

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>