



Worker Support: quick start

Ask for help. Send non-sensitive documents. Keep track.

support.orchardtech.com.au

1. Register or sign in

Open support.orchardtech.com.au. First time? Choose **Register as a new customer**, use your own email and follow the confirmation email. Already registered? Sign in or use the password-reset link.

2. Start your request

Choose **New Ticket**. Add a short **Title** and explain what you need in **Text**. For training records, choose the **Training and documents** group.

3. Attach your documents

Choose **select attachment...** below **Text**. Select a PDF or clear JPG/PNG photo from your device. Wait for the upload to finish and check every intended filename is listed.

4. Check and confirm

Check the message and every file. In **Confirm before sending**, select **I checked: no sensitive data; onboarding uses DocuSign**. Only confirm when this is true.

5. Create and check

Select **Create**. Wait for the ticket to appear. Keep its number and check your files are attached. Check your email for the acknowledgement.

6. Follow up on the same ticket

Open the ticket to add a reply or another file, then select **Update**. You can also reply to the ticket email. Keep the same conversation together.

Check before sending

Do not send passports, ID or visa documents, tax file numbers, bank details, medical information or private details about other people. Check training forms too. New-worker onboarding continues through DocuSign.

The portal is not monitored continuously. For urgent non-emergency or confidential help, call 0439 32 32 32. For an emergency, call 000.

[Read the full online guide](#) | support@orchardtech.com.au