How do I sign in to Google Hangouts?

Hangouts can be accessed 3 different ways:

1. Hangouts.google.com (web)
2. Within Gmail
3. Hangouts Chrome extension

For the username enter your email address (FirstName.LastName@edmonton.ca)

Enter your City of Edmonton computer password for Password

How to start a conversation

1. On your computer, go to hangouts.google.com or open Hangouts in Gmail. If you have the Hangouts Chrome extension, Hangouts will open in a new window.

2. At the top, click New conversation ＋ .
3. Enter and select a name or email address.
4. Type your message. You can also add emojis and photos.
5. On your keyboard, press Enter.

Manage your contacts

See your contacts

1. On your computer, go to Hangouts at hangouts.google.com or in Gmail.

2. Click Contacts 👥 or Hangouts contacts 👤 .
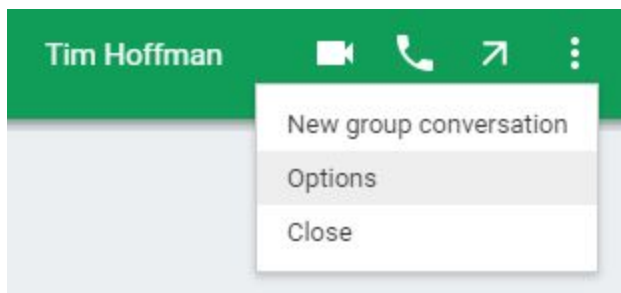3. You'll see a full list of your contacts.

Add someone to your contacts

1. Go to Hangouts at hangouts.google.com or in Gmail.

2. At the top, click New conversation ＋ .
3. Type a name, phone number, or email address.
4. Send an invite or start a conversation to add the person to your contacts.
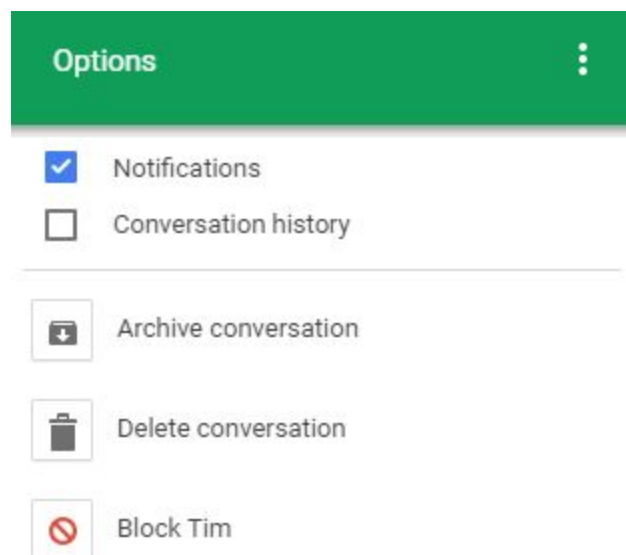
Turning Chat History On Or Off

You can turn your chat history on or off for conversations with another person or a group. If you turn it off, new conversations are permanently deleted in 24 hours and thus **no longer a transitory city record**.

1. Open a conversation.
2. At the top right of the conversation, click the three vertical dots "more" button and select options from the drop down.
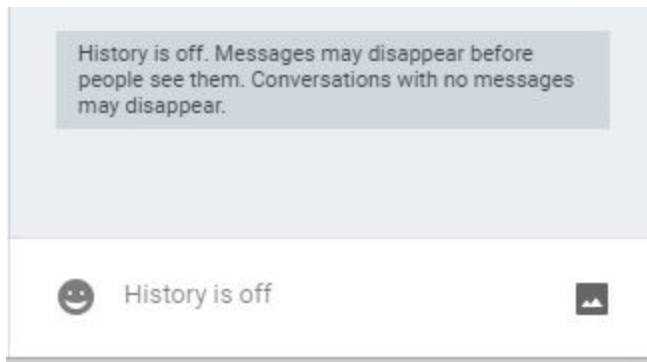

3. Check or uncheck "Conversation history."
   - Checked: History is turned on. Messages can be seen in the Hangouts on all your devices and in Gmail.
   - Unchecked: History is turned off. Messages can only be seen for a short time on your devices. Then, the messages are not saved and will be deleted.
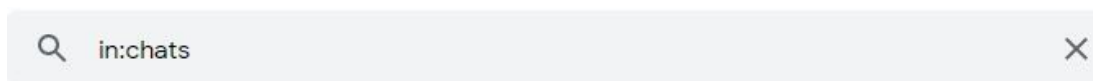
4. Click OK.

Notes:

- If you talk to someone who uses a different chat app, their app may keep a separate copy of the conversation's history.
- When a "History off" message expires, it won't disappear until after you refresh the app or browser.
- Expired "History off" messages are not archived in Gmail or other Google systems or servers.
- If you are unsure whether or not the history is on or off, it will be indicated in the field where you type as well as when you begin a new chat.
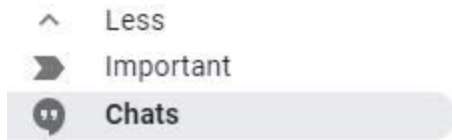

Searching Chat History

1. Open Gmail.
2. In the search box at the top of the window enter "*in:chats*", followed by a word or phrase that could help you find the message you're looking for.

3. Click Search.
4. In the search results, Hangouts messages display a Hangouts icon to the right. It will look like this:

Or:

1. Open Gmail.
2. On the left hand column, click "*More*" .

3.

4. Then scroll down to select "*Chats*". This will open all of the chat history you have saved.
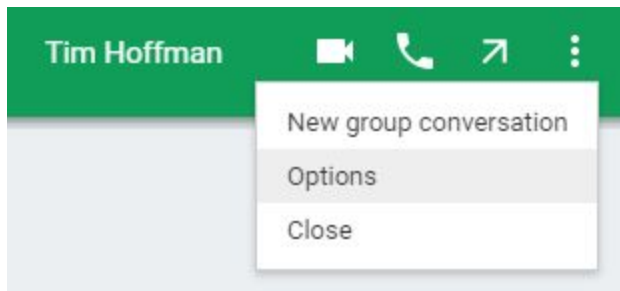
5. Click to open a Hangout.

Notes:

- To delete one of these items simply check off the box to the left of the chat and click on the garbage can the same way you would delete any email.
- When you delete your message history, this is deleted from Gmail and Hangouts on all of your devices, **other people who were in the Hangout can still see the history**.
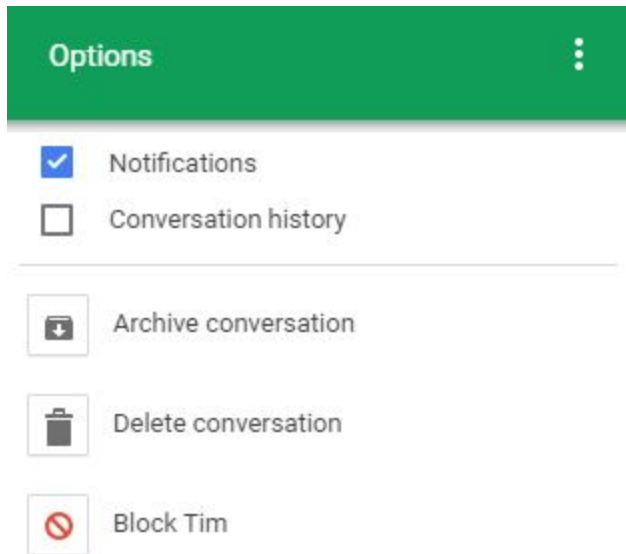
Hide or Archive A Conversation

You can remove a conversation from the top of your conversation list without deleting the history.

1. Go to Hangouts.
2. Open a conversation.
3. At the top right of the conversation, click the three vertical dots more button and select options from the drop down.
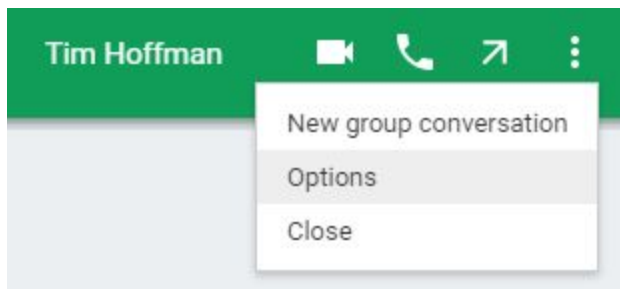

4. Click Archive conversation.

If you send or get a new message, the conversation reappears on your conversation list.
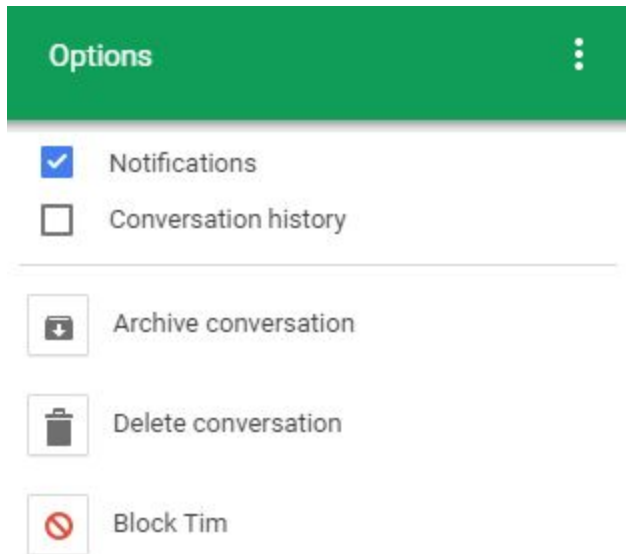
Delete A Conversation

Delete your conversation with one person.

1. Go to Hangouts.
2. Select a conversation.
3. At the top right of the conversation, click the three vertical dots more button and select options from the drop down.

4. Select Delete conversation.

Options

☑ Notifications

☐ Conversation history

⊟ Archive conversation

🗑 Delete conversation

⊘ Block Tim

5. If you're sure you want to delete your conversation, click Delete.

Delete a conversation for a group.

- **Deleting a conversation while the history is off will clear out the conversation history ahead of the automatic 24 hours**.
- You cannot delete the conversation for a group, but you can leave the conversation. Simply click the more button, select options, and then click on leave conversation.
- If someone adds you back to the group conversation, you'll see the history again if it is turned on.