

Tools & Practicals

Python Support Team

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Primary Tools

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

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

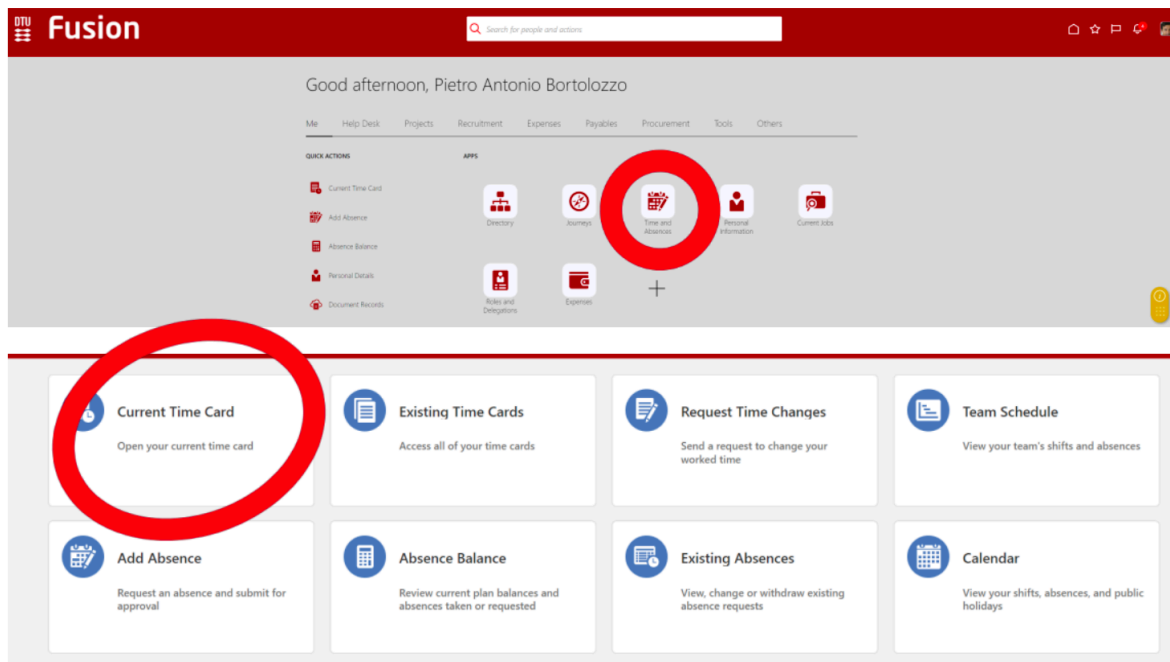
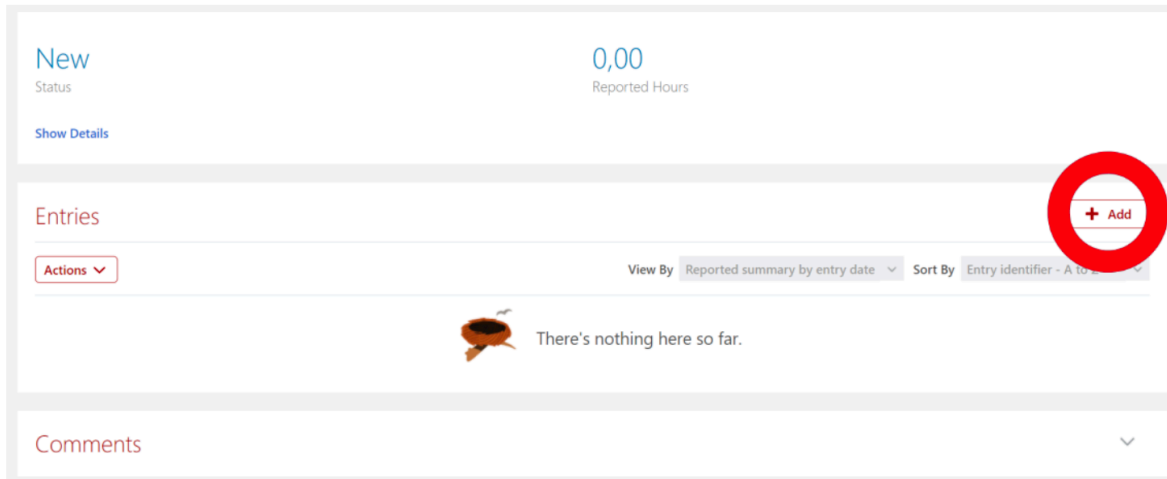


Figure 1: Step 2: Access time Sheet

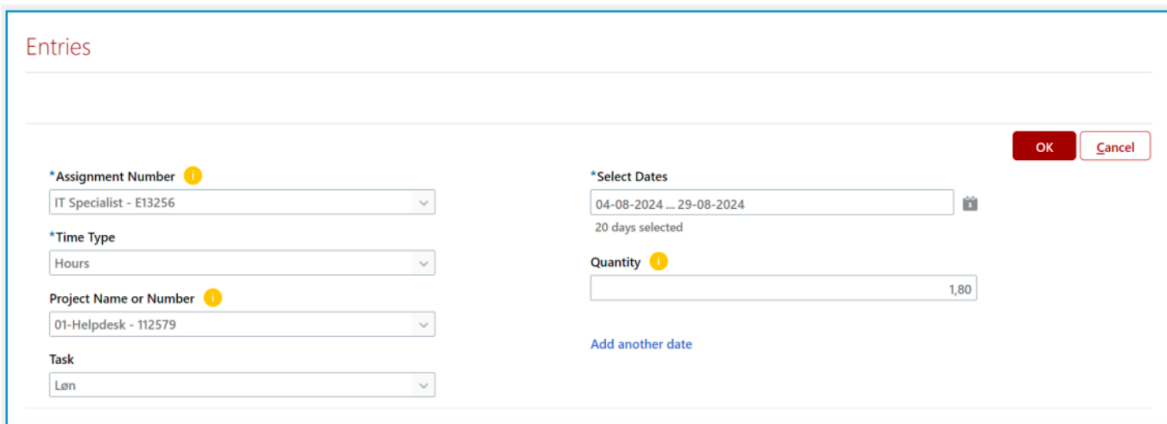
3. Register Working Hours

- 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 is a 'Show Details' link. The main section is titled 'Entries' and contains an 'Add' button circled in red. Below the 'Add' button is a message: 'There's nothing here so far.' The bottom section is titled 'Comments'.

Figure 2: Step 3.1: Add Entry



The screenshot shows a 'Register Hours' form. It includes several 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, 20 days selected), 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

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
The Team	Support & collaboration	During your shift
Team Lead	Daily questions & priorities	Regular guidance
Discord Channel	Quick team-wide help	Immediate assistance
Knowledge Base	Self-service resources	Research & learning