

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:

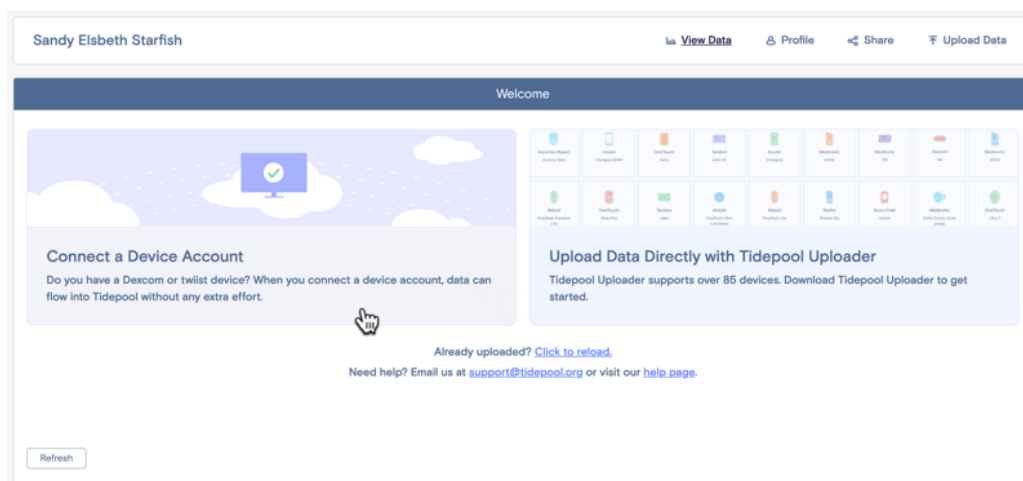
- [Getting started](#)
- [Setting up a Tidepool account](#)



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**.



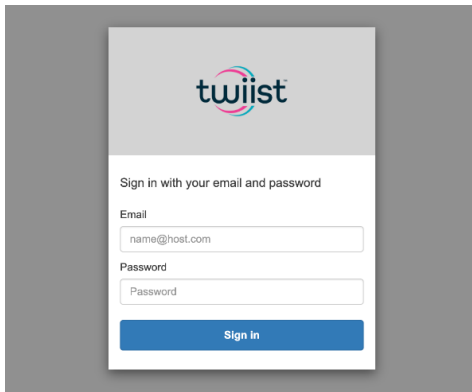
3. Click **Connect** next to the twiist logo.



4. Enter the email address and password of your My twiist Portal account that you previously created with your twiist pump trainer.

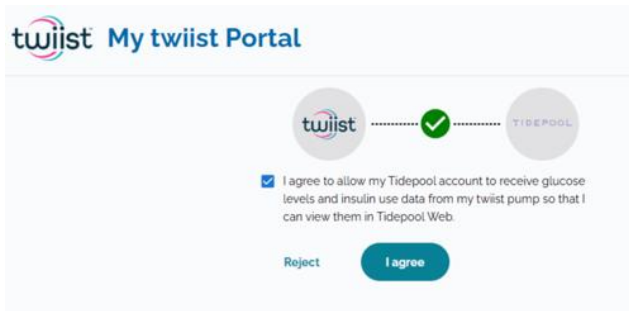
5. Click **Sign in**.

(If you are already logged in to My twiist Portal, the login screen shown below may not appear.)



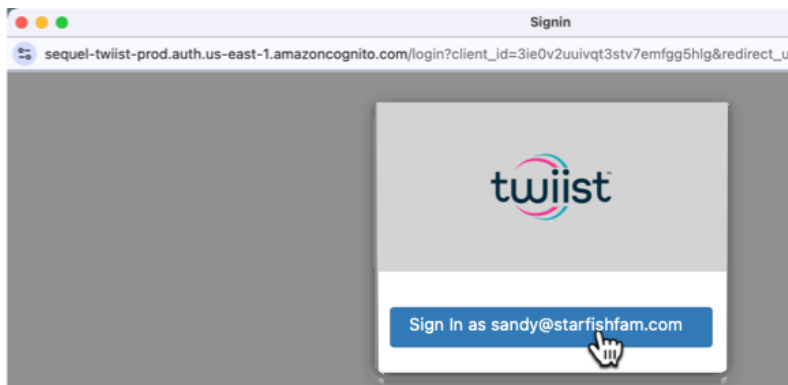
The login screen features the twiist logo at the top. Below it, the text "Sign in with your email and password" is displayed. There are two input fields: "Email" with the placeholder "name@host.com" and "Password" with the placeholder "Password". A blue "Sign In" button is located at the bottom of the form.

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



The screen shows the twiist logo and "My twiist Portal" text. A diagram illustrates the connection between twiist and Tidepool, with a green checkmark indicating agreement. Below the diagram, there is a checkbox that is checked, followed by the text: "I agree to allow my Tidepool account to receive glucose levels and insulin use data from my twiist pump so that I can view them in Tidepool Web." At the bottom, there are two buttons: "Reject" and "I agree".

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.



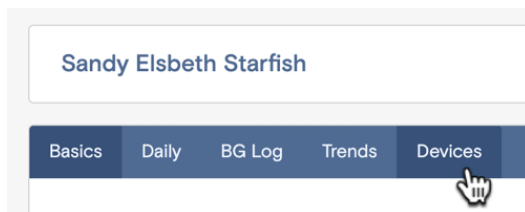
The screen is titled "Signin" and shows a URL in the browser address bar: "sequel-twiist-prod.auth.us-east-1.amazoncognito.com/login?client_id=3ie0v2uuivqt3stv7emfgg5hlg&redirect_ur". The main content area displays the twiist logo and a blue button that says "Sign In as sandy@starfishfam.com". A mouse cursor is pointing at the button.

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

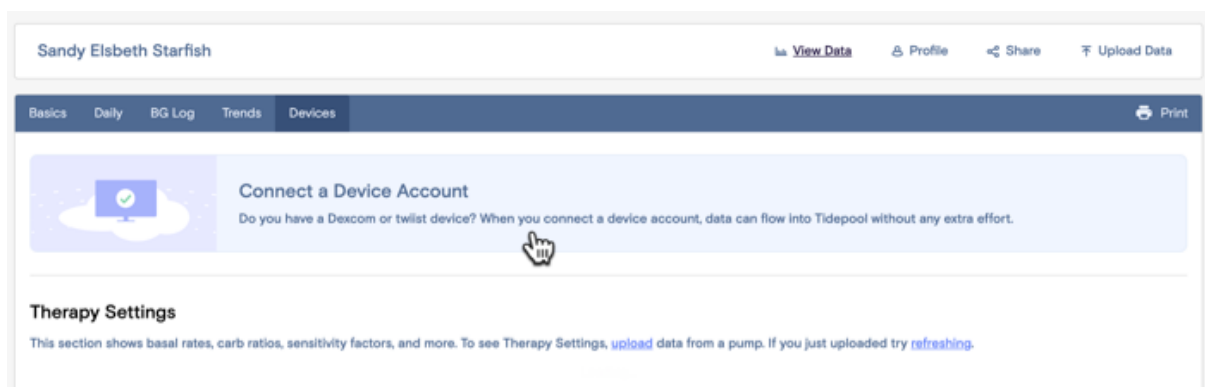
b. Connecting an existing Tidepool Data Platform account with your My twist Portal account

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 twist 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

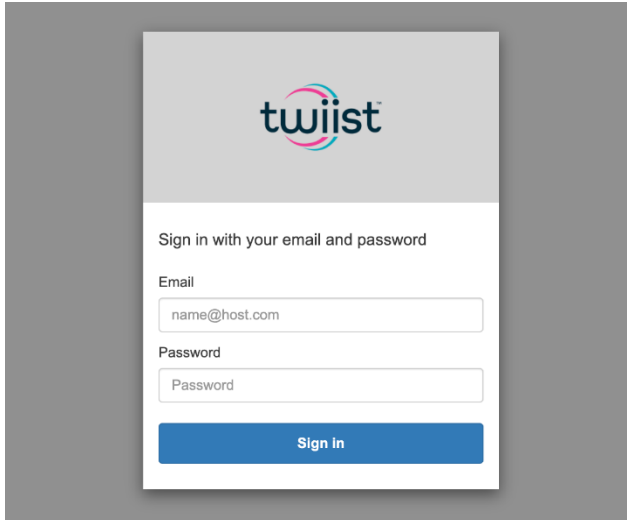


4. Click **Connect** to the right of the twist logo



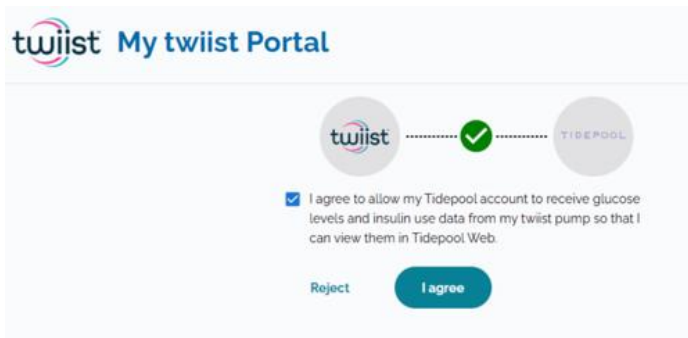
5. Input your My twist Portal email and password that you created earlier with your twist pump trainer

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



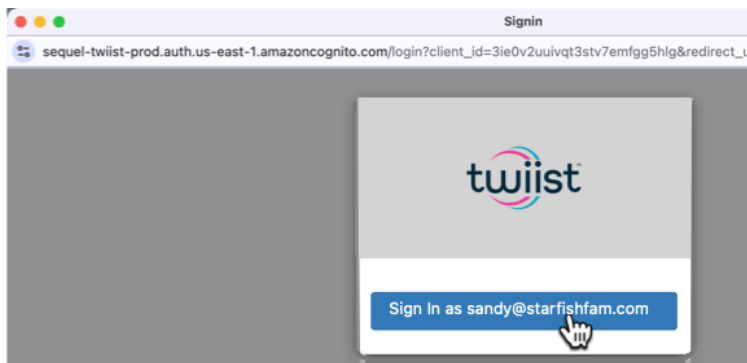
The image shows a login form for the twiist portal. At the top is the twiist logo. Below it, the text "Sign in with your email and password" is displayed. There are two input fields: "Email" with the placeholder "name@host.com" and "Password" with the placeholder "Password". A blue "Sign In" button is at the bottom.

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



The image shows the "My twiist Portal" account linking screen. It features the twiist and Tidepool logos connected by a dotted line with a green checkmark. Below this, there is a checkbox with the text "I agree to allow my Tidepool account to receive glucose levels and insulin use data from my twiist pump so that I can view them in Tidepool Web." The checkbox is checked. At the bottom, there are two buttons: "Reject" and "I agree".

8. Confirm your account linking by clicking Sign in as [youremail@website.com]

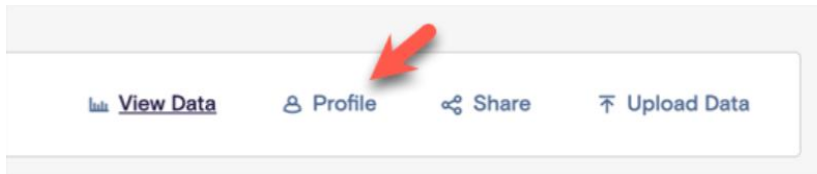


The image shows a browser window with the URL "sequel-twiist-prod.auth.us-east-1.amazoncognito.com/login?client_id=3ie0v2uuiqvt3stv7emfgg5hlg&redirect_ur". The page title is "Signin". The main content area shows the twiist logo and a blue button that says "Sign In as sandy@starfishfam.com". A mouse cursor is pointing at the button.

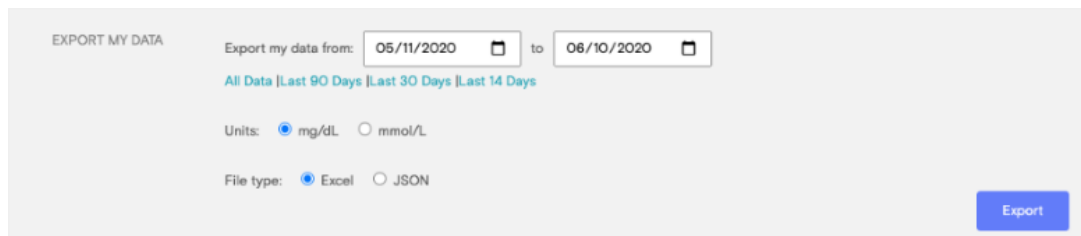
9. Your My twiist Portal account is now linked to the Tidepool Data Platform

c. Export your Tidepool Data

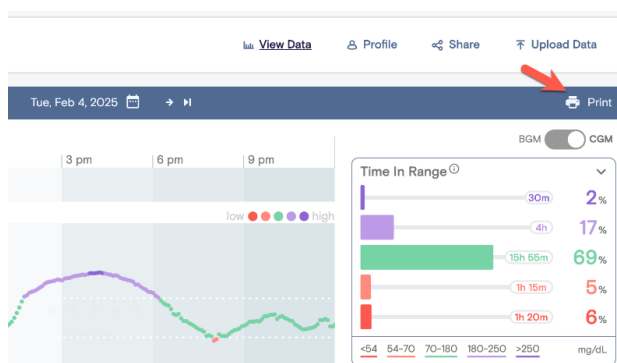
1. Log in to your Tidepool account at app.tidepool.org.
2. Click **Profile** in the navigation bar.



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 X

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 X

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 X

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 X

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 X

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.