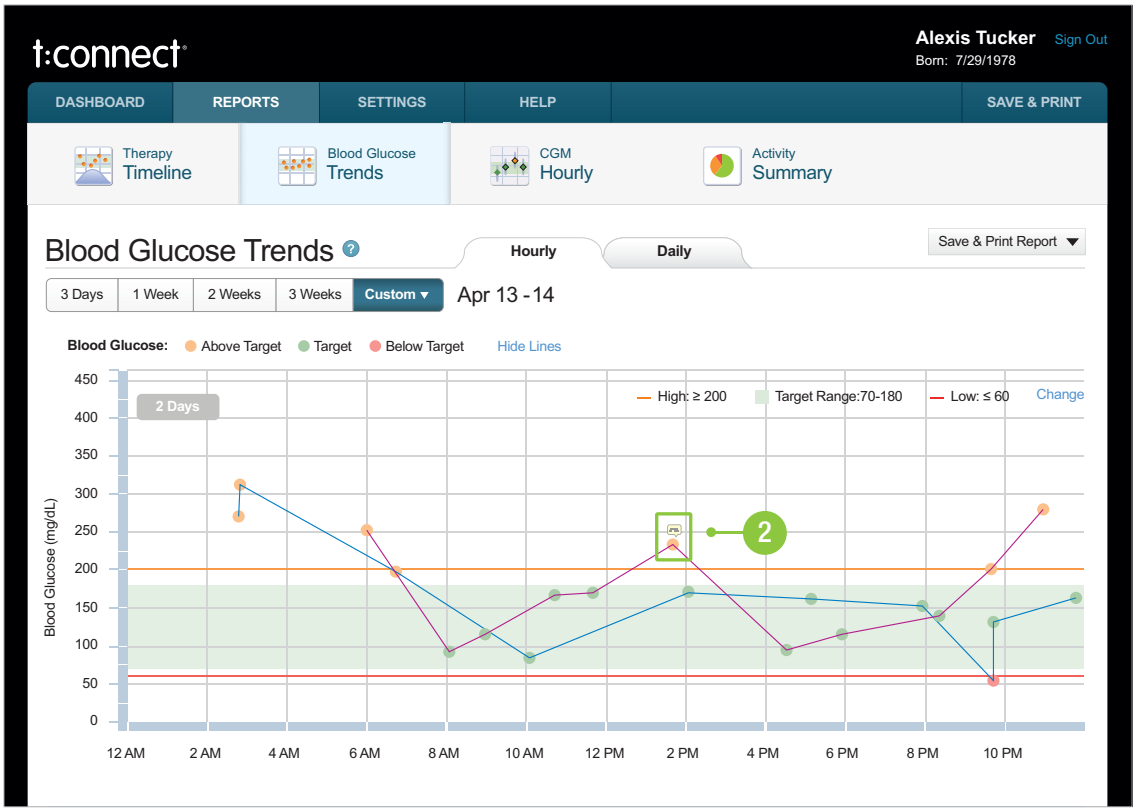


4. Enter the note.
5. Click **Save**.

View Data Note

To view individual notes added to a data point:

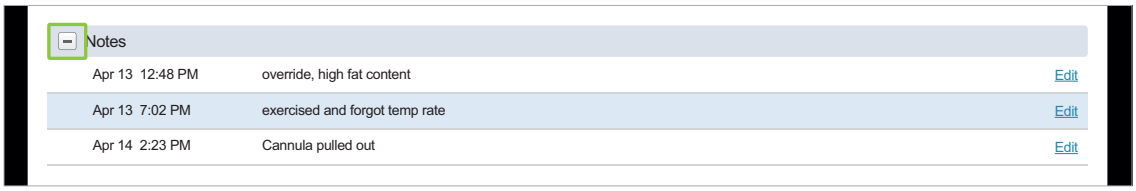
1. Access either the **Therapy Timeline** or **Blood Glucose Trends** report.
2. Data points that contain a note are accompanied by a small notes icon.



3. Hover the mouse over a data point to display the note detail.

To view a list of notes:

1. Access either the **Therapy Timeline** or **Blood Glucose Trends** report.
2. Scroll down until you see the **Notes** section.
3. Click **[+]** to expand the section and display all notes for the selected report range in list format.
4. Click **[–]** to collapse the list.



Edit Data Note

To edit the content of an existing data note:

1. Access either the **Therapy Timeline** or **Blood Glucose Trends** report.
2. Hover the mouse over the data point.
3. Click **Edit**.
4. Edit the text.
5. Click **Save**.

Optionally, click the Edit link to the right of the associated note in the Notes list below the report.

Dashboard

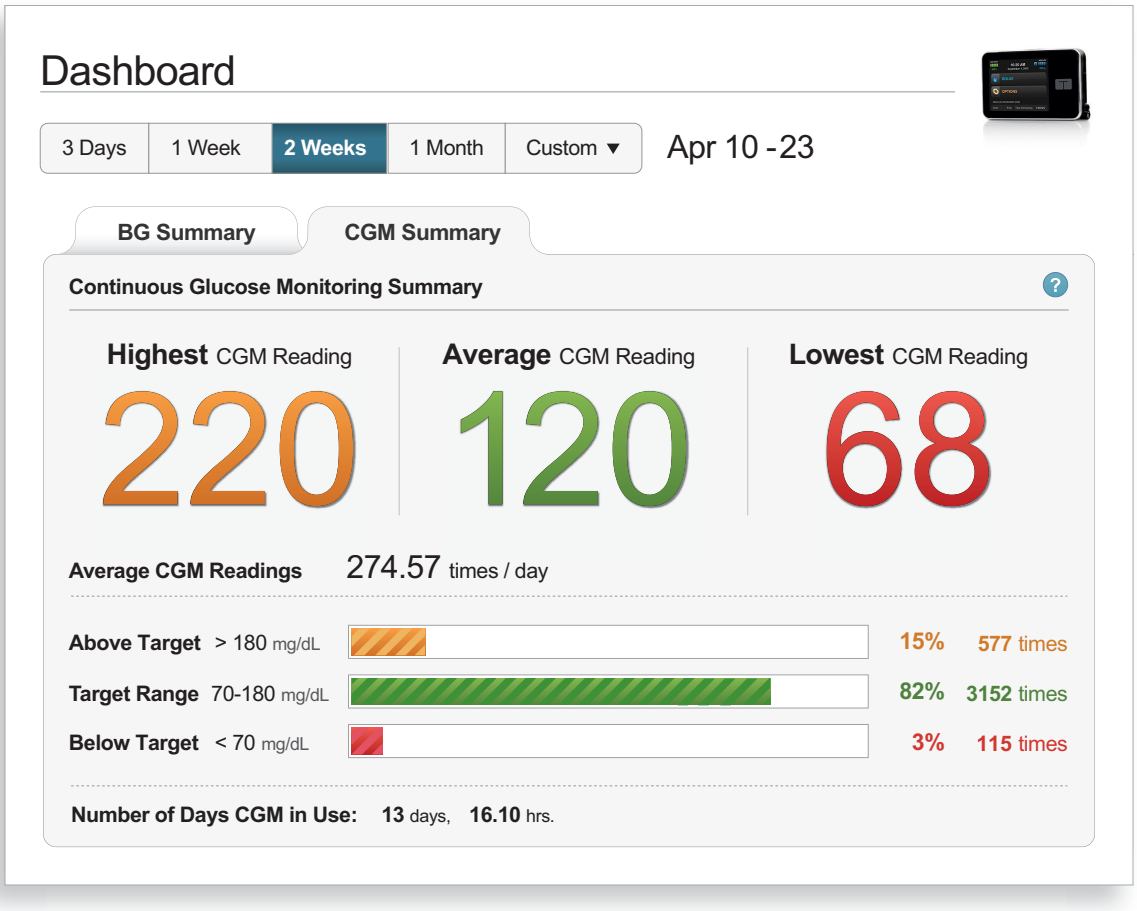
The t:connect web application Dashboard is a quick snapshot of your diabetes data. It is the first screen to appear once you choose to view your reports. The data you will see includes:

- BG levels
- A summary of insulin usage
- BG Test Frequency
- Cartridge Change Frequency
- Infusion Set Change Frequency
- Notifications, such as whether the pump settings have been modified

Glucose Highest / Average / Lowest

The Highest, Average, and Lowest glucose values reflect the highest, average, and lowest glucose readings for the selected date range. These numbers show clearly the range of glucose values within the

selected timeframe. The following example shows the dashboard tab available when a CGM-enabled pump is linked to your account.



These ranges are for reporting purposes only; you can change them as shown in Change Your Charting and Reporting Settings.

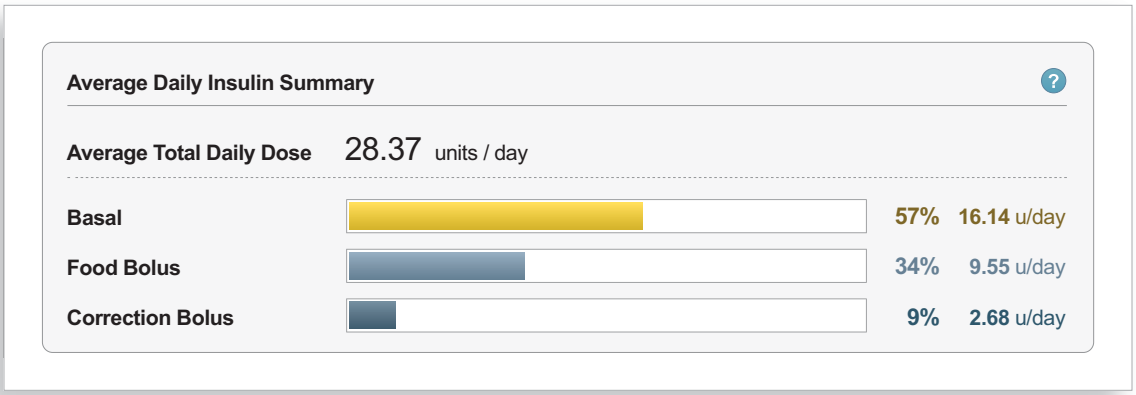
The CGM Summary tab on the Dashboard also shows the average number of CGM readings per day, the frequency and number of CGM readings that fell within the different glucose ranges for the selected period of time, and how long the CGM sensor was in use.

Blood Glucose Summary

Select the Blood Glucose Summary tab on the Dashboard to show the average number of BG tests per day, and the frequency and number of BG readings that fell within the different glucose ranges during the selected period of time. These ranges are for reporting purposes only; you can change them as shown in Change Your Charting and Reporting Settings.

Average Daily Insulin Summary

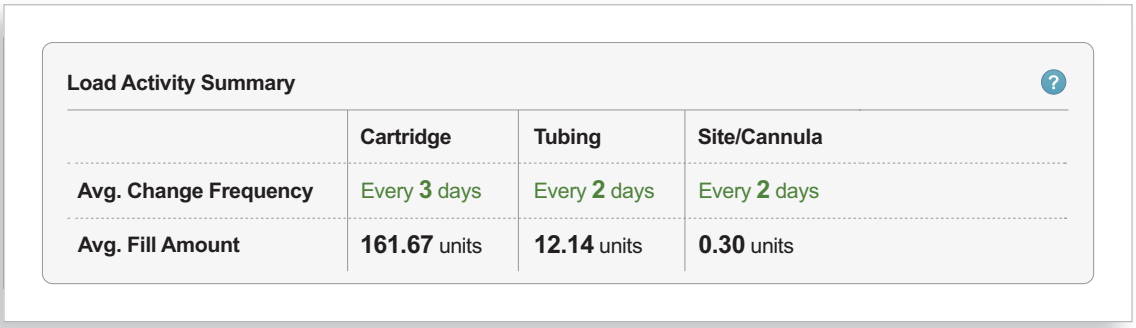
The Average Daily Insulin Summary provides a breakdown of insulin delivery amounts for basal and different types of boluses over the date range selected.



- **Basal** (yellow bar) – The average daily amount of basal insulin delivered.
- **Food Bolus** (light blue bar) – The average daily amount of bolus insulin delivered based on the number of grams of carbohydrate ("carb"), or units of insulin entered for food.
- **Correction Bolus** (dark blue bar) – The average daily amount of bolus insulin delivered based on entered blood glucose values.

Load Activity Summary

The Load Activity Summary charts the average amount of time between changes as well as fill amount for cartridge fills, tubing fills, and site/cannula changes over the date range selected.



	Cartridge	Tubing	Site/Cannula
Avg. Change Frequency	Every 3 days	Every 2 days	Every 2 days
Avg. Fill Amount	161.67 units	12.14 units	0.30 units

The average amount of time between changes, or Average Change Frequency, is color-coded as follows:

- When the time between changes is within the time period set in your settings, it is Green.
- When the time between changes is greater than the time period set in your settings, it is Red.

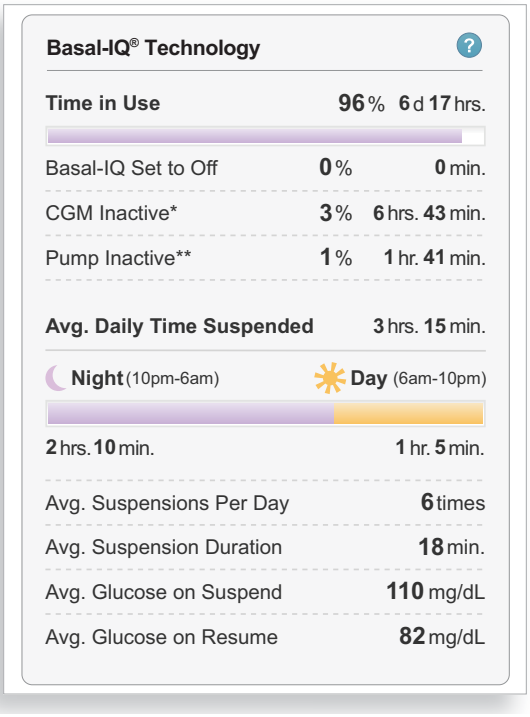
NOTE: Target Change Frequency

You can update the target frequency for the purposes of display on the reports as shown in Viewing or Changing Account Settings. This does not change any settings in the pump itself.

Basal-IQ Technology

The Basal-IQ® technology section on the right side of the dashboard provides an overview of Basal-IQ technology-related statistics for pumps enabled with this feature, including:

- The percentage of the selected time period when the feature was in use, defined as Basal-IQ technology turned on along with an active CGM session and an active pump, including the following log of pump inactivity by both percentage and duration:
  - Time when Basal-IQ technology is disabled
  - Time when the CGM sensor is inactive
  - Time when the pump is inactive
- The percentage of time suspensions occur by day versus night
- Average duration of suspensions within the selected time range
- The average glucose levels when insulin therapy is suspended and resumed.

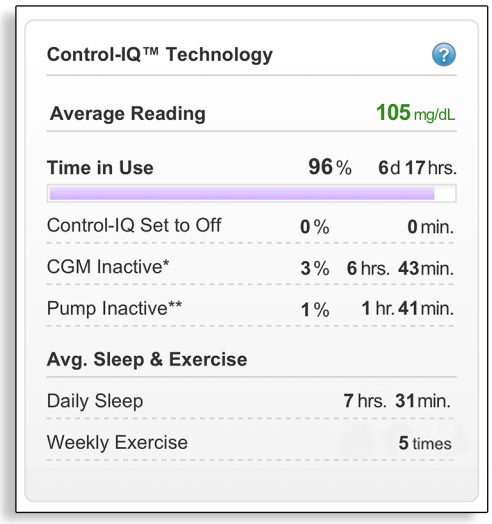


Control-IQ Technology

The Control-IQ™ technology section on the right side of the dashboard provides an overview of Control-IQ technology-related statistics for pumps enabled with this feature, including:

- The average CGM reading while Control-IQ technology was in use
- The percentage of the selected time period when the feature was in use, defined as Control-IQ technology turned on, along with an active CGM session and an active pump

- Data for exercise and average daily sleep Activities.

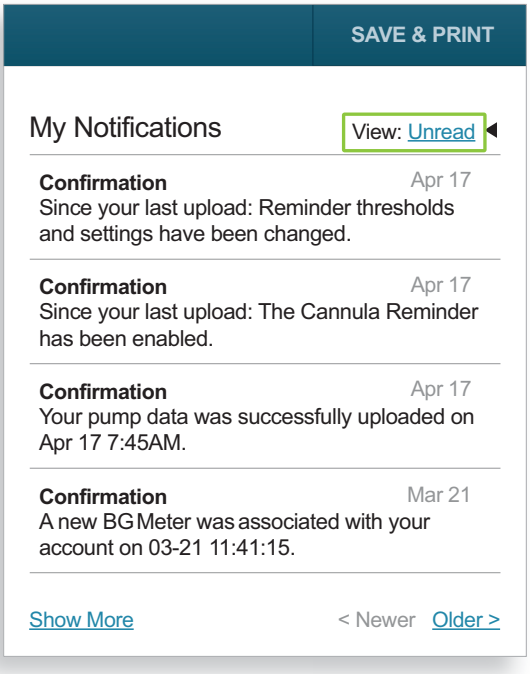


NOTE: Pump Statistics

Your Dashboard will display either Basal-IQ technology or Control-IQ technology panels based on the settings of your t:slim X2 insulin pump.

Account Notifications

The t:connect web application provides you updates and messages under the My Notifications section located in the right column of the Dashboard.



The messages include:

- Confirmations (such as the most recent pump upload)
- Reminders (such as Daylight Savings Time)
- Other notices about items that may need your attention

NOTE: Dismissed Notifications

Only the Unread notifications are displayed in the My Notifications section. All notices delivered before the first upload or already read are marked "Dismissed." To view Dismissed messages, click on Unread and select Dismissed from the drop-down menu.

Troubleshooting

BG Meter Upload Issues 36
Frequently Asked Questions 36
Further Support 37

BG Meter Upload Issues

If you are having trouble getting your BG meter to connect or upload to your account, try the following:

- **Check that your device is supported by the t:connect® web application.**

If your device is not supported, you will not be able to upload data. Check the list of supported devices at tandemdiabetes.com/products/t-connect-application or online help.

- **Close any other software that came with your BG meter.**

Only one program can communicate with a device at a time. If you have another program open, such as another manufacturer's software, the t:connect web application may not be able to communicate with the device. Close the other program and then try running the t:connect web application again.

- **Unplug the USB cable from your computer and plug it back in.**

This will reset the connection. Be sure that you unplug the cable from the computer and not just from the device. Plug it back in and try the upload again.

- **Close the t:connect uploader software and then open it again.**

Try resetting the t:connect uploader software by closing it and then opening it again. If you still cannot connect your device:

1. Disconnect the USB cable from your computer
2. Reboot your computer
3. Plug the USB cable back into your computer and your device
4. Retry the upload

If none of the above steps resolve the issue, please call Customer Technical Support at (877) 801-6901.

Frequently Asked Questions

The following questions are common when accessing data using the t:connect web application. For an up-to-date list of frequently asked questions, please visit tandemdiabetes.com/support/faq.

Why can't I see the device in the t:connect web application even though it's plugged in?

Consult the section BG Meter Upload Issues in this user guide or call Customer Technical Support at (877) 801-6901.

How do I restart the t:connect uploader software?

Right-click the t:connect uploader software icon. You will see a small menu. Click **Restart** from this menu.

Can I stop an upload once I've begun?

Yes, you can stop an upload once you've started by clicking **Cancel Upload**.

Why am I having problems connecting to the Tandem servers?

In order to ensure the t:connect web application meets your needs, we must periodically bring the servers down for service, updates, or repairs. During these maintenance windows, the t:connect web application may be unavailable and you may not be able to upload data or view reports.

What do I do if I lose my internet connection?

You must be connected to the internet in order to access the t:connect web application. The application will display a message if this happens during an upload. Reconnect to the internet and follow the on-screen instructions.

How long will an upload take?

Upload times depend on the length of time since the device was last uploaded. The t:connect web application only uploads data since the last upload, so uploading more frequently will decrease upload times.

What do I do if an upload failed or I cannot continue?

Call Customer Technical Support at (877) 801-6901.

Can I upload data from more than one pump at a time?

No, you can only upload data from one pump at a time.

Can I access the t:connect web application from outside of the United States?

No, only patients who are residents of the United States will be able to upload data from their pumps, and only healthcare professionals who are residents of the United States may view patient data.

Further Support

If you do not see your issue in this chapter, please visit support.tandemdiabetes.com for further support.

Report Details

Therapy Timeline Report 39
Blood Glucose Trends Report (Modal Day) 45
Activity Summary Report 46
CGM Hourly Report 50

Therapy Timeline Report

The Therapy Timeline Report shows all glucose readings as well as basal and bolus insulin delivered from each bolus for the selected date range.

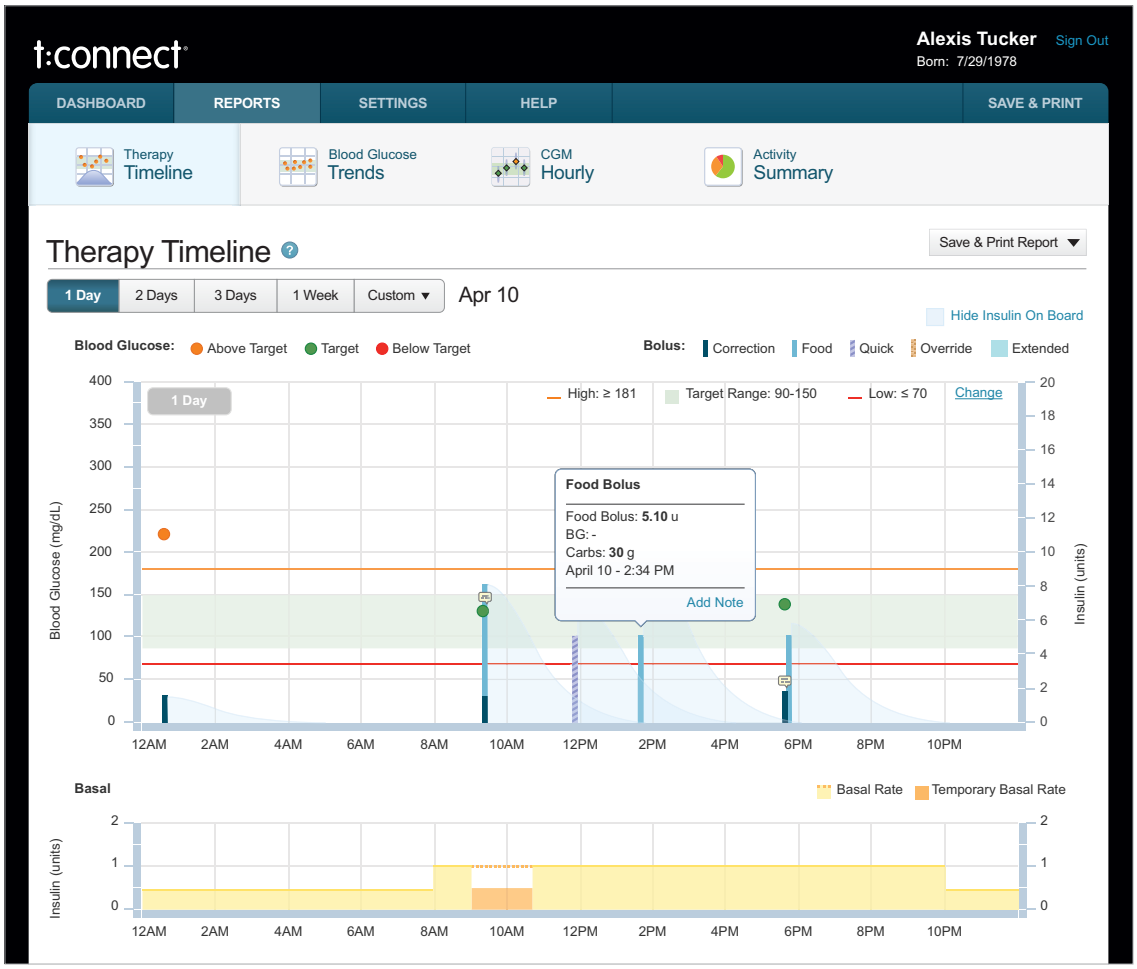
- The printed version of this report also displays carbs, whether associated with a bolus or simply entered into the pump without delivering a bolus.
- If a CGM is connected, this report will also display CGM data for the same timeframe, as well as insulin suspension events.
- If the patient had Basal-IQ® technology enabled and set the Show Insulin On Board flag, this report will also display insulin on board (IOB) from each bolus for the same timeframe.

This report provides a picture of glucose outcomes for the insulin that was delivered, including:

- Glucose readings above or below your personal target range
- Different types and amounts of boluses delivered
- Changes in your basal delivery rates

Therapy Timeline Report Overview

The Therapy Timeline Report helps identify glucose trends and the effect that insulin has on glucose. This section explains the basics of the Therapy Timeline Report, with or without CGM data.

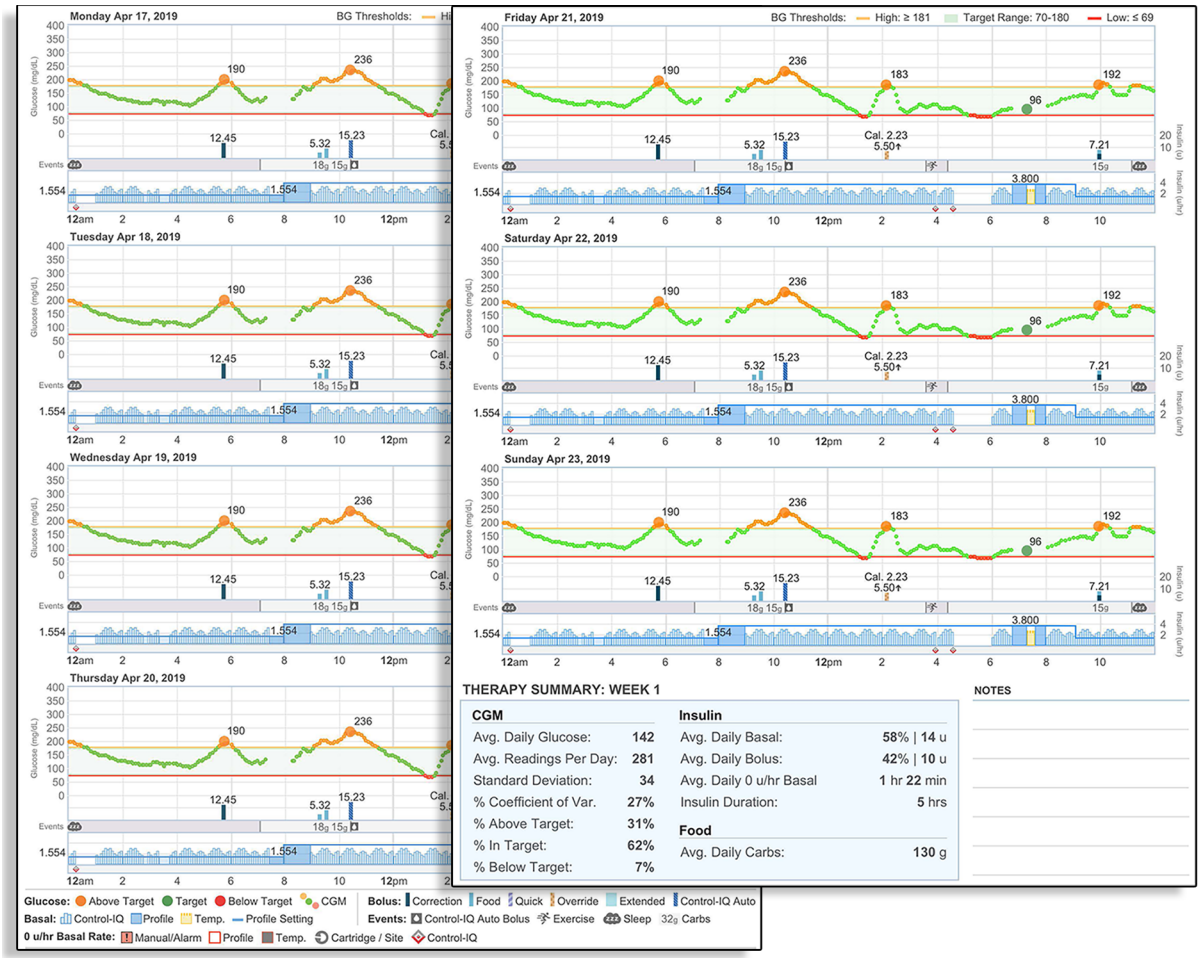


NOTE: Therapy Detail

Place your mouse over a BG reading or bolus on the chart to see detailed information about the event. You can also add a note to the event by clicking the Add Note link.

- The left vertical axis shows glucose values.
- The straight orange line indicates your High Glucose Limit as defined in your account settings.
  - The green shaded area indicates your Target Range as defined in your account settings.
  - The straight red line indicates your Low Glucose Limit as defined in your account settings.
- The horizontal axis indicates the time of day or day of the week, depending on the date range selected.
- The right vertical axis indicates units of insulin.

The printed version of the Therapy Timeline report displays a day-by-day representation of the same data displayed within the t:connect® web application, which yields greater granularity of each day's events. At the end of each week, the day-by-day printed Therapy Timeline report also displays a Therapy Summary box containing additional therapy statistics. The following example displays the printed Therapy Timeline report for a pump with Control-IQ™ technology enabled.



Report Details

The following information is shown as colored bars on this report:

	Food Bolus (light blue bar) – The amount of bolus insulin delivered based on the number of carb grams entered and carb ratio, or units entered for food.
	Correction Bolus (dark blue bar) – The amount of bolus insulin delivered based on the blood glucose values entered for that bolus, the correction factor, and the target for that time of day.
	Extended Bolus (light blue rectangle) – The amount of bolus insulin delivered for food over an extended period of time. The height is the amount (units) of the bolus, and the width is the duration (amount of time) of the bolus.
	Quick Bolus (purple striped bar) – The amount of bolus insulin delivered by using the Quick Bolus Button.
	Override Bolus (orange checkered bar) – All bolus insulin delivered when you increase or decrease the calculated amount of insulin, or manually enter a value for units of insulin.
	Basal (yellow area) – The amount of basal insulin (units per hour) delivered continuously.
	Temporary Basal (orange area) – The amount of basal insulin units delivered continuously, set as a percentage in the pump, either higher or lower than the regular basal rate.
	Carbs (blue number) – The amount of carbs used to calculate a food bolus.
	Cartridge Changes (gray circle with white icon) – Indicates when an insulin cartridge was changed, tubing was filled, or a cannula was filled.

Therapy Timeline Report with CGM

The following image illustrates the Therapy Timeline Report with CGM data and Basal-IQ technology enabled. All of the information from the section Therapy Timeline Report Overview also applies to this report.

The following image illustrates the Therapy Timeline Report with CGM data and Control-IQ Technology enabled.

All of the information from the section Therapy Timeline Report Overview also applies to this report. This report also displays the following information both on-screen and as a printed report:

Control-IQ Technology Automatic Bolus – The amount of insulin delivered automatically by Control-IQ technology.

Control-IQ Technology Bolus Events (gray flag with white icon) – Indicates the moment when a Control-IQ technology automatic bolus was initiated.

Exercise Activity (gray shading with Exercise icon) – Indicates the period of time spent with an Exercise Activity enabled.

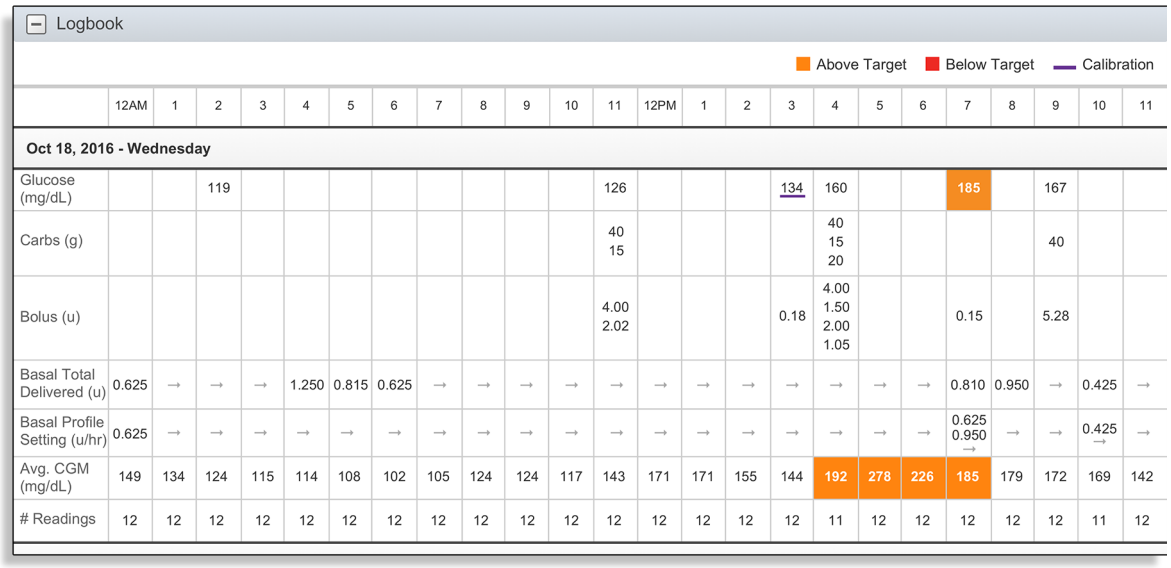
Sleep Activity (gray shading with Sleep icon) – Indicates the period of time spent with a Sleep Activity enabled.

Logbook

The Logbook is an easy way to see key events from the selected date range, including date and time, glucose, carb amount, and insulin delivery.

The Logbook can be found below the Notes section in both the Therapy Timeline and Blood Glucose Trends Reports. The Logbook is also available in the CGM Hourly Report when a CGM-integrated pump is linked to the account.

Click **[+]** to open the Logbook. Click **[–]** to close it.



Logbook

Above Target Below Target Calibration

	12AM	1	2	3	4	5	6	7	8	9	10	11	12PM	1	2	3	4	5	6	7	8	9	10	11
Oct 18, 2016 - Wednesday																								
Glucose (mg/dL)			119									126				134	160			185		167		
Carbs (g)												40 15					40 15 20					40		
Bolus (u)												4.00 2.02				0.18	4.00 1.50 2.00 1.05			0.15		5.28		
Basal Total Delivered (u)	0.625	→	→	→	1.250	0.815	0.625	→	→	→	→	→	→	→	→	→	→	→	→	0.810	0.950	→	0.425	→
Basal Profile Setting (u/hr)	0.625	→	→	→	→	→	→	→	→	→	→	→	→	→	→	→	→	→	→	0.625 0.950 →	→	→	0.425 →	→
Avg. CGM (mg/dL)	149	134	124	115	114	108	102	105	124	124	117	143	171	171	155	144	192	278	226	185	179	172	169	142
# Readings	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	11	12	12	12	12	12	11	12

- Time of day is shown across the top.
- Date row repeats for every day in the selected date range.
- Glucose, Carbs, Bolus, and Basal are listed for each day.
  - The Basal Total Delivered row shows the total basal insulin delivered within each hour.
  - The Basal Profile Setting row shows the active profile's programmed basal insulin delivery settings within each hour.
  - An arrow → represents that no changes were made.
- Click **Records Per Page**, at the bottom left, to change the number of days that are displayed per page.
- Click **Previous** and **Next** at the bottom right to go between pages.
- Glucose readings above the Target Range are shown with an orange background; readings below the Target Range are shown with a red background.

The Logbook summarizes CGM readings for each day in the selected range if data from a CGM-enabled pump is uploaded for that date range. The Logbook displays the following data:

- Average CGM reading for each hour of the day.
- Number of readings for each hour of the day.

The legend at the top of the Logbook helps you identify the data by color:

- Readings with an orange background are those that fell above your Target Range.
- Readings with a red background are those that fell below your Target Range.
- Values with a purple underline are Calibration BG values.

Blood Glucose Trends Report (Modal Day)

The Blood Glucose Trends Report can reveal patterns or trends in BG levels by showing multiple days or multiple weeks of BG values stacked on top of each other. This display of glucose by time of day is often called a modal day report.

In the Hourly view, you may see trends regarding times of the day when BG values tend to be Above Target, Below Target, or within the Target Range.

Similarly, the Daily view can reveal whether BG values differ on specific days, like on Saturdays or Sundays when compared to the weekdays.

Choose the number of days or weeks shown at once using the date picker at the top of the report.

- Hourly view displays a 12:00 AM to 11:59 PM time period.
- Daily view displays a Monday to Sunday time period.

To customize the view:

- Hide or show the lines connecting the BG readings taken each day by clicking on the **Hide/Show Lines** link.
- Change BG Target Range by clicking **Change** on the report and setting new values.
- The horizontal axis indicates the time of day or day of the week, depending on whether you choose Hourly or Daily view.
- The vertical axis indicates BG values.
- The straight orange line indicates your personal High Glucose Limit.
- The green shaded area indicates your personal Target Range.

- The straight red line indicates your personal Low Glucose Limit.

NOTE: Adding Notes

To add a note, place your mouse over a BG reading on the chart and click on the Add Note link.

Activity Summary Report

Separate reports are included in the Activity Summary Report:

- CGM Summary (if applicable)
- Blood Glucose Summary
- Insulin Delivery Summary
- Bolus Usage Summary

These summaries are a quick and easy way to identify trends that may need further discussion with your healthcare professional, such as behaviors that could be changed or pump settings that might need adjustment.

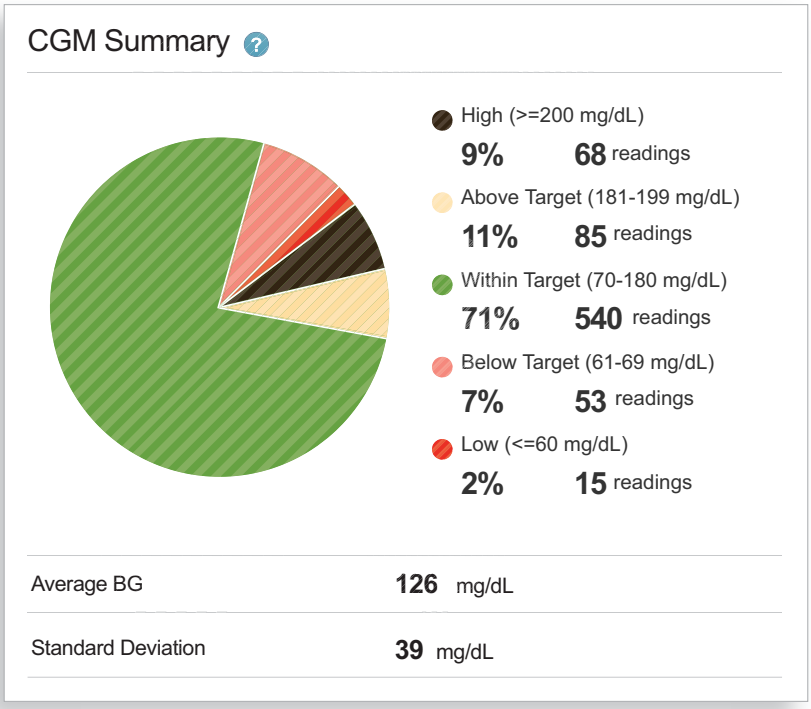
CGM Summary

The CGM Summary shows the breakdown of the number of readings that fall within a number of categories, including within your personalized target range, above the target range, and below the target range for the selected date range. It provides a quick view of the number of CGM values for each category, as well as the percentage of readings that fall within each category.

The Average CGM value and Standard Deviation are listed below the chart.

Standard deviation reflects the variability in CGM values from the average BG.

- A low standard deviation means that CGM values tend to be close to the average.
- A high standard deviation means that CGM values tend to be further from the average.



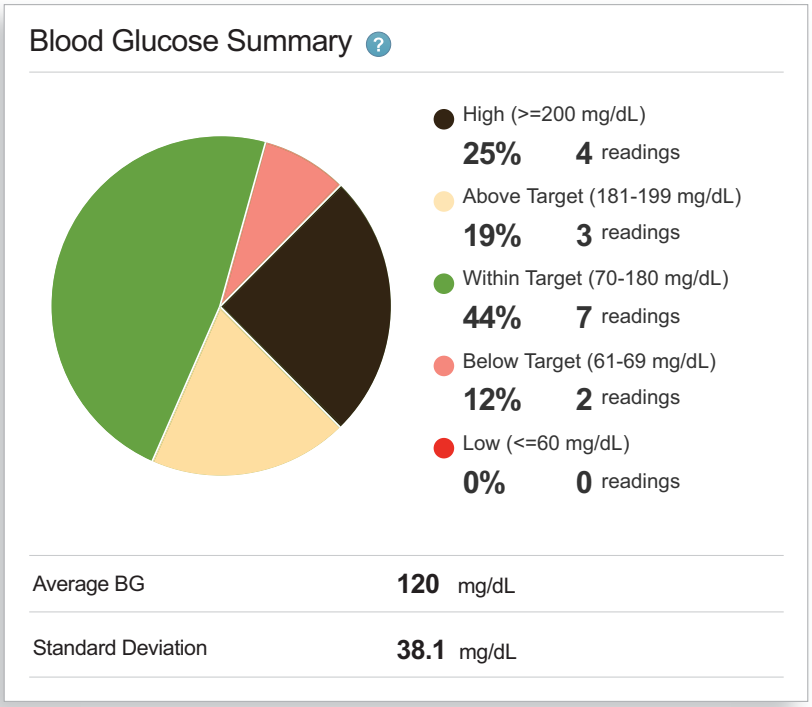
Blood Glucose Summary

The Blood Glucose Summary shows the breakdown of the number of BG readings taken for the selected date range. It provides a quick view of the frequency and percent of each reading that falls within your personalized glucose ranges.

The Average BG and Standard Deviation are listed below the chart.

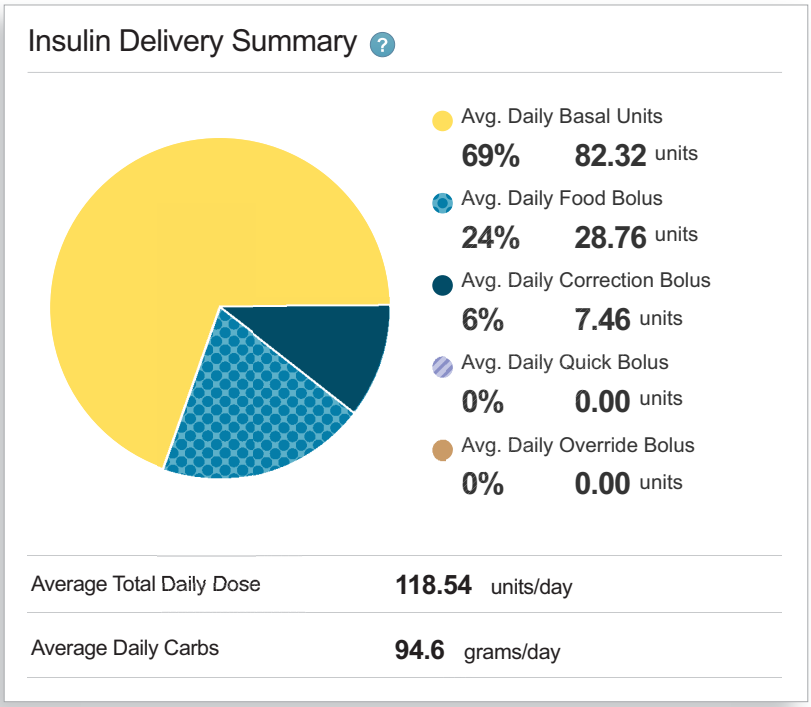
Standard Deviation reflects the variability in BG levels from the average BG.

- A low standard deviation means that BG values tend to be close to the average BG.
- A high standard deviation means that BG values tend to be further from the average BG.



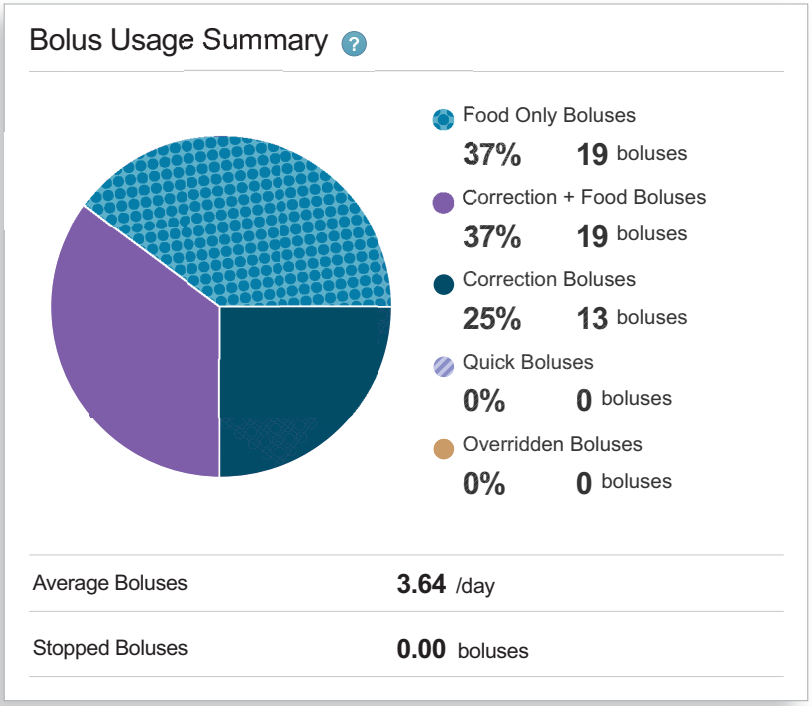
Insulin Delivery Summary

The Insulin Delivery Summary provides a quick view of the breakdown of the average units of insulin delivered as basal and by bolus type, which can assist in making treatment adjustments. For example, if you see that you are delivering a high percentage of insulin as correction boluses, you may want to review basal rates and carb ratios with your healthcare professional to determine if adjustments are necessary. The Average Total Daily Dose of insulin and Average Daily Carbs recorded for the selected date range are displayed below the chart.



Bolus Usage Summary

The Bolus Usage Summary provides the breakdown of different types of boluses within the selected date range. This chart provides a quick view of the percentage and number of times each bolus type is used. The Average Boluses and total number of Stopped Boluses recorded for the selected date range are displayed below the chart.



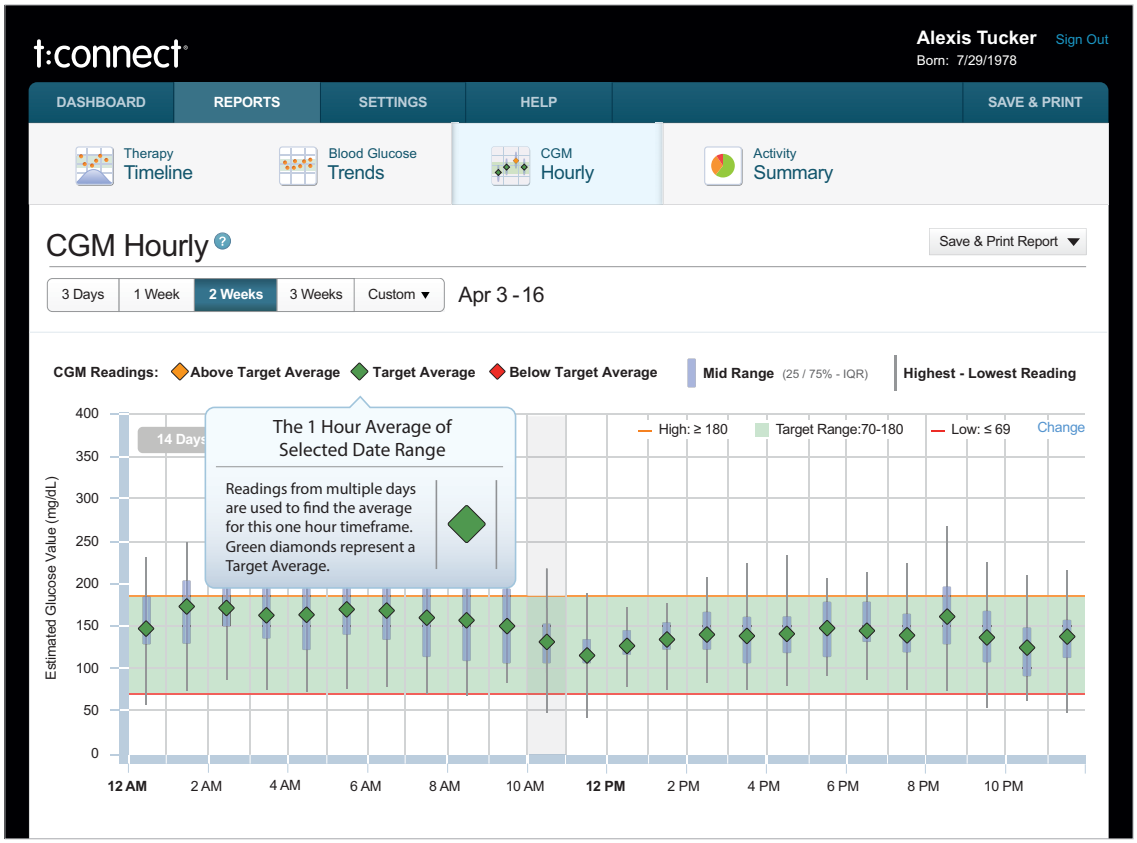
CGM Hourly Report

When a CGM-enabled pump is linked to your account, a new CGM Hourly Report summarizes your CGM readings. The report shows multiple days stacked on top of each other in a modal fashion to help highlight trends during each hour of the day. The data is displayed in a box and whisker format to summarize hourly trends.

Color coding helps identify trends during different times of the day in the graph and in the Time of Day Boxes below.

The number of days or weeks displayed can be set or changed using the date range picker at the top of the report.

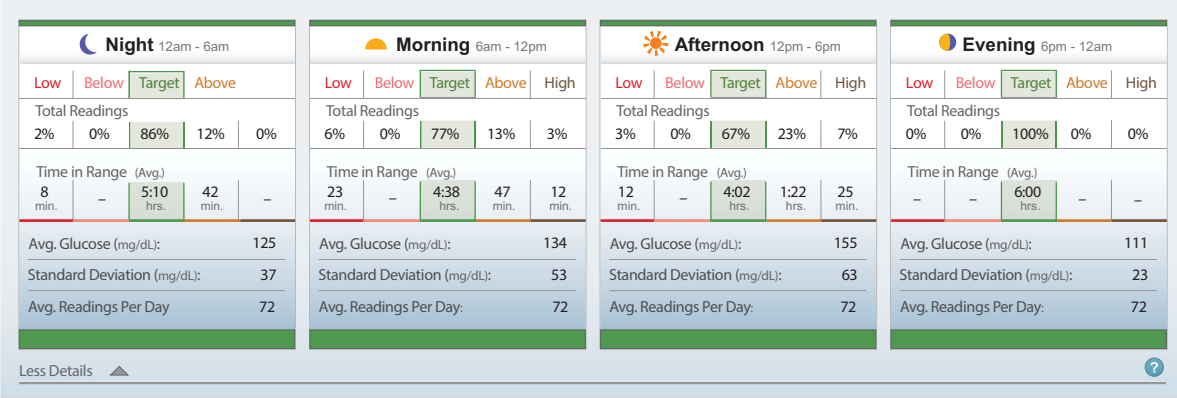
The legend below the date range picker defines the different symbols used on the graph. Move your mouse over any of the legend symbols to find additional helpful information.



- The **vertical axis** indicates CGM values.
- The **horizontal axis** indicates the time of day.
- The **straight orange line** indicates your personal High Glucose Limit.
- The **green shaded area** indicates your personal Target Range.
- The **straight red line** indicates your personal Low Glucose Limit.
- Each **diamond symbol** represents a one-hour average glucose value based on the selected date range. Readings taken from one or multiple days are used to calculate the average for this one-hour period.
  - The blue box behind a diamond symbol indicates the mid-range (the middle 50%) of CGM readings for the selected date range. This may help identify whether CGM readings are trending in or out of the Target Range.
  - The vertical line that extends above or below the blue mid-range box indicates the highest & lowest readings during that hour.
    - The top of the line represents the highest reading during that hour for all days in the selected date range.
    - The bottom of the line represents the lowest reading during that hour for all days in the selected date range.

To see additional information, place your mouse over any data point on the graph.

The Time of Day Boxes, displayed below the chart, help summarize various time segments of the day. Each time segment represents a 6-hour period.



Color coding helps quickly identify trends.

- An **orange** box across the bottom of a time segment summary indicates that most of the readings are above your Target Range.
- A **green** box across the bottom of a time segment summary indicates that most of the readings are within your Target Range.
- A **red** box across the bottom of a time segment summary indicates that most of the readings are below your Target Range.

Miscellaneous

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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). On our website you can find our Notice of Privacy Practices as they pertain to PHI that may be used or disclosed by or on behalf of Tandem. 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.

COPPA: Children's Online Privacy Protection Act

The Children's Online Privacy Protection Act of 1998 (COPPA) is a United States federal law enacted October 21, 1998. COPPA applies to the online collection of personal information by persons or entities under U.S. jurisdiction from children under 13 years of age.

The t:connect® web application uses rules to prevent children under the age of 13 from creating an account and using the online application.

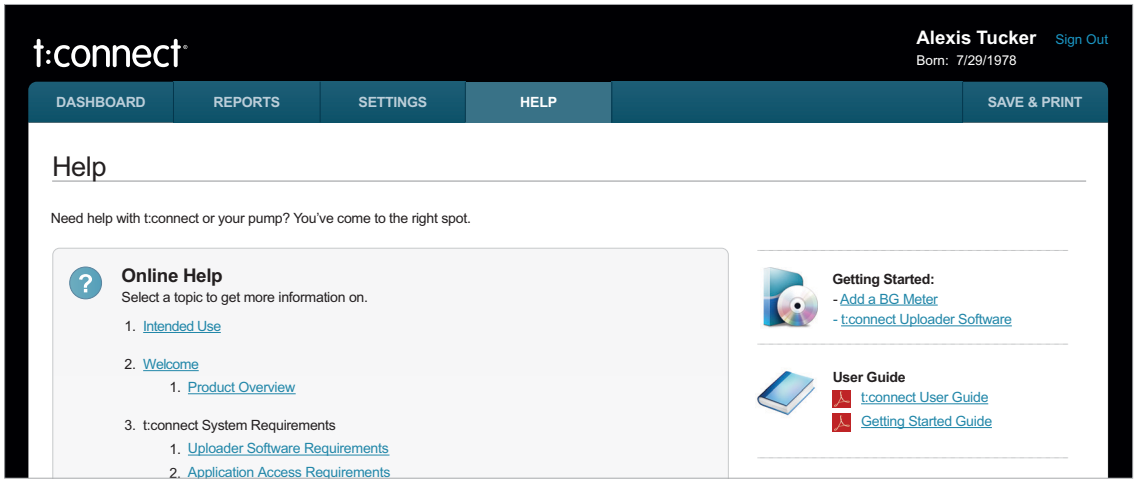
Data Integrity

Multiple steps and precautions are taken to ensure that the t:connect web application only reports data that is accurate. Cyclic redundancy checks are done at various points in transferring data. The use of checksums and other algorithms help ensure data is reported accurately.

Online Help

Online help is available within the t:connect web application by navigating to the Help section on the menu in the upper right. From there, you have access to several resources:

- **User Guide** – Printable PDF of this user guide and a link to additional resources.
- **Quick Start Videos** – Short, instructional videos on how to perform common tasks using the t:connect web application.
- **Maintenance Window** – Details our weekly maintenance schedule.
- **Customer Technical Support** – Phone number to contact us if you cannot find your issue in the Troubleshooting chapter or among the Quick Start Videos. Customer Technical Support is available daily, 6:00AM to 6:00PM (PT).



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