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
https://docs.google.com/document/d/1EjTPuaOJ2HrKt6FbN2Nk-qFtvYU7v6c0JmMjFOxQtA/

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 for an Online Audience
https://docs.google.com/document/d/11aXEd46KHiFY7dGgSN16l184C0QSaFDA2P90mjZ3qOk...
(12-page overview document)

4 Writing Principles... (for writing clearly and concisely)
http://www.elearninglearning.com/edition/weekly-blended-blended-learning-2017-0...

Tool: Hemingway Editor (make your writing bold and clear)
http://www.hemingwayapp.com/

Tool: Capitalize My Title
https://capitalizemytitle.com/

**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-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-categories
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
Format in TDX

Format Nested Numbered Lists
/services-technologies/how-tos/tdx-knowledge-format-nested-numbered

Use Images

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

Approve Articles for Internal TDX Use

Approve Articles

Submit an Article for Approval
/services-technologies/how-tos/tdx-knowledge-submit-article-approval
Checklist for Approving Internal Knowledge
/services-technologies/how-tos/checklist-approving-internal-knowledge
Approve or Reject an Article
/services-technologies/how-tos/tdx-knowledge-approve-or-reject-article
Publish to the IT@UMN Website

Checklist for Publishing Knowledge to the IT Website
/services-technologies/how-tos/checklist-publishing-knowledge-it

Publish an Article to the IT@UMN Website
/services-technologies/how-tos/tdx-knowledge-publish-article-itumn

Restrict Access to Sensitive Content (requires login to view)
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=4496

TDX Knowledge and Drupal: Content Availability and Linking
https://it.umn.edu/services-technologies/how-tos/tdx-knowledge-drupal-content

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
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-itumnedu

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