

# LINCOLN COUNTY EMERGENCY OPERATIONS CENTER (EOC)

## USER GUIDE: BASECAMP FOR COOPERATORS

Revised: 04/28/22



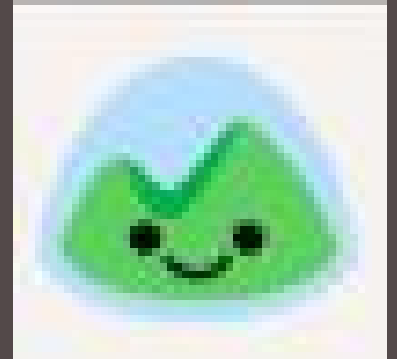
**Public Health**  
Prevent. Promote. Protect.

*Lincoln County*

# OVERVIEW

- Section A – Overview of Basecamp program
- Section B - Setting up my account and changing notifications
- Section C - How do I use Basecamp when the County EOC is activated?
- Section D - How do I add more staff from my agency to Basecamp?
- Section E - Who do I contact if I need help?

# SECTION A – BASECAMP OVERVIEW



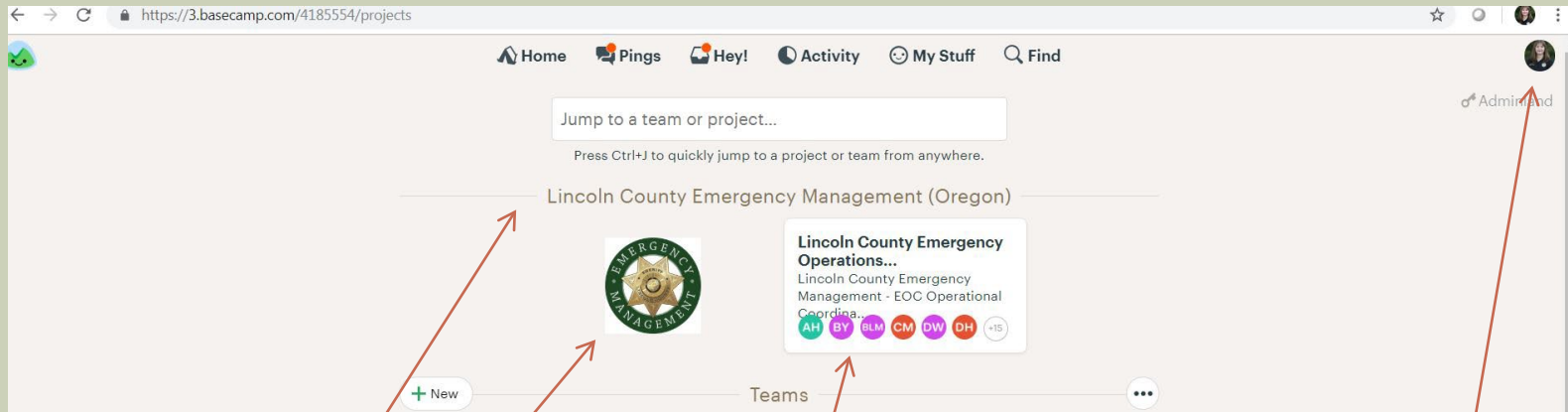
# BASECAMP OVERVIEW

- What is Basecamp?
  - A project management web based software program that Lincoln Co. EOC is using to coordinate internal EOC operations and interactions with our Cooperators
  - Internet based with mobile phone application for both Android and IOS
  - Provides platform to schedule/assign to do items, document storage, message chat to specific groups, calendar for specific projects
  - Allows authorized members to add additional staff quickly and easily
- How will Lincoln Co. use Basecamp to manage EOC activations?
  - Lincoln Co. has divided Basecamp into three sections:
    - Admin Hub
    - Teams – Internal Co. EOC Sections (library of forms, tools)
    - Projects – Cooperators folder and EOC activation folder (live EOC response documents)

# COOPERATORS ACCESS AND USE

- Cooperators will be given access to 1 folder – “COOPERATORS – Lincoln County”
- Cooperators will be able to DROP OFF documents related to the current activation such as:
  - Resource requests
  - City/Tribal EOC Action Plans
  - Situational Status Reports
  - Incident Command Incident Action Plans (IAP's)
  - Damage Assessment Reports
- Cooperators will be able to PICK UP documents from the County EOC related to the current activation such as:
  - Public Summary Reports
  - County Situational Status Reports
- Cooperators will be able to download EOC templates to assist them with their activations

# ADMIN HUB (TOP OF BASECAMP SCREEN)



- Your agency logo and account name

- Each circle represents a person who has access to this area

- Your Avatar (name/photo) is at the top right – you also click here to change your settings

# TEAMS: INTERNAL EOC SECTION FOLDERS

The screenshot displays the Microsoft Teams interface with a grid of 13 team folders. At the top left, there is a '+ New' button. The title bar reads 'Teams' with a three-dot menu icon on the right. The folders are arranged in a 4x3 grid (with the last cell empty) and include:

- Customer Support**: An example of how a customer support team might use Basecamp. Includes a 'SAMPLE' badge and several member avatars.
- 01 - EOC/DOC - Forms, Contact Info,...**: This is the reference warehouse for EOC/DOC: - ICS Forms - E... Includes one member avatar.
- 02 - EOC Set-up Team**: Includes one member avatar.
- EOC - CMD/Gen Staff**: Includes four member avatars labeled BH, BLM, and SB.
- FINANCE - Branch**: Includes two member avatars.
- JIC - Call Center**: Includes two member avatars.
- JIC - Primary**: Includes two member avatars.
- LOGS - ACS Team**: Includes two member avatars.
- LOGS - Branch**: Includes two member avatars.
- PLANS - Branch**: Includes two member avatars.
- PLANS - Resources**: Includes two member avatars.
- PLANS - Sit/Stat**: Includes two member avatars.

- This section is for internal County EOC staff
- Library of the forms, tools, contact information, spreadsheets they need to complete their assigned EOC positions

# PROJECTS: COOPERATORS FOLDER AND CURRENT EOC ACTIVATION FOLDER

- EOC Activation Template Folder- accessible only to internal EOC Staff

- Cooperators folder
  - Drop off event information
  - Pick up information from County EOC

The screenshot displays a Basecamp Projects board with a grid of project cards. At the top left is a '+ New' button. The board title is 'Projects'. The cards are as follows:

- Making a Podcast**: An example of using Basecamp to produce a podcast. Includes a 'SAMPLE' badge and a row of six profile icons.
- Cooperators - Lincoln Co**: Includes a row of six profile icons with initials BLM, NG, SR, and TB.
- DOC PH - Activation Public Health E...**: Includes a row of two profile icons with initials BLM.
- EOC - NEW ACTIVATION**: Includes a row of three profile icons with initials BLM and DB.
- LCEM Basecamp Implementation**: Includes a row of four profile icons with initials BH, BLM, and SB.
- LCEM One Responder Implementation**: Includes a row of three profile icons with initials BLM and SB.

Red arrows point from the text above to the 'EOC - NEW ACTIVATION' card and the 'Cooperators - Lincoln Co' card.

SECTION B –  
SETTING UP YOUR  
ACCOUNT AND  
NOTIFICATIONS



# SETTING UP YOUR BASECAMP PROFILE

- 1<sup>st</sup> You'll receive an invite from Lincoln Co EOC
- Create your user name and password
  - If you have a google account you can use this to access
- Set-up your profile information and notifications
  - Add your picture – this is super helpful so others who are activated can see who you are if you are in another location/room and they may not know you
  - Notifications – you will most likely want to “turn off” your notifications until we have a real activation...Basecamp is a little “chatty”, turning them off until an activation occurs will be helpful to you

# EMAIL FROM BASECAMP/SET-UP

## Jenny Demaris invited you to their Basecamp!

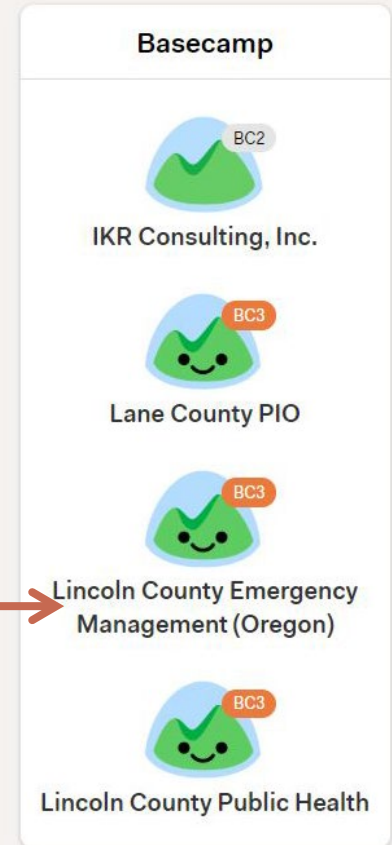
Basecamp is a place that helps everyone stay organized and on the same page. It's really straightforward and easy! To join Jenny, click this button:



Prefer not to participate? You can [decline this invitation](#) and we'll let Jenny know. If you have any questions, just email Jenny or reply to this message.

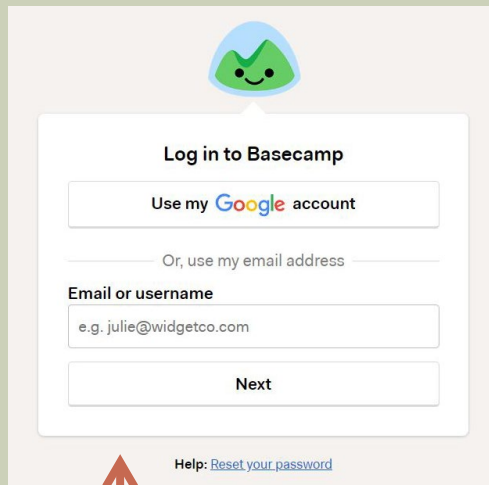
- Initial Basecamp Invite to Cooperators will come from County EM Staff
- Once you have access you can invite other team members from your organization

- You may have access to more than 1 Basecamp
- Lincoln County Emergency Management (Oregon)

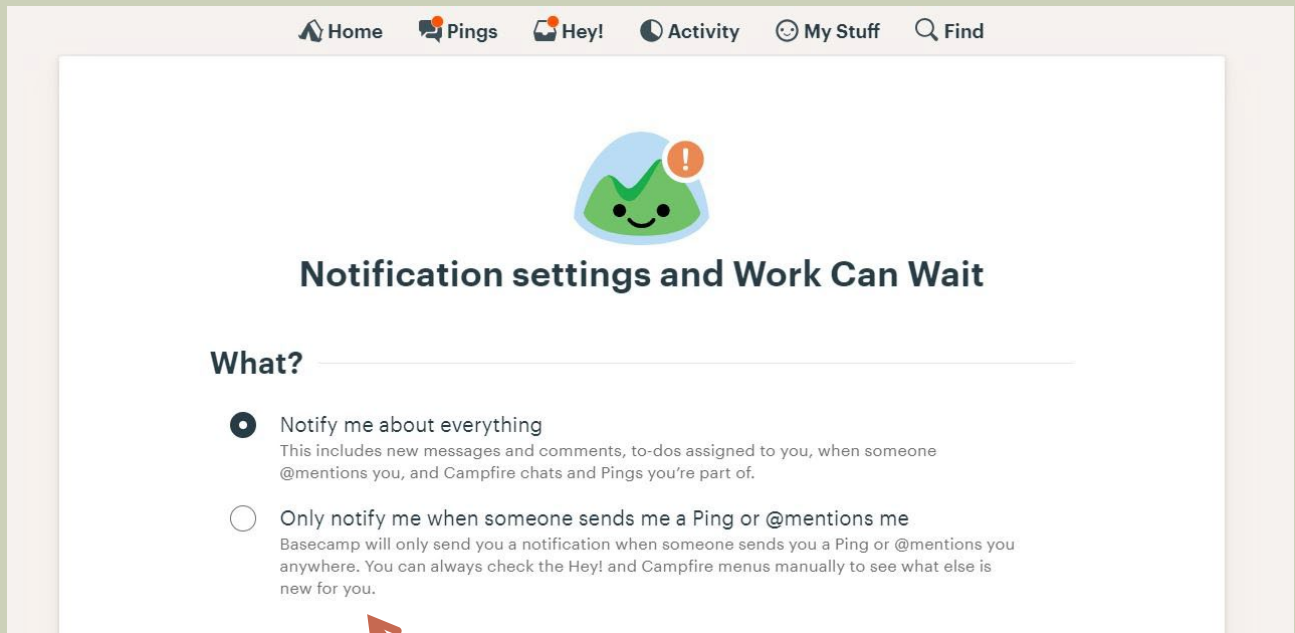


how these are displayed? [Edit your Launchp](#)

# LOG IN/SETTINGS



The login form features the Basecamp logo at the top. Below it, the heading "Log in to Basecamp" is centered. A button labeled "Use my Google account" is prominent. Below this, a link says "Or, use my email address". A text input field for "Email or username" contains the example "e.g. julie@widgetco.com". A "Next" button is at the bottom. A link for "Help: [Reset your password](#)" is located at the bottom left of the form area.



The notification settings page has a navigation bar with "Home", "Pings", "Hey!", "Activity", "My Stuff", and "Find". The Basecamp logo with a red exclamation mark is at the top center. The heading "Notification settings and Work Can Wait" is displayed. Below is a "What?" section with two radio button options: "Notify me about everything" (selected) and "Only notify me when someone sends me a Ping or @mentions me".

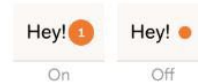
- If you have a Google account you can connect with the same log in

- Consider turning off your notifications until the EOC is activated...Basecamp can be a little chatty

# NOTIFICATIONS PAGE 2

## How?

- Send me email notifications  
Note: To prevent your inbox from overflowing, Basecamp will bundle Pings together if they happen within a few minutes of each other. You won't be emailed if you are actively participating in a Ping or Campfire chat in the Basecamp app or on your computer.
- Pop up notifications on my computer when Basecamp is open  
Note: To prevent you from being annoyingly overnotified, you won't get pop-up alerts about a particular message, to-do, or chat if you're looking right at it.
- Show the number of unread items  
You'll see counts for each new Ping, Campfire, and Hey! notification when Basecamp is open in your browser.



You can also get notifications/alerts from Basecamp on your phone or tablet. [Download our free app for iOS or Android](#)

## When?

- Always! 24/7/365 no matter what.
- Work Can Wait! Only during my work hours...

Save my settings

- Additional settings to change for notifications

- You can download the mobile app which is quite easy to use and great to connect to EOC when you are away from your desk top for activations

SECTION C –  
USING BASECAMP WHEN  
COUNTY EOC IS  
ACTIVATED



# COOPERATORS FOLDER

The screenshot shows the 'Cooperators - Lincoln Co' interface. At the top, there are navigation links: Home, Pings, Hey!, Activity, My Stuff, and Find. Below the title, there are profile icons for BLM, NG, SR, and TB, along with an 'Add/remove people' button. The main area contains six tool cards:

- Campfire**: Chat casually with the group, ask random questions, and share stuff without ceremony.
- Message Board**: Post announcements, pitch ideas, progress updates, etc. and keep feedback on-topic. (This card is circled in red.)
- To-do**: Make lists of work that needs to get done, assign items, set due dates, and discuss.
- Schedule**: Set important dates on a shared schedule. Subscribe to events in Google Cal, iCal, or Outlook.
- Automatic Check-ins**: Create recurring questions so you don't have to pester your team about what's going on.
- Docs & Files**: A grid of document thumbnails including 'Pickup: County Press Briefings', 'Drop Off: Damage Assessment - Special Districts and Cities', 'Damage Assessment - City Individual (Residential)', and 'County EOC Reports for Pick UP'. (This card is circled in red.)

- The two areas the Cooperators will use the most is
  - MESSAGE BOARD and DOCS & FILES

# COOPERATORS: MESSAGE BOARD

## Cooperators - Lincoln Co



### Message Board



Post announcements, pitch ideas, progress updates, etc. and keep feedback on-topic.

Make  
get c

ip,  
d  
ny.

Announcement

None

✓ Announcement

+ FYI

♥ Heartbeat

💡 Pitch

👋 Question

Edit categories...

Types of Messages

Ask a Question!!

Cooperators will be able to have conversations with other Cooperators and with the County EOC through the MESSAGE BOARD

Announcement

## Cooperators Introduction Message

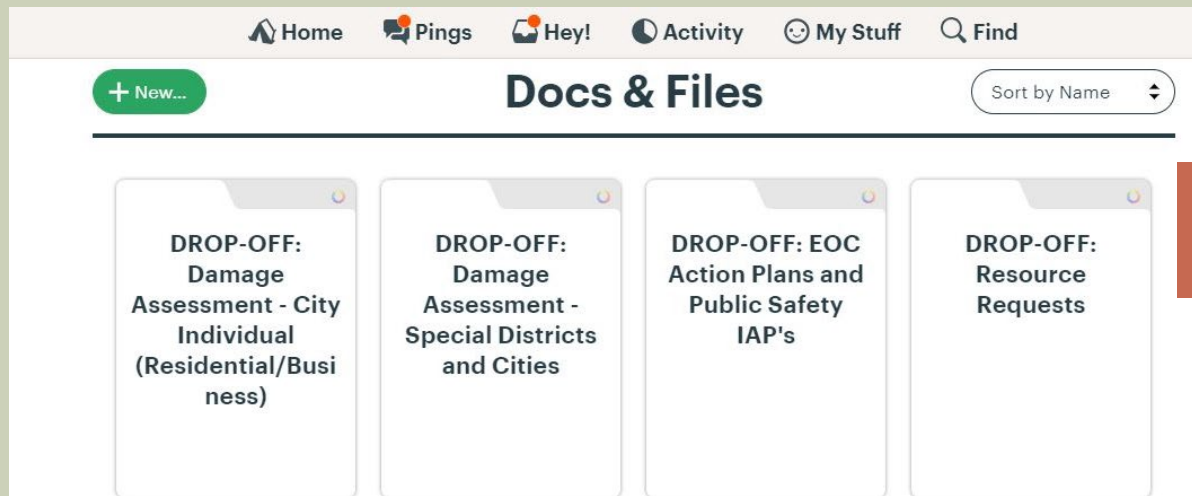
**B I**

Welcome to the Lincoln County, Oregon Emergency Operations Center ([EOC](#))  
Cooperators interactive platform - [Basecamp](#).

Please let us know if you have any questions or issues utilizing this new platform...we hope this will improve our ability to share information and effectively coordinate response and coordination efforts.

Jenny Demaris,  
Lincoln County Emergency Manager  
541.265-4199  
[vdemaris@co.lincoln.or.us](mailto:vdemaris@co.lincoln.or.us)

# COOPERATORS: DOC'S AND FILES



- DROP OFF Documents to County EOC

- Basecamp will now be the primary way to exchange information with the County EOC
- The most common files a City/Tribe , Public Safety, Special District will share or drop off are for the County EOC are:
  - Damage Assessment Reports
  - EOC Action Plans for Sit Stat Reporting
  - ICP Incident Action Plans
  - **Resource Requests for Processing**

# COOPERATORS: DOC'S AND FILES



- PICK UP Documents from the County EOC

- Basecamp will now be the primary way to exchange information with the County EOC
- The most common files a City/Tribe , Public Safety, Special District will pick up or retrieve with the County EOC are:
  - Completed County EOC Action Plans (not for public release)
  - County EOC Situation Reports (not for public release)
  - Public Updates – Sheriff's Office Immediate Media Releases are Distributed Via Flash Alert - <https://www.flashalert.net/id/LCSO>

# COOPERATORS: DOC'S AND FILES



**TEMPLATES:  
EOC/ICS Forms  
and Tools**

Templates – EOC tools and documents to assist with event coordination

Activation Guides – Tools, contact information and guides to interact, contact County EOC



**TEMPLATES:  
County EOC  
Activation Guides**

SECTION D –  
ADDING PERSONNEL  
FROM YOUR AGENCY

# ADDING ADDITIONAL AGENCY REPS

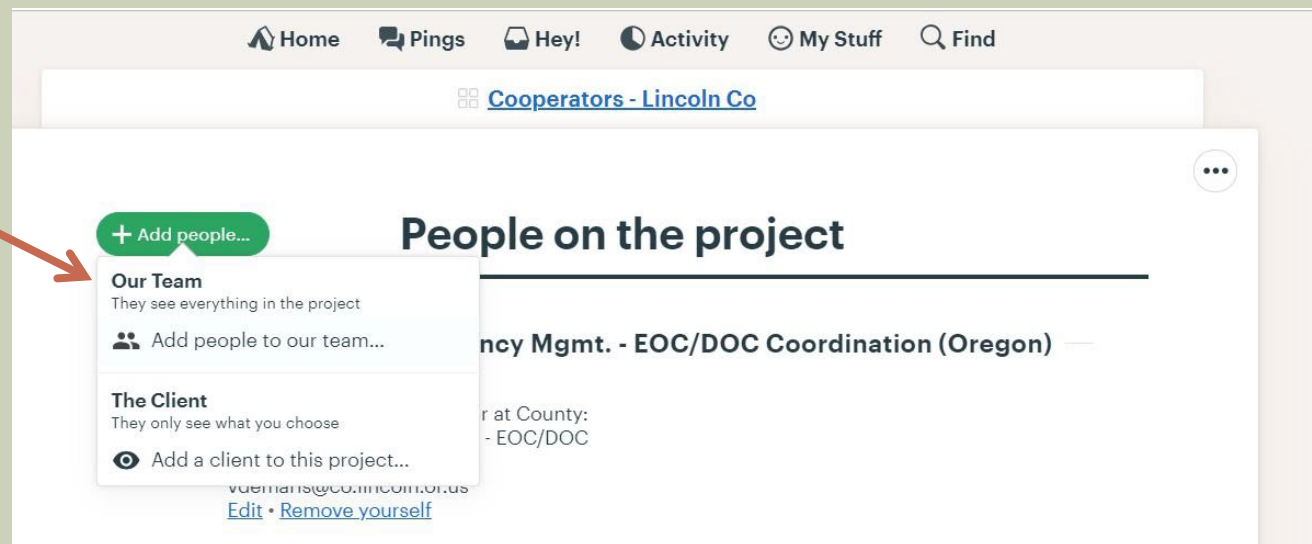
- Cooperators who were originally invited to Lincoln EOC Basecamp can add additional agency representatives preevent or during activations following these easy steps
  - \*\*Do not add individuals unless they are a designated employee or volunteer with your organization
  - \*\*Inform these individuals the information in Basecamp is for official use only with the exception of Public Summary Updates
- Cooperator Agency Leads can remove agency reps at any time and/or by sending an email to County EM to ask for them to be permanently removed
- County EM will periodically review active members and delete, archive as appropriate with communication to the Agency Lead

# ADDING ADDITIONAL AGENCY REPS



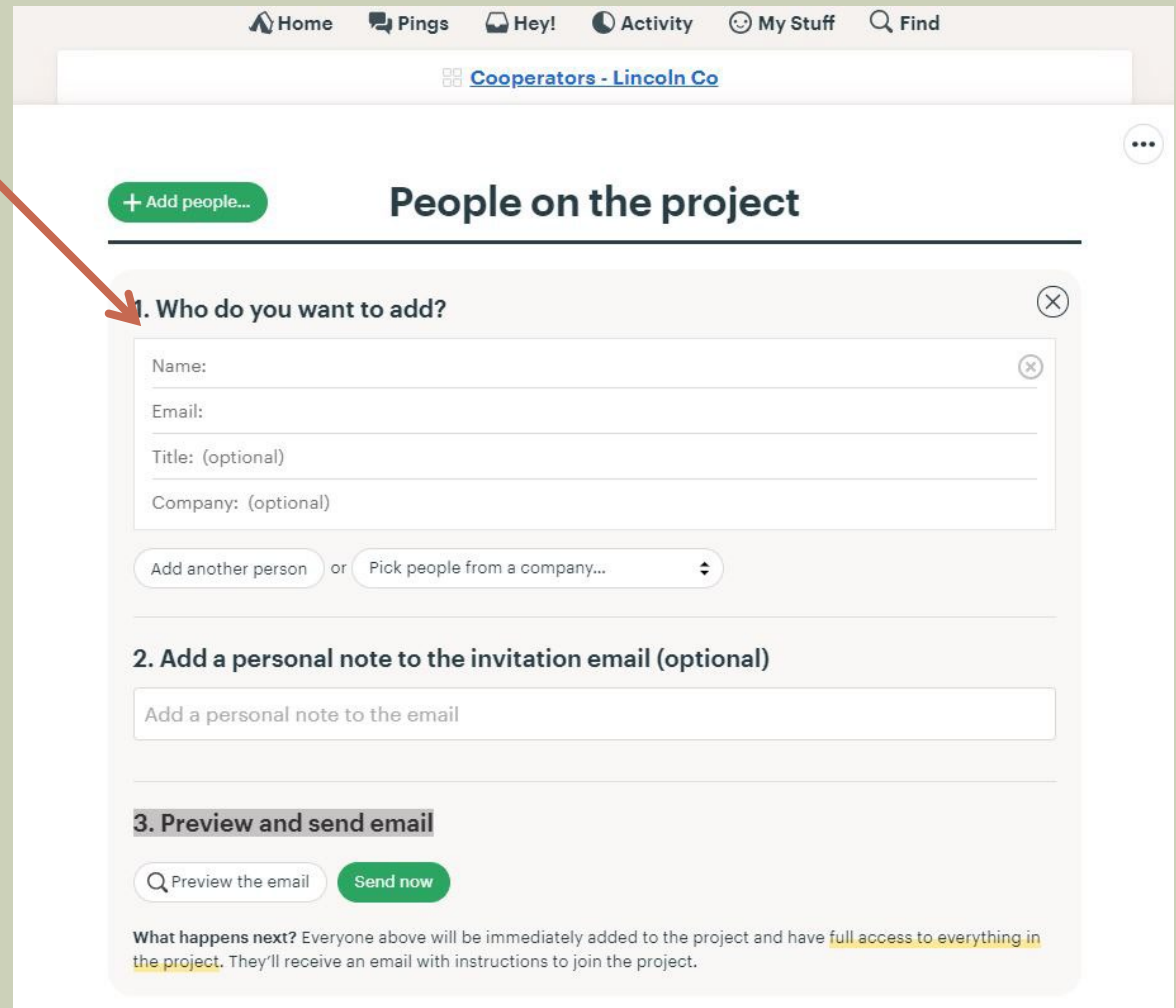
- Select Add/Remove people at the top of your Cooperator Screen

- Select “Our Team”
- Do Not select “THE CLIENT”



# ADDING ADDITIONAL AGENCY REPS

- Enter their name, email information
  - Some folks may already be in Basecamp and it should tell you if they are...then you just add them
- You can add more than one person at a time
- You can pick from people who are already in Basecamp
- Include an intro message as to why they are being added



Home Pings Hey! Activity My Stuff Find

Cooperators - Lincoln Co

+ Add people...

## People on the project

### 1. Who do you want to add?

Name:

Email:

Title: (optional)

Company: (optional)

Add another person or Pick people from a company...

### 2. Add a personal note to the invitation email (optional)

Add a personal note to the email

### 3. Preview and send email

Preview the email Send now

What happens next? Everyone above will be immediately added to the project and have [full access to everything in the project](#). They'll receive an email with instructions to join the project.

SECTION E –  
WHO DO I CONTACT FOR  
ASSISTANCE?

# NEED HELP?

- Contact Jenny Demaris or Jessica Palma and we will walk you through any issues you may be having.
  - One tricky little issue some of us ran in to was the initial user name/password and connecting to Google accounts...have patience and you may have to sign on and off a few times for it to connect
- If you have any feedback for us, please let us know as we want to ensure this is an easy transition and an effective tool.

BASECAMP: <https://basecamp.com/>

***Virginia "Jenny" Demaris***

Emergency Manager

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