Tools & Practicals

Python Support Team

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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 DTU FUSION	Programming materials Time registration system	Course Materials 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

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C	Current Time Card Open your current time card		Existing Time Cards Access all of your time cards	Request Time O Send a request to ch worked time		Team Schedule View your team's shifts and absences
	Add Absence Request an absence and submit for approval		Absence Balance Review current plan balances and absences taken or requested	Existing Absenv View, change or with absence requests		Calendar View your shifts, absences, and public holidays

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 × 1.8 hours (for normal contracts) or 2.0 hours (exchange students)

New _{Status}	0,00 Reported Hours
Show Details	
Entries	+ Add
Actions V	View By Reported summary by entry date V Sort By Entry identifier - A to a
	There's nothing here so far.
Comments	~

Figure 2: Step 3.1: Add Entry

tries			
			OK <u>C</u> ancel
*Assignment Number 🕕		*Select Dates	
IT Specialist - E13256	~	04-08-2024 29-08-2024	İ
*Time Type		20 days selected	
Hours	~	Quantity 🕕	
Project Name or Number 🕕			1,80
01-Helpdesk - 112579	~		
Task		Add another date	
Løn	~		

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

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	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: $\rm https://ugenr.dk/arbejdsdage$

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

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

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