How to upload your data from the twiist AID System:

Uploading My twiist data is done via Tidepool. If you don't yet have a Tidepool account, these support articles will help you get started:
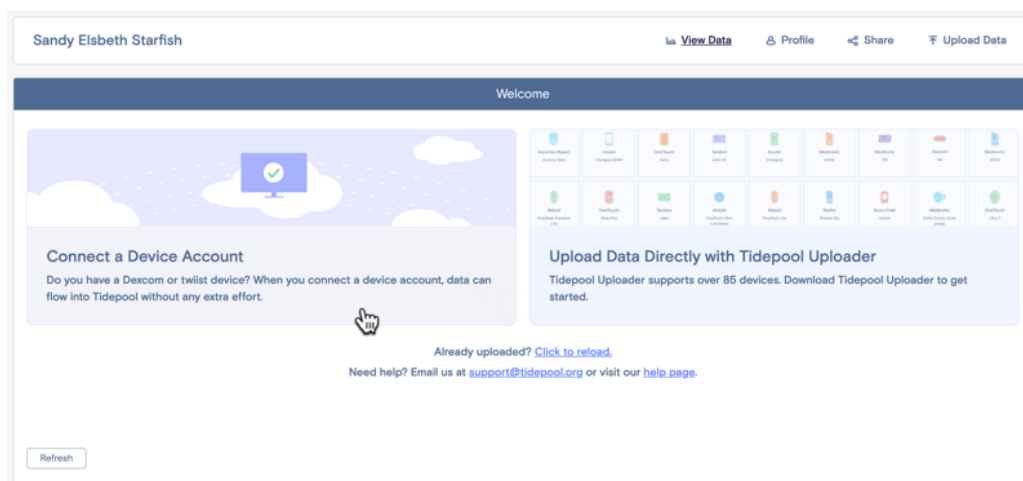
- [Getting started](#)
- [Setting up a Tidepool account](#)

Link your My twiist Portal account with the Tidepool Data Platform as follows:

a. Connecting your newly created Tidepool web account with your My twiist Portal account

1. Sign in to the Tidepool Data Platform at app.tidepool.org.
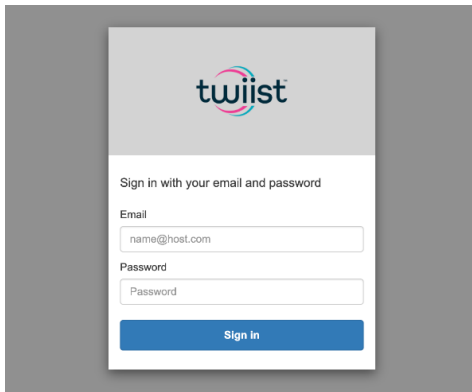2. After logging in, click **Connect a Device Account**.

3. Click **Connect** next to the twiist logo.

4. Enter the email address and password of your My twiist Portal account that you previously created with your twiist pump trainer.
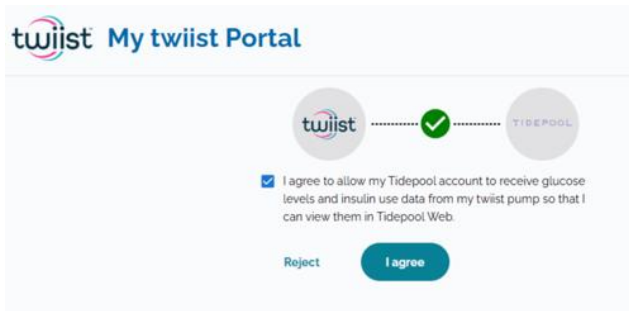
5. Click **Sign in**.
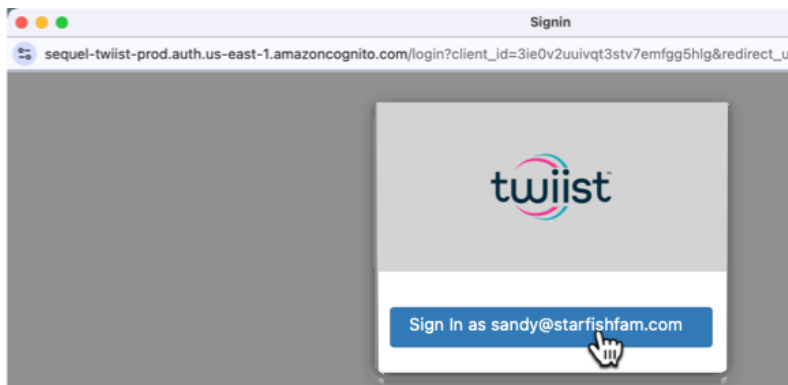*(If you are already logged in to My twiist Portal, the login screen shown below may not appear.)*

6. Check the box for **"I agree…"** and click **Accept.**

7. Confirm the account link by clicking **Sign in as [youremail@website.com].** Your My twiist Portal account is now linked to the Tidepool Data Platform.


8. Your My twiist Portal account is now linked to the Tidepool Data Platform

b. Connecting an existing Tidepool Data Platform account with your My twiist Portal account

If you already have data in your Tidepool Data Platform account you will not see the Connect an Account option when first logging into your account. Instead, navigate to **Devices** to link your My twiist Portal account.

1. Log into the Tidepool Data Platform at app.tidepool.org
2. Click on **Devices** from the menu at the top
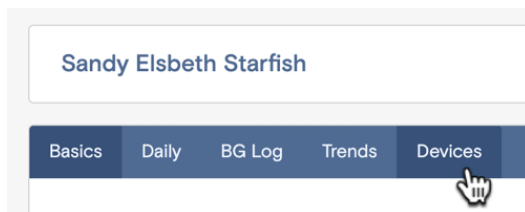
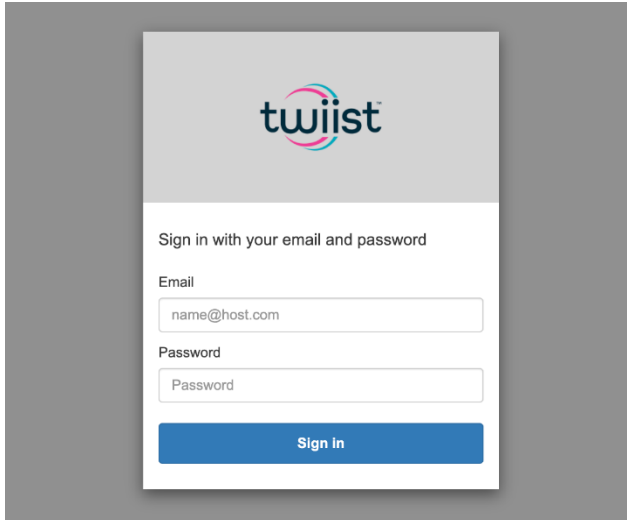3. Click the **Connect a Device Account** banner at the top of the **Devices** view
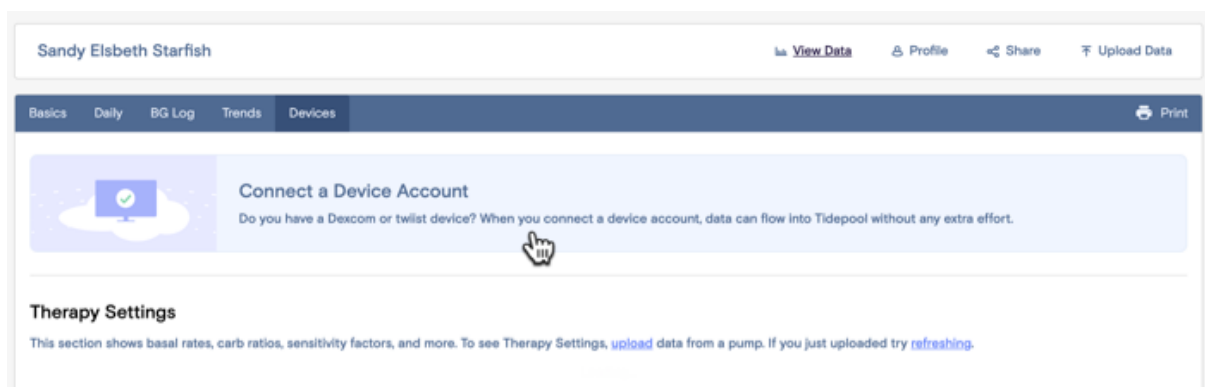
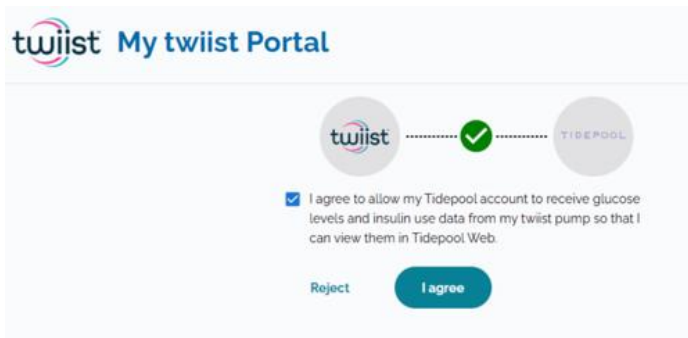4. Click **Connect** to the right of the twiist logo

5. Input your My twiist Portal email and password that you created earlier with your twiist pump trainer

6. Click **Sign in**
   (If you are already logged into My twiist Portal you may not see the log in screen shown below)
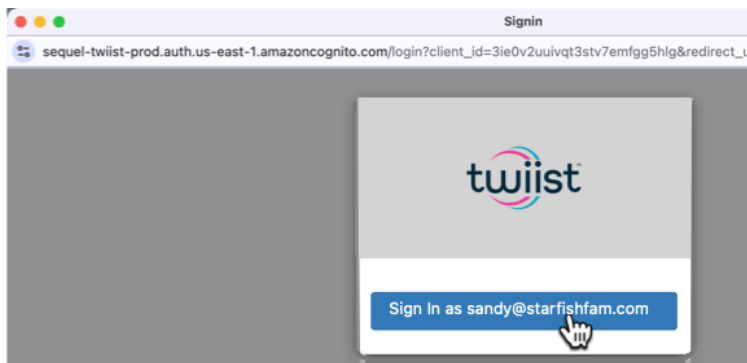

7. Check the box indicating "I agree…" and then click the **Accept** button

8. Confirm your account linking by clicking Sign in as [youremail@website.com]
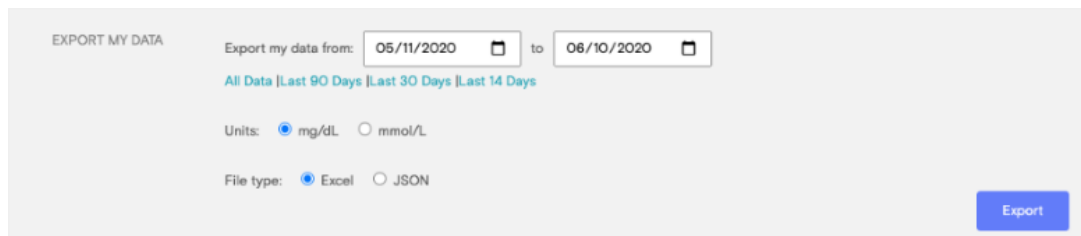
9. Your My twiist Portal account is now linked to the Tidepool Data Platform

c. Export your Tidepool Data

1. Log in to your Tidepool account at **app.tidepool.org**.
2. Click **Profile** in the navigation bar.
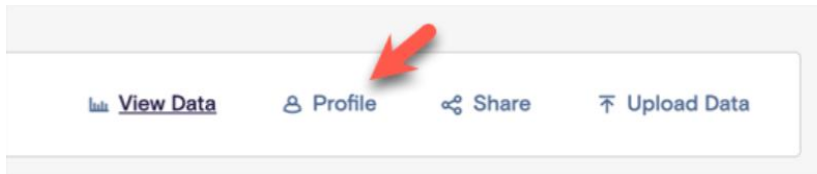
3. Scroll down until you see **EXPORT MY DATA.**

4. Select the time range covering your last menstrual cycle.
5. Keep the units set to the default **mg/dL.**
6. Select **Excel** as the file type.
7. Click the **Export** button.
8. A file named **TidepoolExport.xlsx** will be downloaded to your computer.
9. Then click on "**View Data**" and then on "**Print**" in the upper right corner of the navigation bar at the top of the Tidepool web view to download the PDF file.
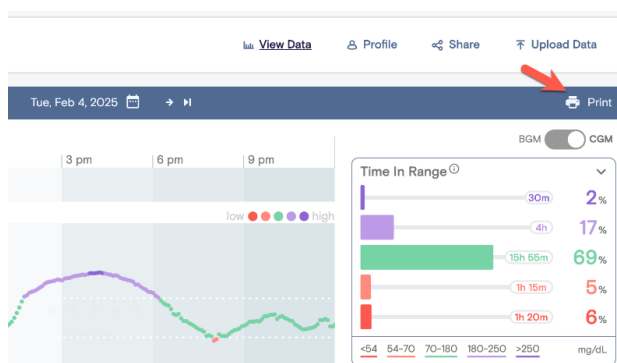
10. Select the reports (AGP Report (CGM)**,** AGP Report (BGM)**,** Basics**,** Daily**,** BG Log**,** Device Settings**)** and duration of your last menstrual period for each section of the report.

Print Report   ✕

AGP Report (CGM)

Number of days (most recent)

(7 days)   (14 days)   (30 days)

Or select a custom date range (90 days max)

Oct 17, 2025   →   Nov 14, 2025   ✕

AGP Report (BGM)

Number of days (most recent)

(14 days)   (**30 days**)

Or select a custom date range (90 days max)

Oct 19, 2025   →   Nov 17, 2025   ✕

Basics Chart

Number of days (most recent)

(**14 days**)   (21 days)   (30 days)   (90 days)

Or select a custom date range (90 days max)

Nov 4, 2025   →   Nov 17, 2025   ✕

Daily Charts

Number of days (most recent)

(**14 days**)   (21 days)   (30 days)   (90 days)

Or select a custom date range (90 days max)

Nov 4, 2025   →   Nov 17, 2025   ✕

BG Log Chart

Number of days (most recent)

(14 days)   (21 days)   (**30 days**)   (90 days)

Or select a custom date range (90 days max)

Oct 19, 2025   →   Nov 17, 2025   ✕

Device Settings

11. Then click **Print** to generate the PDF. Select "save as PDF" in the printer options.
12. Upload both files (xlxs, pdf) via the secure link we have provided to you.