How to Log in to Basecamp and Troubleshoot Login Problems

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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 line 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.

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.
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.”