Wickr RAM Mobile Client Install & Configuration

Wickr RAM is authorized for installation on government devices as well as personal devices and these instructions cover iOS, and Android systems. For Desktop instructions please visit <https://ram.josce.net/install/static/guides/WickrRAMInstallChecklist.docx>

# Downloading the Wickr Client

Wickr RAM uses the Wickr Enterprise client and can be downloaded from your IOS/Android app store. Search for **Wickr Enterprise**, (three horizontal lines, see image below).

 

After the Wickr Enterprise application is downloaded and installed continue.

***Note:*** *Government managed devices may or may not allow downloading and installing without administrator rights.  If you are unable to download or install, please contact your local IT support team for assistance.*

# Configure Wickr RAM via Deep link

Configuring your Wickr RAM client using the deep link auto configures your device pointing it to the Wickr RAM environment with minimal actions required by the end user.

To configure your device:

1. Ensure the Wickr Enterprise client is not open.
2. Open a browser and navigate to https://ram.josce.net/install and select the "DEEPLINK" button, an open Wickr Enterprise window is displayed.
3. Select Always allow… and click Open Wickr Enterprise

***WARNING: DO NOT CLICK CONFIGURE YOUR DEVICE THE DEEPLINK MAY TAKE A MOMENT TO PUSH THE CONFIGURATION TO YOUR DEVICE***

1. Wickr RAM User Acceptance Agreement window open, Click OK
2. Login window opens, sign in with the email associated with your account
* If you have a password set on JOSCE for another service, then use that password
* For new users log in with your unique default password <10-digit DOD ID#>R@m. eg.1234567890R@m
1. You will be prompted to change your password at first login

# Configuring & Syncing Additional Devices

Wickr RAM users are licensed to install the client on up to five devices.  The following paragraphs describe options for syncing your messages across devices depending on your operational environment, e.g. cannot use cameras.

Note: You must have a Wickr account, both devices available, and be logged onto a Wickr device.

## QR Code

Syncing a secondary device using a QR Code is the simplest and quickest way, however, it may not be suitable for all operating environments as a camera is required on the original device to use this method.

1. Download and install the Wickr Client on a secondary device (see Installing the Wickr Client)
2. On the secondary device, log in with your username (email address) and password
3. On the Transfer account and messages window; choose the **Scan QR code** option
4. A QR code will appear.
5. Open the Wickr app on your original device.
6. In the notification window, choose **Approve**.
7. Hold the QR code on the new device in front of the camera of the original device.
8. The Wickr app will automatically begin to sync your data to your new device.
9. When the sync is complete, a Welcome to AWS Wickr window will appear on your new device.

## Manual Code Entry

For operating environments that do not allow cameras or devices without a camera, a manual code can be entered.

1. Download and install the Wickr Client on a secondary device (see Installing the Wickr Client)
2. On the secondary device, log in with your username (email address) and password
3. On the Transfer account and messages window, choose **Enter code**.
4. A window with a code appears.
5. Open the Wickr app on your original device.
6. In the notification window, choose **Approve**.
7. On the Enter Code Manually page, enter the first six characters of the code displayed on your new device. Confirm that the codes match visually and then continue.
8. The Wickr app will automatically begin to sync your existing data to your new device.
9. When the sync is complete, a Welcome to AWS Wickr window will appear on your new device.

# Recovering a Device

If you no longer have access to your original device, you can recover rooms but not history by using your Master Recovery Key,

1. On the Transfer account and messages page, choose to continue without transferring
2. Select use master recovery key.
3. Enter your master recovery key and click recover.

If you're having issues with the installation of Wickr on your desktop, please contact the service desk at any time at:

 Email: arma\_afsof\_servicedesk@gdit-ext.com

Phone: +18503745853 | +18334570457