

# FFCCHAT

An Instant Messaging platform specifically for the National Weather Service and our partners.



**Open to NWS Partners including: Emergency Managers and their designees only**

Allow EMA to monitor NWS products

EMA can relay storm damage info directly to NWSFFC

Info on NWSChat:

<https://nwschat.weather.gov/>

Info on NWSChat Live:

<https://nwschat.weather.gov/news.php?id=30>

Chat Client Installation and Configuration:

<https://nwschat.weather.gov/chatclients.php>

Create Your NWSChat account:

<https://nwschat.weather.gov/create.php>

NWSChat Documentation:

<https://nwschat.weather.gov/documentation.php>

For additional information or assistance setting up your NWSChat account please contact the National Weather Service in Peachtree City.

770-486-9629

Ask for:  
Laura Belanger  
Patricia Atwell  
Barry Gooden

## A Private Instant Messenger Chat Room for WFO Peachtree City and Their Partners

This chat room is open to the WFO Peachtree City (FFC) partners—including media and Emergency Managers (or their designees such as HAMS). It will be used to communicate with the National Weather Service during hazardous weather situations. The chatroom will also allow partners to receive forecast and warning statements from the WFO and send storm damage reports to the WFO FFC. Information on NWSChat is available at <https://nwschat.weather.gov/>.

NWSChat utilizes open source (non-proprietary) software for both the client and server - side applications. Several IM client applications are compatible with NWSChat, but the preferred client is named Pidgin. Pidgin is fairly intuitive and provides a tabbed display environment for simultaneous access to multiple chatrooms/sessions. Unlike commercial IM clients, Pidgin has no advertisements, spyware, or adware associated with the program. Information on Chat client installation and configuration is available at: <https://nwschat.weather.gov/chatclients.php>.

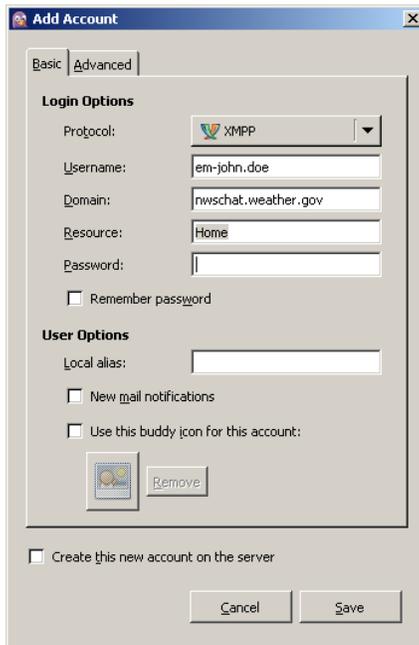
Individual user accounts are required for NWSChat; shared or group accounts are disallowed. A standardized account naming syntax is also enforced for manageability. To register with NWSChat, users must complete and submit an online form that requires the following information: username, email address, phone number, affiliation, and password, and select a primary office (Atlanta FFC) for authorization. Users are also required to acknowledge that they have read and agree to the NWSChat Terms of Use. Once submitted, the selected primary office receives an email of the request, and will approve or deny authorization for each user. Once approved, the requesting user is notified via email and then must complete online training for NWSChat. Only after completing all of these steps is the user's NWSChat account enabled. Upon approval, you will have access to the FFCCHAT room. Create your NWSChat account at <https://nwschat.weather.gov/create.php>.

A snapshot of the ffcchat chatroom:

# NWSCHAT SETUP

## Account Configuration

Once Pidgin is successfully installed, start the program through the “Start” menu, or the desktop icon. Upon starting, the user will see an “Add Accounts” dialog box (right). Select the “Add” button to enter your NWSChat Account information. A new dialog box will open (below).



Under Login Options, in the drop down box labeled Protocol, select “XMPP.” Next, enter your username established during NWSChat account setup. In the example, Emergency Management partner John Doe has used “em-john.doe” as her *NWSChat username*. The domain will always be “nwschat.weather.gov”. The resource field can be left as the default "Home", or instead use "Office" or some other single-word description. For the password, it is recommended as a best practice to leave the field here blank. If the user elects to fill in this box, this field will have to be updated every 180 days when the password expires.

*Password Note: Although the NWSChat password will have to be entered each time Pidgin starts, by leaving the password blank, the security of NWSChat is maintained.*

Once these information fields are completed, select “Save”.

The “Accounts” window opens (right). Verify “Enabled” is selected next to the created account, and click “Close”.



The next dialog box to display will prompt the user to accept the security certificate. Click “Accept”.

If the password field was left blank during the account setup, the next window will ask the user to provide the password for the given NWSChat username.

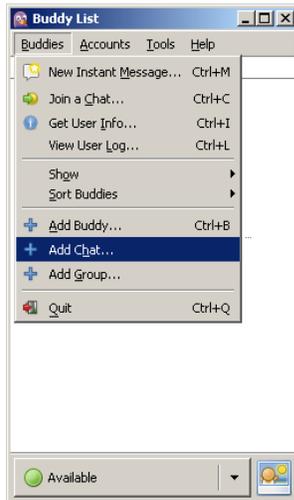


. Once the password is entered, select “OK”.

Pidgin will now log into NWSChat. The login process could take as long as 15 to 20 seconds.



## Joining a Chatroom



Once log in is completed, the Pidgin “Buddy List” will open. The first time a user starts Pidgin, they must add the NWS chatroom. To do this click the “Buddies” menu and select “Add chat” (left).



In the “Add Chat” window (right), select the appropriate user account in the drop down box. In the room field, enter “**ffcemachat**” or “**ffcchat**”. The server will always be “**conference.nwschat.weather.gov**”.

*A suggested best practice is to check the box for "Autojoin when account becomes online". In this manner, the chatroom will always open when you sign into NWSChat with Pidgin.*

The handle is the user’s id that will be displayed in the chatroom. Aviation partners should use this format: **Affiliation, location, name**. In addition to the example above, John Doe could also use ema-john.doe or Countyname-GA-EM-john.doe.

*For Frequently Asked Questions, Help, Documentation, Tools, or to reset your password, go to*

**<https://nwschat.weather.gov>**

Once this information is entered, select “Add”. The NWSChat account is now successfully configured.