

LINCOLN COUNTY EMERGENCY OPERATIONS CENTER (EOC)

USER GUIDE: BASECAMP FOR EOC STAFF

Revised: 04/28/22



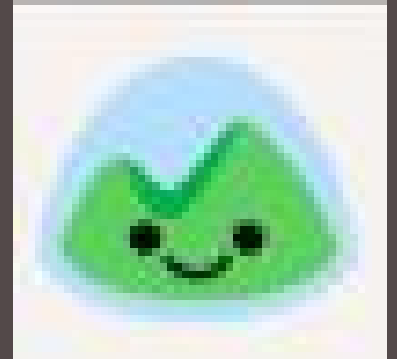
Public Health
Prevent. Promote. Protect.

Lincoln County

OVERVIEW

- Section A – Overview of Basecamp software program
- Section B - Setting up your 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 to Basecamp?
- Section E - Who do I contact if I need help?

SECTION A – BASECAMP OVERVIEW



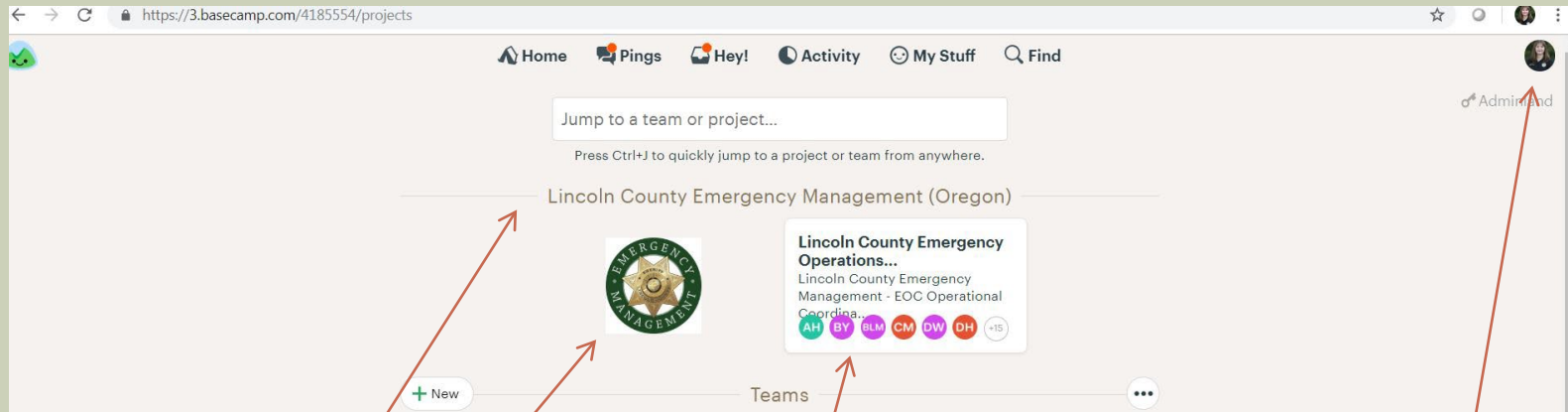
BASECAMP OVERVIEW

- 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 devices
 - 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)

EOC STAFF ACCESS AND USE

- EOC Staff will be given access to two areas in Basecamp
 - TEAMS Section
 - Used for the EOC Sections (CMD, OPS, Finance, PLANS, LOGS) and special positions such as Resource Mgmt, Situational Assessment
 - Team folders house the library of forms, tools, contact information, spreadsheets needed for EOC positions to complete their tasks
 - PROJECT Section (EOC - New Activation)
 - Used to house ALL of the information related to the activation of the EOC
 - There is a default template folder ready to go for the next activation; the name will be changed for the current event – then all activity for the activation will be saved in that project folder
- Cooperators will be given access to only one area in Basecamp – Cooperators folder. They will be able to drop off and pick up needed documents and download EOC templates to assist them with their activations

ADMIN HUB (TOP OF BASECAMP SCREEN)



- Our EOC 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

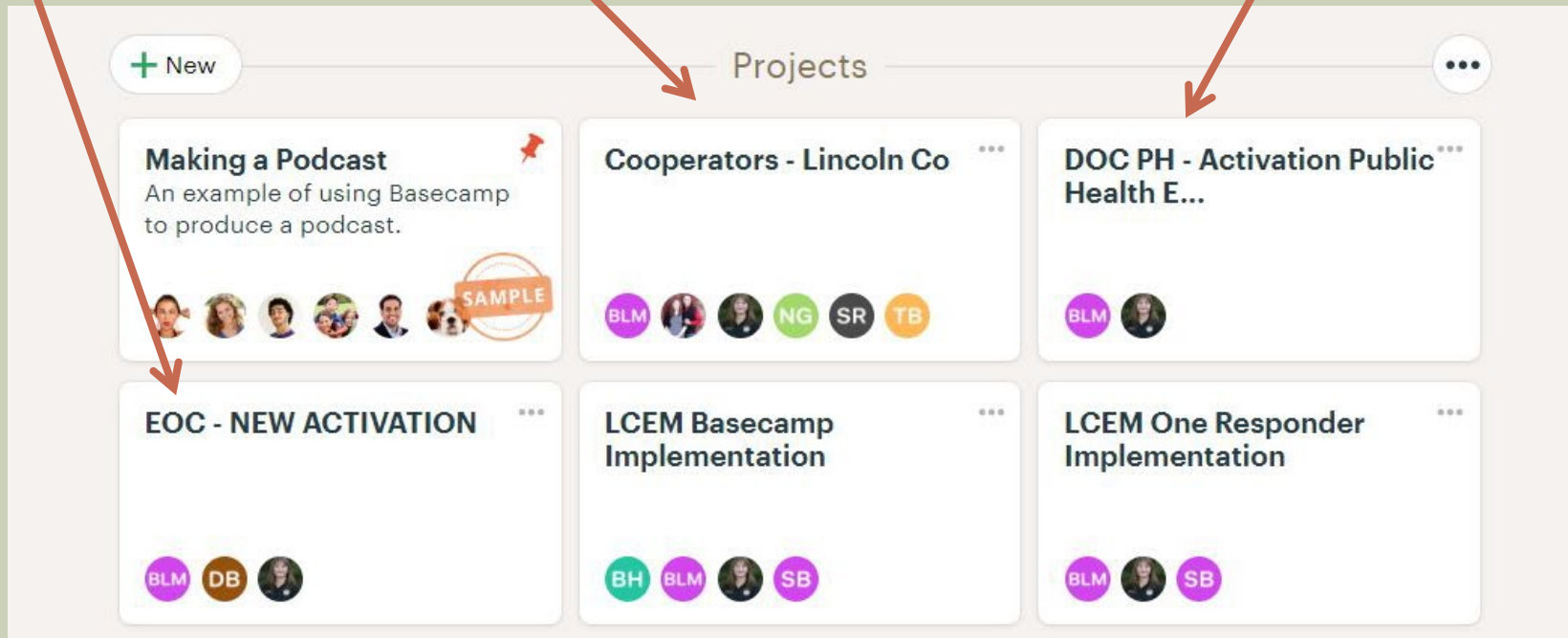
The screenshot displays the Microsoft Teams interface for the 'Internal EOC Section' section. At the top left, there is a '+ New' button. The main header is 'Teams'. Below this, there is a grid of 12 team cards. Each card has a title, a brief description, and a set of member avatars. The teams are:

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

- This section is for internal County EOC staff
- Library of the forms, tools, contact information, spreadsheets you need to complete your assigned EOC positions
- Take a few minutes to tour each of the folders to identify what is in them

PROJECTS: COOPERATORS, CURRENT EOC & DOC ACTIVATION FOLDERS

- EOC Activation Template Folder- accessible only to internal EOC Staff
- Cooperators folder
 - Drop-off/Pick-up event information
 - Some EOC Staff will need to access this folder regularly to pick up or drop off information
- Public Health Dep. Operations Center Activation Template Folder- accessible only to internal PH DOC Staff



SECTION B –
SETTING UP YOUR
ACCOUNT AND
NOTIFICATIONS



SETTING UP YOUR BASECAMP PROFILE

- 1st You'll receive an invite from Lincoln County Emergency Management
- 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!

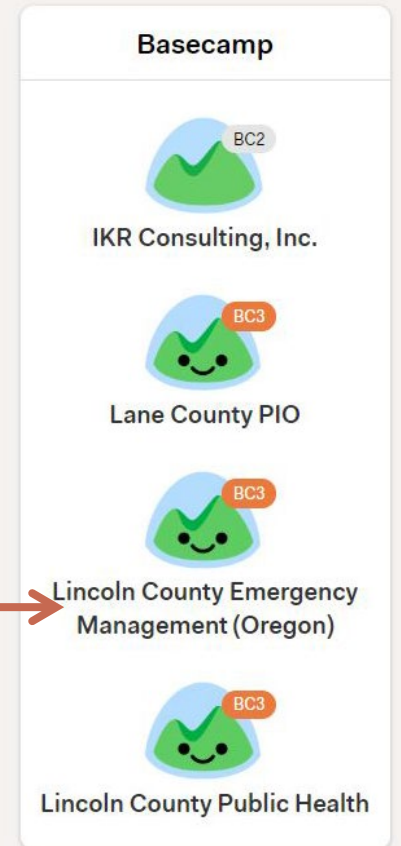
Basecamp is a place that helps everyone stay organized and on the same page. It's really straightforward and easy! To join Jenny, click this button:



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.

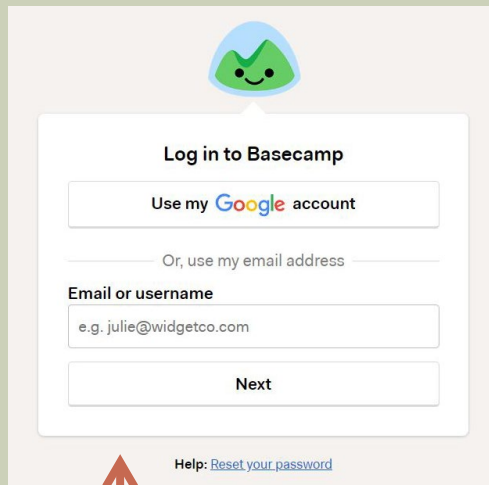
- Initial Basecamp Invite will come from Jenny Demaris or EM Volunteer Bruce Miller
- If you invite more of your staff to have access then the invite will come from your email

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

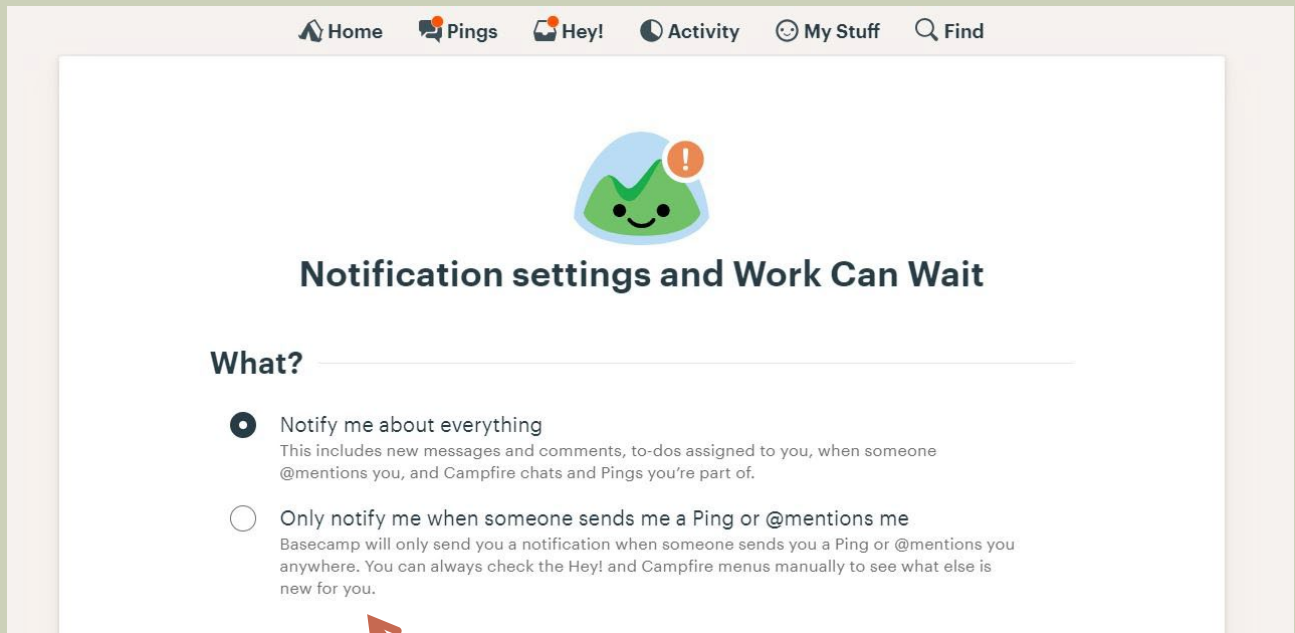


how these are displayed? [Edit your Launchp](#)

LOG IN/SETTINGS - NOTIFICATIONS



The login form features the Basecamp logo at the top. Below it, the text "Log in to Basecamp" is centered. There are two main options: "Use my Google account" and "Or, use my email address". Under the email option, there is a text input field containing "e.g. julie@widgetco.com" and a "Next" button. A link for "Help: [Reset your password](#)" is located at the bottom of the form.



The notification settings page has a navigation bar with "Home", "Pings", "Hey!", "Activity", "My Stuff", and "Find". The Basecamp logo is centered at the top with a red exclamation mark. The main heading is "Notification settings and Work Can Wait". Below this 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".

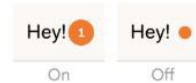
- Do not use the Google option to sign-in – for County Employees

- Consider turning off your notifications until the EOC is activated

LOG IN/SETTINGS - NOTIFICATIONS

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

- This is another area to edit your notification settings

- 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



EOC ACTIVATION FOLDER

Home Pings Hey! Activity My Stuff Find

EOC - NEW ACTIVATION

BLM DB Add/remove people

Campfire

Chat casually with the group, ask random questions, and share stuff without ceremony.

Message Board

Tactical Ops Meeting moved to 1800hrs

To-dos

EOC Activation Steps

- 01 - Notify County Policy Group
- 02 - Contact OER's - ###
- 03 - ICS211 Sign In Forms
- 04 - Delegate Immediate Staff
- 05 - Assess Situation

EOC Demob Steps

- 01 - Develop Demob Plan
- 02 - Discuss with Plans then

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

- JIC - Internal Updates
- JIC - Public Updates
- CMD - Policy Group Updates
- JIC - Media Releases

[Change tools \(add Email Forwards\)](#)

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

EOC ACTIVATION FOLDER

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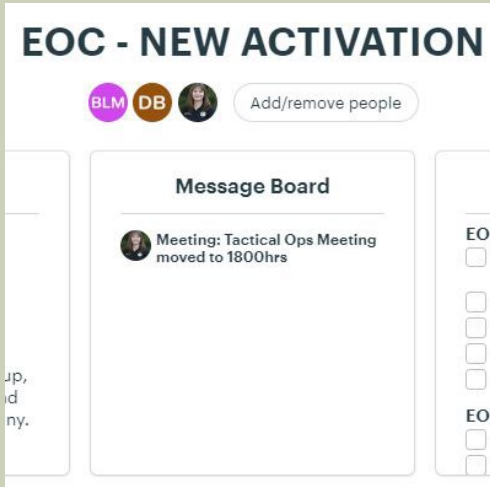
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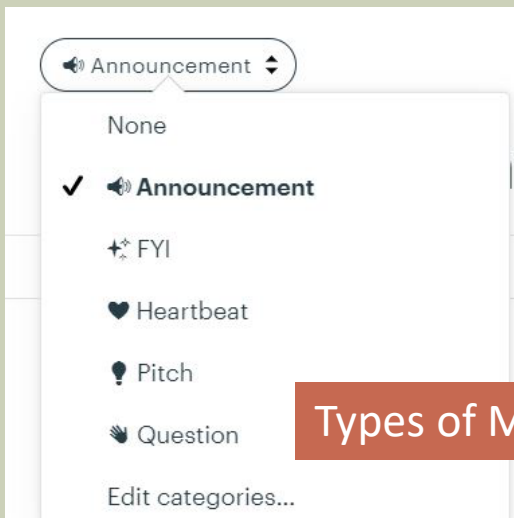
[Change tools \(add Email Forwards\)](#)

- To Do's will be used primarily by CMD staff but depending on the response scenario some tasks may be assigned through this feature
 - For those who may have to activate the EOC...We **STRONGLY** encourage you to look at these tasks
- Schedule will be used for EOC scheduled meetings, conference calls or cooperator planning sessions

EOC STAFF: MESSAGE BOARD



- EOC Staff will be able to have conversations with other EOC Staff and with Cooperators through the MESSAGE BOARD
- *To talk to Cooperators you must go to their Message Board in their Cooperators Folder*



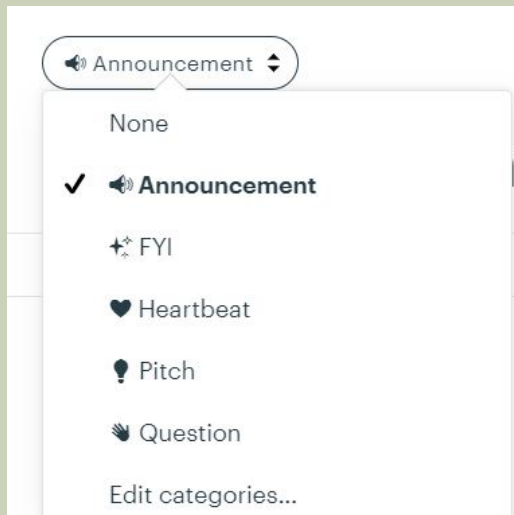
Types of Messages



EOC STAFF: MESSAGE BOARD

- Messages in Message Board should be crafted so they are easy to follow and identify who the message is intended for.
- All EOC Staff can see the messages in Message Board but you can 'send' them to specific people.
- Use this guide when creating new messages.

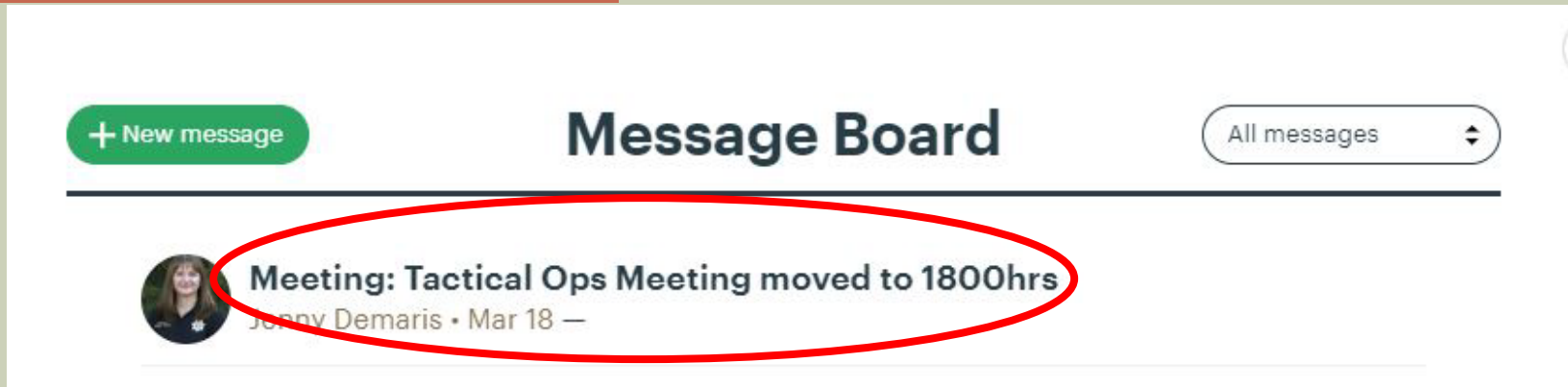
1) What Type of Message is it?



- Announcements - for new information
- FYI – for updates to prior announcements
- Question – use to obtain answers for information you need

EOC STAFF: MESSAGE BOARD

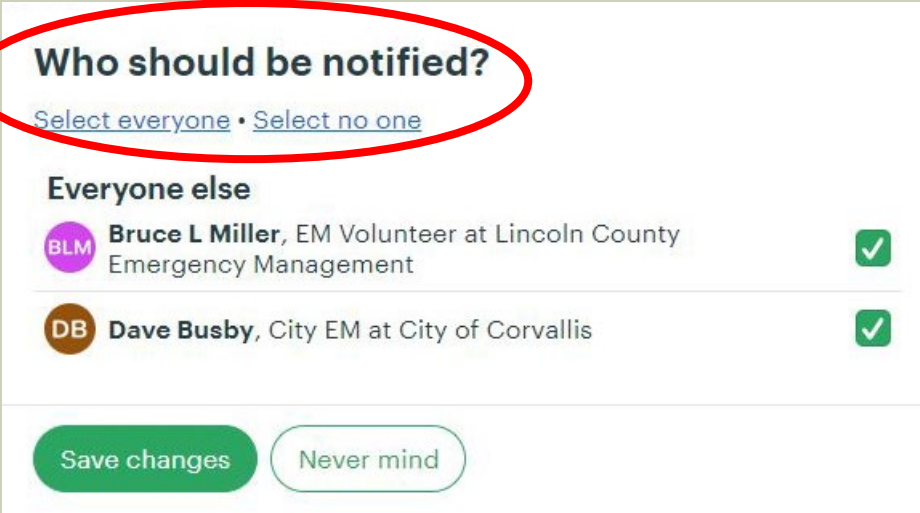
2) What is the message about?



- Message Title:
 - Start with the purpose of the message “Meeting:” then state what meeting it is
 - Keep the title brief but if possible put pertinent info so it is easy to read from mobile devices or for staff who only have time to scan messages to see if they apply to them
- Message Body:
 - Add additional information or specifics here

EOC STAFF: MESSAGE BOARD



3) Who does the message need to go to?



The screenshot shows a notification selection interface. At the top, the heading "Who should be notified?" is circled in red. Below it are two links: "Select everyone" and "Select no one". Under the heading "Everyone else", there are two entries, each with a circular profile icon, a name and title, and a green checkmark in a square box. At the bottom are two buttons: "Save changes" (solid green) and "Never mind" (white with a green border).

Who should be notified?
[Select everyone](#) • [Select no one](#)

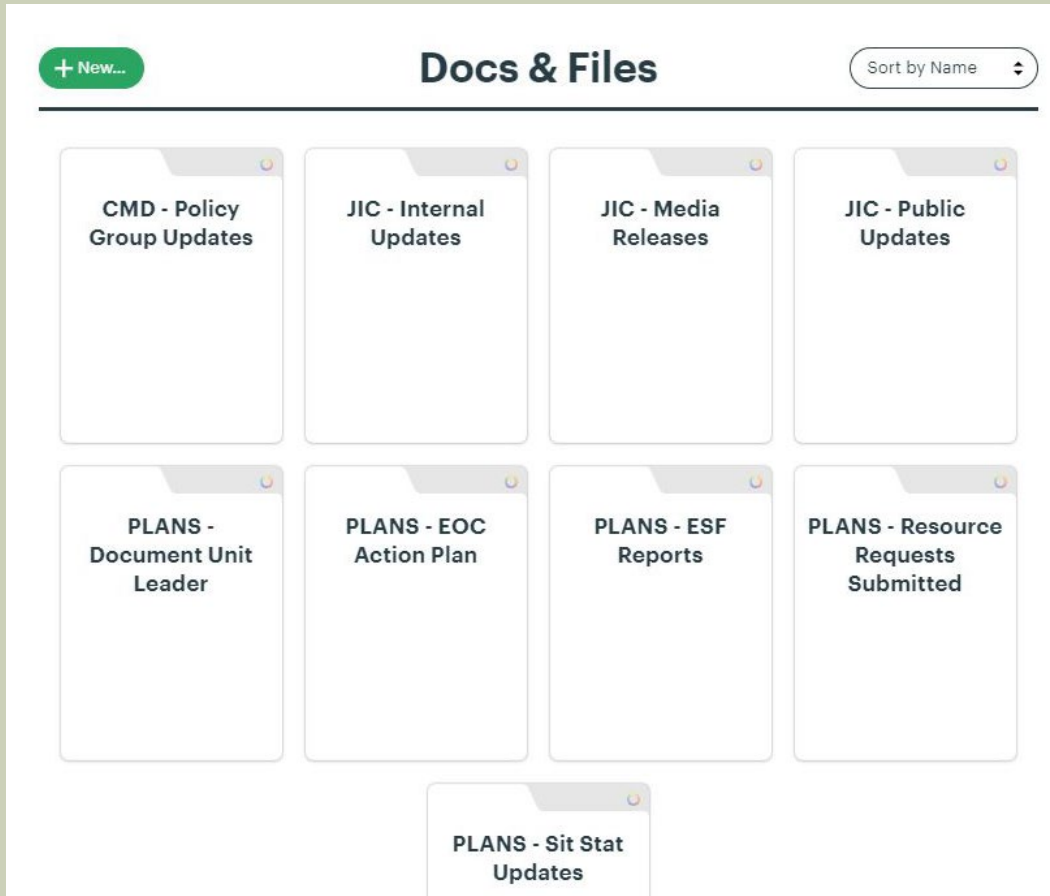
Everyone else

	Bruce L Miller , EM Volunteer at Lincoln County Emergency Management	<input checked="" type="checkbox"/>
	Dave Busby , City EM at City of Corvallis	<input checked="" type="checkbox"/>

[Save changes](#) [Never mind](#)

- Depending on how large the activation is there may be 25-30 people working in the EOC, the messages can get overwhelming so when possible, try to narrow down who the message is for.
- If the message is for all staff or the group is too large to cherry pick who needs it then just send to everyone – again, this is why it is important to use clear Message titles so they can be quickly scanned for applicabilty

EOC STAFF: DOC'S AND FILES



- Docs and Files is a place to store COMPLETED or IN PROGRESS EOC documents
- Basecamp will now be the primary way the County EOC will house active EOC documents and interact with Cooperators
- Naming convention for files:
 - "YEAR MO DAY – Title"

SECTION D –
ADDING PERSONNEL TO
BASECAMP

ADDING ADDITIONAL PERSONNEL

- EOC Staff who were originally invited to Lincoln EOC Basecamp can add additional personnel pre event or during activations.
 - **Do not add individuals unless they are a designated employee or volunteer without EOC Director approval
 - **Inform these individuals the information in Basecamp is for official use only with the exception of Media Releases and Public Summary Updates
 - If there is an agency representative or emergency support function (ESF) staff person “working” in the EOC they can be added to the current EOC Activation folder or they may need to be added to the COOPERATORS group
 - There may be County staff or volunteers who may only need access to the current EOC Activation folder and not full site access
- EOC Staff or County 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 PERSONNEL



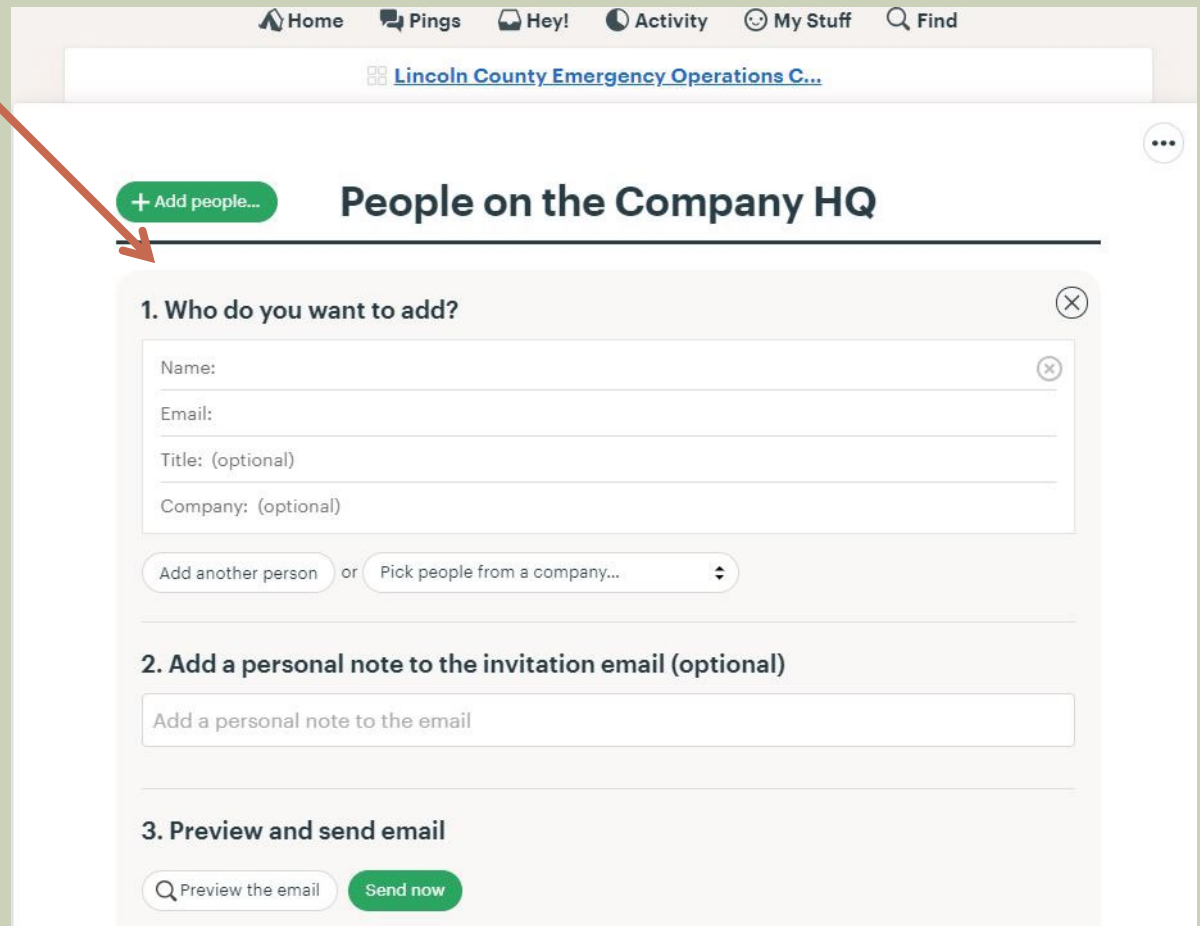
- To add County Staff or Volunteers you need to go to the main directory at the top first



- Then select Add/Remove People

ADDING ADDITIONAL PERSONNEL

- Enter their name, email information
- 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



The screenshot shows the Basecamp interface for adding personnel to a company HQ. The page title is "People on the Company HQ". A green button labeled "+ Add people..." is highlighted with a red arrow. Below the button, the form is divided into three sections:

- 1. Who do you want to add?** This section contains a form with the following fields:
 - Name: (with a close button 'x')
 - Email:
 - Title: (optional)
 - Company: (optional)Below the form are two options: "Add another person" and "Pick people from a company..." (with a dropdown arrow).
- 2. Add a personal note to the invitation email (optional)** This section contains a text input field with the placeholder text "Add a personal note to the email".
- 3. Preview and send email** This section contains two buttons: "Preview the email" (with a magnifying glass icon) and "Send now" (in a green button).

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.
- 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/>

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