



How to Log in to Basecamp and Troubleshoot Login Problems

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Approved For Distribution: 2018

LOGIN TO BASECAMP 3

If the email address in the link is different than the one you already have for basecamp, the best solution is to have the person sending you the link resend the link to the correct email address. Otherwise, you will need to maintain two different logins depending on which project you wish to work with.

The first thing to do is to click on the link provided in the email.



[Redacted] added you to **ASHRAE TC 7.3** in Basecamp

Join **[Redacted]** in Basecamp

Never Logged into Basecamp

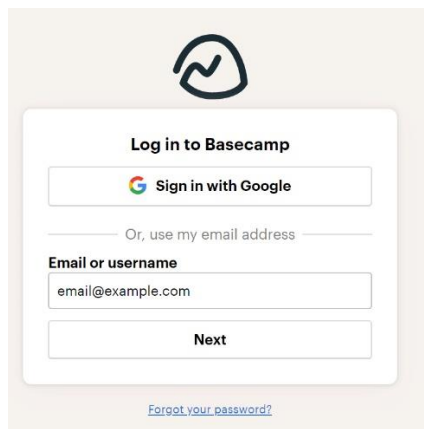
You will not have a Basecamp account. You will be asked to create an account and password. You need to use the email address that the invitation link was sent to.

Already using ASHRAE Basecamp

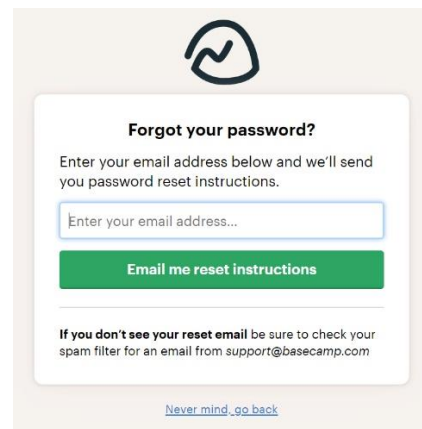
If you already are a part of an ASHRAE Basecamp project and you are using the email address where you received the invitation, you will see the new project the next time you log in.

You will be asked to log in and then you will be taken directly to the new Basecamp project.

If you're not currently logged in, you'll be asked for your email address and password. You cannot use Google login until after you have established your account and link it to your Google account. (See next page for instruction). If you don't remember your password, click on the "Forgot your password" line as shown to get a temporary password. Be sure to change it immediately after you login.



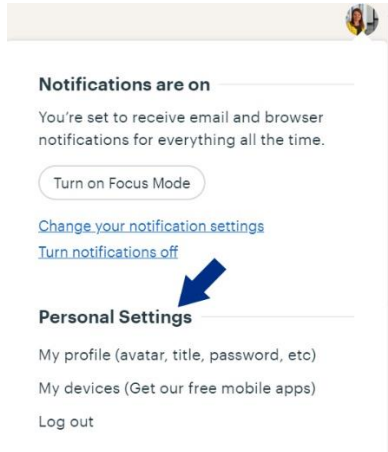
The screenshot shows the Basecamp login interface. At the top is the Basecamp logo. Below it is a white box with the title "Log in to Basecamp". There are three main options: "Sign in with Google" with a Google logo, "Or, use my email address" with a horizontal line, and "Email or username" with a text input field containing "email@example.com". Below the input field is a "Next" button. At the bottom of the white box is a link for "Forgot your password?".



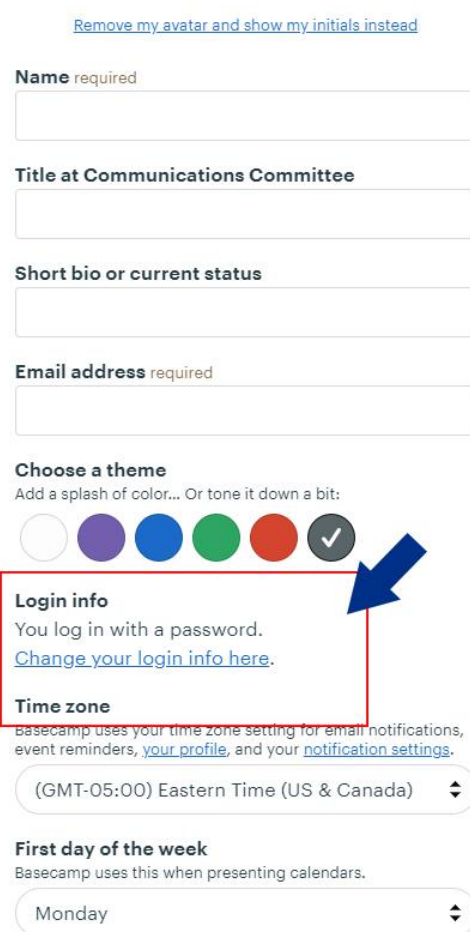
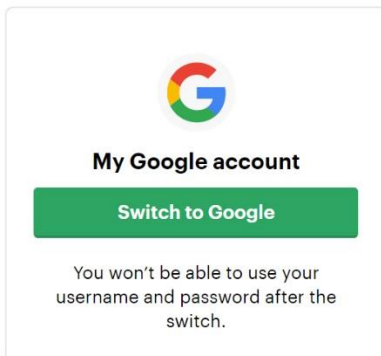
The screenshot shows the Basecamp "Forgot your password?" page. At the top is the Basecamp logo. Below it is a white box with the title "Forgot your password?". The text says "Enter your email address below and we'll send you password reset instructions." There is a text input field with the placeholder "Enter your email address...". Below the input field is a green button labeled "Email me reset instructions". At the bottom of the white box is a note: "If you don't see your reset email be sure to check your spam filter for an email from support@basecamp.com". Below the white box is a link for "Never mind, go back".

Changing to Google Login

The first step is to login with your email address and password. Then click on your ‘avatar’ (photo or initials) in the upper right corner of the “home page”. You will see the personal settings shown here. Click on the “My Profile” line and you will see the screen shown to the right.



Then click on the “Login info” as shown and you will get the screen shown below. Click on the “Connect to Google account” and follow the instructions.



The next time you login, use your Google account instead of your email address and password. To change back, do the same thing except choose “your username and password.”