

Python Installation Support - Onboarding Guide

Team Onboarding Guide

Python Support Team

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Welcome to Python Installation Support!

We're thrilled to have you on board. This guide is designed to help you get started smoothly, understand our support philosophy, tools, workflows, and key expectations.

Your Role

Overview

Support Function Mission

We aim to provide prompt, dependable, and compassionate support to our users.

Your Responsibilities

As a Python Installation Support team member, you will:

- Respond to requests, inquiries or tickets via [physical presence/chat/support portal]
- Troubleshoot technical or operational issues
- Document solutions and processes
- Collaborate with team members to resolve issues
- Help maintain and improve our support knowledge base
- Participate in teamwork on various projects

Support Workflow

The 4-Step Process

1. Ticket Intake

- Regularly check for new requests
- Assign and acknowledge them within your shift

2. Triage & Troubleshoot

- Identify the root issue
- Check documentation before escalating

3. Resolution

- Provide solutions or workarounds

- Follow up to confirm resolution

4. Student Hands-on

- Guide the user in solving the issue(s)
- Let the user do the work

Documentation & Knowledge Sharing

Your Responsibilities

- Document new findings and solutions
- Report your findings in Discord
- Suggest edits to existing articles
- Create internal guides when gaps are identified

Golden Rule

If you solve a problem more than twice, document it.

Team Values

Our Core Principles

- **Empathy first:** Every interaction matters
- **Be curious:** Ask questions, seek clarity
- **Own it:** Take initiative, follow through
- **Collaborate:** Work openly with team members
- **Improve constantly:** Be proactive, suggest better processes and tools

Introduction Process

Getting Set Up

Accounts & Access

You'll need access to these essential systems:

System	Purpose	Link
Discord	Internal communication	https://discord.gg/CSp6xS22
RT Ticketing	Ticket management	https://pythonsupport-rt.dtu.dk/rt/
Knowledge Base	Common problems & solutions	https://pythonsupport.dtu.dk/commonproblems/index.html
SharePoint	Documents & time registration	Students documents

Introduction Process

! Key Meetings

- **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

Practicals

Tools & Systems

Primary Tools

Tool	Purpose	Access
RT Ticketing	Ticket management	https://pythonsupport-rt.dtu.dk/rt/
Discord	Internal communication	https://discord.gg/CSp6xS22
Support Website	Main support portal	https://pythonsupport.dtu.dk/
GitHub	Documentation & code	https://github.com/dtudk/pythonsupport-page/
Teams/SharePoint	Documents & schedules	Students documents
Course Reference	Programming materials	https://02002.compute.dtu.dk/
DTU FUSION	Time registration system	<i>Access via DTU Inside</i>

DTU FUSION Time Registration System

About DTU FUSION

DTU FUSION serves as the central time tracking platform for all student 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

3. Register Working Hours

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

4. Register Free Days

- Register two free days with 1.8 hours each

5. Submit Timesheet

- Review and submit your completed timesheet

! IMPORTANT: Monthly Deadline

You must register your hours before the end of the month. Otherwise you will get an email 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.

Getting Help

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

Practical Guidelines

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
- **Check team announcements** in Discord for updates

Monthly Tasks

Before Month End

- **Register hours in DTU FUSION** (deadline: end of month)
- **Register personal working hours** on sharepoint

Where to Get Help

Contact	Purpose	When to Use
Shift Partners	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

After 30 Days...

Success Milestones

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**
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Welcome to the team!