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

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

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

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

/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