

Wickr RAM for Mobile Devices

Account Installation Checklist

NOTE: If you have not received your Wickr RAM Welcome Email, DO NOT complete these instructions

▪ Step One: Download/install Wickr Enterprise (RAM)

1. Please visit the respective mobile application stores (icons to the right) and download Wickr Enterprise to your mobile device
2. Once downloaded, **DO NOT** Open the Wickr Enterprise App at this time



▪ Step Two: Configure Wickr RAM via Deeplink

This step will auto configure your device to point to the Wickr RAM environment

1. Click this link; [DEEPLINK](#) your account will begin the configuration process
2. A window will appear asking you to Open Wickr Enterprise, select Always allow; click "Open Wickr Enterprise"
3. **WARNING: DO NOT CLICK CONFIGURE YOUR ACCOUNT.**
 - a. The DEEPLINK may take a moment to begin the configuration process of your account
4. Wickr RAM User Acceptance Agreement window will open, Click **OK or Agree & Continue**
5. Login window opens
 - a. Sign in with your primary government email
 - i. Default password is your EDIPI (DOD ID) with R@m at the end (e.g., 1234567890R@m)
 - ii. You will be prompted to change your password at first login (If you receive "Invalid Username or Password", contact the Service Desk at 1-833-457-0457)

▪ Step Three: Saving Master Recovery Key

1. Click SAVE when prompted for Master Recovery Key and KEEP IT SAFE
 - a. If you cannot save the document onto your device, take a screenshot
 - b. This key **MUST** be retained:
 - i. If you do not have access to your device's camera functions, or in a location where mobile devices are not authorized, you will need the MRK to register your additional device(s)
 - ii. NOTE: If you have access to your device's camera functions, you will be able to add other devices using the QR Code and camera to and sync content. In this case the MRK is not required
2. Click the check box agreeing you have saved the Recovery Key
3. Click **NEXT** once saved
4. Success! You can now begin securely messaging Wickr RAM users/contacts

For issues or questions please contact the Wickr RAM Support Desk
arma_afsof_servicedesk@gdit-ext.com
1-850-374-5853 | 1-833-457-0457