University of Minnesota

Self-Help Guide

TeamDynamix (TDX): Manage Assets

This self-help guide is for a technician who manages hardware assets in TeamDynamix (TDX). The articles below are only visible to those who have technician access to the TDX Client Portal.

Manage Assets in TDX

Setting up a New Asset

New Asset Records

Create or Update an Asset Record
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5458
Deploy a Computer
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5438#deployo
Asset Record States and Substates Definitions
https://docs.google.com/spreadsheets/d/1UJ3X7OhVDyAmPn83PM2zacW0I5p8h6gPuA6627i...
Use Type Definitions
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5439

Managing a Deployed Asset

Deployed Assets

Search for an Asset Record
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5459
Relate an Asset to a Ticket

https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5446
Manage a Loaner Computer
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5443
Move IT Assets to/from the Central Warehouse
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5445
Checklist to Find Missing Computers
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5447
SOP for Moving Returned IT Assets to Central Inventory
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5359
SOP for Handling Asset for Forensic Analysis
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5261

Concluding an Asset's Life Cycle

Asset End of Life Cycle

Process a Returned IT Asset for Redeployment
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5442
Return Defective or Unwanted Items through the Return Material Authorization (R...
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5444
SOP for Recycling/Donating/Redeploying IT Assets
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=5366