NWSChat: Install and Configure Pidgin

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1. Introduction

   Pidgin is the suggested and supported Instant Messaging (IM) and chat application for use on Microsoft Windows © computers. Pidgin is an open source program that can be downloaded from the internet and used at no cost.

   These instructions assume you have completed all the necessary steps for obtaining a valid NWSChat account, and have the account name and password in your possession.

2. Pidgin Installation

   a. To install Pidgin, you'll need administrative rights on your computer. If you do not have administrative rights, please contact your Information Technology Department so they may install the software. Otherwise, if you have administrative rights, proceed with the next step.
   b. Download Pidgin here: (http://www.pidgin.im), saving the Windows install file to your desktop.
   c. Double-click the install file found on your desktop, accepting all defaults by clicking either "OK", "Next", "Install", and eventually "Finish".

   d. A new Pidgin Icon: will be available either on your desktop or in your Start Menu. Double-click the icon to start Pidgin for the time and you will be presented with the following window:

3. NWSChat Account Setup within Pidgin

   a. Click the "Add" button as depicted in the image above and a new dialog box will open as noted below:
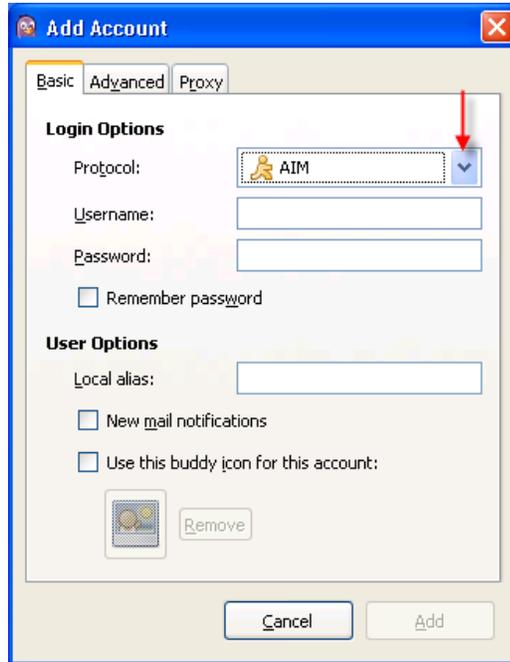
   b. Click the down arrow button, denoted in the image above with the red arrow. **Choose XMPP** resulting in the dialog box below:

c. Carefully enter your NWSChat account information into the dialog box, as depicted in the red areas below, remembering:

   i. ***Usernames must be all lower-case and spelled exactly*** as it was in your account request (see the table below for a *few* examples)

Partner	Example Username
Emergency Management	em-john.doe
Federal Emergency Management Agency	fema-jane.doe
United States Geological Survey	usgs-bill.doe
U.S. Army Corps of Engineers	coe-susan.doe
Media Partners	media-james.doe

   ii. The Domain must be all lower-case: **nwschat.weather.gov**
   iii. Resource isn't overly important; however something must be placed in this field (it cannot remain blank). We suggest "Office" or "Home", minus the quotes
   iv. You may type your password into the password field and place a checkmark in the "Remember Password" checkbox, but a suggested information technology *Best Practice* is to leave the password field blank and type it in each time. The password **must** be exactly what you entered when requesting your account or when you last reset (changed) your password.
   v. **Make no other changes in the dialog box.** Click the "Add" button.

d. The Accounts window will now contain your account information, as depicted in the example dialog box below:
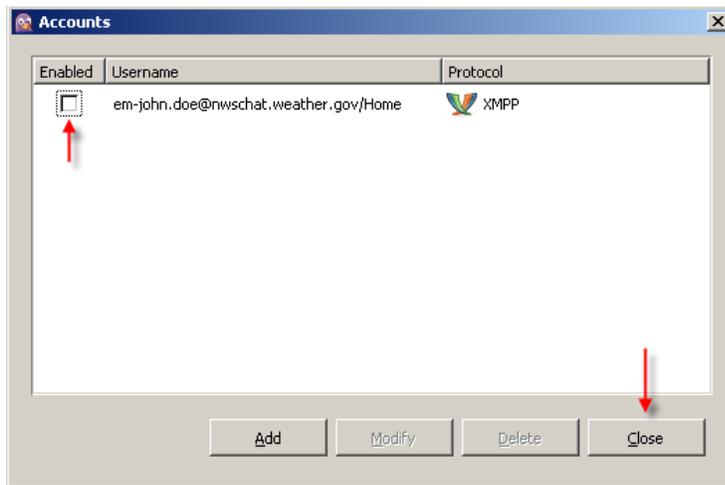
e. Single-click in the small box left of your account information, as depicted by the leftmost red arrow. This will place a "check-mark" in the box and begin the sign-in process. You may also click the "Close" button.

f. The first time you log into NWSChat with Pidgin, you'll get the following dialog box only one time:

Click the Accept button.

g. If you did not enter your password information in the dialog box found a few steps
   above, you'll be presented with the following dialog box:

Enter the NWSChat password you entered with your account request and click the "OK"
button.

h. In about ten seconds, you will log into NWSChat. A new window containing the
    NWSChat security message will display. You may close this window.

4. Configure Chat Rooms within Pidgin

Chat rooms are the primary method for interacting with an NWS Office. Chat rooms contain
multiple users, all able to see and reply to each other's chats. It is advantageous to place one or
more chat rooms into your Pidgin Buddy List so they will be available for quick access.

a. In the Buddy List, click the Buddies menu, then select "Add Chat", as in the example
    below:
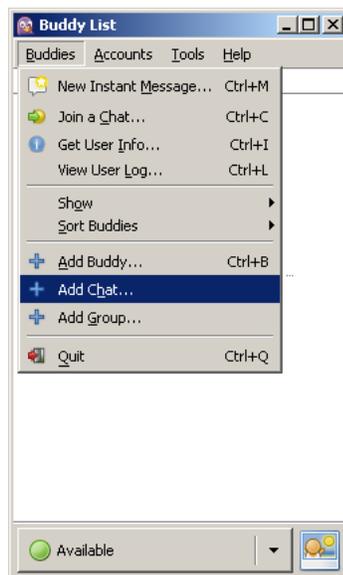
b. A new dialog box will open, as depicted below:

i. *Account*: This should be your NWSChat account; if not, ensure your account is selected.
ii. *Room*: This should be the primary chat room you registered for during your account request process.
iii. *Server*: Should already be filled out correctly; if not, ensure it says **conference.nwschat.weather.gov** in all lower-case letters.
iv. *Handle*: Enter a description of how you wish to be seen by others in the room similar to the examples below:

Partner	Example Username
Emergency Management	Jefferson-AL-EM-doe For Jefferson County Alabama Emergency Manager with a last name of Doe
Federal Emergency Management Agency	FEMA -Region-7-doe
United States Geological Survey	USGS-IAWSC-doe *or* USGS-OSW-doe
U.S. Army Corps of Engineers	COE-mvr-doe
Media Partners	WXYZ-ChiefMet-doe

v. *Group*: Using the down arrow to the right of the entry area, select "Chats". If you do not find this entry, type "Chats" into the blank field.
vi. A suggested NWSChat *Best Practice* is to place a check-mark in the small box immediately left of "Autojoin when account becomes online."
vii. The remaining fields should be left blank.

viii. Click the Add button

c. The chat room should be placed in your Pidgin Buddy List. Double-click the entry in your Buddy List to enter the room.

d. If you need to add more chat rooms to your buddy list, complete steps 4a-4c again, otherwise you may now use Pidgin.

Appendix A: Firewall Information

Your Information Technology (Computer) departments often have firewalls installed to control internet traffic into and/or out of your business or agency. The firewalls will have to be configured, using the information below, to allow NWSChat traffic pass through, otherwise you will not be able to use this Service.

DNS Name	IP Address	Ports	Protocol
nwschat-ss-nws.lb.noaa.gov	140.90.113.204	5222, 80, 443	TCP
nwschat-kc.nws.lb.noaa.gov	204.227.127.216	5222, 80, 443	TCP

Appendix B: Glossary

Buddy	A shortcut to a person or chat room placed in the Pidgin Buddy List window for easy access.
Chat Room	An area where multiple people can gather to discuss topics of interest to each participant. Chat rooms are setup by the NWSChat Administration Team and all National Weather Service offices have these chat rooms available on NWSChat.
Domain	The NWSChat server name required by Pidgin. Pidgin needs this information to find and access the chat services provided by NWSChat.
Handle	A descriptive identifier used within the chat rooms. The handle is generally composed of your agency, media outlet, or other association information along with your region, office, call-sign, etc. and finally ends with your full or last name.
Instant Message	A chat to only one other person.
Password	A unique group of characters known only to the user. Used as a means to authenticate to the NWSChat servers. Passwords will be changed every 180 days (or more frequently) and must be at least 12 characters long, contain at least one character out of the three of the following four groups: small letter, capital letter, number, special character. Additionally, there must be a minimum of six unique characters and passwords shall not be re-used in the last 24 password changes.
Protocol	When entering your account information in the Pidgin Account Setup window, you must choose XMPP or Pidgin will not connect properly with the NWSChat servers.