

# Basecamp Integration for Alchemer Workflow

## 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 workflow paths, enrich routing logic, and add new to-do items to Basecamp projects from workflow data.

## Common uses for the Alchemer Basecamp integration

- Personalize outbound emails and workflow steps using Basecamp person information
- Use Basecamp person fields in workflow logic
- Automate retrieving Basecamp person details directly from workflow data
- Reduce manual task updates and maintenance
- Create new to-do items in Basecamp triggered by workflow events

## What can the Alchemer Basecamp integration do?

- [Get person](#)
- [Push to-do item](#)

## 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 Workflow and the Integration Manager permission enabled.
  - [Contact us](#) if you are unsure if your plan includes integrations.

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## Setup Alchemer Basecamp integration in workflow

### Basecamp | Get Person

#### You will need:

- Basecamp login credentials

- A workflow field containing a unique identifier for a Basecamp person

### Configure the action

1. Open your workflow in **Workflow builder**.
2. On the right side, drag and drop the **Basecamp** connection where you want the action to trigger.
3. In the connection box, click the pencil icon in the top-right corner.
4. Select **Basecamp | Get Person**.
5. **Basecamp | Authentication**: Select an existing authentication or [create a new one](#).
6. **Basecamp | Select Project**: Select the Basecamp project from the dropdown that contains the person you want to get.
7. **Basecamp | Get Person**: Select the workflow field containing the unique person identifier.
8. **Basecamp | Get data back**: Select the Basecamp person fields you want returned (e.g., *name*, *email\_address*, *title*, *company*).
9. 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
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## Basecamp | Push To-do Item

### You will need:

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

### Configure the action

1. Open your workflow in **Workflow builder**.
2. Drag and drop the **Basecamp** connection where you want the action to run.
3. Click the pencil icon in the connection box.
4. Select **Basecamp | Push To-do Item**.
5. **Basecamp | Authentication**: Select an existing authentication or [create a new one](#).
6. **Basecamp | Select Project**: Select the Basecamp project from the dropdown that contains the to-do list you want to add an item to.

7. **Basecamp | Select To-do List:** Select the to-do list from the dropdown that you want to add a new to-do item to.
8. **Basecamp | Push To-do Item:** Choose workflow 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.
9. **Basecamp | Get data back:** Select metadata (*message, status code*) fields to return. These help with debugging your integration.
10. 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

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# Testing and Troubleshooting

## Testing and Validation

### How to test

- Trigger the workflow and monitor individual runs in the **Monitor** tab.
  - Click into individual workflow runs to see input/output metadata.

- Confirm the expected retrieval or creation occurs in Basecamp.
- Use metadata values returned to verify success or help debug issues.

#### How to verify results

- Check the impacted Basecamp project, person, or to-do list directly in the Basecamp interface.
  - Ensure all retrieved or created values match workflow expectations.
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## Monitoring Integration Activity

#### Where to find logs

- Go to Results → Monitor.
- Select the integration step you want to inspect.

#### What logs display

- Input/Output
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## Troubleshooting

#### Authentication issues

- Incorrect or expired OAuth session
- User lacks permission to access the selected Basecamp project

#### Lookup failures

- Invalid or missing unique person identifier
- No matching person found on the selected project

#### Mapping errors

- Missing required to-do item fields (e.g., content)
  - Invalid field formatting
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## FAQs

#### What permissions do I need?

Integration Manager in Alchemer and Basecamp account access with rights to view or edit the referenced project.

#### When does the integration run?

When the workflow triggers and reaches the Basecamp integration step.

#### Can I use multiple Basecamp actions in one workflow?

Yes. Actions can run independently or in sequence.

#### Why isn't my data updating?

Check the Monitor logs for lookup issues, mapping problems, or API errors.

#### What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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