Basecamp Integration for Alchemer Survey

Overview

Basecamp is a project management and team collaboration platform used by organizations to organize projects, track to-dos, and centralize team communication in one place.

The Alchemer integration with Basecamp supports person lookups and to-do item creation. The Alchemer Basecamp integration allows Alchemer to use information from Basecamp to personalize surveys, enrich response data, and add new to-do items to Basecamp projects from survey submissions.

Common uses for the Alchemer Basecamp integration

- Personalize invites and surveys using person details from Basecamp
- Automatically add new to-do items to Basecamp projects when a response is submitted
- Enrich survey data with Basecamp profile information
- Reduce manual data entry and project handoff
- Keep Basecamp projects synchronized with key survey-driven updates

What can the Alchemer Basecamp integration do?

- Get person
- Push to-do item

Why use our Basecamp integrations?

Your browser does not support HTML5 video.

You will need

- Basecamp OAuth authentication (sign in with your Basecamp account). More details in the authentication how-to guide.
- An Alchemer plan that includes integrations with the Integration Manager permission enabled.
  - Contact us if you are unsure if your plan includes integrations.

Setup Alchemer Basecamp integration in surveys

Basecamp | Get Person

Your browser does not support HTML5 video.

You will need:

- Basecamp login credentials
- A survey field containing a unique identifier for a Basecamp person

Configure the action

1. Open your survey in **Survey Builder**.

2. Select **Add New: Action**.

3. In the Add Action modal, scroll to the **Your Integrations** section.

4. Select **Basecamp**.

5. Select **Basecamp | Get Person**.

6. **Basecamp | Authentication:** Select an existing authentication or create a new one.

7. **Basecamp | Select Project**: Select the Basecamp project from the dropdown that contains the person you are searching for.

8. **Basecamp | Get Person:** Select the Alchemer field that contains the unique person identifier.

9. **Basecamp | Get data back:** Select the Basecamp person fields you want returned (e.g., *name*, *email_address*, *title*, *company*). These values can personalize survey questions or drive logic.

10. Save the action.

Status codes

- 200: A person was successfully found
- 202: Multiple matches were found (first returned is used)
- 400: Error returned by Basecamp API or failed to find a matching person

---

Basecamp | Push To-do Item

Your browser does not support HTML5 video.

You will need:

- Basecamp login credentials
- Survey fields containing the to-do item content you want to push to Basecamp

Configure the action

1. Open your survey in **Survey Builder**.

2. Select **Add New: Action**.

3. In the Add Action modal, scroll to the **Your Integrations** section.

4. Select **Basecamp**.

5. Select **Basecamp | Push To-do Item**.

6. **Basecamp | Authentication:** Select an existing authentication or create a new one.

7. **Basecamp | Select Project**: Select the Basecamp project from the dropdown that contains the to-do list you want to add an item to.

8. **Basecamp | Select To-do List:** Select the to-do list from the dropdown that you want to add a new to-do item to.

9. **Basecamp | Push To-do Item:** Choose survey fields used to create the new to-do item. Any fields without input will have default values.
   a. Note: Please reference Basecamp's API documentation to ensure body parameter inputs match required Basecamp formatting.

10. **Basecamp | Get data back:** Select metadata (*message, status code*) fields to return. These help with debugging your integration.

11. Save the action.

Populating the assignee_ids field
The **assignee_ids** field on a Basecamp to-do item requires each assignee's unique Basecamp person ID. This ID is **not** displayed anywhere in the Basecamp UI, so it can't be looked up by hand the way a project name or to-do list can. Because of this, the value needs to come from the Basecamp API rather than being typed in directly.

There are two ways to provide this value:

- **Use a Get Person action (recommended)**
  1. Before your **Basecamp | Push To-do Item** action, add a **Basecamp | Get Person** action to look up the person you want to assign.

  2. In the Get Person action's **Get data back** step, make sure the person's *id* field is returned.

  3. Then, in your Push To-do Item action, map that *id* merge code into the **assignee_ids** field.

- **Provide known IDs directly:**
  - If you already have one or more Basecamp person IDs, you can map them directly to the **assignee_ids** field. To assign multiple people in a single to-do item, separate each ID with a comma and space (for example: `1234567, 2345678, 3456789`).

Status codes
- 200: Successfully created Basecamp to-do item
- 400: The Basecamp API returned an error

Testing and Troubleshooting

Testing and Validation

How to test

- Submit a survey response with data that triggers the integration action.
- Confirm the expected activity in Basecamp (person retrieved or to-do item created).
- Use returned metadata message to validate successful behavior.

How to verify results

- Inspect the affected Basecamp project, person, or to-do list.
- Ensure all retrieved or created values match expectations.

Monitoring Integration Activity

Where to find logs

- Go to **Results → Individual Responses**.
- Select the response you want to inspect.
- Open the **Action Log** tab.

What logs display

- **Success or failure status**
- Timestamp
- Input and output values
- Returned status codes from Basecamp

Troubleshooting

Authentication issues

- Incorrect permissions granted in Basecamp
- User lacks access to the selected project

Lookup failures

- Invalid person identifier
- No matching person found on the selected project

Mapping errors

- Incorrect formatting in to-do item fields
- Missing required fields (e.g., content)

FAQs

What permissions do I need?

Integration Manager in Alchemer and access to the Basecamp project you want to use.

When does the integration run?

In real time when a survey response is submitted.

Can I use multiple Basecamp actions in one survey?
Yes. Actions can run independently or in sequence.

Why isn't my data updating?
Check the Action Log for lookup issues, mapping mismatches, or API errors.

What if I need additional functionality?
Contact Alchemer Support for enhancement requests.

Related Articles