AWS Wickr RAM
Installation Checklist

WARNING: DO NOT CLICK CONFIGURE YOUR DEVICE

☐ Step One: Download/install Wickr RAM application to device

Government/Company Computer:

This is distributed by your Organization via **Software Center**. If you do not have the application loaded on your computer or Software Center, please reach out to your unit CST or local communications unit to request installation.

Mobile Device:

Search in your respective App Store/Google Play store for "Wickr Enterprise" and install onto device. Please refer to the "Mobile Install Checklist" from the Wickr RAM Website; https://ram.josce.net/install/

Windows Computers:

1. Download the Windows version from https://enterprise-download.wickr.com/#/version/ent

2. At the "Welcome to Wickr Enterprise Setup Wizard. Click **Next >**

3. Installation Type. Select **Everybody (all users)** and Click **Next >**

4. Installation Folder default. Click **Next >**

5. New Dialog window is displayed. Select **Default location**. Click **Next >**

6. Ready to Install window is displayed. Click **Install**
   • If a User Account Control window is displayed, Click **Yes**

7. Complete the Wickr Enterprise Setup Wizard window is displayed. Uncheck **Launch Wickr Enterprise** and click **Finish**.

Mac Computers:

1. Download the Mac version from https://enterprise-download.wickr.com/#/version/ent

2. Run the downloaded .dmg file.

3. Drag the Wickr Enterprise icon into the Applications folder.

☐ Step Two: Configure Wickr RAM via Deeplink

The process below auto configures your device to point to the Wickr RAM environment with minimal actions required by the end user

1. **Navigate to https://ram.josce.net/install and select the "DEEPLINK" button.**

2. An open Wickr Enterprise window is displayed. Select **Always allow**… and click **Open Wickr Enterprise**

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>
> ### THE DEEPLINK MAY TAKE A MOMENT TO PUSH THE CONFIGURATION TO YOUR DEVICE

3. Wickr RAM User Acceptance Agreement window open, Click **OK >**

4. Login window opens
   a. Sign in with your primary government email.
   b. For users with accounts already set on JOSCE use the password you set
   c. For users who have not set their password in the JOSCE environment
      i. Default password is **<10-digit DOD ID#>R@m**. *eg.1234567890R@m*
      ii. You will be prompted to change your password at first login.

☐ Step Three: Saving Master Recovery Key

Wickr has made onboarding secondary devices much easier when using SSO by offering a Master Recovery Key (MRK). If your MRK is lost it cannot be recreated and you will need to reset your device.

For more information regarding the Master Recovery Key, you can go here:
https://support.wickr.com/hc/en-us/articles/360004407153-What-is-a-Master-Recovery-Key-

This key MUST be retained, or you will need to reset your account when adding additional devices.

1. Click **SAVE** when prompted for Master Recovery Key and **KEEP IT SAFE**
   • If you cannot save the document onto your computer, take a screenshot.

2. Click **NEXT** once saved.

3. Click submit then sign in with new password and click Submit and you should be in!

Be sure to do the **tutorial** first time to get accustomed to Wickr Enterprise!