University of Minnesota

Self-Help Guide

TeamDynamix (TDX) Knowledge: Create and Edit Knowledge Base Articles

This self-help guide is for users who create or edit knowledge in TeamDynamix.

Get Started

Learn about Knowledge Management

Understand Article Workflow

Definition of Terms
https://it.umn.edu/services-technologies/how-tos/tdx-knowledge-definition-terms
Article Status and Lifecycle Overview
https://it.umn.edu/services-technologies/how-tos/tdx-knowledge-article-status-l...

Learn More

OIT-Knowledge Training Request
https://tdx.umn.edu/TDClient/31/Portal/Requests/ServiceDet?ID=410
Internal and Public Knowledge Editor training is available for OIT employees

Access and Roles

Understand Roles

Roles and Responsibility
/services-technologies/how-tos/tdx-knowledge-roles-responsibilities
Visibility and Editing Matrix
/services-technologies/how-tos/tdx-knowledge-visibility-editing-matrix
Expectations for Standard Knowledge Activities
https://it.umn.edu/services-technologies/how-tos/tdx-knowledge-expectations-sta…

Write Content

Prepare for Writing

Search for Duplicate Knowledge before Creating a New Article
/services-technologies/how-tos/tdx-knowledge-search-duplicate-knowledge
Use Curated Content to Create an Article
/services-technologies/how-tos/tdx-knowledge-use-curated-content-create

Write Effectively

Guidelines for Writing Knowledge Article Subjects (Titles)
/services-technologies/how-tos/tdx-knowledge-guidelines-writing
Writing Effectively for an Online Audience
https://it.umn.edu/services-technologies/self-help-guides/digital-content-write…
4 Writing Principles... (for writing clearly and concisely)
http://www.elearninglearning.com/edition/weekly-blended-blended-learning-2017-0…

Create

Enter Articles

Draft an Article

Draft and Format Content in a Google Doc
/services-technologies/how-tos/tdx-knowledge-draft-format-content-in

Create a New Article in TDX

Create a Knowledge Base Article
/services-technologies/how-tos/tdx-knowledge-create-new-knowledge-base
Create Links in an Article
/services-technologies/how-tos/tdx-knowledge-create-link-in-article
Make a Table of Contents or Other In-Page Links
/services-technologies/how-tos/tdx-knowledge-make-anchor-or-in-page
Use anchor links to create a table of contents.
Use Curated Content to Create an Article
/services-technologies/how-tos/tdx-knowledge-use-curated-content-create
Categorize an Article
/services-technologies/how-tos/tdx-knowledge-assign-categorysubcategory
Add Knowledge Internal Notes
/services-technologies/how-tos/tdx-knowledge-add-knowledge-internal
Create Drafts and View Article Revisions
/services-technologies/how-tos/tdx-knowledge-create-drafts-view-article
Add Related Articles to a KB Article
/services-technologies/how-tos/tdx-knowledge-add-related-articles-kb

Format Articles

Format Text

Use Bullets and Numbered Lists
/services-technologies/how-tos/tdx-knowledge-use-bullets-numbered-lists
Use Headings for Proper Article Structure
/services-technologies/how-tos/tdx-knowledge-use-headings-proper

Copy Text into TDX

Remove Extra HTML Formatting from an Article
/services-technologies/how-tos/tdx-knowledge-remove-extra-html

Format in TDX

Format Nested Numbered Lists

/services-technologies/how-tos/tdx-knowledge-format-nested-numbered
Add a Table to an Article
https://it.umn.edu/services-technologies/how-tos/tdx-knowledge-add-table-article
Add Code to Knowledge Articles
/services-technologies/how-tos/tdx-knowledge-add-code-knowledge

Use Images and Videos

Find or Create an Image

Create Effective Images
/services-technologies/how-tos/tdx-knowledge-create-effective-images
Take a Screenshot
http://www.take-a-screenshot.org/
Crop and Resize Images for Use in an Article
/services-technologies/how-tos/tdx-knowledge-crop-resize-images-use-in
Understand Image Copyright
/services-technologies/how-tos/knowledge-understand-image-copyright

Add an Image to an Article

Add an Image to an Article
/services-technologies/how-tos/tdx-knowledge-add-image-article
Make Images Accessible Using Alternative Text
/services-technologies/how-tos/tdx-knowledge-make-images-accessible

Add a Video to an Article

TDX Knowledge: Embed a Video Into an Article
/services-technologies/how-tos/tdx-knowledge-embed-video-article
Accessible U: Videos
https://accessibility.umn.edu/what-you-can-do/start-7-core-skills/video-audio

Approve Articles for Internal TDX Use

Approve Articles

Submit an Article for Approval

/services-technologies/how-tos/tdx-knowledge-submit-article-approval
Checklist for Internal and Public-Facing Knowledge
/services-technologies/how-tos/tdx-knowledge-checklist-internal-public
Approve or Reject an Article
/services-technologies/how-tos/tdx-knowledge-approve-or-reject-article

Publish to the IT@UMN Website

Checklist for Internal and Public-Facing Knowledge
/services-technologies/how-tos/tdx-knowledge-checklist-internal-public
Publish an Article to the IT@UMN Website
/services-technologies/how-tos/tdx-knowledge-publish-article-technology
Restrict Access to Content (requires login to view)
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=4496
Understanding the Restrict Access and Publishing Settings
/services-technologies/how-tos/tdx-knowledge-understanding-restrict
TDX Knowledge and Drupal: Content Availability and Linking
https://it.umn.edu/services-technologies/how-tos/tdx-knowledge-drupal-content
Removing a KB Article From the Technology Help Website
/services-technologies/how-tos/tdx-knowledge-removing-kb-article

Maintain

Find Existing Articles

Find Articles in TDX

Search the Knowledge Base
/services-technologies/how-tos/tdx-knowledge-search-knowledge-base

Edit Knowledge

Give and Address Feedback

Give Feedback on Articles
/services-technologies/how-tos/tdx-knowledge-give-feedback-articles

Address Article Feedback
/services-technologies/how-tos/tdx-knowledge-address-article-feedback

Edit an Article

Edit the Content of an Article
/services-technologies/how-tos/tdx-knowledge-edit-content-article
Edit the Settings of an Article
/services-technologies/how-tos/tdx-knowledge-edit-settings-article
Change the Ownership of an Article
/services-technologies/how-tos/tdx-knowledge-change-ownership-article

Understand the Article Lifecycle

Understand Article Workflow

Article Status and Lifecycle Overview
https://it.umn.edu/services-technologies/how-tos/tdx-knowledge-article-status-l...

Unpublish an Article from it.umn.edu

Unpublish an Article from it.umn.edu
/services-technologies/how-tos/tdx-knowledge-unpublish-article

Archive an Article

Check for Referring Links
/services-technologies/how-tos/tdx-knowledge-check-referring-links
Archive an Article
/services-technologies/how-tos/tdx-knowledge-archive-article