How to Update you Tandem Insulin Pump

1. Visit webpage portal.tandemdiabetes.com
2. Log in using your Tconnect Username and Password. This most likely was set up during your training session. If needed you can reset your password
3. Home page opens and select GET STARTED

My Activities ①

CHECK FOR AVAILABLE SOFTWARE UPDATES

Status: Not Started
Added: Oct 17, 2019

GET STARTED

4. Select CHECK NOW to see what updates are available

Check for available software updates

You're eligible for an update

Select "Check Now" to view which software update is available for your insulin pump.

A prescription and additional training may be required to access certain software updates.

Future eligibility for software updates can be viewed under My Devices.

CHECK NOW

5. Select UPDATE MY SOFTWARE

6. Choose whether you would like Control IQ or Basal IQ Update and select BEGIN UPDATE PROCESS

7. Select HOME

8. Following page will populate and select GET STARTED

9. Check box and select AGREE AND CONTINUE

Dexcom G6 CGM Acknowledgement

In order to use the Control-IQ feature on your pump, you will need to have a Dexcom G6® continuous glucose monitoring (CGM) system. If you are still using a Dexcom G5® Mobile CGM, you may update your pump software, but you will not be able to use the Control-IQ feature until you upgrade to Dexcom G6. Additionally, if you update your pump software, you will no longer have the ability to see Dexcom G5 Mobile CGM values on your pump screen. If viewing CGM on your pump screen is important to you, we recommend waiting to update your pump software until you have the Dexcom G6 CGM.

☐ I understand that I will not be able to use the Control-IQ feature on my pump until I upgrade to the Dexcom G6 CGM.

AGREE AND CONTINUE   **SEE DEXCOM UPGRADE INFO**

10. The next page will ask you to confirm your information. Make any corrections needed and if none needed check box and select SUBMIT

☐ I confirm, the information displayed is correct.

SUBMIT   **RESET FORM**

11. A prescription for the update will be sent to the provider. At this point you will see the following screen. This will confirm you are in the prescription waiting period. Once we receive the prescription you will receive and email to watch training videos.

Prescription Waiting Period

We'll take it from here!

We are requesting a prescription from your healthcare provider for this pump software update. This process can take several days or up to a few weeks depending on your healthcare provider's availability.

Once we have received, reviewed and processed your signed prescription, we will notify you by email with instructions for your online training.

12. The email will come from Tandem Device Updater and subject is tconnect Portal Training Available. It will include a link to the portal where you will watch videos. The webpage is portal.tandemdiabetes.com. Remember to use your tconnect username and password to login.

13. The portal will open and trainings will be available. Please select START COURSE. Please note you must watch TWO training videos and take the quizzes.

Complete Required Training

The training below has been assigned to you. Once you complete your training, a unique update ID code will be sent to you via email for you to update your pump software.

Total Time: Approx. 40 minutes

Course Title		Required	Length	Status
▶ GETTING TO KNOW YOUR T:SLIM X2™ WITH CONTROL-IQ™ TECHNOLOGY	⌄	Required	40 Minutes	Not Started
START COURSE				

14. Once both trainings are completed. You will be sent another email with Tandem update code. The email will come from Tandem Device Updater and the subject will be Control IQ Update Available. **Please make note of the Update ID Number in the body of the email.** You will need this to update your pump.

15. Upload Tandem Device Updater by selecting icon at the bottom of you email

DOWNLOAD DEVICE UPDATER

16. This will bring you to the Tandem webpage to download software. On the right hand side of the page you will see the following. Please select Download to PC or Download to Apple depending on what type of computer you are using

17. Once software is downloaded. The Tandem Device Updater will be on you desktop. Look for this icon

18. Follow the steps on the screen to update you pump.