Introduction Process

Python Support Team

2025-07-10

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Getting Started

Accounts & Access

You'll need access to these essential systems:

System	Purpose	Link
Discord	Internal communication	[Discord Server](#)
RT Ticketing	Ticket management	[RT System](#)
SharePoint	Documents & time registration	[Students documents](#)

Key Meetings

> ❗ Important Schedule
>
> - **Team kick-off** in August 2025
> - **One-on-one** with your direct manager
> - **Team introductions** with all members

Required Training

Before you start, you'll complete training on:

- Product walkthrough (internal tools, user-facing systems)
- Using the ticketing system and Discord
- DTU FUSION time registration system setup and usage

Success Milestones

After 30 Days...

By the end of your first month, you should be able to:

- **Confidently use all core tools**
- **Independently manage and resolve tickets**
- **Be familiar with team workflows**
- **Feel comfortable asking for help when needed**