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
Edit the Settings of an 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

Archive an Article

Check for Referring Links

Archive an Article