



# Adding Users in Basecamp 3

Prepared By: ASHRAE Communications Committee

Last Revised June 26, 2020

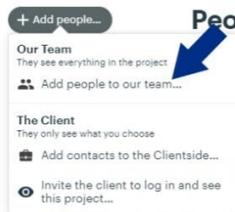
- Click on the “add/remove people” button at the top of your project to add users.



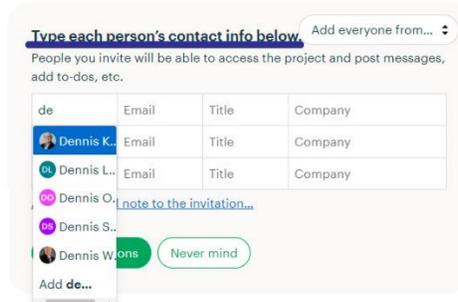
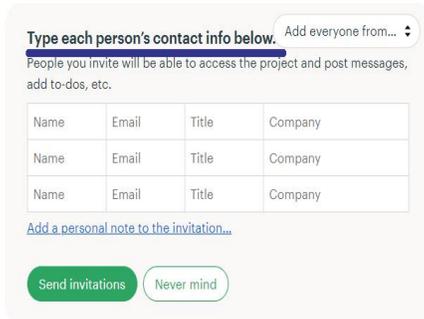
- Then click on this “+ add people” button



- Click on “invite people by email”



- Enter the name of the person you add (first name last name). If that



wish to person already has a Basecamp log in, their name will come up automatically.

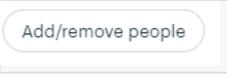
You will most likely need to add additional individuals who are not on the dropdown list.

- To do this you can add them individually by putting in their names and email addresses. Type the first name and last name, into the Name field, being very careful

to spell everything correctly because you can't go back and fix it later. (Only the actual user can.)

- Do not add Title and Organization when adding new users individually because individuals may have more than one title within ASHRAE.
- As you enter names, the system will automatically create additional rows allow you to enter more individuals.
- Once you have populated your list press the "send invitations" button at the bottom of the page.
- Individuals you have invited will receive an invitation in their inbox to join the Basecamp. If they don't receive it, first ask them to check their spam filters. The invitations are generally immediate. Second, confirm the e-mail address as entered in Basecamp is correct. If you can confirm the e-mail address is free of typographical errors, confirm with the individual that they are checking the correct e-mail inbox for the invitation, as many people have multiple e-mail addresses.

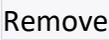
## Removing Users in basecamp 3

To remove someone to a Project, Team, or Company HQ, click the  button right beside people's avatars.



Then scroll down to the person you wish to remove.

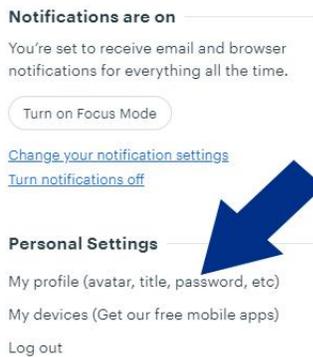


Below each person's name, you'll see a link that says . Click that and you'll be prompted to confirm that you'd like to remove this person from the project.

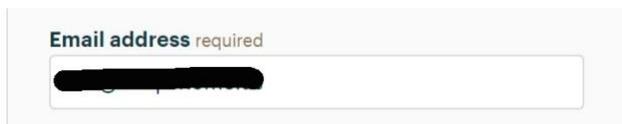
## Users email changes – fix in basecamp 3

The USER must login with their old email address and change their email address through the account settings. This can only be done by the user or a staff member with administrative rights, it cannot be done by anyone else.

To change the users email address, click on your ‘picture’ in the upper right corner and you will see:



Click on “My profile”. You will find something like this:



Change to the new email address and click “save”.

The next time you log in, you MUST use the new email address.

If it doesn't work contact staff or Basecamp support, who can help them make the change. It's somewhat uncommon within the ASHRAE account for this to happen, but imperative that the change be made-or, of course, they won't get any of the emails, or reminders, etc. that come from Basecamp.