



Worker Support Guide

Getting started

Use Orchard Tech Worker Support to ask for help and send non-sensitive documents for record keeping. A ticket keeps your request, documents and replies together. You can use a phone or computer.

Open Worker Support

<https://support.orchardtech.com.au/>

To read manuals and public information without signing in, open the Worker Help library at support.orchardtech.com.au/help/en-gb. Sign in when you want to send a request or upload a document.

Sign in or register

1. Open Worker Support. On your first visit, choose Register as a new customer. “Customer” means your worker login. Use your own name and email address.
2. Create your password, then check your email for the confirmation message. Open the verification link and sign in. Check junk or spam if the message is missing.
3. If your email address already has an account, choose You can request your password here on the sign-in page. Follow the email instructions. Never share your password.

Check what you are sending

Only send general requests and documents that do not contain sensitive information. Suitable examples include general training materials, best-practice checklists and non-sensitive training or induction records.

Do not include passports, identity or visa documents, tax file numbers, bank details, medical information or private details about other people. Check the message and every page, photo and attachment. A training form can still contain sensitive information.

New-worker onboarding documents use Orchard Tech’s existing DocuSign process. Follow the DocuSign instructions sent to you. Do not upload those documents here or send them to the support email address.

Unsure what to send, or need confidential help? Call 0439 32 32 32 first. For immediate danger or a serious emergency, call 000. Do not wait for a portal reply.

Send a ticket and upload documents

1. Sign in and select New Ticket. If you see a plus or New button, use it to start your request.
2. In Title, give a short description, such as Training record for review. In Text, explain what you need and which document you are sending. Include only information needed for the request.
3. Save your document on your device first. Use a PDF or clear JPG/PNG photo where possible. Make sure every page is readable, the right way up and free of sensitive information.
4. Under Text, choose “select attachment...” and choose the file from Files, Downloads or your photo library. Your device controls the choices shown. Repeat if you need another file.
5. Wait for the upload to finish. Check that each intended filename is listed. If a file is missing, choose it again before continuing.
6. Choose the correct Group from the list below. Complete any extra fields that are relevant.
7. Read Confirm before sending. After checking your message and files, use the dropdown to choose “I checked: no sensitive data; onboarding uses DocuSign.” Only confirm when this is true.
8. Select Create. Wait for the ticket to appear, record its number and check that your attachments are listed. Keep your original files.

Choose the right group

- Training and documents — non-sensitive training, induction and best-practice records.
- Payroll — general questions about pay, hours, deductions or superannuation. Do not attach bank or tax documents.
- Employment support — general employment questions, or when you are unsure which group to choose.
- Worker wellbeing — general wellbeing or accommodation support. Call for confidential matters.
- Workplace safety — hazards, incidents and near misses. For immediate danger, call 000. Do not attach medical records.

On a small phone screen, scroll to see all fields. You can collapse the “What can you do here?” help panel using its arrow.

Track your request and get help

Check your ticket and email

You should receive an email from support@orchardtech.com.au with your ticket number. Check junk or spam. An acknowledgement means your request was received; it does not mean your document is approved or your issue is resolved.

Hari Yellina currently handles Worker Support requests. The portal is not monitored continuously and an immediate reply is not guaranteed. Call 0439 32 32 32 for urgent non-emergency help.

Add a reply or another document

1. Sign in and open the existing ticket, or reply to its email. Keep the same ticket thread.
2. Write your extra information. To add a file in the portal, use "select attachment..." in the reply area and wait for its filename to appear.
3. Check the message and every attachment for sensitive information again. The same rules apply to all replies, even if a new acknowledgement is not requested.
4. Select Update in the portal, or send your email reply. Check that the new message and files appear on the ticket. Do not open a duplicate ticket for the same request.

If an upload or submission fails

- Keep the original file. Check your connection, the filename list and any required fields. The acknowledgement must be selected before a new ticket can be created.
- Keep files small. The hosted service has a 50 MB upload or whole-email limit; email attachments can become larger in transit. Try smaller files or add them in separate replies to the same ticket.
- Check your ticket list before trying Create again, so you do not submit a duplicate. If you still need help, contact Orchard Tech with the ticket number and error message, without sensitive data.

Other ways to contact Orchard Tech

Email support@orchardtech.com.au for general support and non-sensitive attachments. Use your worker account email where possible. The same document restrictions apply.

Phone 0439 32 32 32 • Telegram @HariYellina for general help
Orchard Tech, PO Box 755, Robinvale, Victoria 3549

Current online instructions: <https://support.orchardtech.com.au/help/en-gb/2-all-workers/12-how-to-use-worker-support>

Dates use day/month/year. Orchard Tech times are Melbourne local time, including daylight saving when it applies.