

# HAV Temporary Setpoint Adjustments



## Standard Operating Procedure (SOP)

**Title:** HAV Temporary Setpoint Adjustments SOP

**Purpose**

This SOP outlines the steps and guidelines to ensure temporary setpoint adjustments for HAV sites are completed securely, accurately, and in compliance with system requirements.

**Scope**

This procedure applies to EMS technicians and support personnel responsible for making temporary setpoint adjustments within HAV systems.

**Procedure**

**1. Step-by-Step Process**

**Step 1: Validate Request Type**

- Determine if the request is **Temporary or Permanent**
- If **Temporary** → proceed with this SOP
- If **Permanent** → follow the **SOP for Permanent Setpoint Adjustments**

**Step 2: Access Delinea Secret Server**

- Log into the **Delinea Secret Server**
- Reference the **SOP** for login instructions
- If login fails, follow the **Client Escalation (ClickUp) SOP**

**Step 3: Access HAV Remote Environment**

- Once logged in, navigate to **Chrome** within the remote server
- Access saved bookmarks for HAV locations

**Step 4: Locate Store Site**

- Select the appropriate store from bookmarks
- If the store is not bookmarked:
  - Refer to the **HAV site list**
  - Use the **IP address** to access the site

**Step 5: Identify Units for Adjustment**

- Locate the specific **Unit(s)** requiring adjustment or review

- Navigate to the relevant **setpoints**
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**Step 6: Apply Temporary Setpoint Adjustments**

- Adjust setpoints using **timed overrides for the current day**
  - Ensure all changes are **compliant with standard setpoint limits and request details**
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**2. Quality Assurance**

Verify that the correct site and units were accessed and that all temporary setpoint changes were applied using timed overrides.

Ensure compliance with standard setpoint policies.

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**Troubleshooting**

**Issue 1: Unable to Log into Delinea Secret Server**

Solution: Follow the **Client Escalation SOP**.

**Issue 2: Store Not Found in Bookmarks**

Solution: Use the HAV site list and access via IP address.

**Issue 3: Setpoint Change Not Applying**

Solution: Confirm the adjustment was made as a timed override and properly saved.

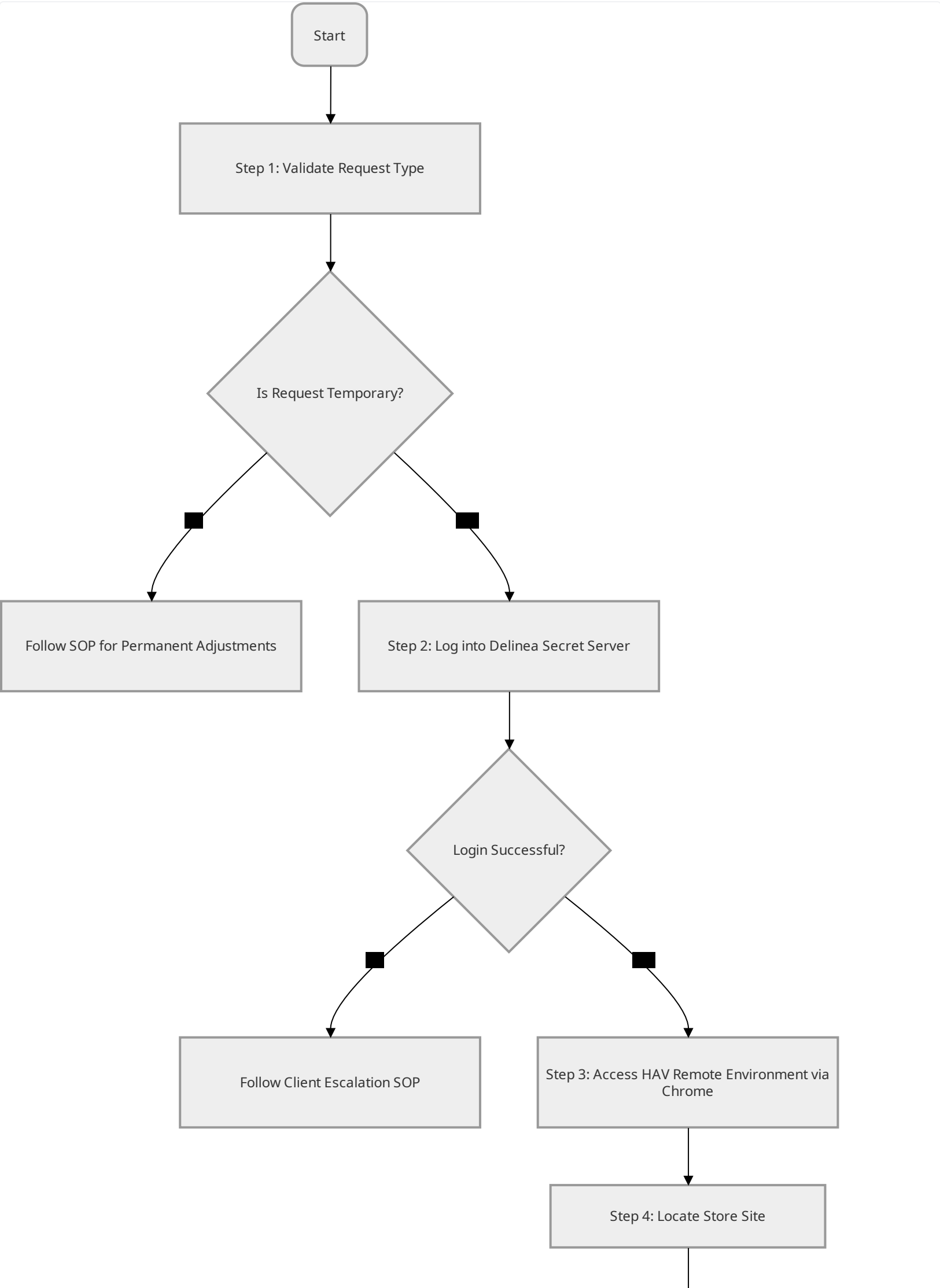
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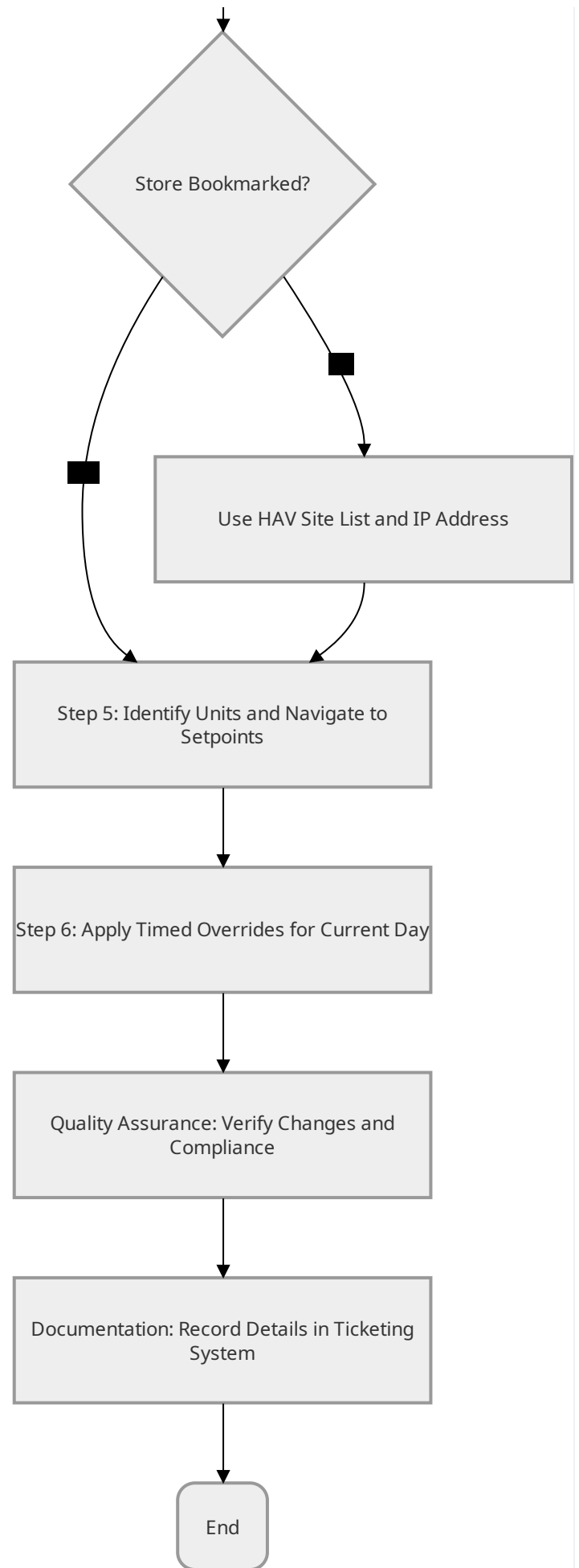
**Documentation and Reporting**

- Record all temporary setpoint adjustments, including site accessed, units modified, original setpoints, updated values, and duration of override in the ticketing system.

**Process Map**

undefined





## Editable Mermaid Diagram

HAV Temporary Setpoint Adjustments SOP.drawio

## Revision History

| Version | Date       | Author        | Changes Made             |
|---------|------------|---------------|--------------------------|
| 1.0     | 03/20/2026 | Dylan Turman  | Initial draft            |
| 1.1     | [MM/DD/YY] | [Author Name] | [Description of changes] |

Approval

Approved by: [Name and Title]

Date: [MM/DD/YY]