Start by opening Hangouts Chat.

1.1 Open Chat

Before you open Chat, make sure you sign in to your G Suite account.

On a web browser:

Go to chat.google.com.

On a desktop:

1. Go to get.google.com/chat.

2. Install the Desktop app.

On Android devices:

1. Go to get.google.com/chat.

2. Install the Chat app for Android.

On iOS® devices:

1. Go to get.google.com/chat.

2. Install the Chat app for Apple® iPhone® or iPad®.

Note: If you can't access Chat, contact your G Suite administrator. They might have to turn it on in the Google Admin console first.

 In Chat, you can send a direct message (DM) to individuals or groups. Direct messages are private conversations between you and other people. Once you create a direct message, you can't add people, so the conversation remains private.
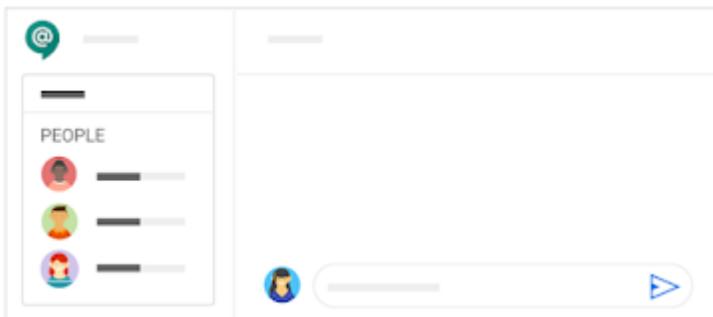

In this section:

2.1 Send a direct message

Send a direct message to someone:

1. Open Chat.

2. On the left, click **Find people, rooms, bots**.

3. Enter a name or email address or select a contact from the suggestions.

4. Enter your direct message and click Send ▷.

Send a direct message to a group:

1. On the left, click **Find people, rooms, bots** › **Group Message**.

2. Enter names or email addresses or select contacts from the suggestions.

3. After you add your contacts, click **Message**.

4. Enter your DM and click Send ▷ .

5. (Optional) To hide a group DM, on the left, point to the direct message and click More ⋮ › **Hide conversation** ⊖.

2.2 Edit conversations

You can edit text in your conversation or add an emoji.
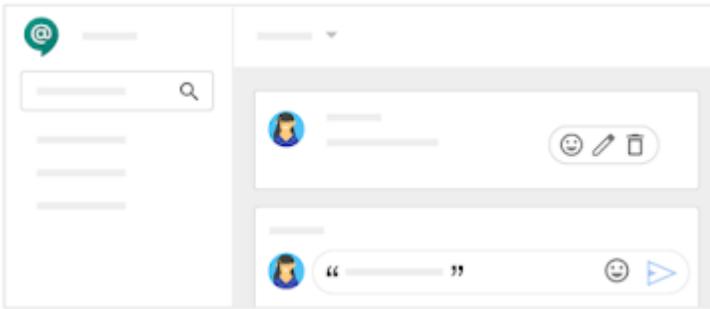
| Feature	Description
Edit text	Point to your conversation and click Edit ✏️. Make your change and click **Update**.
Delete a conversation	Point to your conversation and click Delete 🗑️ > **Delete**.
Add an emoji	Click Emoji 🙂 and select the emoji you want to add.
Bold text	Add an asterisk (*) before and after the text you want to bold.
Italicize text	Add an underscore (_) before and after the text you want to italicize.

2.3 Create a room

With Chat, you can meet and brainstorm ideas with your team in rooms. Chat with your co-workers, share files and other online resources, and work together on team projects.

Conversations are organized into different conversation threads in rooms, so you and your team can discuss multiple subjects at the same time.

1. On the left, click **Find people, rooms, bots** > **Create room**.

2. Enter a room name and click **Create**.
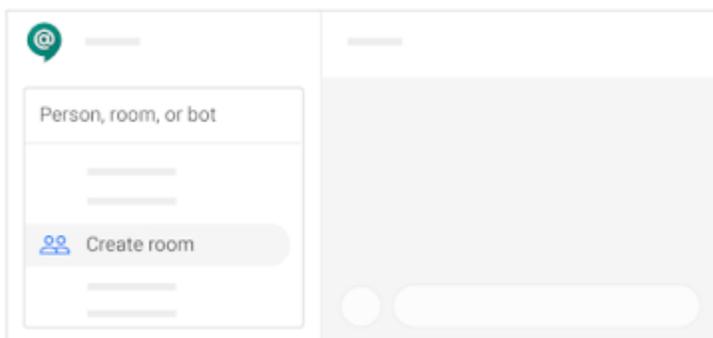
2.4 Add or remove people in a room

You can add people to a room in 2 ways:

Invite people to a room—Invite people to join a room by email.
Mention someone in a conversation—Enter *@johns* to automatically add them to the room

1 **Invite people to a room:**

1. In the room, click **Add people & bots**.

2. Enter a name, email address, or Google Groups address. Or, select a person from one of the suggestions.

   If you want to notify the people you're adding, make sure the **Notify people via email**box is checked and click **Send**.

   If you don't want to notify the people you're adding, uncheck the **Notify people via email** box and click **Add**.

3. To start a new conversation with the group, scroll to the bottom of the room and click **New thread in** *name of room*.
   Note: Anyone added to the room can see the entire conversation history.

2 **Add someone by mentioning them:**

1. To add someone to a room in a conversation, enter @ and then their email alias, for example, *@johns*.

2. Select the person and click Send ▷.

3. Click **Add to room** to confirm.

3 **See members of a room:**
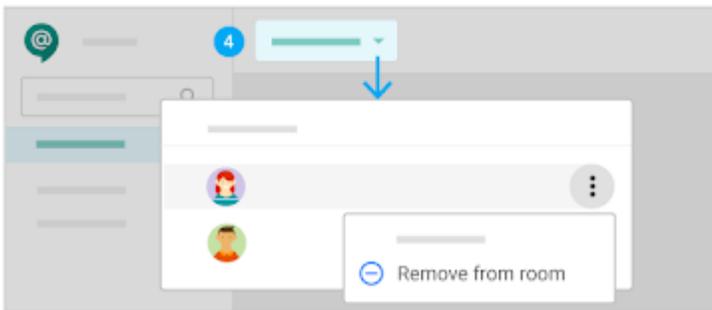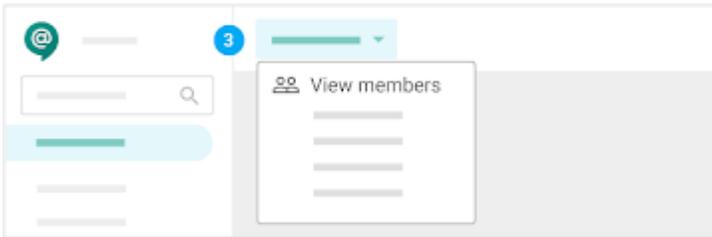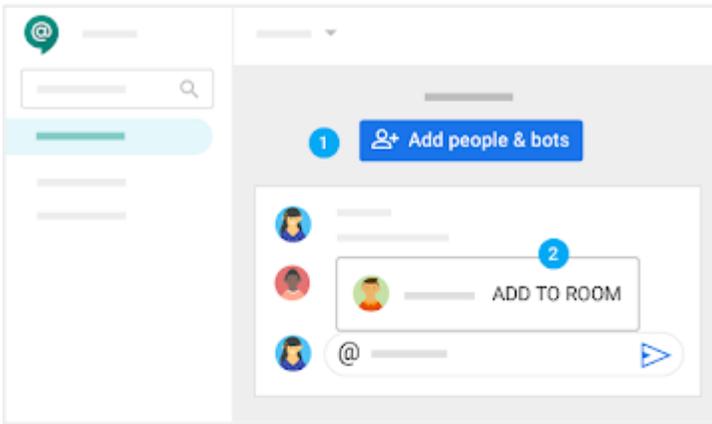
1. On the left, select the room.

2. At the top, click the Down arrow ▾ › View members 👥.

3. (Optional) To add more members to the room, click Add ⊕.

4 **Remove a person from a room:**

1. Select the room name and at the top, click the Down arrow ▾ › View members 👥.

2. Point to the person you want to remove and click More ⋮ › Remove from room ⊖.

2.5 Join or leave a room

Individuals are added to rooms automatically, whereas groups have the option to join a room. Both individuals and group members can leave a room.

Note: You can add up to 8,000 people to a room.

① **Browse your rooms:**

All your rooms are listed on the left of the page. You can find a room you're invited to join.

1. Click **Find people, rooms, bots**.

2. Click Browse rooms ☰⋮.

② **Join a room:**

You can preview the room before you join it.

1. Point to the room name and click **Preview**.

2. At this point, you can read conversations, but you can't participate in the discussion or receive notifications.

3. Click **Join** if you decide to join the room.

4. After joining, you can participate in a discussion, receive notifications, and see the room in your room list.

③ **Remove yourself from a room:**

   1. Select the room name and at the top, click the Down arrow ▾ > Leave ↙.

   2. Click **Leave Room**.
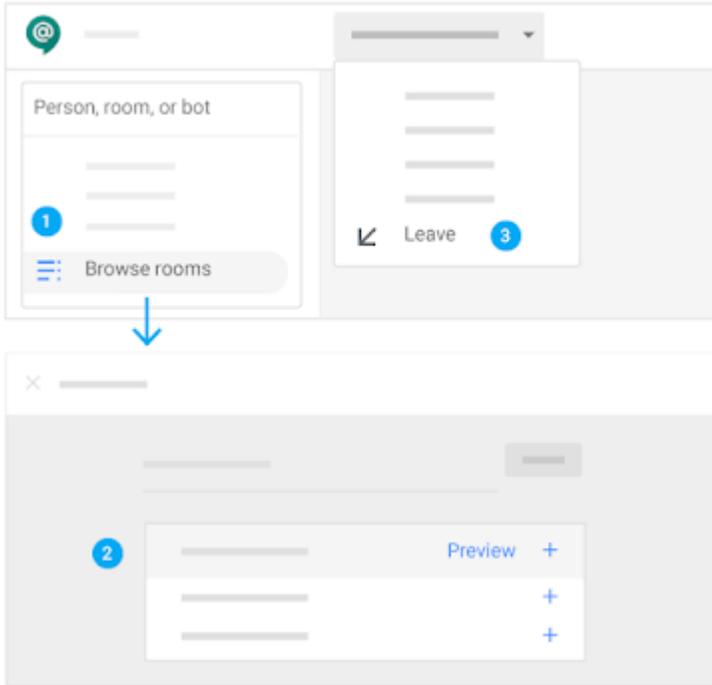
# 2.6 Start multiple conversations in a room

If you're collaborating on a large project with your team, you might need to chat about different topics. Having multiple ongoing conversations helps everyone share information and ideas faster.

Start a different conversation in a room:

   1. On the left, select your room name.

   2. Scroll down to the end of the page and click ➕ **New thread in** *name of room*.

   3. Under **New thread**, enter your message and click Send ➤.

   4. You can create as many new conversations in the room as you like.

Send a direct message to someone in a room:

   1. Select the room name and at the top, click the Down arrow ▾ > View members 👥.

   2. Point to the person you want to send a direct message to and click More ⋮ > Message 💬.

   3. Enter a message and click Send ➤.
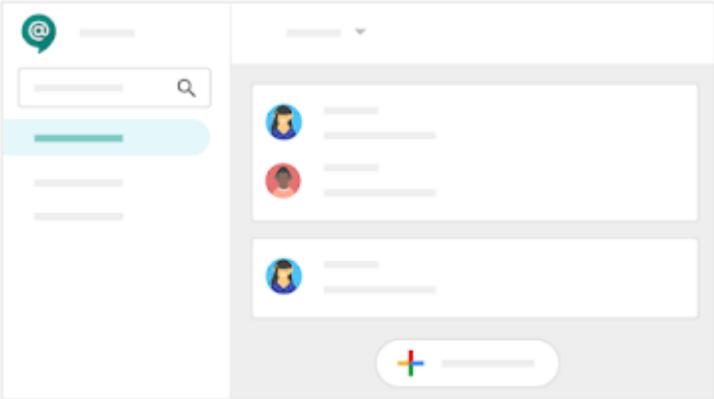
With Chat, you can share useful ideas and brainstorm with co-workers in team and project rooms. Need to meet face-to-face? Just start a Hangouts Meet video meeting right in your chat conversation.
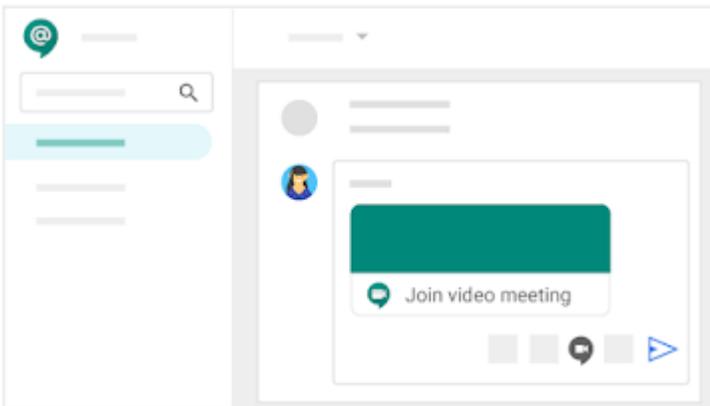
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3.1 Start a video meeting

When you're collaborating with your team, sometimes it's better to meet face-to-face. Start an impromptu video meeting with your team members.

1. In a chat conversation, click Add video meeting ⬤ > Send ▷.

2. To join the video meeting, click **Join video meeting** > **Join meeting**.

3.2 Add files to conversations

Add documents, presentations, images, and more in your conversations. Files you attach in a conversation are automatically shared with all participants who have Comment access.

1. Reply to an existing conversation or open a new conversation and choose an option:

   If you want to attach a file on your computer, click File upload ⬆.

   If you want to attach a file from Google Drive, click Add Google Drive file ◬.

2. Attach the file and click Send ▷.
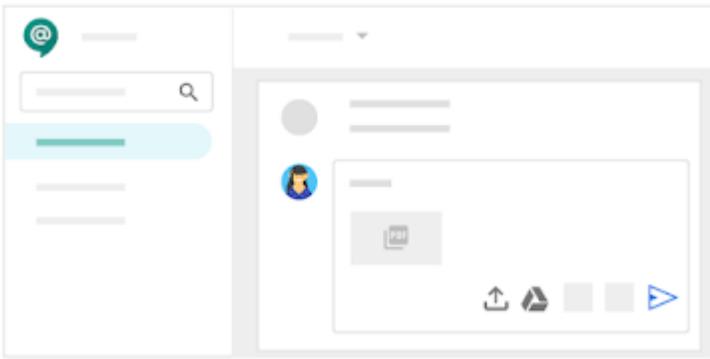
3.3 Search in Chat

Need to search for a specific word or project? With Chat, you can search in direct messages or rooms for *@mentions* and look for content, such as videos, documents, presentations, and more.

1. At the top, click Search 🔍 and enter your search query.

2. On the left, under **Choose Where To Search**, select a contact or room or click **All rooms and direct messages**.

3. (Optional) To search for a specific contact, image or file, click the profile or service image. If your search query has results, a reference appears.

4. Click **Go to thread** to see the original conversation.
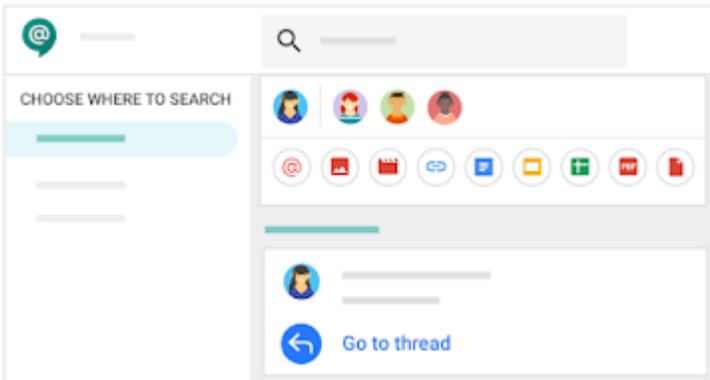
@ You can hide chats that you no longer want to see, and you can delete your chat history. You can also set up notifications to receive alerts when new chats appear.
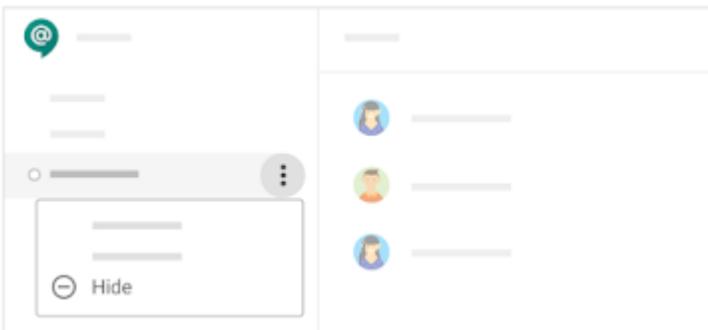
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4.1 Hide chats

Hide a direct message:

1. On the left, point to the direct message.

2. Click More ⋮ > Hide conversation ⊖.

Note: If you hide a chat and then chat with that person or group again, your chat history reappears (if it's turned on).

4.2 Set up notifications

You can choose whether to receive notifications for conversations, or just for *@mentions* and direct messages. And, if you haven't read a conversation in 12 hours, you can get an email notification sent to you.

1. Go to Settings ⚙ > **Settings**.

2. In the **Web and Desktop** or **Mobile** sections, under **Push notifications**, select and click the Down arrow ▾ .

3. Choose an option:

   To get a notification for every message in both DMs and rooms, click **All Messages**.

   To get a notification for all DMs, the first message of every new thread, and threads you're following, click **New threads, threads I'm following and direct messages**.

To get a notification for all DMs and threads you're following, click **Threads I'm following and direct messages**.

To get a notification for @mentions in rooms and DMs, click **Only @mentions & direct messages**.
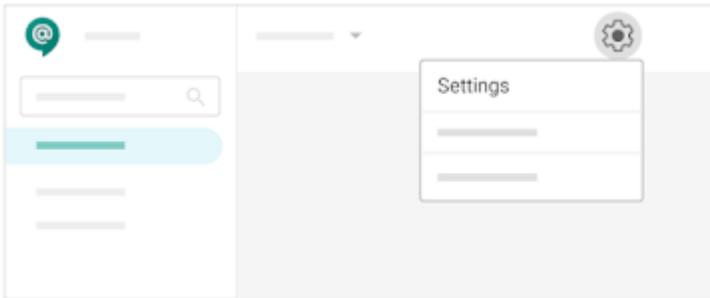
To get no notifications, click **Off**.

4. To set notifications for when you haven't read a conversation in 12 hours, next to **Email**, click the Down arrow ▾ and choose an option:

To get a notification for @mentions in rooms and DMs, click **Only @mentions & direct messages**.

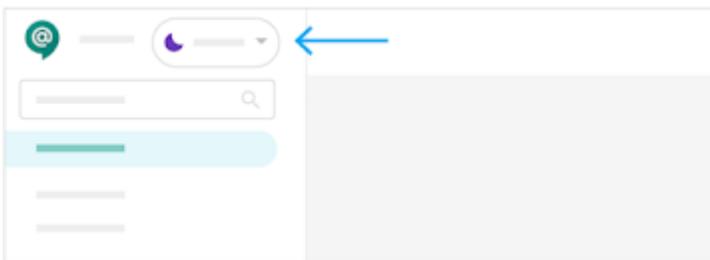To skip notifications, click **Off**.

5. Click **OK**.

4.3 Snooze notifications

If you want to work uninterrupted you can temporarily hide notifications.

1. At the top left, click your status.

2. Select how long you want to snooze notifications.

3. (Optional) To stop snoozing notifications, click your status > **Stop snoozing notifications**.

4.4 Turn notifications on or off

In Chat, you can turn notifications on or off for individual direct messages or rooms. If you turn off notifications for a direct message or a room, you'll still be notified for @mentions.

Turn notifications on or off for direct messages:

1. On the left, point to the person's name and click More ⋮ .

2. Click **Turn on notifications** or **Turn off notifications**.

Turn notifications on or off for rooms:

1. On the left, point to the room and click More ⋮ .

2. Click **Turn on notifications** or **Turn off notifications**.

To follow different threads in a room, point to the thread and click **Follow**. To unfollow different threads in a room, point to the thread and click **Following**.
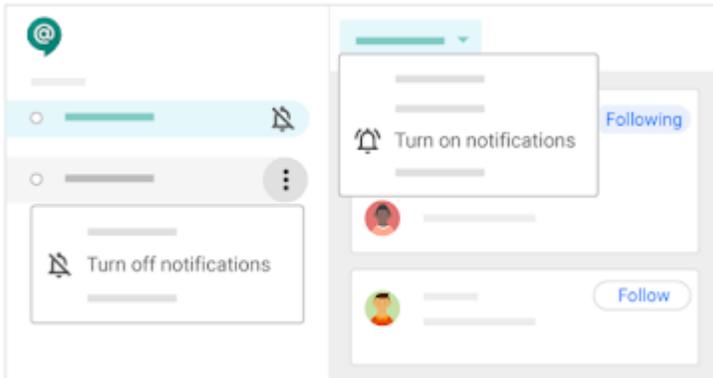
4.5 Manage chat history

You can turn your chat history on and off for conversations with another person or a group. If you turn it off, new conversations are deleted after 24 hours. Currently, you can't turn the conversation history on or off for a room.

Note: Your G Suite admin might have to turn this feature on in the Admin console before you can use it.

Choose an option:

To turn history on, click History off ⬤⊙.

To turn history off, click History on ⊙⬜ .