**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.

Overview

**Support Function Mission:**We aim to provide prompt, dependable, and compassionate support to our users.

**Your Role:**  
- 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.

- Teamwork on various projects.

Getting Set Up

**Accounts & Access:**

- Communication tools (e.g., Discord, Outlook).<https://discord.gg/CSp6xS22>

- Ticketing system <https://pythonsupport-rt.dtu.dk/rt/>

- Knowledge base access <https://pythonsupport.dtu.dk/commonproblems/index.html>

- Time based registration documents <https://dtudk.sharepoint.com/:f:/r/sites/PythonInstallationSupport/Delte%20dokumenter/Students%20documents?csf=1&web=1&e=LVnQbU>

**Introduction:**

- Attend a team kick-off in August 2025.

- Intro with your direct manager and with the team.

**Required Training:**

- Product walkthrough (internal tools, user-facing systems)

- Using the ticketing system and Discord

Tools used

Ticket management - <https://pythonsupport-rt.dtu.dk/rt/>

Discord - Internal communication - <https://discord.gg/CSp6xS22>

Python Installation Support site - <https://pythonsupport.dtu.dk/>

Github – team documentation and programming <https://github.com/dtudk/pythonsupport-page/>

Teams – alternative docs, shift spreadsheets - [Students documents](https://dtudk.sharepoint.com/:f:/r/sites/PythonInstallationSupport/Delte%20dokumenter/Students%20documents?csf=1&web=1&e=eEhaCK)

Programming course - <https://02002.compute.dtu.dk/>

Support Workflow

1. Ticket Intake: Regularly check for new requests, assign and acknowledge them within your shift.

2. Triage & Troubleshoot: Identify the root issue and check documentation before escalating.

3. Resolution: Provide solutions or workarounds and 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

**You are expected to:**

- Document new findings and solutions.

- Alternatively, report your findings in Discord.

- Suggest edits to existing articles.

- Create internal guides when gaps are identified.

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

Team Values

- 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 to enhance efficiency.

Where to Get Help

- Your shift partners: Assigned for support and collaboration

- Team Lead: For daily questions and prioritisation

- Support Discord Channel: Quick team-wide help

- Knowledge Base: [Link]

After 30 Days…

**You should:**

- Be confident using all core tools

- Manage and resolve tickets

- Be familiar with team workflows