

# How to Request a Shared Wickr RAM Account

To request a shared Wickr RAM account, submit a ticket to the ServiceDesk from the **organizational email box** that will be associated with the account along with the required documentation. For security reasons, Wickr RAM support is not authorized to process requests from an individual's email addresses.

## Account Owner Responsibilities

The **account owner** is responsible for:

- Identifying users who require access to the shared account.
- Managing credential distribution.
- Updating and maintaining password security.

## Required Documentation

To complete the request, the following documents must be submitted from the Organization box itself to the service desk:

### 1. Account Request Sheet

- The **account owner's** information must be entered on the first line of the account request sheet, **line 4**, along with the **organizational email box**.
- List all users requiring access to the shared account on the subsequent lines.


### 2. Rules and Behaviors Agreement


- Must be signed by the account owner.

### 3. Acceptable Use Policy

- Must be signed before granting users access to the shared account

**Need Help?** contact the **24/7 Wickr RAM Service Desk**:

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