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/11aXEd46KHfY7dGgSN16I184C0QSaFDA2P90mjZ3qOkJ (12-page overview document)
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-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
/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
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
Publish to the IT@UMN Website

Checklist for Internal and Public-Facing Knowledge

Publish an Article to the IT@UMN Website

Restrict Access to Sensitive Content (requires login to view)

TDX Knowledge and Drupal: Content Availability and Linking

Maintain

Find Existing Articles

Find Articles in TDX

Search the Knowledge Base

Edit Knowledge

Give and Address Feedback

Give Feedback on Articles

Address Article Feedback

Edit an Article

Edit the Content of an Article

Edit the Settings of an 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