

## **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](mailto:it-knowledge@umn.edu)

Send an email to [it-knowledge@umn.edu](mailto: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/](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/11aXEd46KHIFY7dGgSN16I184C0QSaFDA2P90mjZ3qOk>

(12-page overview document)

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

[http://www.elearninglearning.com/edition/weekly-blended-blended-learning-2017-  
0...](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-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>

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

[/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](#)