Python Installation Support - Complete Onboarding Guide

Team Onboarding Guide

Python Support Team

2025-07-10

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Welcome to Python Installation Support!

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

How to Use This Guide

This complete onboarding guide covers three main sections:

Your Role in the Team
Learn about your responsibilities, support workflow, documentation practices, and team values.

Introduction Process
Get set up with essential accounts, information about key introduction meetings, and complete required training.

Tools & Practicals
Access daily tools, time registration systems, practical guidelines, and operational procedures.

Welcome to the team!

Your Role in the Team

Our Mission & Your Responsibilities

> **ℹ Our Mission**
>
> We aim to provide prompt, dependable, and compassionate support to our users.

Team Values

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

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

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
- Report your findings in Discord
- Collaborate with team members to resolve issues
- Help maintain and improve our support knowledge base
- Participate in teamwork on various projects
- Suggest edits to existing articles
- Create internal guides when gaps are identified

> 💡 Golden Rule
>
> **If you solve a problem more than twice, document it.**

Introduction Process

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**

Tools & Practicals

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
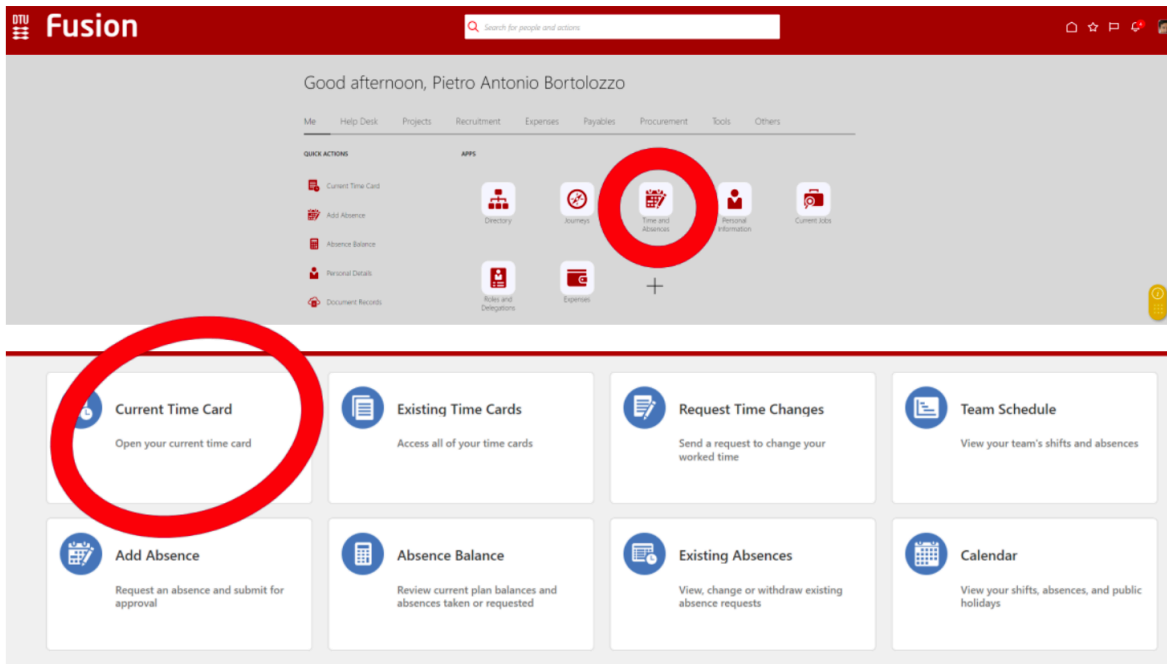

Figure 1: Step 2: Access time Sheet

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)

Figure 2: Step 3.1: Add Entry

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

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❗ 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/arbejds dage](https://ugenr.dk/arbejdsdage)
Remember: Subtract 2 from the total to account for your two free days per month.

SharePoint Time Registration

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

> **i** 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

> **i** 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