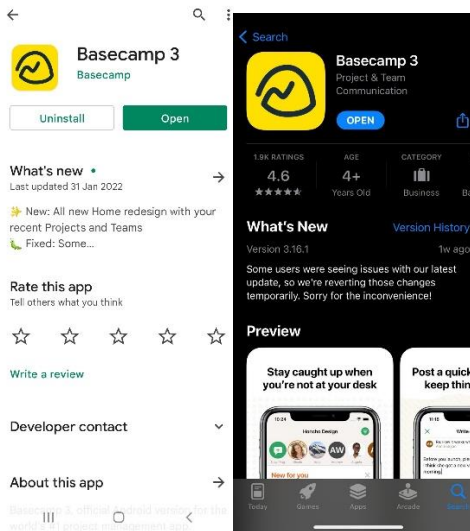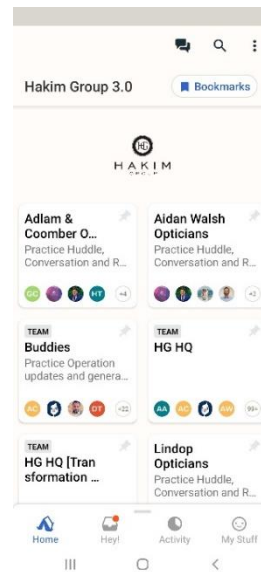# Basecamp 3.0

Communication Guide

For the best experience using Basecamp

Download the application from Play store (Google), or from the Apple store. Using the app will give the platform a similar feel and experience to other social media channels when using the 'message boards'

To access Basecamp through a browser then please use https://launchpad.37signals.com/signin

Switching from Basecamp Classic to Basecamp 3.0

Log into your Basecamp account through a web browser and switch between your old Basecamp Classic and your new Basecamp 3.0 account

All older posts, documents and Huddle notes will continue to be stored on the old 'Classic' platform for viewing
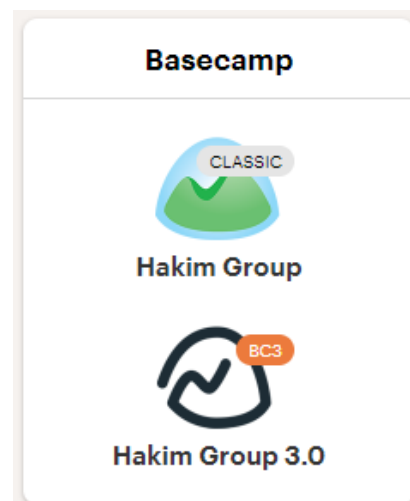
Using the Basecamp 3 'app'

You can pin the groups you want to communicate through and to do this, click the pin in the corner of each relevant group or your practice project. These will then appear in the top half of your board

Here are the key features of the Basecamp 3.0 platform which are available to use by our practice team members and can be found in your practice project:
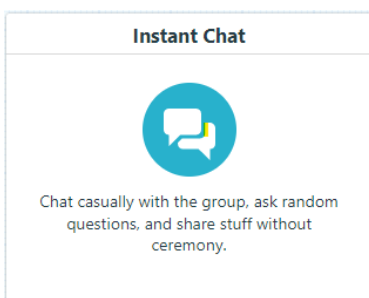
Message board
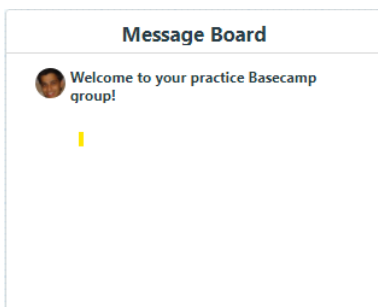
Use the message board to post your practice huddle notes and record targets or actions you need to complete as a team. Also, think of it as an ideas board that everyone can collaborate on. You can also attach other useful documents, including photographs and links to other resources

Instant Chat

Use the instant chat to direct messages other team members in your group, like using text, or post on What's app. You can also direct message anyone the group from here

Docs & Files

This is an area where you can upload documents and files to store for reference so all the team can access them. We have uploaded some useful documents to help you get started on Basecamp 3.0 and to support your practice huddles

Schedule
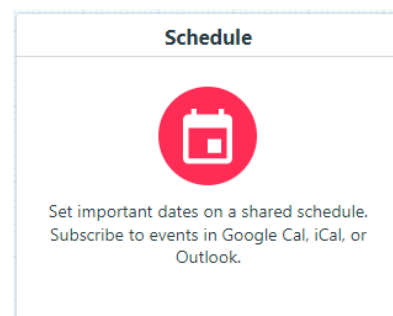
Use this as a calendar to highlight and share key dates to the team. You can also link this into another calendar that you may already be using

Each of the practice projects are set up with the ability to add 'Users' and 'Clients'

Sharks and Fish are set up as 'Users,' so they retain some administration functionality and all other practice team members are added to the groups as 'Clients.' If you review your practice project user list, you will see who is added by accessing the group.

When you are posting an update on your message board to the rest of the team through your practice project, you will see the options provided to you below:

Who should be allowed to see this message?

○ 🔒 Our team only—private to us

● 👁 Allow the client to see this too

To send messages to all team members, then please ensure that you have selected the option 'Allow the client to see this too'

When you select this option, then this will allow the client (your team members) to see all existing comments on the message.

Going forward, they will also be notified when new comments are posted.

Team Hakim loves to stay connected via lots of different mediums of internal communication. As the group grows and we get more people added to these forums, there's often lots of great conversations going on at once; be they humour, news stories or even just a little bit of venting if we're having a tough day!

Of course, we also use it share important information such as new ways of working, operational changes, or any group news. With the volume of pings on our phones and email notifications, it's vital that important messages don't get lost in the noise. With that in mind, we've put together the following etiquette guide, which we would like you all to read and consider before posting messages

Emails

When uploading huddles, please do tag the HQ team member on the huddle notes (your practice buddy is a must) as this will ensure it is read by everyone at HQ and will get you a quick response. Also, when replying to emails or basecamp posts, please try and keep posts relating to a particular subject matter on the same thread

Replying to posts on Basecamp 3.0

Occasionally on Basecamp, you may be asked to reply with specific information. Unless absolutely necessary, replies should only be sent to the person who requested the information and not the whole group. With so many different conversations going on in our forums, this will keep inboxes clear and ensure important messages are seen!

Staying on topic

Basecamp 3.0 is a really useful way for us to relay important information to the rest of group. Occasionally we'll create a post which requires a bit of feedback from yourselves or requests you to carry out an action. This can sometimes spark a separate conversation which might not be completely off topic but could direct focus away from the overall aim of our post. In order to stay on track, if you have an additional comment/request that you would like to make, please ensure you respond directly to the author of the post and not to the wider group. Alternatively, you can always create a separate thread

Different Groups

From this point on, Basecamp 3.0 groups will be used for business discussions only and we will set up different groups to cover things like frame requests, advice on suppliers, business updates etc. Sometimes when we're all in full flow chatting in our groups, someone will need to interject with an important question or topic, like checking to see if anyone has a particular frame in stock (or what they had for lunch ;). This can mean several conversations are going on at once

To ensure nothing gets lost we want to reserve this for business discussions only and to share best practise. You can still use your own Telegram or WhatsApp group for your practice, but the instant chat or message board function built into Basecamp 3.0, works similar to these other communication platforms so please give it a try!

Basecamp 3.0
Administration & Group descriptions

From launch

For the launch of the new platform, we have set up the structure of the basecamp site and added in all communication groups, including the separate practice projects.

We have also added all registered users into each communication group based on current HR data, using their HG email address

Ongoing arrangements

Our HR team will manage ongoing user maintenance of the platform and here are the details of the functions and services they will cover:

- Remove practice leavers from the platform and accessed groups / projects
- Add new starters into the platform and ensure they are included in the relevant groups. Once a new starter is added, then they will receive an email notification in their HG email inbox to access their groups
- As part of the onboarding for new practices the HR team will create the practice project and add in all new team members

For any queries, please channel these into the HR team through HR@hakimgroup.co.uk

Group descriptions

We will communicate using the following groups, together with their descriptions:

- **Sharktank –** Sharks (partners only)
- **Rhinofishtank –** Sharks (partners only) and Fish (Practice Managers and key operators)
- **Team Hakim –** All practice team members
- **Genius Corner –** HG Optix users for adding frames

HAKIM
GROUP