

Tools & Practicals

Python Support Team

2025-07-11

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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

To simplify the process, we have provided two options for registering hours: the official method, via Fusion, and the unofficial method, via an Excel sheet on Teams (Student Documents). In

the Excel sheet, the actual hours are recorded, ensuring that the semester's total number of hours balances when the semester is over.

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://https://www.fusion.dtu.dk>

2. **Access Time Sheet**

- Go to '**Time and Absence**' to edit your current time sheet

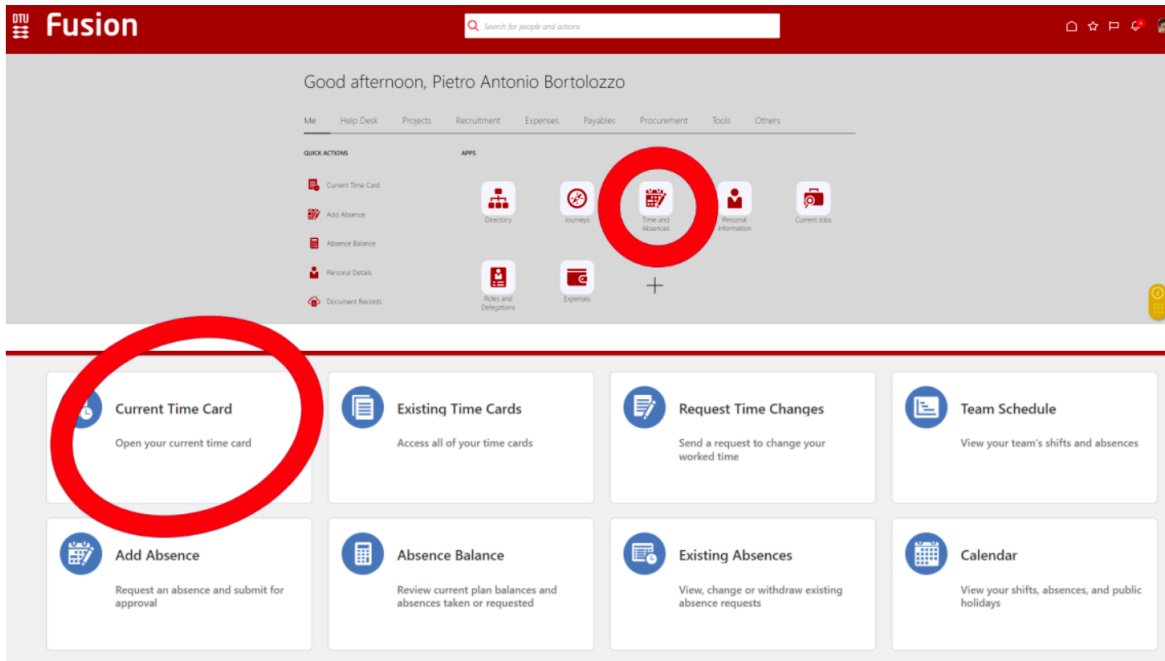


Figure 1: Step 2: Access time Sheet

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)

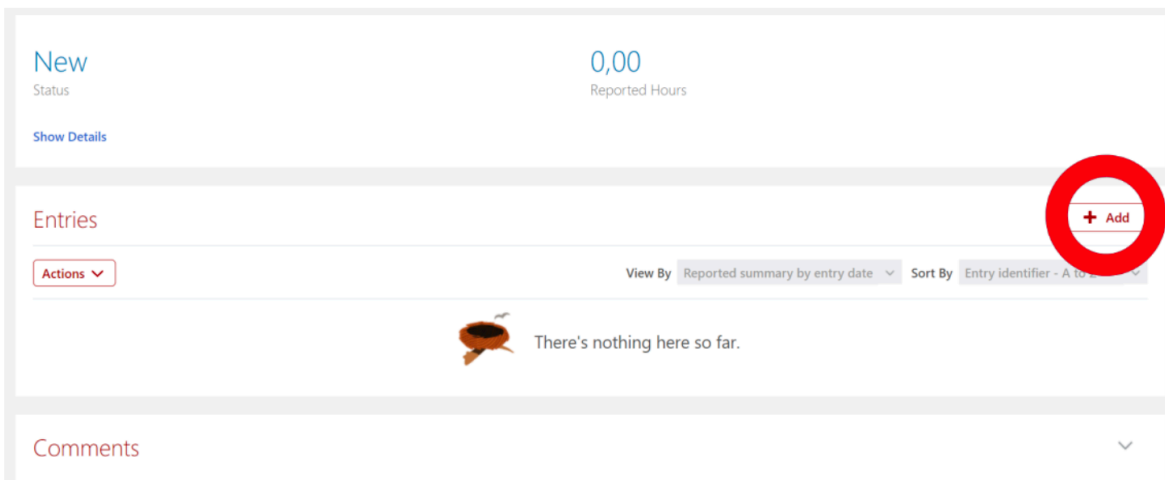


Figure 2: Step 3.1: Add Entry

Entries

*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](#)

OK

Cancel

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 | Len

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/arbejdsdage>

Remember: Subtract 2 from the total to account for your two free days per month.

Please note: Working days between Christmas and New Year's are mandatory vacation days, as well as the Friday after Ascension Day.

SharePoint

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

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

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