

Python Installation Support - Complete Onboarding Guide

Team Onboarding Guide

Python Support Team

2025-07-11

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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

Our Mission

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

Team Values

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

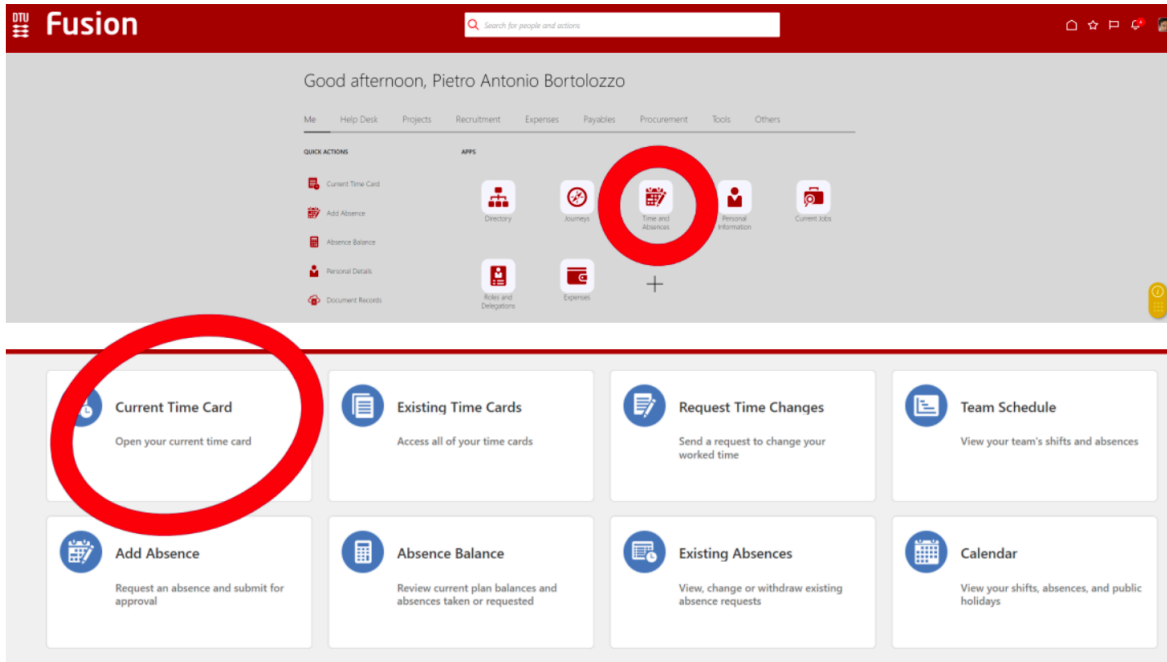


Figure 1: Step 2: Access time Sheet

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)

New
Status

0,00
Reported Hours

Show Details

Entries

Actions ▾

View By: Reported summary by entry date ▾ Sort By: Entry identifier - A to Z ▾

There's nothing here so far.

Comments ▾

Figure 2: Step 3.1: Add Entry

Entries

OK Cancel

*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

Quantity ⓘ
1,80

Add another date

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

024

☆ Actions **Submit** Cancel

New
Status

39,60
Reported Hours

Show Details

Entries + Add

Actions ▾ View By: Reported summary by entry date ▾ Sort By: Entry identifier - A to Z ▾

IT Specialist - E13256 | Hours | 01-Helpdesk - 112579 | Løn

39,60 Hours

- 01 August, Thursday: 1,80 Hours
- 02 August, Friday: 1,80 Hours
- 05 August, Monday: 1,80 Hours
- 06 August, Tuesday: 1,80 Hours
- 07 August, Wednesday: 1,80 Hours
- 08 August, Thursday: 1,80 Hours
- 09 August, Friday: 1,80 Hours
- 12 August, Monday: 1,80 Hours
- 13 August, Tuesday: 1,80 Hours
- 14 August, Wednesday: 1,80 Hours
- 15 August, Thursday: 1,80 Hours
- 16 August, Friday: 1,80 Hours
- 19 August, Monday: 1,80 Hours
- 20 August, Tuesday: 1,80 Hours
- 21 August, Wednesday: 1,80 Hours
- 22 August, Thursday: 1,80 Hours
- 23 August, Friday: 1,80 Hours
- 26 August, Monday: 1,80 Hours
- 27 August, Tuesday: 1,80 Hours
- 28 August, Wednesday: 1,80 Hours
- 29 August, Thursday: 1,80 Hours
- 30 August, Friday: 1,80 Hours

📱

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/arbejdsgage>

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 |