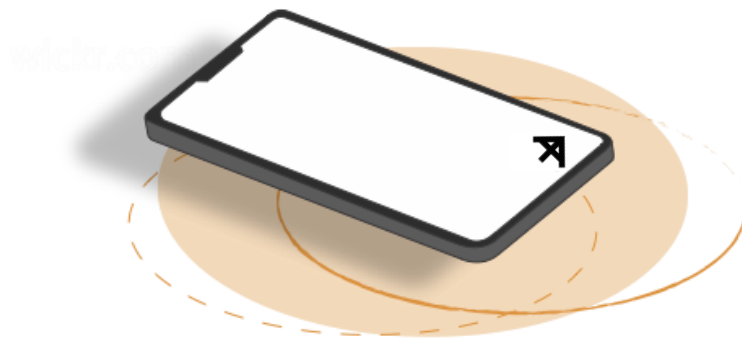


Training Presentation



Wickr RAM

Recall, Alert, and Messaging



Brian Morrison, Technical Account Manager

CAO: 30 April 2021 - Built with RAM Clients Version 5.76

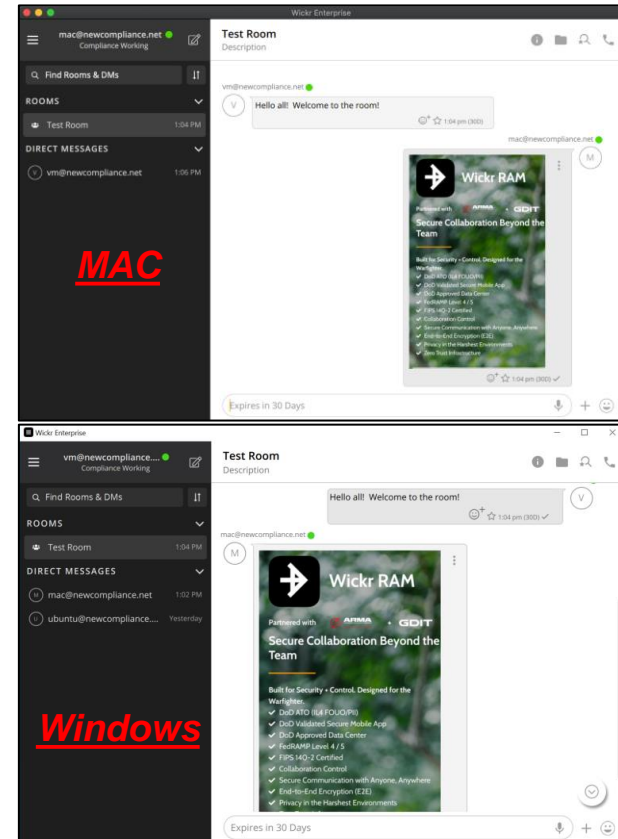
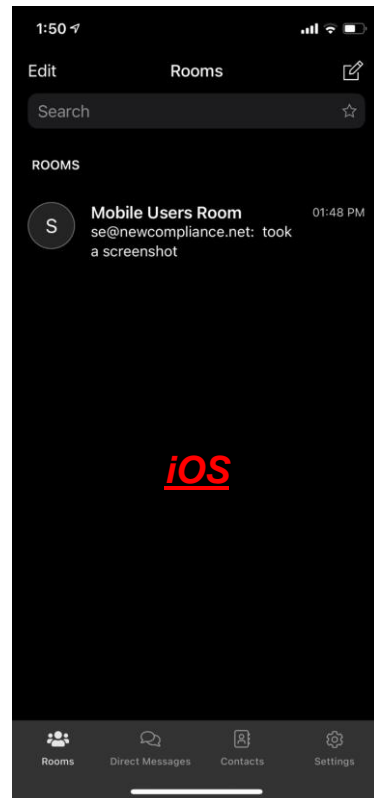
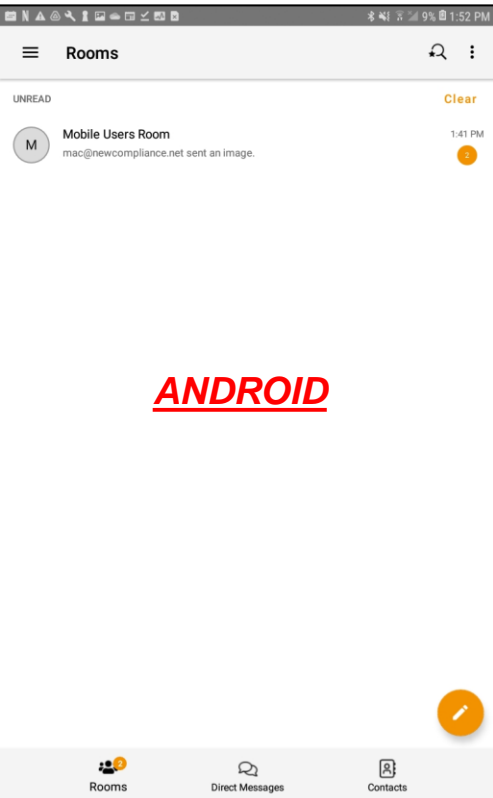


<https://wickr.com/ram/get-started/>

wickr

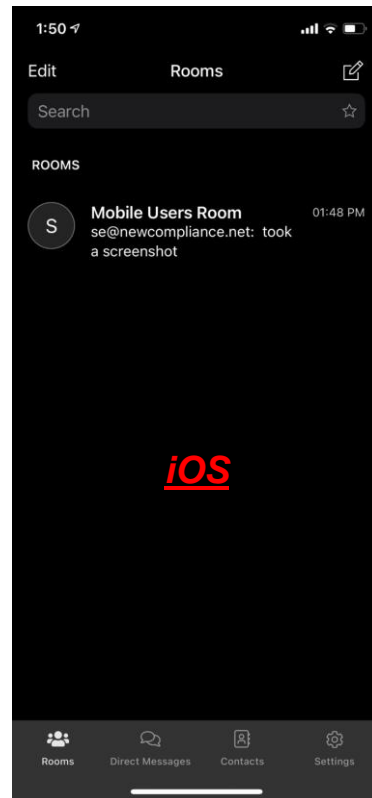
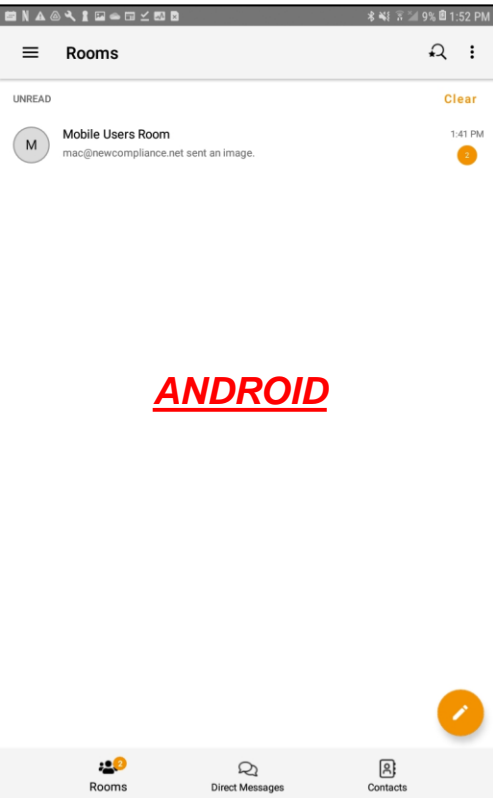
Feature Training

The Wickr Client User Interface (U/I)



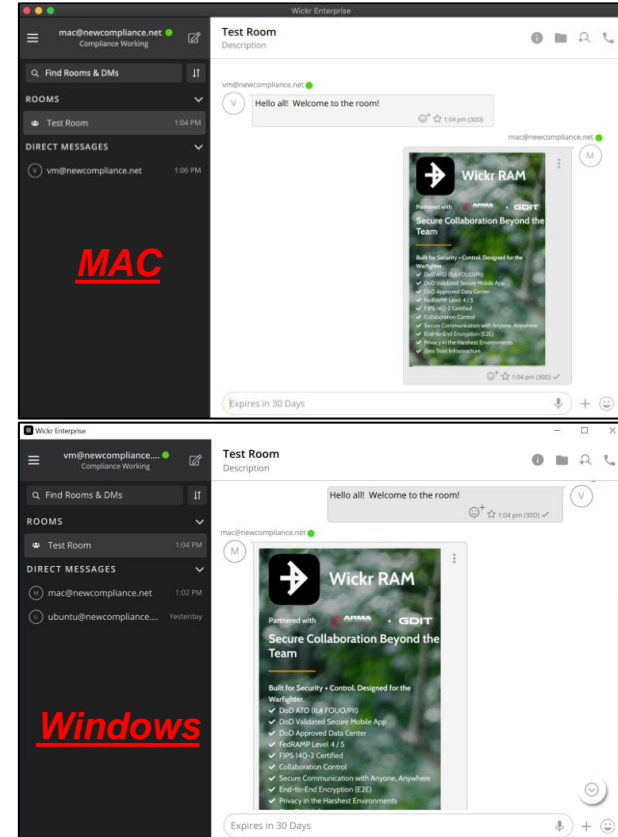
<https://wickr.com/ram/get-started/>

U/I Differences - Layout

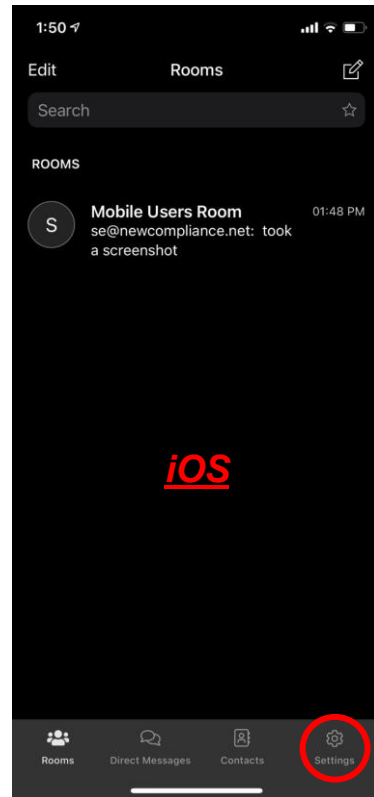
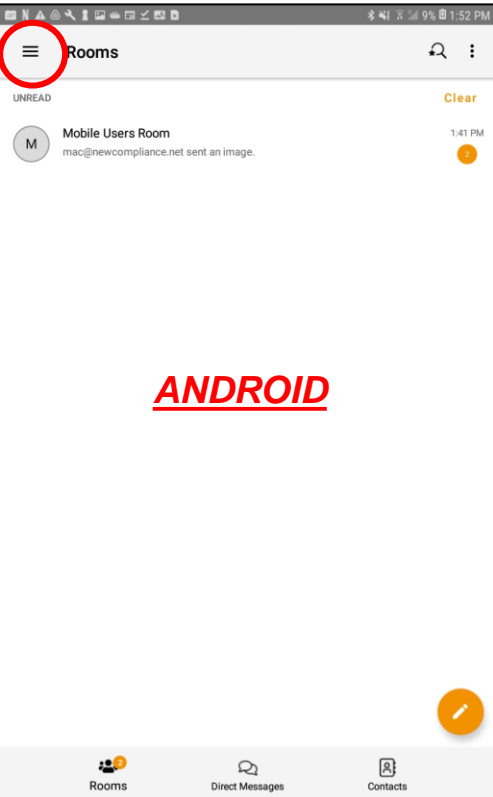


<< Mobile clients have a vertical single page layout with the page menu on the bottom

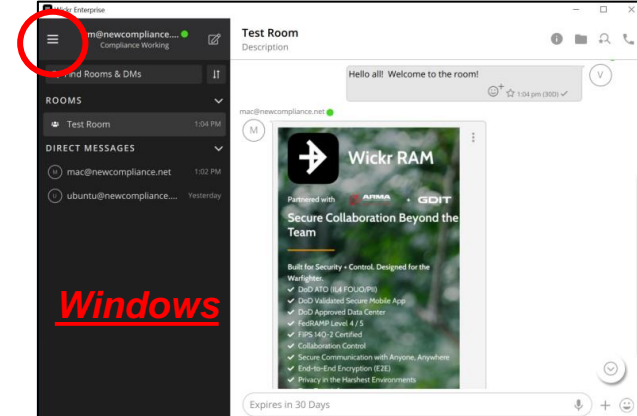
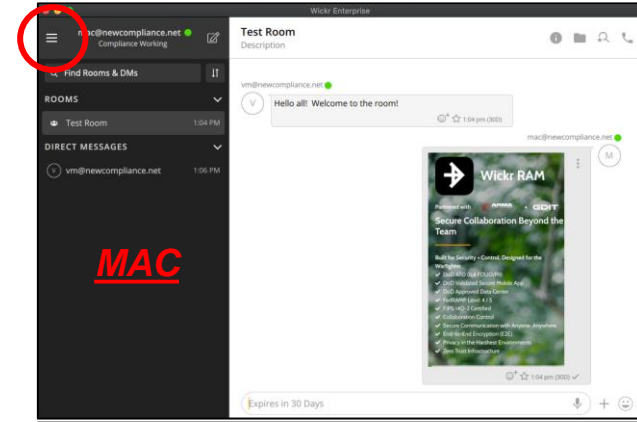
>> Desktop clients have a combined layout with menus layout out in a separate side panel



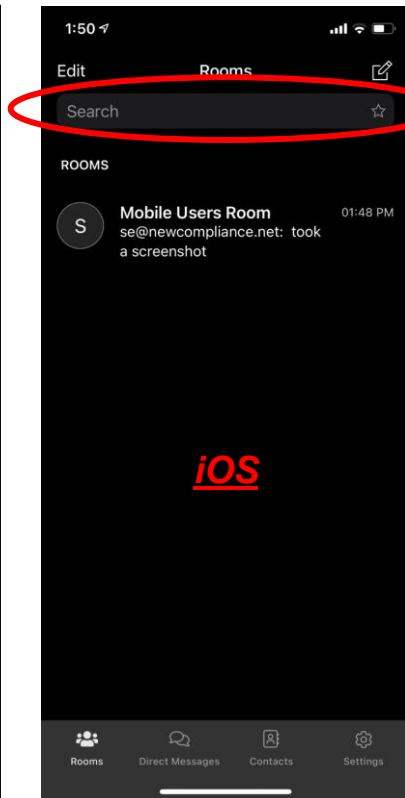
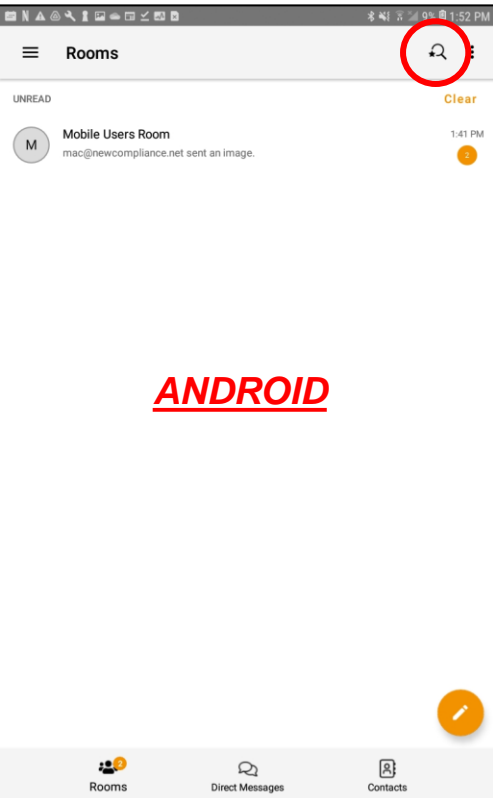
U/I Differences - Settings Button



Differs in iOS client, but look for the word or the three dashed lines

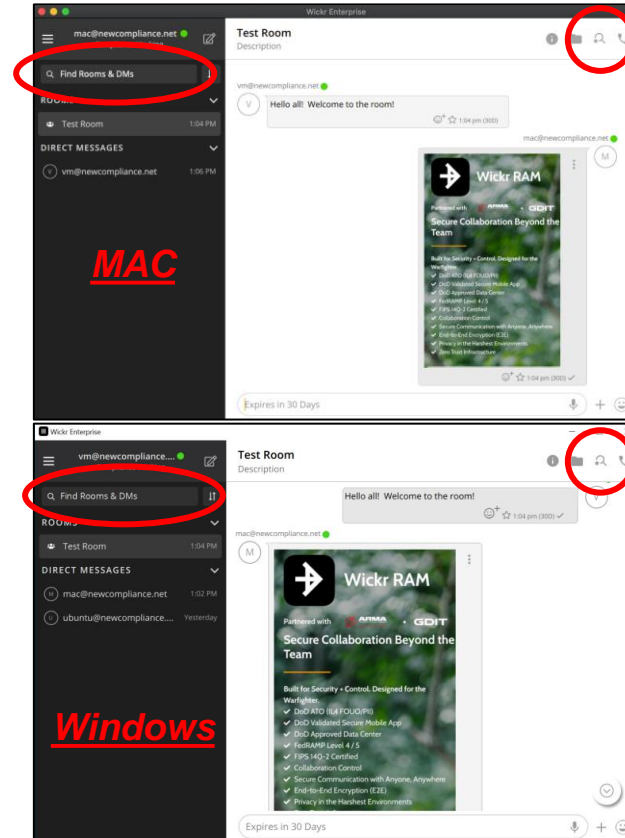


U/I Differences - Search

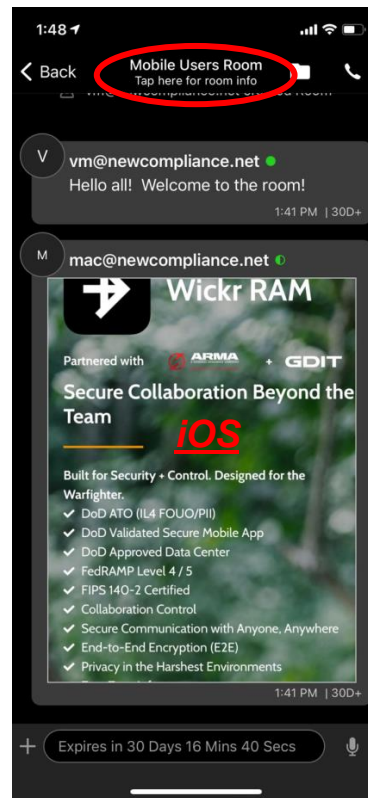
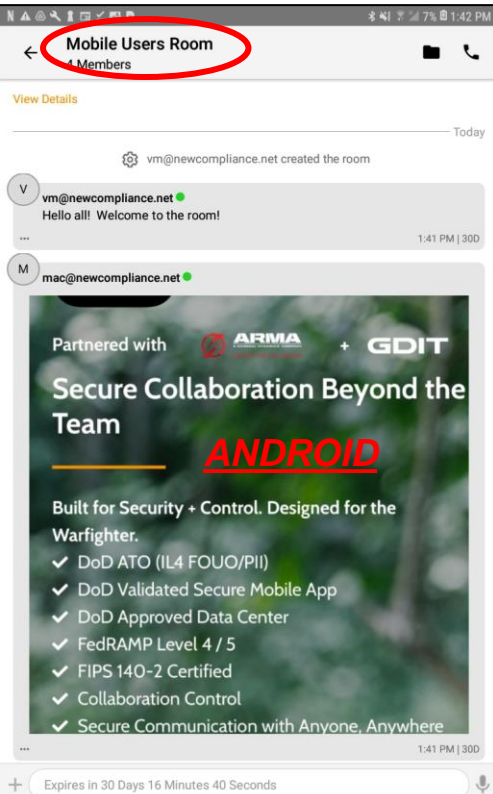


<< Singular Search function in Mobile clients accessible from the main Rooms page

>> Separate Search functions, on the left panel the search function is for Room and DM name search only, where the search function inside of any room will search for room messages

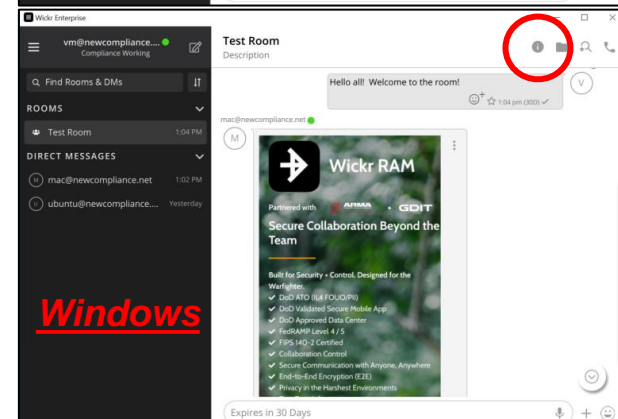
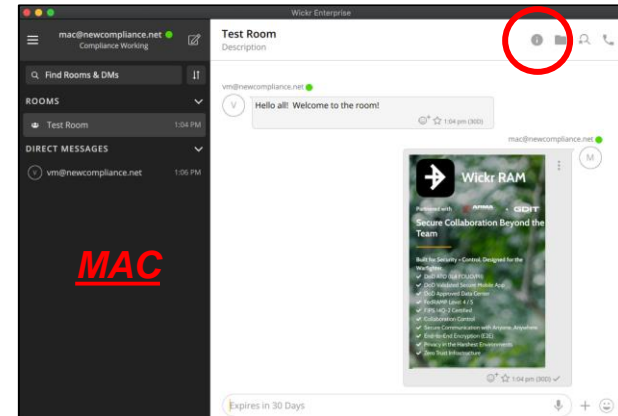


U/I Differences - Room Layout



<< Mobile clients have a vertical single page layout with the page menu on the bottom, which Room settings accessible from taping the room name at the top

>> Desktop clients have a combined layout with menus layout out in a separate side panel, with room settings accessible from clicking the "i" icon in the top right



Creating a Room, Group or Direct Message

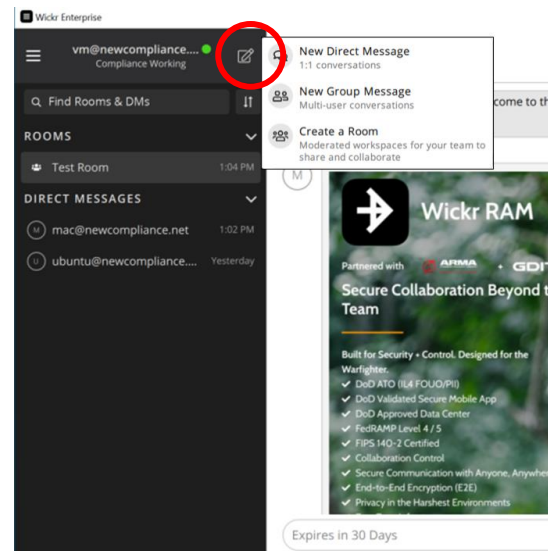


What it is

- All three types of conversation spaces have the same core communication capabilities
 - Rooms for moderated workspaces, Groups for multi-user conversations, and DMs for 1-to-1 communication
- Rooms in Wickr serve as organizational collaboration spaces for desired topics or functions
 - Room name corresponds to the name shown in the "// Rooms" listing within Wickr
 - Description is what is shown in the header information when joining a room
 - Notifications allow you to choose to have members notified of all messages, or only messages where they have been named. "@Bob"
 - You'll also be presented with a list of all members within your network, allowing you to choose who can and cannot access this room
 - You can invite or promote members by clicking their name within the list
 - "Expiration" sets the empirical maximum amount of time content may live; it starts counting when the content is sent
 - "Burn-on-read" sets the amount of time after a recipient views the content before it is destroyed; it starts counting as soon as content is marked as "read" but will never extend the life of the content beyond the destruct time determined by the "Expiration" value
- Wickr RAM is currently limited to 500 members per room

How to use it

- <https://support.wickr.com/hc/en-us/articles/115007397588-Room-Moderation-and->



Adding Contacts

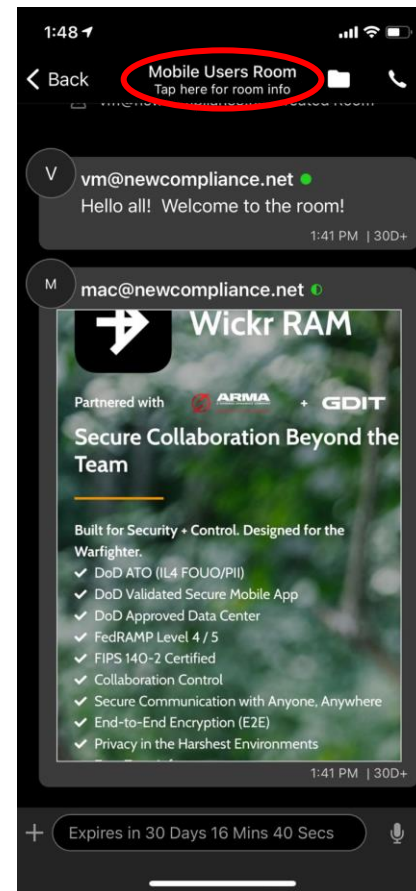


What it is

- Adding a contact to a room
 - To add a contact to a room simply click on their name within the "Edit Room" contact list
 - This assumes the user is currently within your network
 - To add a contact from another network to a room, enter their email address in the search field
 - If the user is valid and active on another network, they'll be added to your contact list allowing you to add them like any other user
- Creating a new 1:1 message
 - Clicking the "+" symbol next to "/ Direct Messages" on the left brings up your contact list, allowing you to choose a person to begin messaging.
 - If the user isn't currently in your contact list, you'll need to enter their name in the search box, and then add them as a contact
 - You're only able to add valid and existing users, and not invite using this field.

How to use it

- <https://support.wickr.com/hc/en-us/articles/115007397628-How-Do-I-Add-a-Contact-to-a-Room->
or
- (RAM Platform) https://youtu.be/pjK_z2CKp_8
- (Global Federation) <https://youtu.be/bffOpgXV5YI>



Starting or Joining a Call

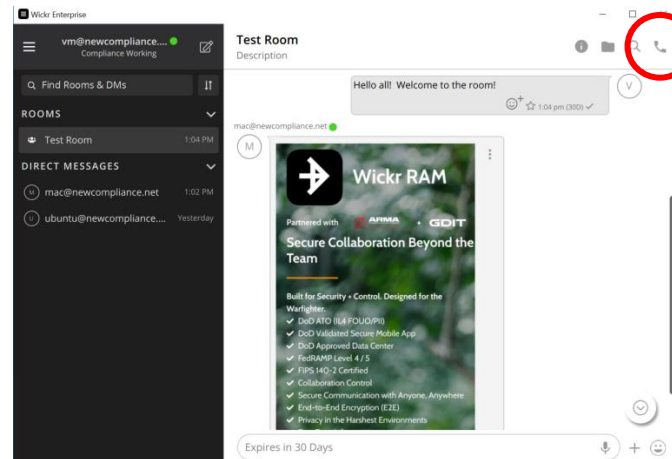


What it is

- **Starting a call**
 - Click on the phone icon in the top right of any room or conversation
 - You will receive a warning message letting you know you are about to start a call with the total number of members in that room or conversation
 - Click OK to proceed with the call
 - A new call screen will appear, and other users will appear along the bottom of the call screen
 - You can also access all the call controls from the top or bottom of the call screen depending on your device type you are using
- **Joining a call**
 - When a call is initiated within a room or conversation by another user you will receive a pop-up notification that a call has started, and asking you if you want to join the call
 - If you select to join the call a new call screen will appear, and other users will appear along the bottom of the call screen
 - You can also access all the call controls from the top or bottom of the call screen depending on your device type you are using

How to use it

- (RAM Platform) <https://youtu.be/nYlvcC4dN48>
- (Global Federation) <https://youtu.be/H-hji3CfNLw>



Use Formatted Text in a Message



What it is

- Ability to use specially formatted text types in messages (BOLD, *italics*, etc)
 - To format your text, you will add characters ahead of and behind the text to be formatted
 - Ex: use an asterisk (*) before and after the phrase "Bold text" (*Bold text*) yields Bold text

How to use it

- <https://support.wickr.com/hc/en-us/articles/360025898233-Markdown-Formatting-Text-in-Wickr>



Star Messages

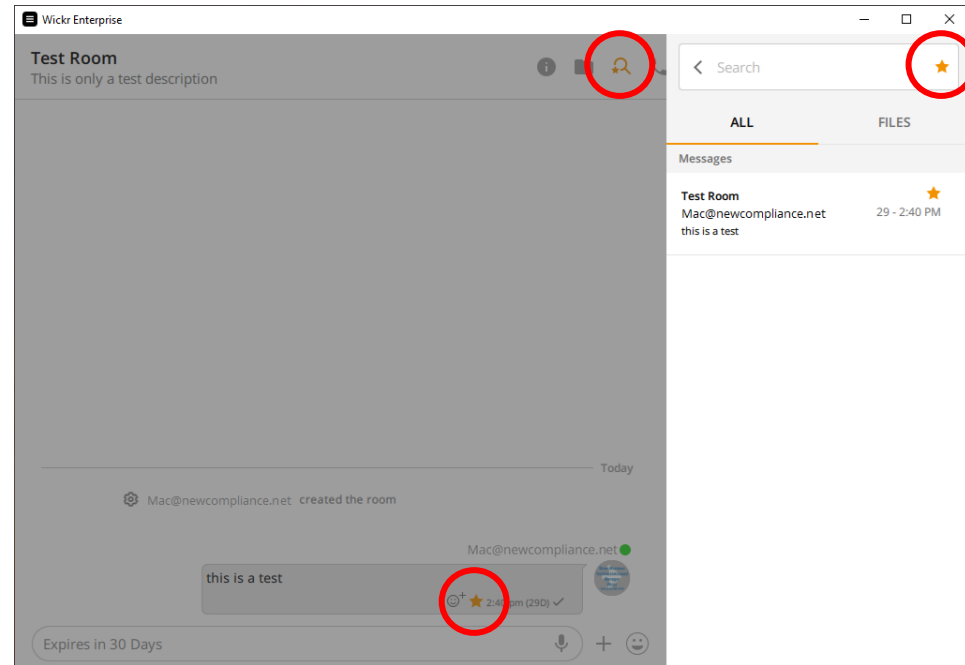


What it is

- Staring a Message allows for quick access of important messages within Wickr
 - Quickly access starred messages, images, and files from the search bar by selecting the star to view and search your starred items

How to use it

- <https://support.wickr.com/hc/en-us/articles/360002759854-Starring-Messages>
or
- <https://youtu.be/aGoexmZgi8U>



Recalling a Sent Message

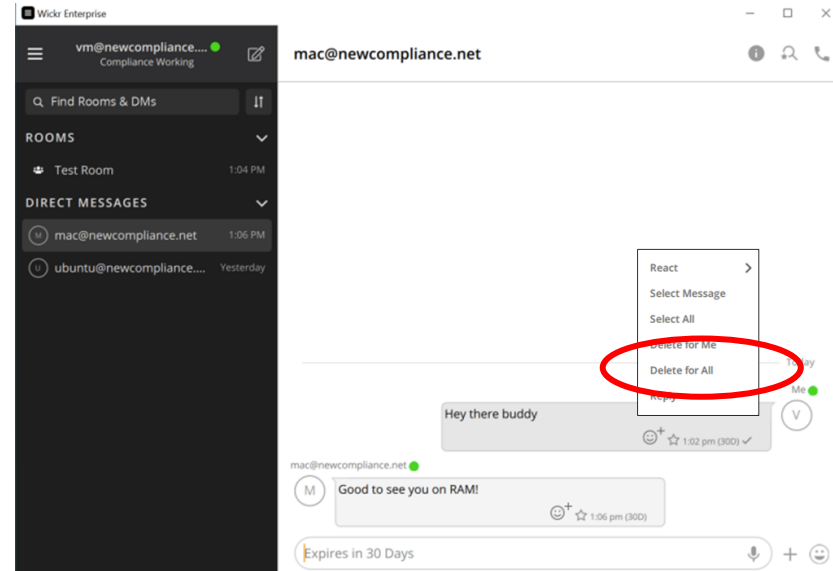


What it is

- Recall a message can delete messages for you individually or all users within the room
 - "Delete for Me" removes messages, files, etc from your device only
 - "Delete for All" it will remove the message or file you sent from all participant devices

How to use it

- <https://support.wickr.com/hc/en-us/articles/115002781913-How-do-I-Recall-or-Delete-a-message->
or
- https://youtu.be/mVGrUtw8_nU



Message Reactions

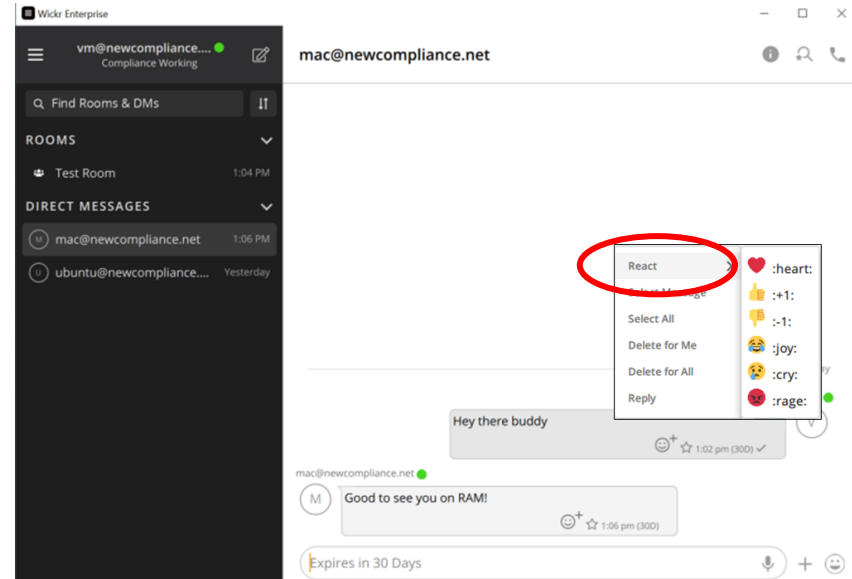


What it is

- **Emoji reactions are the ability to react to an individual message with a specific emotion.**
 - Example: If someone is trying to coordinate plans, you could easily respond with a yes or no reaction to indicate your preferences and vote on it.
 - It's also an easy way to de-clutter your messages by eliminating "replies" or "reply-alls" - just get quick and easy answers!

How to use it

- <https://support.wickr.com/hc/en-us/articles/360050003074-Emoji-Reactions>
or
- <https://youtu.be/TrnLrtFoE4s>



Quick Responses

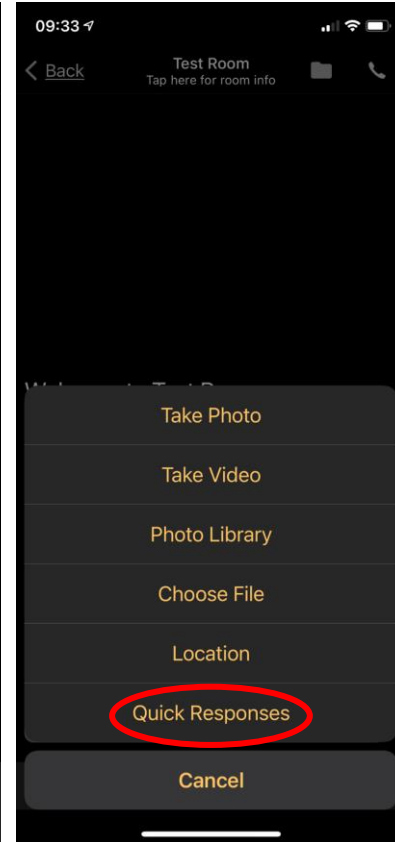
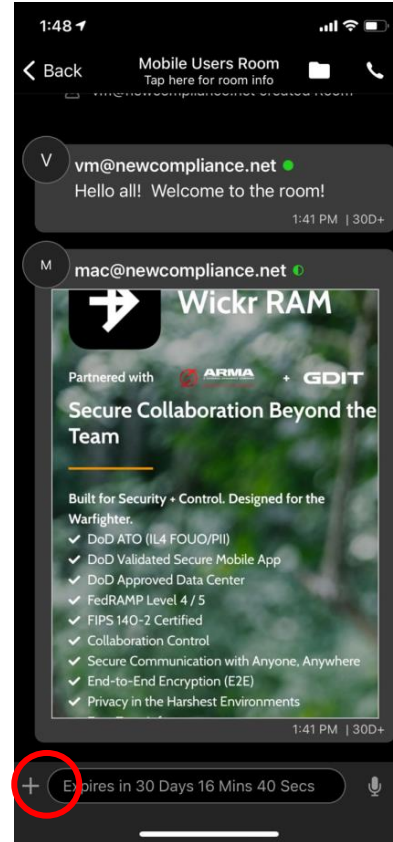


What it is

- Quick Responses are the ability to utilize a preformatted set of message responses to reply to other users
 - Are designed for rapid and simplified responses, for example mobile users wearing gloves without ability to type out long messages easily
 - These responses can be custom formatted per platform or user group, and there is no limit to the number of responses or length

How to use it

- Mobile: Click the plus from the chat menu, then select “Quick Response” to see the list
- Desktop: Click the plus from the chat menu, then select “Quick Response” to see the list



Voice Memo

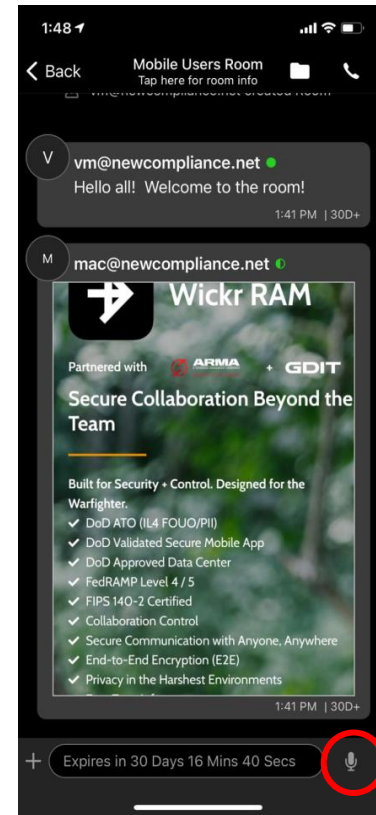


What it is

- Wickr's encrypted voice memos allow you to send secure audio messages within a room or directly to other users

How to use it

- <https://www.youtube.com/watch?v=UoMy9VmbcEU>



Save Files

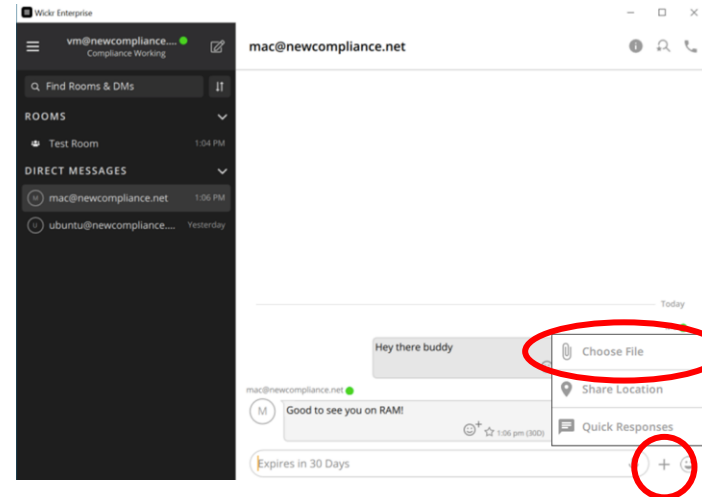


What it is

- Saved files provides quick access to any attachment (image, .pdf, .docx, .xlsx, .pptx, etc) sent in a room or conversation
 - Moderators in Rooms, or users in Group Conversations (with more than 2 users) can Save files
 - Saved files remain for a year, unless Saved files are deleted by a Moderator before a year is reached

How to use it

- <https://support.wickr.com/hc/en-us/articles/360024374513-How-to-Save-Files-and-View-Saved-Files>
or
- <https://youtu.be/E9dBCpntfYo>



Location Sharing

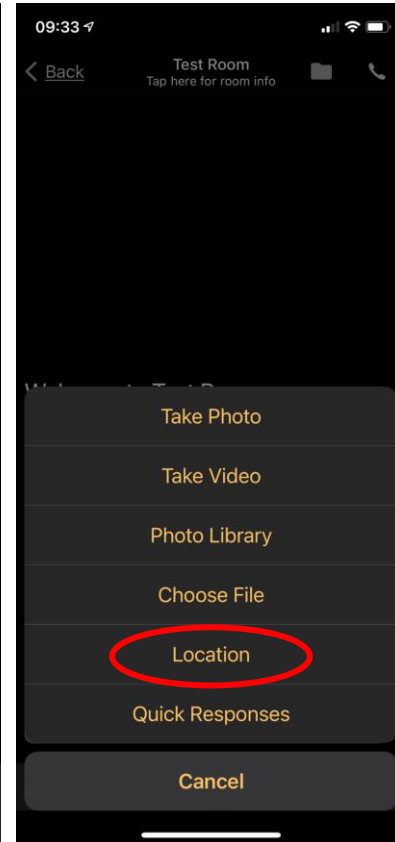
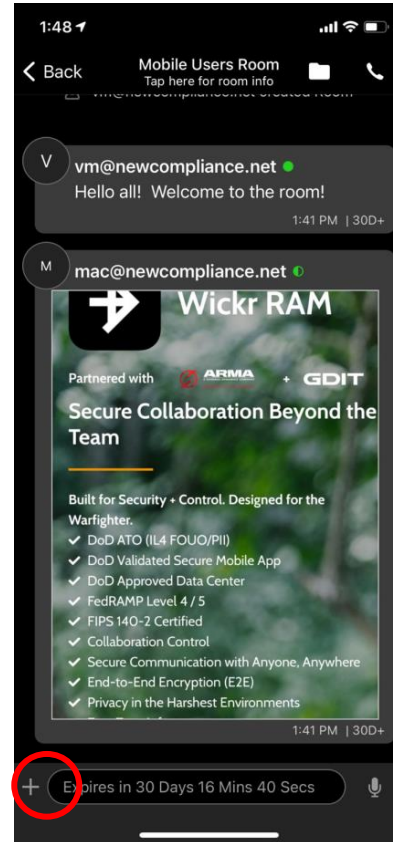


What it is

- Ability to share the physical geographic location of your device when Wickr is being used
- Note that you will need to allow the Wickr app access to your location sharing data
 - By design, unless otherwise given permission, Wickr cannot share your location data by default
 - On mobile, just click the "+" symbol next to the message text input. This brings up a menu where you can choose to share location.
 - On desktop, there is a separate "location pin" icon next to the message text input you can use.

How to use it

- <https://support.wickr.com/hc/en-us/articles/360022356634-Location>
or
- <https://youtu.be/qZlFFlzavAs>



Burn-on-Read and Expiration Timers

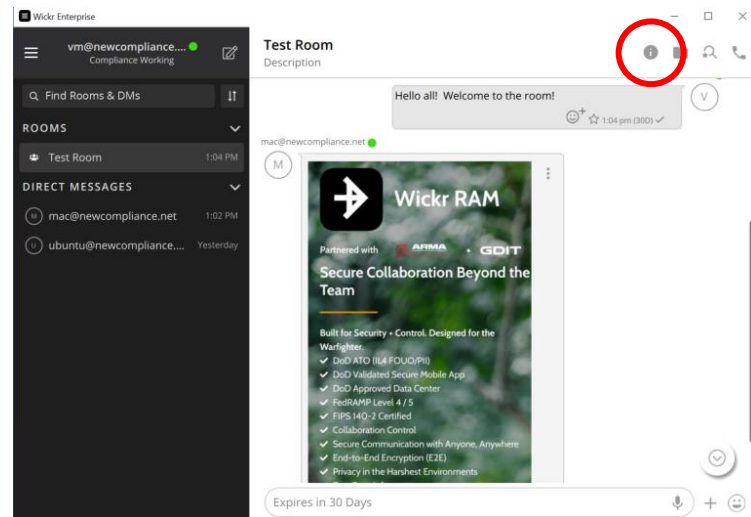


What it is

- The burn-on-read (BOR) feature automatically deletes a message once it has been read by its recipient
 - This is different from expiration timers because the countdown starts not when the message is sent, but when it is read by the recipient
 - The BOR timer can be set anywhere between 3 seconds and 6 days, or it can be off by default
- Expiration timers dictate how long after a message is sent that it will be deleted. In Wickr Me, expiration timers can be set to anywhere from 6 hours to 30 days

How to use it

- <https://wickr.com/product-feature-burn-on-read-and-expiration-timers/>



Master Recovery Key



What it is

- The Master Recovery Key (MRK) is the unique encryption key that enable account reset
- For new accounts/users, when a new user enters Wickr for the first time, he/she will navigate through their account activation (user ID credentials such as email address, password, etc) - afterward, users will now be presented with a unique character string to copy/paste and share to other devices using their native sharing mechanism (email, file, etc)
- Be sure to save this MRK code string in a safe location where only you can access it for later!

How to use it

- <https://support.wickr.com/hc/en-us/articles/360004407153-What-is-a-Master-Recovery-Key->



Secure Shredder

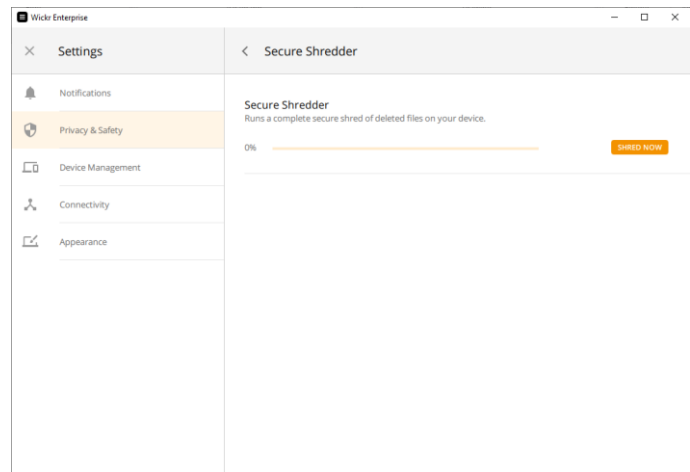


What it is

- To reduce the risk of deleted Wickr data being recovered, the Secure Shredder runs whenever your Wickr app is running
- The goal is to “sanitize” or overwrite deleted Wickr data, on a best-effort basis
- While Secure Shredder is a strong additional step to protect your data, please be aware that there are various platform-specific functions, including cloud backup services, that continuously make copies of files or interfere with file deletion in ways that could impact the effectiveness of this feature
 - For instance, your deleted data may be backed up before it's shredded/overwritten by the shredder
 - So it's important to know that the feature is built as a best effort tool to significantly reduce, not eliminate risk.

How to use it

- <https://wickr.com/wickr-how-to-secure-shredder/>



Keyboard Shortcuts



What it is

- For alternate/faster access to capability functions using only the keyboard, Wickr client software provides multiple keyboard shortcuts

How to use it

- <https://support.wickr.com/hc/en-us/articles/360026147174-Keyboards-Shortcuts-on-Desktop-Devices>



Verifying Users

What it is



- Key verification adds an additional layer of security & protection, enabling you to verify the identity of your trusted contacts
 - If someone forgets their password (or an SSO user resets their account without access to the Master Recovery Key), these contacts will automatically become unverified. Unverified users can no longer receive messages in rooms or group conversations until they are approved (see below) or verified.
 - Whenever you are in a room or conversation with an unverified user, you'll see a banner letting you know they need to be re-verified and instructions how to manage them. Please note that you can continue to communicate 1:1 with an unverified user (primarily so you can verify them via video call), but they will not receive messages in rooms or group conversations. A room moderator will need to verify a user before they are able to receive messages in that room. If a user becomes unverified and you are NOT a room moderator, they will not receive your messages in a room if the moderator has not verified them, regardless if you have verified them or not.
 - Users can also “approve” unverified users, which allows them to continue to communicate in rooms and group conversations without going through the verification process.

How to use it

- <https://support.wickr.com/hc/en-us/articles/115005092548-Security-Verification>



Thin Client Installation



What it is

- Wickr Enterprise software can be installed on “Thin Client workstation” or “Virtual Desktop Infrastructure” platforms

How to use it

- <https://support.wickr.com/hc/en-us/articles/360051909714-Wickr-Enterprise-Thin-Client-Installation>



wickr

Best Practices

Best Practices

1. Retrieve Lost Text

- A user is in the middle of composing a text when they get a call notification that takes them out of the Wickr app. Upon returning to Wickr, their text they were writing is gone, but they use the undo command to retrieve it.



2. Star Important Messages

- A user stars an important message about the special delivery of an upcoming supply truck. Days later during a meeting, that same user is asked about the aforementioned delivery time. The user utilizes the star command under the search menu to quickly retrieve the message and provided the requested information.



3. Using Search for quick and detailed discovery

- User is asked by a supervisor for the status of a mission with the callsign "Alpha12". They utilize the search tool to find any message with the term "Alpha12" for all messages containing that term to quickly find the latest status of the mission.



Best Practices Cont

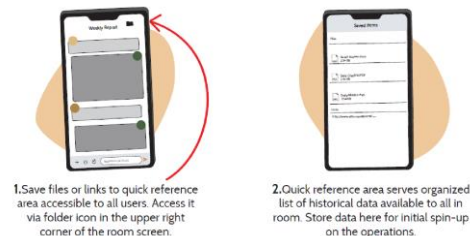
4. Using Reply function to thread messages together

- User begins a shift and reviews recent messages in a room. They find a question posted previously that was sent to all users and use the reply command to link their new post in response to the older post in the room.



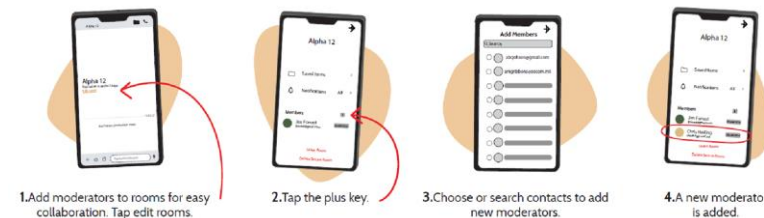
5. Saving files and links to a room for new user and quick access

- A new user is added to a unit room and goes to the file directory to pull down the unit's current recall roster, daily checklist, and daily mission plan.



6. Importance of having multiple moderators in a room

- In a busy room, one user tells another to setup a new room in support of a new mission callsign "Alpha12". The first user tells the second to "make sure you make all the pilots, intel, and admin folks moderators so they can save files to the room for everyone. You never know who is going to be on which shift in 24-hour operations."



Best Practices Cont

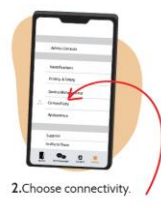
7. Using Message Reactions and Voting functions to perform basic polling

- A user posts the following message in the unit room: “**Poll** - Members, are you current on your training status? If yes, thumbs up. If no, thumbs down.” The original poster reviews the message after 24 hours and reports to the commander that all but three individuals are current on training issues.



8. Using Audio Only mode for bad cell reception areas

- User is in a car in a remote desert location. They look at their phone when a calendar alert pops up, reminding them of a meeting in ten minutes. Their reception indicator shows only two bars of service. They go into Wickr and select Audio Only mode. When the meeting starts, they’re able to clearly hear others and speak on the call as they continue their drive through the desert..



9. Limiting notifications to only mentions of you

- A new user finishes setting up a Wickr account. It shows over ten rooms in the room list. Suddenly their phone starts dinging with new message alerts as the rooms they’re a member of populate. They enable 1:1 notifications in the settings menu, and the phone quiets down. The rooms list their new message numbers.



Best Practices Cont

10. Setting up a private room for yourself to store and move data between clients

- A user starts home for the evening when their supervisor stops them, asking if everything is ready for tonight's mission. They respond that everything is set up and to call on Wickr if there are any issues. As a precaution, they can copy applicable mission files into a private room from their work desktop that will then be accessible from their mobile.



1. Create a room on your desktop client and add desired files.



2. Open your room on your mobile client.



3. Tap and hold on the file.



4. Now your files are ready to go wherever you are.



Using the Helpdesk

Get 24/7/365 Support Immediately

Trained, knowledgeable staff are standing by to support you 24/7/365 anywhere in the world.

Phone: 850-374-5853 or 833-457-0457



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SUPPORT FOR THE WARRIOR

Report an Incident

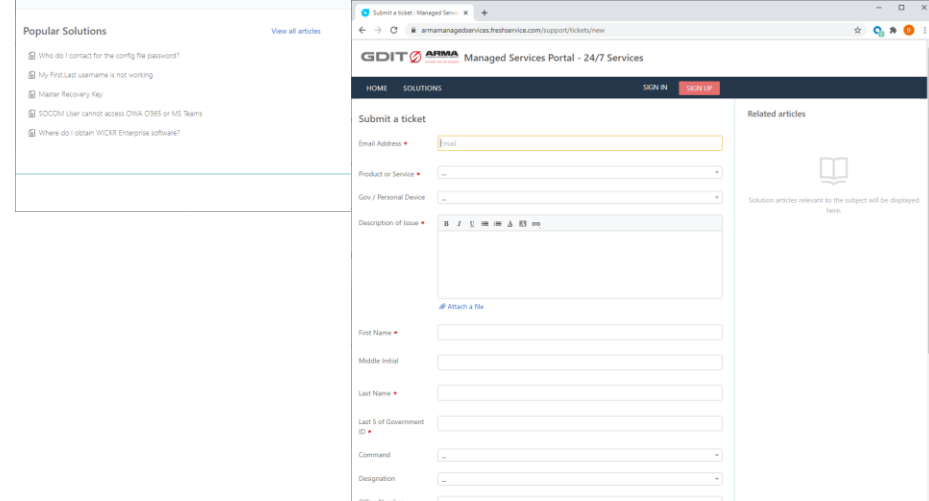
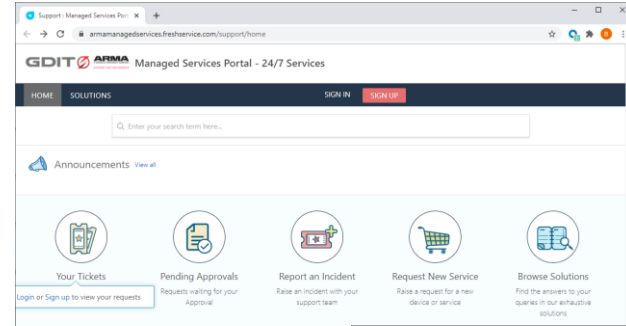


What it is

- Process to submit a helpdesk ticket for resolution of any issue

How to use it

- Go to:
<https://armamanagedservices.freshservice.com/>
- Click on the “Report and Incident” Icon at the middle of the screen
- Fill out all applicable fields in the “Submit a ticket” report, then click submit to transmit your ticket to the helpdesk



Knowledge Articles



What it is

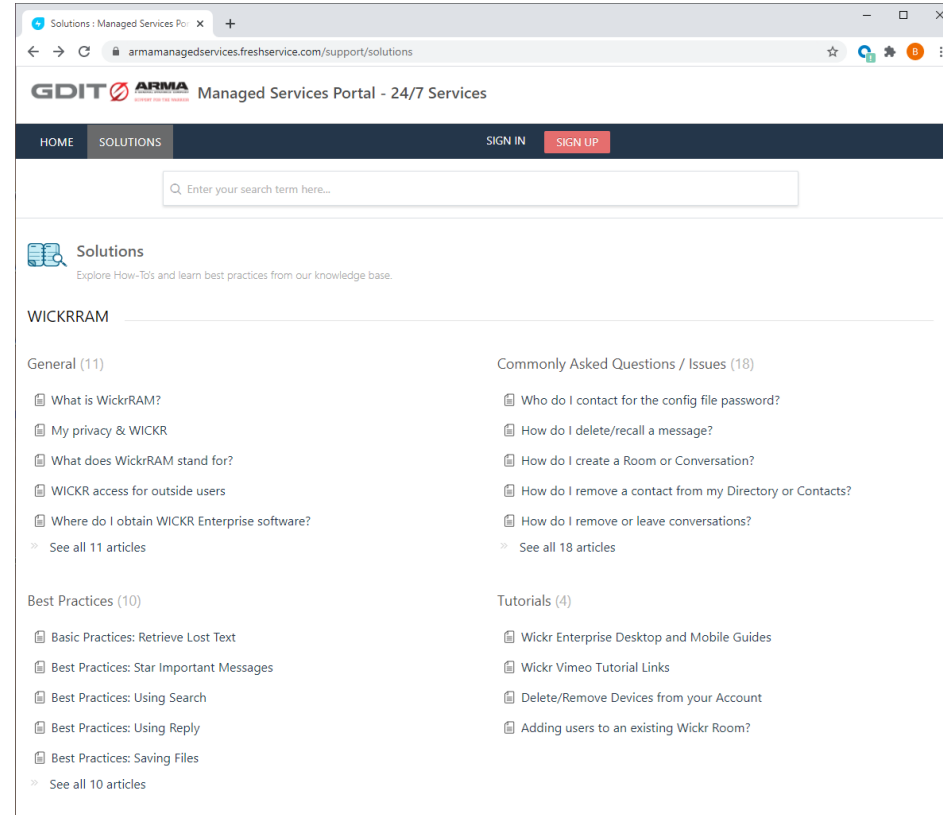
- Articles on How-To's, Commonly Asked Questions, Best Practices, and Tutorials

How to use it

- From the main Helpdesk page select the “Solutions” button from the upper left of the screen

Or

- Go to:
<https://armamanagedservices.freshservice.com/support/solutions>



<https://wickr.com/ram/get-started/>

Wickr RAM Questions??



Contact Us:

Wickr RAM Helpdesk

850-374-5853 | 1-833-457-0457

help@armamanagedservices.freshservice.com

<https://armamanagedservices.freshservice.com>



ARMIA
A GENERAL DYNAMICS COMPANY

SUPPORT FOR THE WARRIOR



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Technical Account Manager

850-499-1618

bmorrison@wickr.com



<https://wickr.com/ram/get-started/>