

# **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
<b>Discord</b>	Internal communication	<a href="#">Discord Server</a>
<b>RT Ticketing</b>	Ticket management	<a href="#">RT System</a>
<b>SharePoint</b>	Documents & time registration	<a href="#">Students documents</a>

### 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**