

Using HipChat securely

Government staff are responsible for checking the applications they use are secure. This guidance will help you use HipChat to communicate securely with colleagues.

HipChat is a cloud application for internal chat and messaging, either 1-to-1 or in a group. You can also use it to store files, make video calls, and search message history.

Securing your account

Secure your HipChat account by using:

- a password made up of [3 random words](#)
- a secure (HTTPS) connection and a [modern browser](#) or a [HipChat client app](#)

If you have a corporate Google (G Suite) account use this to log in to HipChat, and [enable two factor authentication](#) on that account.

Tell your HipChat administrator if you:

- think someone may have accessed your account
- lose a device that can access your HipChat account (you should also [reset your password](#))

You can also [deactivate your account](#) to prevent anyone from accessing it. Your administrator can reactivate your account later.

Protecting your data

To protect your data when using HipChat, make sure you:

- don't use HipChat to store [sensitive, personal](#), or other high value data (like commercial or financial information) that could cause harm or embarrassment if lost or exposed
- use [1-to-1 chats](#) when you need to control access
- [restrict your HipChat account to your domain](#) if appropriate

Preserve an open working culture by only using [private channels](#) when absolutely necessary.

When using HipChat, you should also be aware that content, including archived or private content, can be:

- disclosed publicly under the [Freedom of Information Act](#)
- [exported and viewed](#) by administrators in paid HipChat accounts, including private rooms, but not 1-to-1 chats
- [accessed on request by your administrator](#) if not included in the export above, including 1-to-1 chats.

- [subject to legal requests to share data](#) by courts, government agencies, or parties involved in litigation in the US

Using HipChat for social or personal use must:

- not create exposure to legal liability or embarrassment
- not affect your performance or disrupt others
- follow the [Civil Service Code](#)

Images or files in HipChat [can be accessed by anyone with the link](#), even if they can't access the room or chat it was posted to.

Atlassian - the company that runs HipChat - have signed up to the [EU-US Privacy Shield](#) which requires them to follow European data protection requirements for personal data for their European customers. [You own the data](#) you put in HipChat, and their technical security is similar to other popular public cloud services.

Managing information

You must record or summarise important work in a permanent record at regular intervals or at the end of a piece of work.

Make sure you don't lose content by:

- creating a permanent record of shared information at regular intervals or at the end of a piece of work
- using your document storage or email service to capture important discussions or decisions (name the data so it can be found later)

You can export data from HipChat by:

- copying and pasting the text (while noting the date)
- taking a screenshot
- asking your administrator for [an export](#)

Getting started

Ensure your account looks official and similar to other government HipChat accounts by:

- setting your @mention name to FirstLastORGANISATION (for example AlexBlackMOJ)
- use a recognisable profile photo
- add your role to the Job title section

You can alert others to content you have shared on HipChat by typing @all or @here. This can trigger notifications on their computer or phone. You can read the HipChat guidance on '[Making an announcement](#)' to understand how these alerts work and the meaning of these alerts.

Getting help

For help using HipChat, you can:

- use their [getting started guide](#)
- find your administrators at: <https://yourdomain.hipchat.com/people>

HipChat offer support through a:

- [support page](#)
- [status page](#)

You may also get help from your internal IT team if they have agreed to do it.