

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>