



Worker Support

**Your questions.
Your documents.
One place.**

Ask for help. Send suitable documents. Follow up in one place.
A guide for workers and managers



One request, one conversation

WORKER SUPPORT

Questions
Suitable documents
Ticket replies

WORKER APP

Document library
Personal workday log
Separate uploads

A ticket number helps you find the same request later

Check what you are sending

- 01 No passports, ID or visa documents
- 02 No tax file numbers, bank details or medical information
- 03 No private details about other people
- 04 Onboarding continues through DocuSign

Unsure or need confidential help? Call 0439 32 32 32.



Register or sign in

- 01 Open support.orchardtech.com.au
- 02 First visit: Register as a new customer
- 03 Use your own email and confirm it
- 04 Already registered: sign in or reset your password

Public sign-in screen, 14 October 2026

Choose the right group

Payroll: general pay, hours and deduction questions

Employment support: employment questions or unsure where to start

Training and documents: non-sensitive training records

Worker wellbeing: general wellbeing or accommodation support

Workplace safety: hazards, incidents and near misses

Start a new ticket

- 01 Choose New Ticket
- 02 Title: a short description
- 03 Text: explain what help you need
- 04 Choose a group and complete relevant fields

Example ticket form

Title

Training record for review

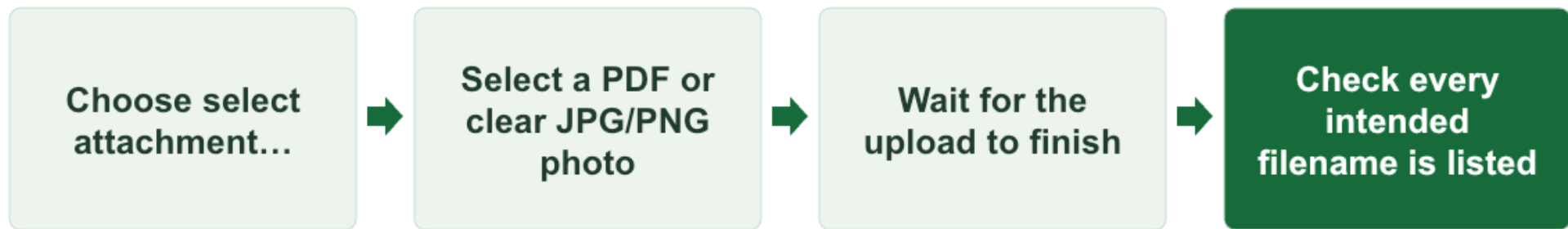
Text

Please review this non-sensitive training record.

Group: Training and documents

Illustration using invented training text

Attach, wait and check



Check every page is readable, complete and suitable to send.



Use the required dropdown

Confirm before sending

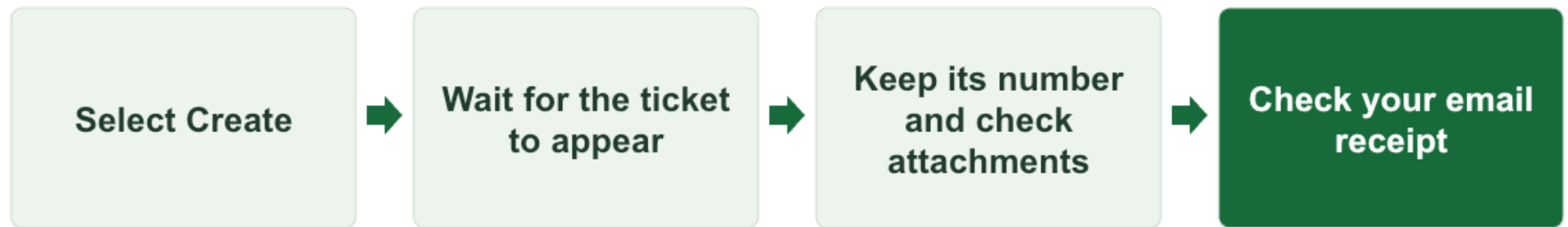
I checked: no sensitive data; onboarding uses DocuSign.



Only confirm after checking the message and every file

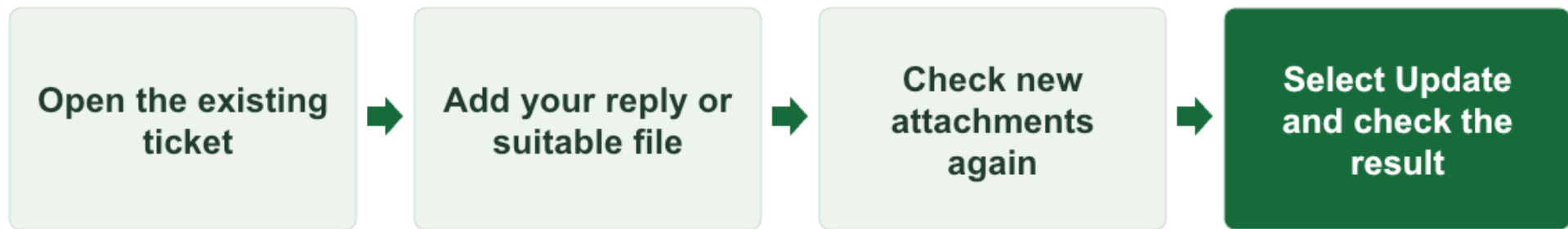
A new ticket cannot be created while the choice is blank

Create and keep your ticket number



Receipt means received. Review and approval are separate.

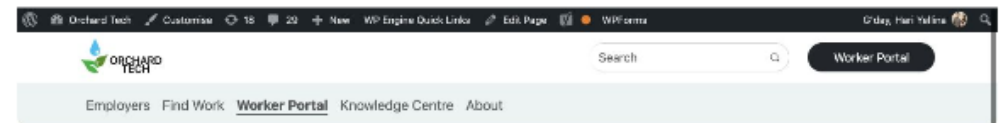
Follow up on the same ticket



Keep the same conversation together.

Read the guide and download PDFs

- 01 Step-by-step tutorial on the Orchard Tech website
- 02 Quick-start PDF: 1 page
- 03 Full Worker Support Guide: 3 pages
- 04 Public guides can be read without signing in



Worker Support — Guides and Downloads

WORKER SUPPORT - STEP-BY-STEP TUTORIAL

Your request. Your files. One place.

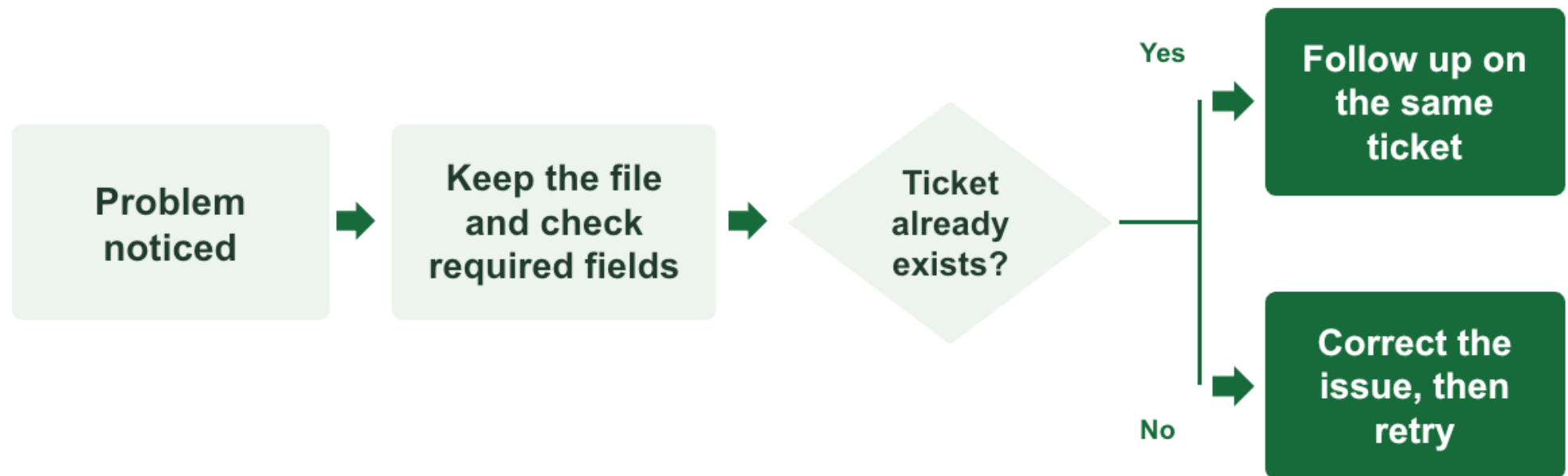
Use your phone or computer to ask for help and send non-sensitive documents for Orchard Tech to review.

[Open Worker Support](#)[Download quick-start PDF \(1 page\)](#)[Download full guide PDF \(3 pages\)](#)

Before you unload

Published guide page, 14 October 2026

If an upload or submission fails



Still stuck? Contact Orchard Tech with the ticket number and error, without sensitive details.



Choose the right help pathway

EMERGENCY

Call 000

URGENT OR CONFIDENTIAL

0439 32 32 32

GENERAL QUESTION

Submit a ticket

The portal is not monitored continuously



How managers can help

- 01 Show workers the guide and public links
- 02 Help them use their own account and device
- 03 Check understanding without collecting passwords
- 04 Direct confidential matters to Hari
- 05 A receipt is not document approval

Practise with a harmless example

- 01 Find New Ticket and the Training and documents group
- 02 Explain where filenames and the dropdown appear
- 03 Identify the ticket number and Update action
- 04 Use invented text only; do not send a practice ticket unless instructed



Links and next steps

Open Worker Support

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

Tutorial and Worker Support PDFs

<https://www.orchardtech.com.au/worker-support-guides-downloads/>

English–Tongan companion (Worker App)

For the separate mobile app; computer-assisted, no native-speaker review claimed.