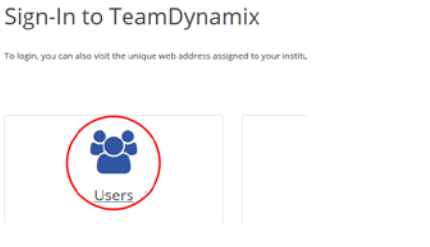
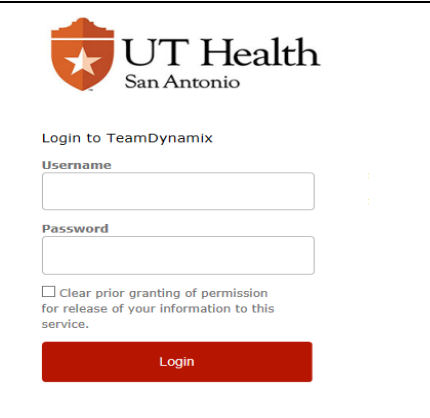

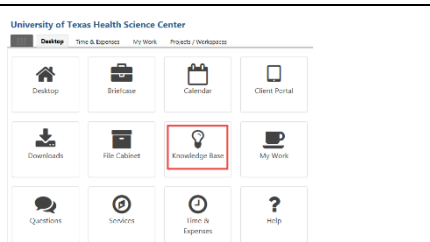
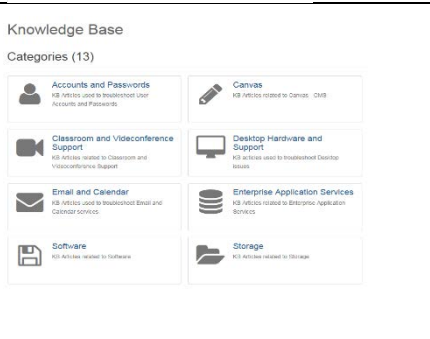
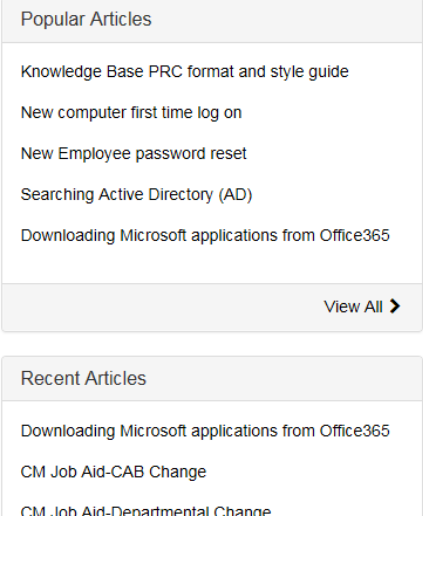
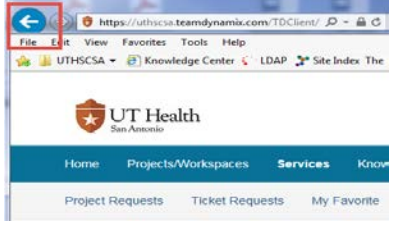
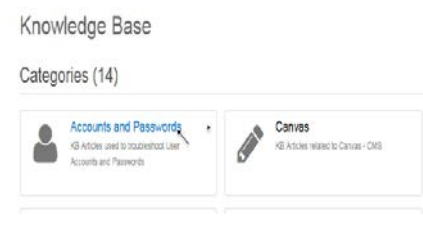
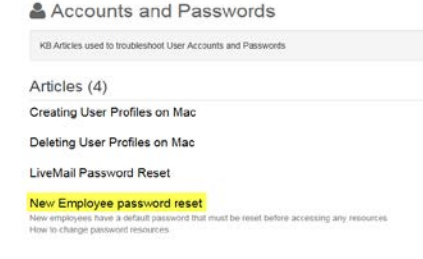
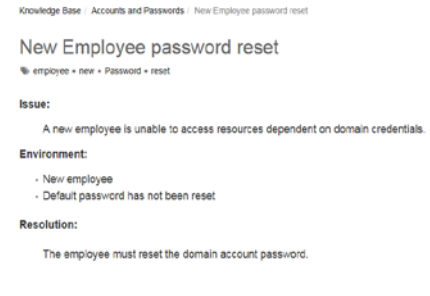
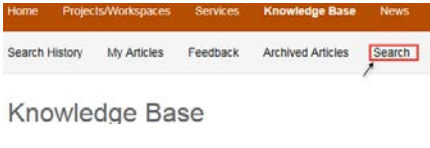
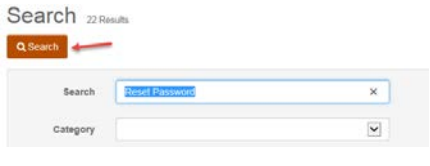
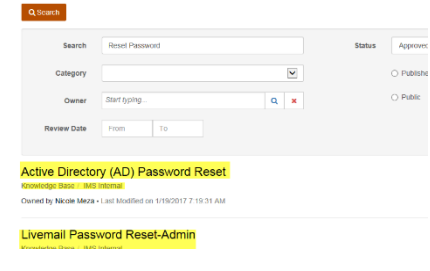


Search the Knowledge Base in the Team Dynamix application

Step	Action	Screenshot
1.	Go to Team Dynamix site using the following url: https://uthscsa.teamdynamix.com/ Click on “Users”	
2.	Log in to the application using your UT Heath credentials, click on “Login”	
3.	From the top left corner, click on the first tab to expand a view of icons.	
4.	Click on the Knowledge Base icon to find articles and answers.	
5.	The Knowledge Base will open showing keywords to guide you to the correct category.	

Step	Action	Screenshot
6.	On the right column, you will find a list of the most referenced articles under <i>Popular Articles</i> and the most <i>recently published</i> articles.	 <p>The screenshot shows two sections: 'Popular Articles' and 'Recent Articles'. The 'Popular Articles' section lists: Knowledge Base PRC format and style guide, New computer first time log on, New Employee password reset, Searching Active Directory (AD), and Downloading Microsoft applications from Office365. Below this is a 'View All' link with a right-pointing arrow. The 'Recent Articles' section lists: Downloading Microsoft applications from Office365, CM Job Aid-CAB Change, and CM Job Aid-Departmental Change.</p>
7.	If you need to return to the catalog, click on the back arrow on the browser.	 <p>The screenshot shows a web browser window with the address bar displaying 'https://uthscsa.teamdynamix.com/TDCClient/'. The browser's menu bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The back arrow button in the top-left corner of the browser window is highlighted with a red box.</p>
8.	Click on a category for a list of articles.	 <p>The screenshot shows the 'Knowledge Base' page with 'Categories (14)'. Two category cards are visible: 'Accounts and Passwords' (with a user icon) and 'Canvas' (with a pencil icon). Each card has a sub-description: 'KB Articles used to troubleshoot User Accounts and Passwords' and 'KB Articles related to Canvas - CMS'.</p>
8.	Scroll through the list of Articles to find the information needed. Click on the title of the article to read.	 <p>The screenshot shows the 'Accounts and Passwords' category page. It displays 'KB Articles used to troubleshoot User Accounts and Passwords' and 'Articles (4)'. The list includes: 'Creating User Profiles on Mac', 'Deleting User Profiles on Mac', 'LiveMail Password Reset', and 'New Employee password reset'. The 'New Employee password reset' article title is highlighted in yellow. Below the title, there is a note: 'New employees have a default password that must be reset before accessing any resources. How to change password resources.'</p>

Step	Action	Screenshot
9	The Article will populate for your review	
10	If you are unsure which category to select, click on Search at the top right of the menu bar.	
11	Type in a key word within the <i>search</i> box, then click on Search .	
12.	A list of results will populate, the short description will help make a choice. Click on the title of the category to see the list of articles in that category. Click on the tile of the desired article to read.	
13.	Click on Knowledge Base at the top of the screen to return to the main menu	