

Tandem Mobi App - Usability Feedback

03/11/2026

Overview

Who am I?:

I'm a **Type 1 diabetic** and **long-term user** of the Tandem Mobi insulin pump and mobile application. I have relied on the Tandem Mobi for glucose tracking, insulin bolus delivery, and exercise management for over a year. As someone who interacts with the app multiple times per day, I have noticed some friction points that impact the user experience and may have been overlooked during standard QA testing.

Purpose?:

The goal of this document is to provide actionable feedback from the perspective of a long-term Tandem Mobi app user to **improve usability** and **workflow efficiency**.

Method (how are these "issues" observed)?:

- **Daily use in real-world scenarios**: Observed while managing glucose and insulin throughout different contexts (work, exercise, rest, and social situations).
 - **Repeated workflows**: Frequent tasks (bolus delivery, carb logging, exercise mode) were performed multiple times to identify friction points that appear under regular use.
 - **Cognitive load friction**: Noted situations where the app interrupts workflow, requires extra taps, or increases decision-making burden during routine tasks.
 - **Edge-case testing**: Noted issues that appear during less common but important scenarios, such as rapid exercise changes, extended sessions of continuous monitoring, and multitasking.
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Key Issues

1. Glucose Not Displayed on All Screens.

- **Description**: The user's glucose level is only displayed on the **Home** and **Bolus** pages. All other pages, including **Actions**, **Notifications**, and **Settings**, do not display glucose information.
- **Daily Use Impact**: Without a constant view of their glucose throughout the app, users must navigate back to the **Home Page**. This disrupts workflow and interrupts other ongoing tasks.

- **Suggested Improvement:** Add a persistent **Info bar** at the top of the screen that remains visible on all pages. This bar could display vital information such as **Glucose Level, Insulin on Board, Control IQ Status, Pump Charge Level, and Remaining Units.**

[Video \(7s\): Glucose Not Displayed on All Screens ->](#)

2. Excessive Confirmation Steps for Actions.

- **Description:** Critical actions such as **stopping/starting** insulin (and other similar actions) require Face ID followed by an additional confirmation tap.
- **Daily Use Impact:** This repeated confirmation increases **cognitive load** and slows down routine workflows. The additional tap is unnecessary when the user has already authorized the action via Face ID.
- **Suggested Improvement:** Consolidate confirmation into a single Face ID verification. Once the user successfully authenticates, the action should be completed without requiring an extra tap as the user has already committed to the action.

[Video \(7s\): Excessive Confirmation Steps for Actions ->](#)

3. Confirmation Load & Animation Times.

- **Description:** Critical actions, such as delivering a bolus, trigger a **6-second** animation after completion. During this animation, the user is locked out of the rest of the app and cannot navigate to other screens.
- **Daily Use Impact:** Locking the user for 6 seconds interrupts workflow and prevents them from completing other tasks in the app. This delay can be especially disruptive during time-sensitive situations or multitasking.
- **Suggested Improvement:** Reduce the animation duration to **under 2 seconds**. Additionally, allow users to exit the animation screen immediately, so they can continue using the app without unnecessary delays.

[Video \(10s\): Confirmation Load & Animation Times ->](#)

4. Exercise Mode Lacks Auto-Off Timer.

- **Description:** After completing an exercise session, users must **manually deactivate Exercise Mode**. There is no option to automatically disable it after a set time. Previous Tandem products included this feature, but Tandem Mobi does not. While Exercise Mode is active, insulin delivery is reduced, which can lead to improper glucose management if the mode remains on after exercise.
- **Daily Use Impact:** Requiring manual deactivation increases the risk of users forgetting to turn off Exercise Mode, which can result in **improper insulin management** and **elevated glucose levels**.
- **Suggested Improvement:** Implement a **timer function** that automatically disables Exercise Mode after a user-defined duration, ensuring proper insulin delivery post-exercise.

5. Notification Swipe-to-Dismiss Requires Extra Tap.

- **Description:** To dismiss a notification, users must first swipe and then tap to complete the action. This two-step process creates unnecessary friction.
- **Daily Use Impact:** Requiring multiple actions to dismiss notifications increases cognitive load and slows down workflow, particularly for users managing frequent alerts throughout the day.
- **Suggested Improvement:** Modify the notification system to allow a single action to dismiss notifications, such as a single swipe or single tap.

[Video \(8s\): Notification Swipe-to-Dismiss Requires Extra Tap ->](#)

6. No Page Reset to Home After Inactivity.

- **Description:** When a user leaves the app and returns later, the app opens to the last screen they were on rather than the Home page. Most users likely want to return to the Home page to quickly view their glucose and other vital information.
- **Daily Use Impact:** This behavior forces users to **manually navigate** back to the Home page, increasing unnecessary taps and swipes. These extra steps add **cognitive load** and reduce workflow efficiency.
- **Suggested Improvement:** After a period of inactivity, automatically **reset the app to the Home page**, or provide users with the option to choose which page the app opens to after inactivity.

Prioritization

Issue	Frequency	Severity	Suggested fix
Glucose not displayed	Daily	High	Show glucose on all screens on Info Bar .
Too many confirmations	Daily	High	Consolidate to single Face ID confirmation.
Load & Animation times	Daily	Medium	Shorten animation and allow skip.
Exercise Mode Auto-off Timer	3 days/week	Medium	Add auto-off timer for Exercise Mode.
Notification swipe	Daily	Low	Dismiss with a single swipe or tap.
No Page Reset After Inactivity.	Daily	Low	Auto-reset to Home or user-selected page after inactivity.

Closing

Thank you for taking the time to review this **Tandem Mobi App - Usability Feedback**. As a long-term user, I have experienced these friction points firsthand and I hope this document provides actionable insight into how the application could better support its users and their daily diabetes management.

The key issues highlighted are drawn from real-world uses across multiple contexts (work, exercise, daily life) and reflect some of the friction points that may not always appear in short-term QA testing. Implementing these small improvements could significantly enhance workflow efficiency, reduce cognitive load, and improve the user satisfaction for long-term users.

I am happy to provide any further clarification and share additional examples to support the Tandem Mobi team in understanding these friction points. My goal is to contribute constructive feedback that helps make Tandem Mobi products smoother, more intuitive, and more reliable for all diabetics who rely on your products.