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What is the Policy for using NWSChat?

[NWS Directive 10-1722](https://www.weather.gov/media/wrn/Aware/pd01017022.pdf) will be updated for NWSChat 2.0. Here is the provisional update - <https://www.weather.gov/media/wrn/Aware/pd01017022.pdf>. Also, more information about NWS IDSS can be found at <https://www.weather.gov/about/idss>

How do I sign up for NWSChat?

First check if you meet our Terms of Use found at <https://partnerservices.nws.noaa.gov/registration/terms>. If you do sign up at <https://partnerservices.nws.noaa.gov/registration/>. Our team will review and respond within approximately five business days.

What's the proper way to log into NWSChat 2.0?

Users of the desktop application can log in directly from the app. In a browser, navigate to the URL that has been provided to you when signing up.

What's the timeline for NWSChat 2.0?

www.noaa.gov/NWSChat see timeline.

Where will resources and updates be hosted?

NWS Partners see - www.noaa.gov/NWSChat and then many more updates will be shared regularly in NWSChat 2.0.

Can I create a channel?

In NWSChat 2.0, normal users cannot create channels, but every office will have at least one Workspace Admin (also called Local Admins) to do this.

Can I change my display name?

All names follow established [naming conventions](#). Display names can be changed as long as they follow naming conventions. Full name can only be changed by admins.

Can I delete a post?

In NWSChat 2.0, normal users cannot delete posts, only Admins have that ability. Even a deleted post will still be in the FOIA archive.

Are DMs (Direct Messages) private?

Yes, a DM is private to the participants (Slack allows up to 8 in a DM). However, these are archived for FOIA purposes.

What is archived for FOIA purposes?

Our Slack instance will maintain all information indefinitely. However, we do maintain an archive outside of Slack which contains all messages, channels, DMs, users, etc.

Where do we find and are we allowed to install the Slack apps?

For NWS Partners - You are more than welcome to install the Slack apps. You may find them at <https://slack.com/downloads/windows> and <https://slack.com/downloads/mac>. The browser version is fully functional in case the App is not allowed.

What about the NWSBot?

The new bot is called WxBot, and will initially provide all of the same information as the NWSBot in NWSChat legacy. In the future, it will likely be modified to provide even more data than the legacy provides. Example seen at [#bot-all-alerts](#)

What about the Map?

We encourage users to use our newer mapping Viewer at viewer.weather.noaa.gov or for just radar see radar.weather.gov.

What is the workspace?

The **NWSChat 2.0** workspace is our operational space, where NWS and Partners will engage in operational collaboration.

What is the difference between channels and connections?

The **channels** are in our (NWS) Slack instance. **Connections** are channels that are shared with another organization (only Slack at this time).

Are shared accounts for login allowed?

No, for security, configuration, license and user tracking purposes we can not allow shared accounts. Everyone who needs an account must register independently, and if needed this can be projected onto a SA Display in an Ops Center, etc...

If I already have a Slack account for other personal or business reasons, do I still need to register for NWSChat 2.0?

Yes, you still need to register for NWSChat 2.0 even if you have another Slack account. Accounts are provided free of charge.

What training will be available?

For non-NWS users a basic guide is available on noaa.gov/NWSChat and more training can be found in the [#help-slack-partners](#) channel.

What happens if I have login/password issues?

If you need a new password, click “Forgot Password” link in the NWSSChat 2.0 login interface after clicking “Enter email and password”. If that doesn’t fix things, please contact nws.partnersupport@noaa.gov or your Local Admins.

What should I do if weather data stopped coming into the channel that I monitor?

There could be a system outage. You can view system outages/impacts for NWS systems here: <https://www.nco.ncep.noaa.gov/status/messages/> You can also share any issues you have in #help-slack-partners channel, in NWSSChat 2.0.