



Basecamp: Onboarding and Resources

What and Why?

The CYSHCN program is hosting a virtual communication and resource sharing space called Basecamp. The intention of this tool is to provide a space for CSYHCN coordinators to connect and collaborate with each other as well as access CSYHCN specific resources and guidance all in one place. Coordinators will be able to:

- Receive and post messages to each other and from the DOH CYSHCN program
- Access CYSHCN specific resources and documents
- Check up coming CYSHCN calendar meetings
- Access group and individual chats with other CYSHCN coordinators

This is an **optional** resource for coordinators to pilot and identify usefulness. Any feedback on improvement of the tool is welcome, and the CYSHCN program encourages coordinators to give the tool a try.

Rules of Engagement

Because this is a shared space for over 50 CYSHCN coordinators across the state, it is important to keep the discussions and shared messages relevant to CYSHCN specific topics. Out of respect for everyone's time and email inbox, **please do not post any memes, inappropriate photos, or irrelevant information to CYSHCN content.** Please use respectful and inclusive language among each other, and do not use any client personal identifying information.

Basecamp Basic Features



There are several features that will be utilized in the CYSHCN Basecamp: **Message Board**, **Docs & Files**, **Collaboration Chat**, **Schedule**, and **Pings**. Please see the following descriptions for each.

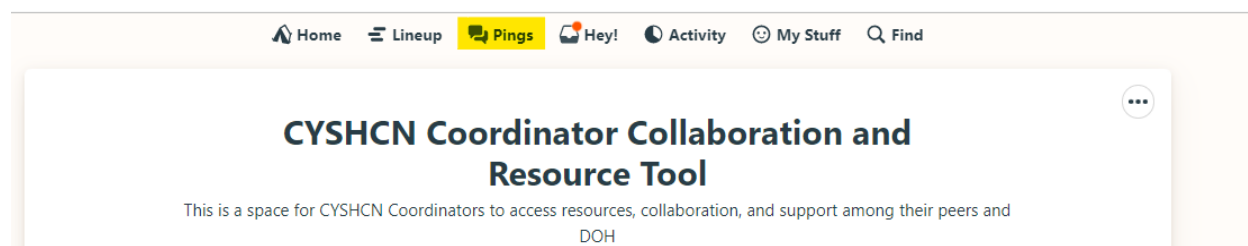
Message Board- The message board is a space where coordinators and the CYSHCN program can post messages and resources that all CYSHCN Basecamp users can see and reference. The posts can include imbedded links, attached documents, and categories on what the post is about. All CYSHCN Basecamp users are able to comment on the message board posts to ask questions, share resources, and offer feedback. If you post on the message board, please chose the option to alert “No One” or select specific CYSHCN program staff to receive the alert.

Docs & Files- Docs & Files is where the CYSHCN program will post resources and pertinent documents. CYSHCN coordinators may also use this space to share documents with each.

Collaboration Chat- Collaboration Chat is a space where coordinators can chat amongst each other in real time for quick questions and problem solving as a group. When a user posts something in the collaboration chat, **all users will be alerted** (if their notifications allow) and able to participate in the group chat.

Schedule-the Schedule tool allows users to see posted meetings and trainings that are upcoming. All coordinators are also able to utilize the schedule calendar and add meetings and trainings they believe are important and helpful to other coordinators.

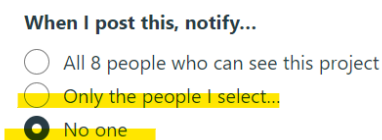
Pings- Pings is a tool within Basecamp that allows all users to reach out to individual users for real-time chat messaging. Pings can be one on one or include as many people as CYSHCN coordinators would like to invite. Pings can be accessed by clicking on the Pings icon at the top of the Basecamp page



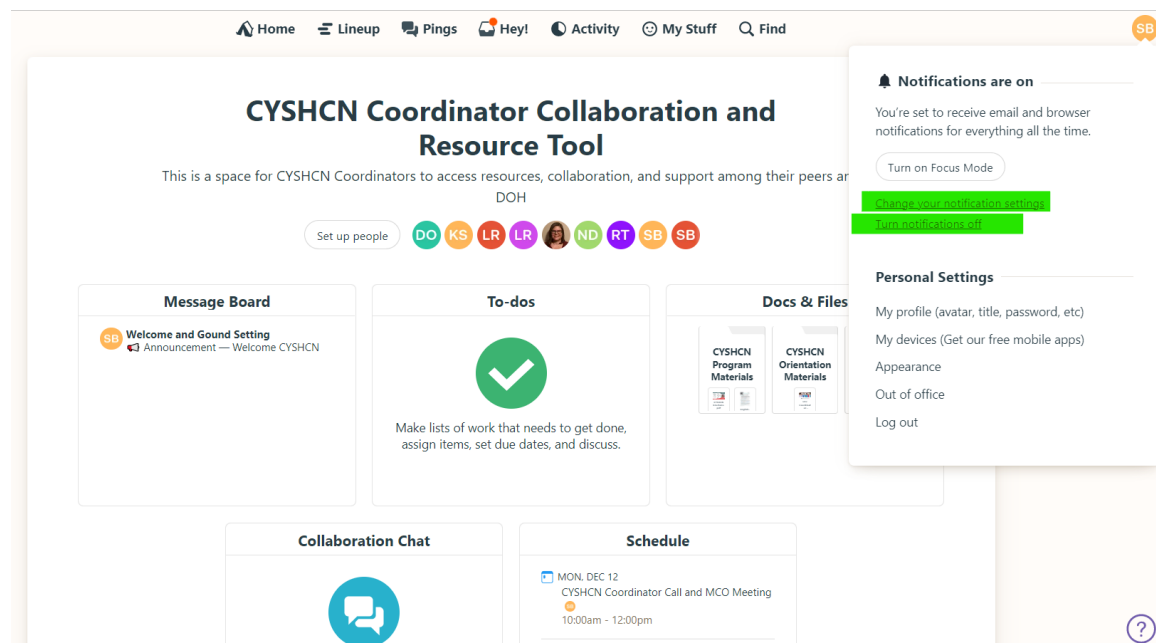
Managing Notification Alerts

Basecamp has many features to alert **all** users when something is posted or a comment is made on a post. In order to prevent a large volume of Basecamp emails please consider the following tips:

When making a post in the Message Board section, select either specific CYSHCN program staff or No One to be notified when you make a post.



Adjust your notification settings on your account to align with your personal preferences. This can be done by clicking on your initial icon in the top right of the screen, and selecting either **Change your notification settings** or **Turn notifications off**



If you chose to Change your notification settings, you can specify **what types of activity** you would like to receive email alerts about and **when** you would like to receive them.

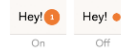
Notification settings and Work Can Wait

What?

- Notify me about everything
This includes new messages and comments, to-dos assigned to you, when someone @mentions you, and Campfire chats and Pings you're part of.
- Only notify me when someone sends me a Ping or @mentions me
Basecamp will only send you a notification when someone sends you a Ping or @mentions you anywhere. You can always check the Hey! and Campfire menus manually to see what else is new for you.

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
⚠ Pop up notifications are disabled by your browser. Change your browser settings to allow them.
- 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](#)

Next Steps

All CYSHNC coordinators will receive an email invitation to join Basecamp. Upon receiving the invitation, coordinators may set up their account and begin utilizing the tool. If you need any additional support or have feedback to share on the tool, please reach out to [Linda Ramirez](#) with the CYSHNC program at Linda.Ramirez@doh.wa.gov.

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov.