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-lifecycle-overview

Learn More

Request Knowledge Training by emailing it-knowledge@umn.edu
Send an email to it-knowledge@umn.edu to find out about training options.

Access and Roles

Understand Roles
Write Content

Prepare for Writing

Search for Duplicate Knowledge before Creating a New Article

Use Curated Content to Create an Article

Write Effectively

Guidelines for Writing Knowledge Article Subjects (Titles)

Writing Effectively for an Online Audience

4 Writing Principles... (for writing clearly and concisely)

Create

Enter Articles

Draft an Article

Draft and Format Content in a Google Doc

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-table-contents-or

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

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
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/checklist-internal-public-facing
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/checklist-internal-public-facing
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
Edit the Settings of an Article
Change the Ownership of an Article
Understand the Article Lifecycle
Understand Article Workflow
Unpublish an Article from it.umn.edu
Archive an Article
Check for Referring Links