

# **Tools & Practicals**

Python Support Team

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## Primary Tools

Tool	Purpose	Access
<b>RT Ticketing</b>	Ticket management	<a href="#">RT System</a>
<b>Discord</b>	Internal communication	<a href="#">Discord Server</a>
<b>Support Website</b>	Main support portal	<a href="#">Support Website</a>
<b>Website GitHub</b>	Documentation	<a href="#">GitHub Repository</a>
<b>Scripts GitHub</b>	Scripts for auto installation ect.	<a href="#">GitHub Repository</a>
<b>Teams/SharePoint</b>	Documents & Personal hour registration	<a href="#">Students documents</a>
<b>Course Reference</b>	Programming materials	<a href="#">Course Materials</a>
<b>DTU FUSION</b>	Time registration system	<a href="#">DTU FUSION</a>

# Registering Working Hours

## DTU FUSION

### About DTU FUSION

DTU FUSION serves as the central time tracking platform for all workers at the university. This system is mandatory for recording work hours and ensures compliance with labor regulations.

## How to Register Your Hours

Follow these steps to record your working hours in FUSION:

### 1. Log into FUSION

- Navigate to: <https://efzu.fa.em2.oraclecloud.com/fscmUI/faces/FuseWelcome>

### 2. Access Time Sheet

- Go to **'Time and Absence'** to edit your current time sheet

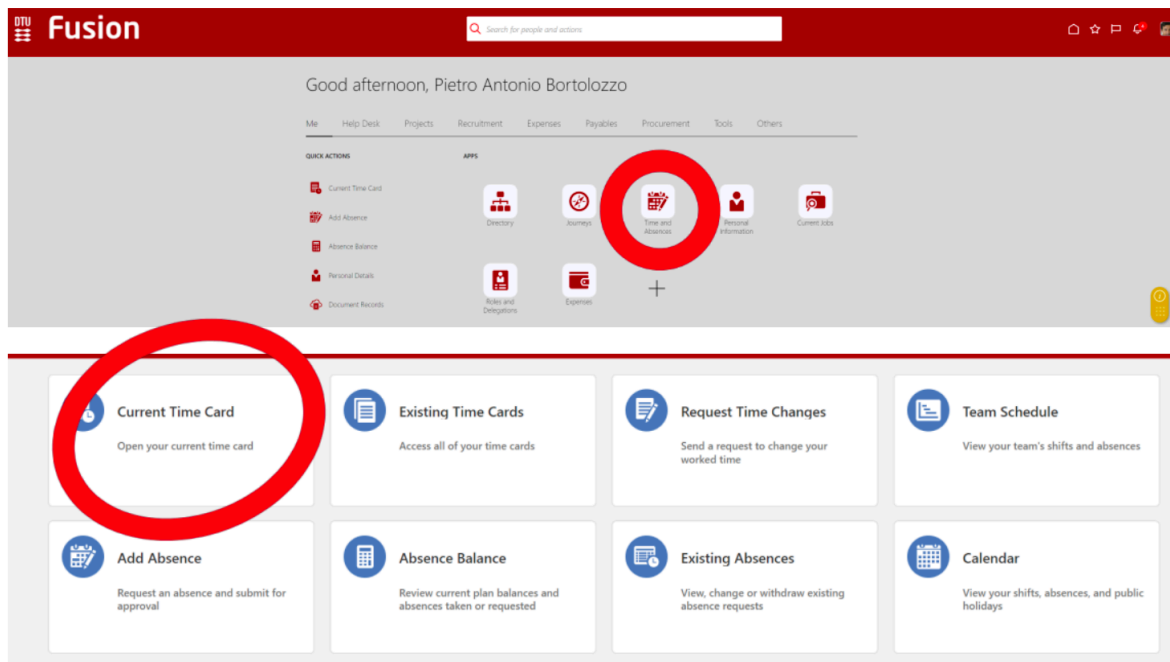
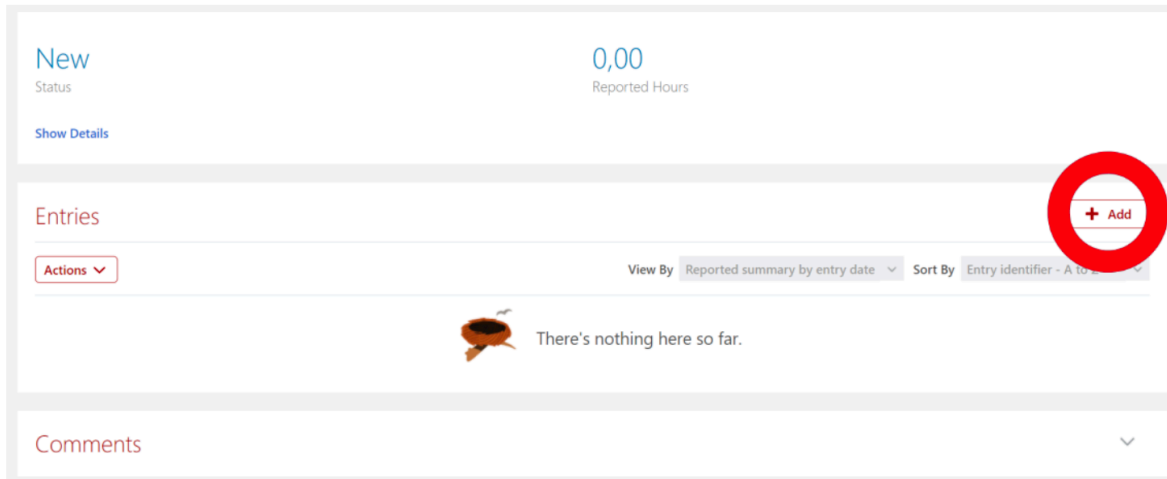


Figure 1: Step 2: Access time Sheet

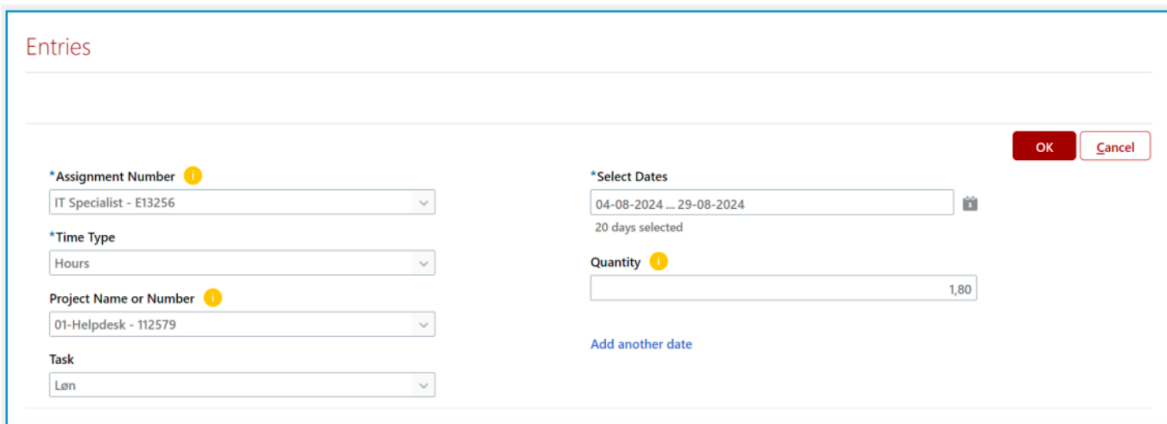
### 3. Register Working Hours

- Pick a day to register your total working hours for the month
- Calculate total hours: Number of working days  $\times$  1.8 hours (for normal contracts) or 2.0 hours (exchange students)



The screenshot shows a web interface for a timesheet system. At the top, there's a 'New' status indicator and a '0,00' reported hours value. Below this, there's a 'Show Details' link. The main section is titled 'Entries' and contains a '+ Add' button circled in red. Below the button, there's a message 'There's nothing here so far.' and a 'Comments' section at the bottom.

Figure 2: Step 3.1: Add Entry



The screenshot shows a 'Register Hours' form. It has several input fields: 'Assignment Number' (IT Specialist - E13256), 'Time Type' (Hours), 'Project Name or Number' (01-Helpdesk - 112579), 'Task' (Len), 'Select Dates' (04-08-2024 ... 29-08-2024), and 'Quantity' (1,80). There are 'OK' and 'Cancel' buttons at the top right.

Figure 3: Step 3.2: Register Hours

### 4. Register Free Days

- Register two free days with 1.8 hours each (or 2.0 hours for exchange students):  
Chose absence under *Task*)

### 5. Submit Timesheet

- Review and submit your completed timesheet

024

☆ Actions **Submit** Cancel

New Status 39,60 Reported Hours

Show Details

Entries + Add

Actions View By: Reported summary by entry date Sort By: Entry identifier - A to Z

IT Specialist - E13256 | Hours | 01-Helpdesk - 112579 | Len 39,60 Hours

01 August, Thursday: 1.80 Hours  
 02 August, Friday: 1.80 Hours  
 05 August, Monday: 1.80 Hours  
 06 August, Tuesday: 1.80 Hours  
 07 August, Wednesday: 1.80 Hours  
 08 August, Thursday: 1.80 Hours  
 09 August, Friday: 1.80 Hours  
 12 August, Monday: 1.80 Hours  
 13 August, Tuesday: 1.80 Hours  
 14 August, Wednesday: 1.80 Hours  
 15 August, Thursday: 1.80 Hours  
 16 August, Friday: 1.80 Hours  
 19 August, Monday: 1.80 Hours  
 20 August, Tuesday: 1.80 Hours  
 21 August, Wednesday: 1.80 Hours  
 22 August, Thursday: 1.80 Hours  
 23 August, Friday: 1.80 Hours  
 26 August, Monday: 1.80 Hours  
 27 August, Tuesday: 1.80 Hours  
 28 August, Wednesday: 1.80 Hours  
 29 August, Thursday: 1.80 Hours  
 30 August, Friday: 1.80 Hours

Figure 4: Step 4: Submit Timesheet

## Getting Help with FUSION

If you need assistance with FUSION, contact: - Your colleagues during shifts - Your direct supervisor - HR support for technical issues

### ! IMPORTANT: Monthly Deadline

You must register your hours before the end of the month. Otherwise you will get a warning from HR requiring you to do it.

### 💡 Quick Reference

You can check the number of working days for any month at: <https://ugenr.dk/arbejdsdage>

**Remember:** Subtract 2 from the total to account for your two free days per month.

## SharePoint

Monthly tasks also include:

- **Register personal working hours** on [SharePoint](#)
- This is in addition to the DTU FUSION registration

## Daily, Weekly and Monthly Tasks

### Daily Tasks

#### Every Shift

- **Check RT Ticketing System** for new support requests
- **Monitor Discord channels** for team communications, updates and questions from students
- **Follow the 4-step support workflow** for all user interactions
- **Document solutions** as you resolve repeated issues (and notify the rest of the team on discord)

### Weekly Tasks

#### Every Week

- **Review shift schedules** on Discord for any changes and updates

### Monthly Tasks

#### Before Month End

- **Register hours in DTU FUSION**
- **Register personal working hours** on SharePoint

**Needs to be done before last team meeting in current month!**

## Getting Help & Support

### Where to Get Help

Contact	Purpose	When to Use
<b>The Team</b>	Support & collaboration	During your shift
<b>Team Lead</b>	Daily questions & priorities	Regular guidance
<b>Discord Channel</b>	Quick team-wide help	Immediate assistance
<b>Knowledge Base</b>	Self-service resources	Research & learning