



User Guide

AWS Wickr



AWS Wickr: User Guide

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What is AWS Wickr?

AWS Wickr is an end-to-end encrypted service that helps organizations and government agencies to collaborate securely through one-to-one and group messaging, voice and video calling, file sharing, screen sharing, and more.

Topics

- [Get started with Wickr](#)
- [Wickr administration documentation](#)

Get started with Wickr

To use Wickr, your company must be signed up for Wickr. Your company's Wickr administrator sends an invitation to your email address or requests that you download the Wickr app. For more information, see [Getting started with AWS Wickr](#).

Wickr administration documentation

This is the user guide for Wickr. It shows you how to sign up for Wickr as an end user, and how to use the Wickr messaging app. If you are an administrator of the Wickr service and need to view the Wickr Administration Guide, see the [AWS Wickr Administration Guide](#).

Getting started with AWS Wickr

Get started with AWS Wickr by accepting an invitation email, or getting a Wickr company ID from your company's Wickr administrator and downloading the client.

Topics

- [Prerequisites](#)
- [Step 1: Download and install the Wickr client](#)
- [Step 2: Sign in to the Wickr client](#)
- [Step 3: \(Optional\) Configure additional devices](#)
- [Next steps](#)

Prerequisites

After you receive a Wickr invitation email or request from your company's Wickr administrator, download the Wickr client. If you haven't received one, contact your company's IT department for help.

Note

You can also sign up for Wickr as a guest user. The Wickr guest user feature allows individual guest users to sign in to the Wickr client and collaborate with Wickr network users. For more information, see [Guest users](#).

Step 1: Download and install the Wickr client

Download and install the client from the invitation email that you received. You can also download the Wickr client by going to the [AWS Wickr download page](#). The Wickr client is available for iOS, Android, macOS, Windows, and Linux.

Note

Download and install the WickrGov client if your organization's administrator created your Wickr network in AWS GovCloud (US-West). For all other AWS Regions, download and

install the standard Wickr client. Check with your Wickr administrator if you're not sure which version of the client to download.

Step 2: Sign in to the Wickr client

Complete one of the following procedures to sign in to the Wickr client. You can sign in using single sign-on (SSO) or without SSO if your company doesn't use it. Contact your company's Wickr administrator or IT support if you're unsure whether your company uses SSO or not.

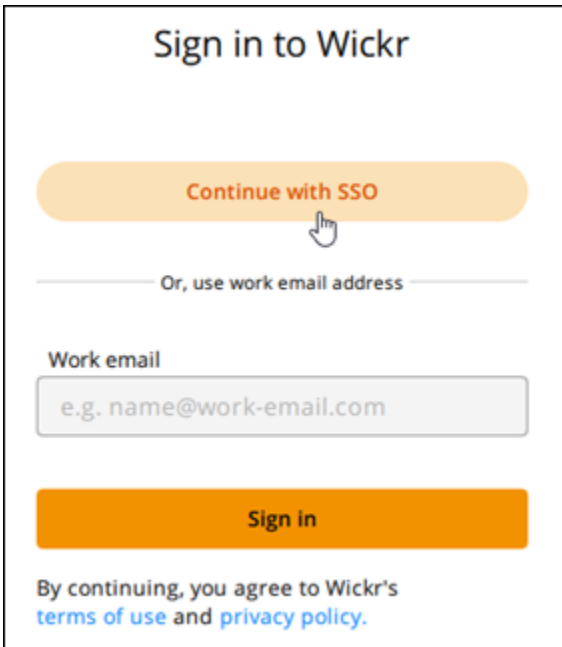
Sign in with SSO

1. Open the Wickr client.

Important

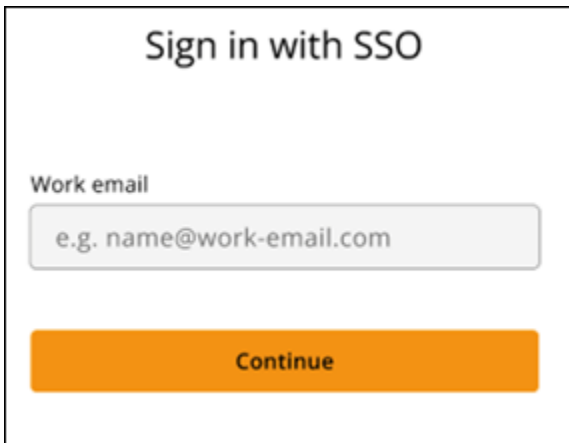
To use the Wickr client on your mobile device and your desktop, you must sign in on your mobile device first. Later, if you set up your desktop as the second device, you can scan a verification code that streamlines the initial sign in and configuration process.

2. Choose **Continue with SSO**.



The screenshot shows the 'Sign in to Wickr' interface. At the top, the title 'Sign in to Wickr' is displayed. Below the title is a large orange button labeled 'Continue with SSO'. A mouse cursor is pointing at this button. Below the button is a horizontal line with the text 'Or, use work email address' centered underneath. Underneath this line is a text input field labeled 'Work email' with the placeholder text 'e.g. name@work-email.com'. Below the input field is a large orange button labeled 'Sign in'. At the bottom of the screen, there is a line of text: 'By continuing, you agree to Wickr's terms of use and privacy policy.'

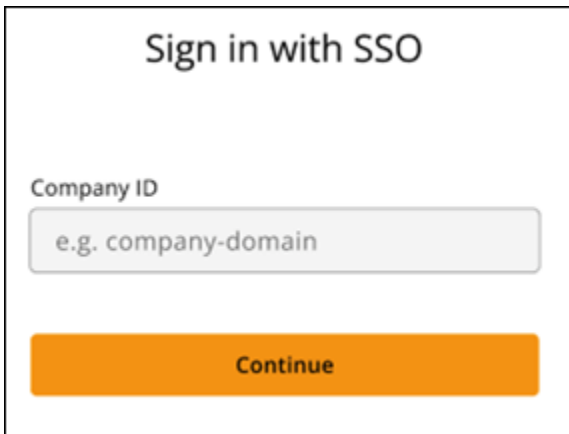
3. Enter your work email address and choose **Continue**.



The screenshot shows a 'Sign in with SSO' interface. At the top, the text 'Sign in with SSO' is displayed. Below it, there is a label 'Work email' followed by a text input field containing the placeholder text 'e.g. name@work-email.com'. At the bottom of the form is a large orange button labeled 'Continue'.

4. Enter your company's ID and choose **Continue**.

Contact your company's Wickr administrator or IT support if you don't know your company's ID.



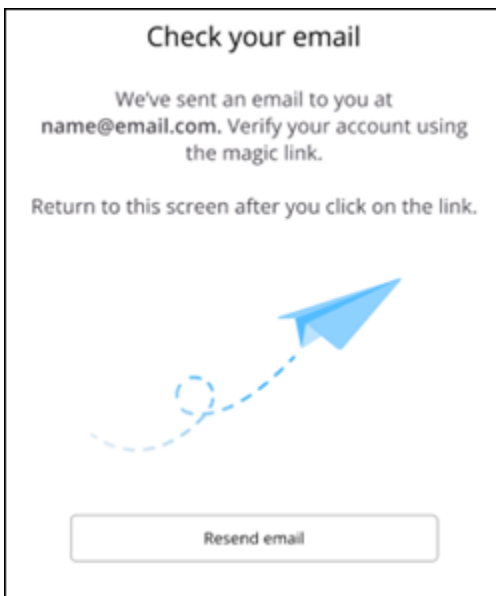
The screenshot shows a 'Sign in with SSO' interface. At the top, the text 'Sign in with SSO' is displayed. Below it, there is a label 'Company ID' followed by a text input field containing the placeholder text 'e.g. company-domain'. At the bottom of the form is a large orange button labeled 'Continue'.

5. At your company's SSO service provider sign in screen, enter your sign-in credentials and choose **Sign in**. Okta is shown as the service provider in the following example.



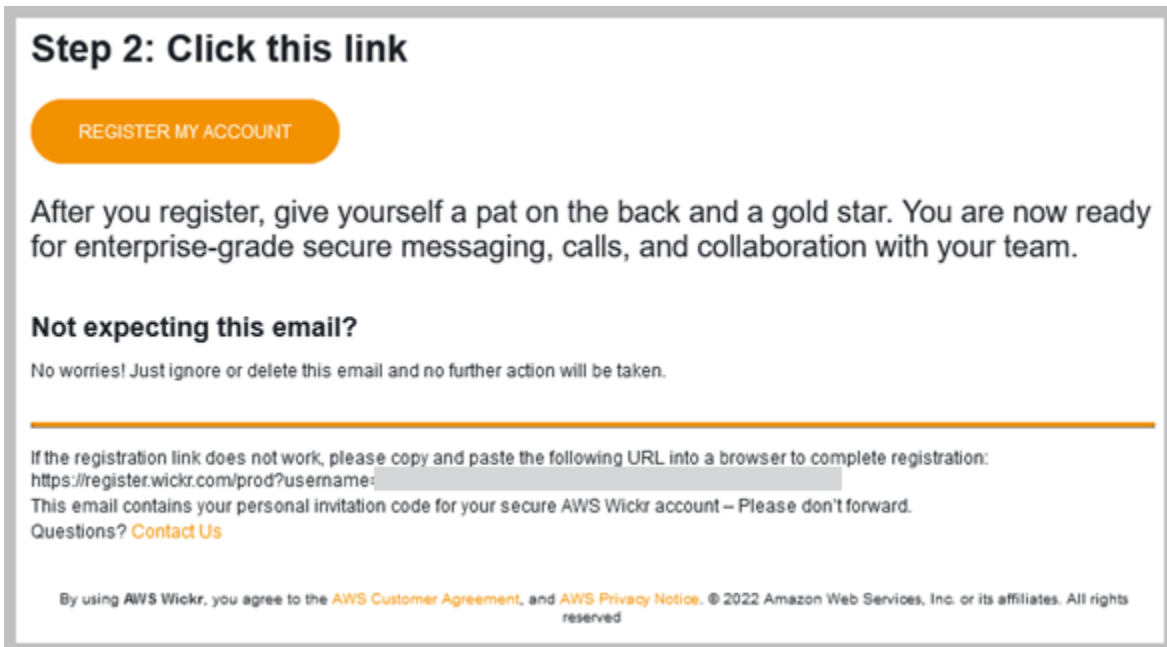
The image shows the Okta Sign In interface. At the top is the Okta logo. Below it is a circular graphic with a globe. The text "Sign In" is centered. There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me". At the bottom is a blue button labeled "Sign In".

Wickr will send you a verification email after you sign in. You can continue to the next step in this procedure. However, be aware that the verification email can take up to 30 minutes to reach your inbox. Don't choose **Resend email** until at least 30 minutes have passed. Keep the Wickr client open while waiting for the verification email. If you close the client, you must reauthenticate and wait for another verification email.



The image shows a "Check your email" screen. The text reads: "We've sent an email to you at name@email.com. Verify your account using the magic link." Below this is the instruction: "Return to this screen after you click on the link." There is a blue paper airplane icon with a dashed line trailing behind it. At the bottom is a button labeled "Resend email".

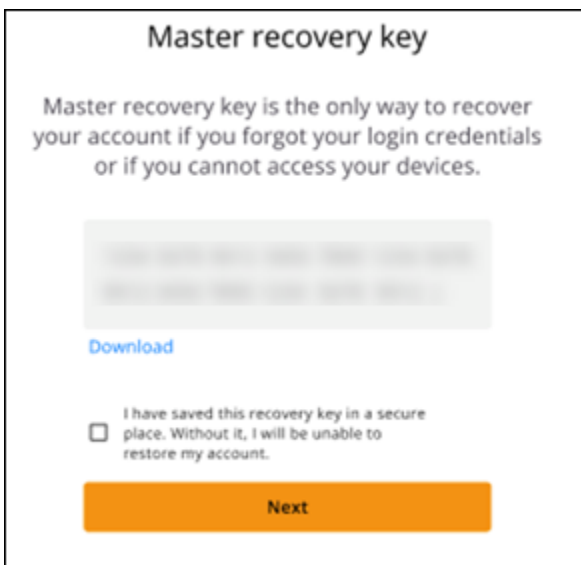
6. In the Wickr verification email, choose **Register my account** and return to the Wickr client that should be running in the background.



- The Wickr client will refresh to display your Master Recovery Key (MRK). You can use the MRK to sign in to Wickr on a different device than the one you're currently using. Save your MRK in a safe location and choose **Continue**.

Note

The master recovery key is blurred in the following example.



You should now be signed in to the Wickr client.

Sign in without SSO

You should've received a Wickr invitation email from your company's Wickr administrator. Choose the register your account option in the Wickr email. If you didn't receive an invitation email or experience any issues with these steps, contact your company's IT department for help.

Sign in to the Wickr client

1. Open the Wickr client.
2. Enter your work email address and choose **Continue**.

Wickr will send you a verification email. You can continue to the next step in this procedure. However, be aware that the verification email can take up to 30 minutes to reach your inbox. Don't choose **Resend email** until at least 30 minutes have passed. Keep the Wickr client open while waiting for the verification email. If you close the client, you must reauthenticate and wait for another verification email.

3. In the Wickr verification email, choose **Register my account** and return to the Wickr client that should be running in the background.

Alternatively, you can copy the verification code from the footer of the Wickr invitation email that you received, and paste it into the **Enter invite Code** screen in the Wickr client.

4. The Wickr client will refresh to display the password creation page. Enter your chosen password, enter it a second time to confirm, and choose **Continue**.

You should now be signed in to the Wickr client.

Step 3: (Optional) Configure additional devices

You can download and install the Wickr client on additional devices after configuring it on your initial device. The client will display a code when you install it on another device. If you signed in using SSO and your initial installation of the client was on a mobile device, you can scan the code with that device to sign in automatically. If your initial installation was on a desktop computer, then you must sign in using the process outlined in the [Step 2: Sign in to the Wickr client](#) section of this topic.

Next steps

You've completed the getting started steps. To begin using the Wickr client, see the following sections of this guide:

- [Messages](#)
- [Rooms and group messages](#)
- [Settings](#)

System requirements

The Wickr client has the following system requirements.

- Android versions 8.0 and newer
- iOS versions 13.0 and newer
- macOS versions 10.13 and newer
- Windows 10 and newer
- Linux, Ubuntu, and snap package

Messages


You can write and receive direct messages with other Wickr users. Direct messages are one-on-one conversations between Wickr users. After you send a direct message, you can view contact details, search messages, start a call, and more. This section contains an overview of all the features available through direct message.

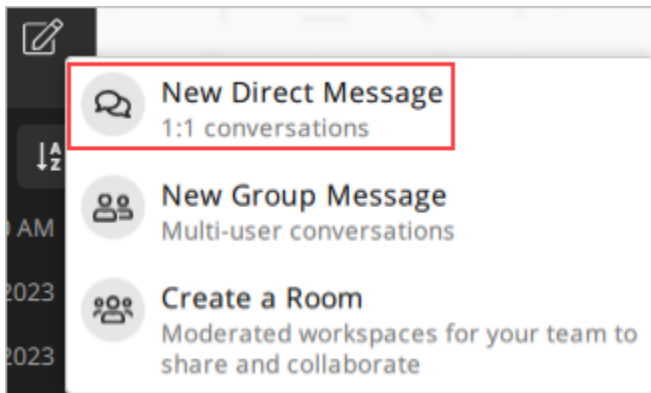
Topics

- [Write a direct message](#)
- [View message contact details](#)
- [Use emojis](#)
- [Search a message](#)
- [Start a call](#)
- [Set message expiration and burn timers](#)
- [View and verify message security](#)
- [Block a user](#)
- [Delete messages and data](#)
- [Allow list](#)

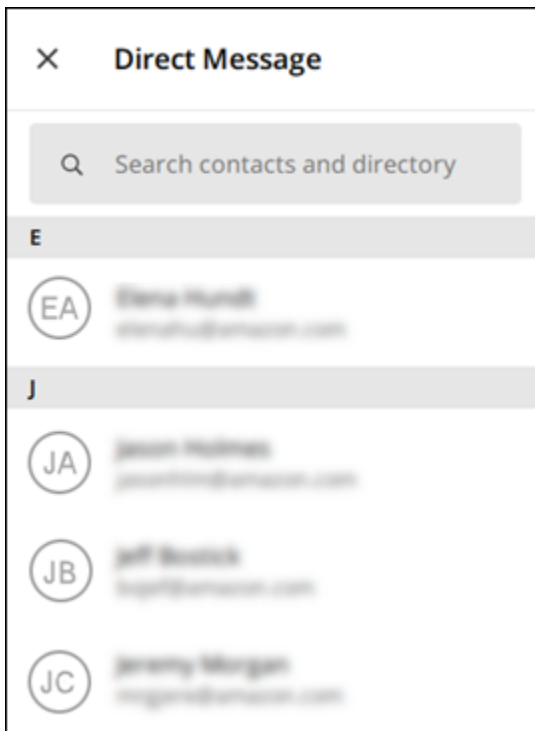
Write a direct message

To send a direct message to another Wickr user, complete the following steps.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, choose the new message icon , and then choose **New Direct Message**.



3. In the **Direct Message** dialog box, search contacts and directory for the user that you want to message.

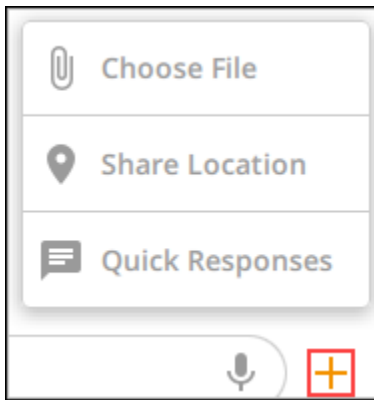


4. When you find the contact that you want to message, choose their name to open a new message window.
5. Type your message into the text box and select **Enter** to send it.

You can also choose the plus icon



to send a file, share your location, or view quick responses.



View message contact details

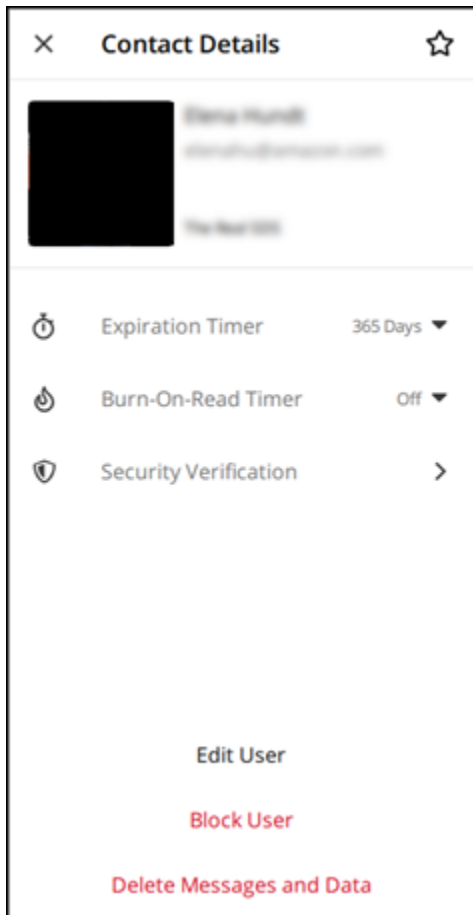
To view contact details and message settings, complete the following steps.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, find and select the name of the user whose details you want to view.
3. Choose the information icon



)
in the message window to view contact details.

The **Contact Details** pane displays the user's full name, email address, and company name. It also displays message settings, such as expiration timer, burn-on-read timer, security verifications, user block, and message and data deletion options.



Use emojis

Use emojis to react to an individual message with a specific emotion. For example, if someone is trying to coordinate plans, you could respond with a yes

(👍)

or no

(👎)

reaction to indicate your preferences. Emojis can help de-clutter your messages by removing replies or reply-alls.

To use emojis within a message for your device, complete the following steps.

Desktop

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. Go to a room, group, or direct message.

3. Select the add emoji reaction icon



for a specific message to view emoji options.

4. You can either choose a quick emoji, or choose the plus icon (+) to open the emoji drawer and view a full list of emoji options.
5. Select an emoji to add it as a reaction.

The reaction is added to the bottom of the message.

You can also hover your cursor over other emoji reactions to view the users who added them. Select an existing emoji reaction to incrementally increase or decrease the reaction count.

iOS

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. Go to a room, group, or direct message.
3. Select the add emoji reaction icon



for a specific message to view emoji options.

4. You can either choose a quick emoji, or choose the plus icon (+) to open the emoji drawer and view a full list of emoji options.
5. Select an emoji to add it as a reaction.

The reaction is added to the bottom of the message.

You can also long-press other emoji reactions to view the users who added them. Quick-press an existing emoji reaction to incrementally increase or decrease the reaction count.

Android

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. Go to a room, group, or direct message.
3. Select the add emoji reaction icon



for a specific message to view emoji options.


4. You can either choose a quick emoji, or choose the plus icon (+) to open the emoji drawer and view a full list of emoji options.
5. Select an emoji to add it as a reaction.

The reaction is added to the bottom of the message.

You can also long-press other emoji reactions to view the users who added them. Quick-press an existing emoji reaction to incrementally increase or decrease the reaction count.


Search a message

To search messages and files in the Wickr client, complete the following steps.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, find and select the name of the user whose message history you want to search.
3. Select the search icon
)
in the message window to open the message search pane.
4. Enter a keyword into the search text box to perform a search. You can choose to search messages or files.

Start a call

To start a call with another Wickr user, complete the following steps.


1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, find and select the name of the user who you want to start a call with.
3. Select the call icon
)
in the message window to start a call with the user.

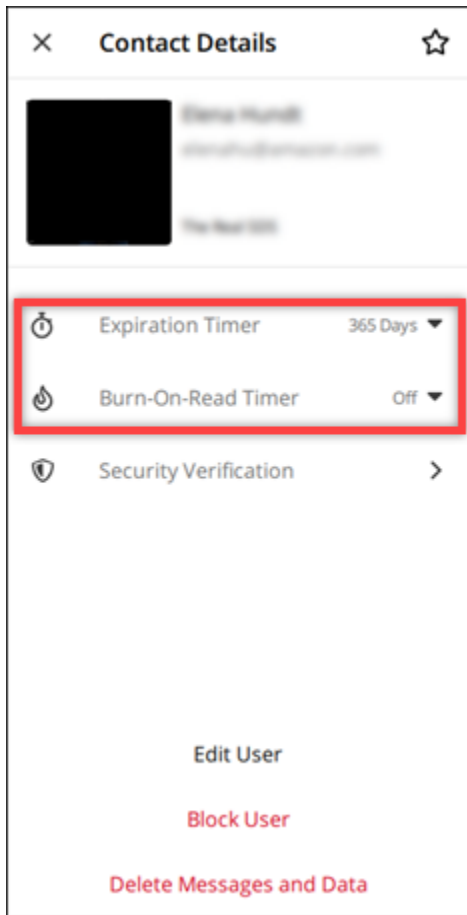
The **Start Call** window that appears displays your current camera, microphone, speaker, and a preview of your camera.

4. Choose **Start** to start the call.

Set message expiration and burn timers

To set the expiration and burn timers for a direct message with another Wickr user, complete the following steps.


1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, find and select the name of the user who you want to set message expiration and burn timers for.
3. Select the information icon  in the message window to view contact details.
4. In the **Contact Details** pane that appears, choose one of the following options:
 - **Expiration Timer** – Choose the dropdown to select an expiration timer for messages with the user.
 - **Burn-On-Read Timer** – Choose the dropdown to select a burn-on-read timer for messages with the user.

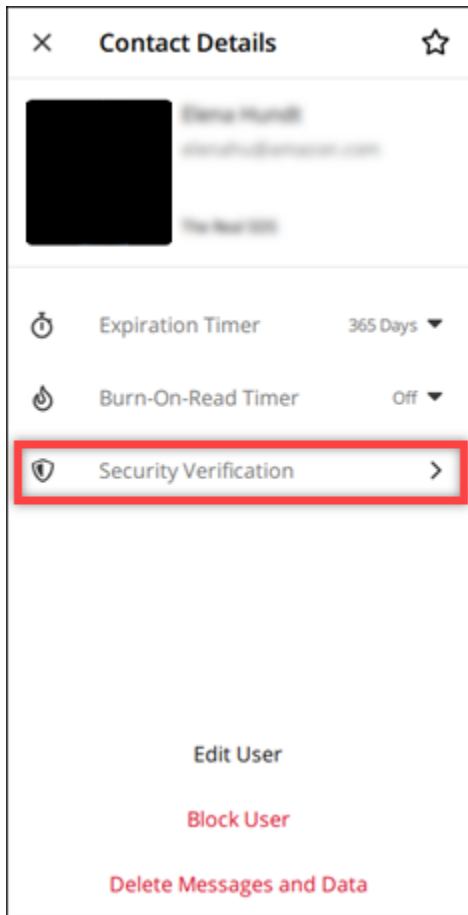


View and verify message security

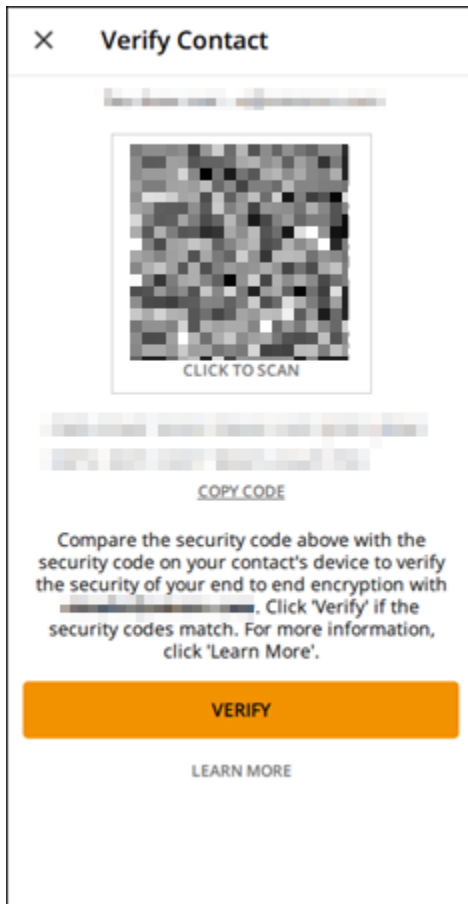
This procedure verifies the security of end-to-end message encryption with another Wickr user.

To view and verify message security, complete the following steps.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, find and select the name of the user who you want to verify message security for.
3. Select the information icon () in the message window to view contact details.
4. In the **Contact Details** pane that appears, choose **Security Verification**.




The **Verify Contact** pane that appears displays a QR code and a verification code string. You can share either of these with your contact to determine if they match.

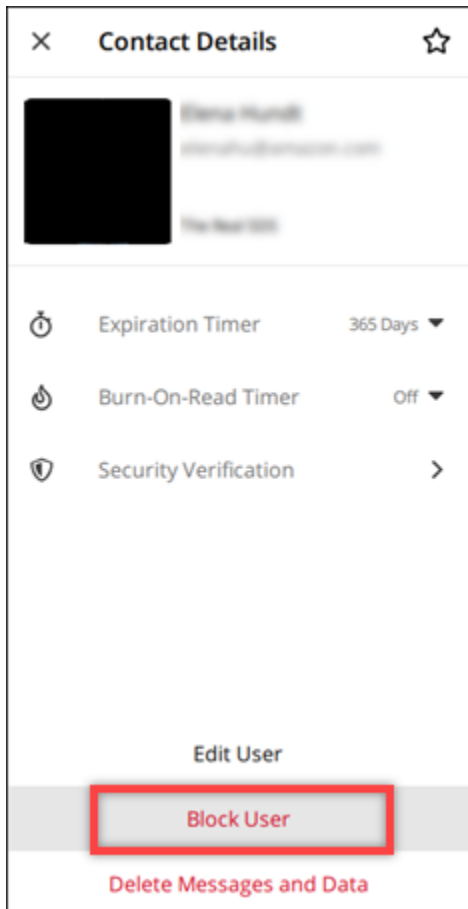


5. If the other Wickr user confirms that the QR or verification codes match, select **Verify** to confirm the end-to-end encryption security of your messages.

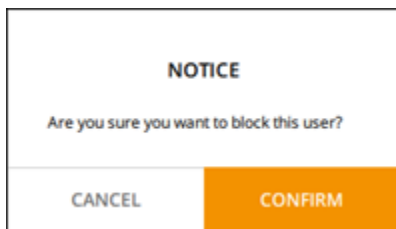
Block a user

Blocked users can't message or call you. To block a Wickr user, complete the following steps.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, find and select the name of the user who you want to block.
3. Select the information icon  in the message window to view contact details.
4. In the **Contact Details** pane that appears, choose **Block User** to block the user.



5. Select **Confirm** in the pop-up window.



Delete messages and data

To delete messages and data that you've exchanged with another Wickr user, complete the following steps.

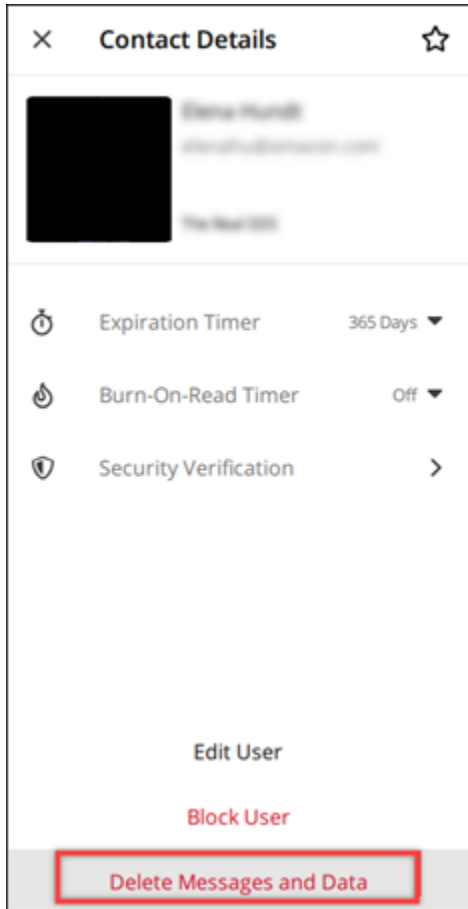
1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, find and select the name of the user whose messages and data you want to delete.

3. Select the information icon

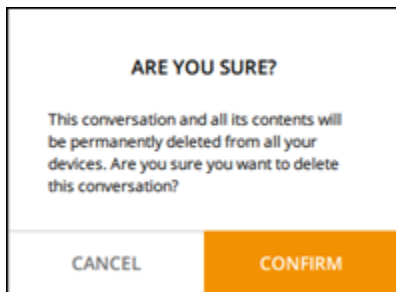


in the message window to view contact details.

4. In the **Contact Details** pane that appears, select **Delete Messages and Data**.



5. Select **Confirm** on the pop-up window.



Allow list

The following file types can be opened directly from the Wickr application. All other file types must be saved to your hard drive to prevent Wickr from opening potentially harmful files.

- pdf
- doc
- docx
- html
- rtf
- txt
- xls
- xlsx
- csv
- bmp
- gif
- jpg
- jpeg
- png
- heic
- xml
- mp3
- mp4
- wav
- aac
- zip
- ppt
- pptx

Rooms and group messages


Create a room or a group message to have conversations with multiple Wickr users. Rooms can have moderators who are able to add members, add moderators, remove members, configure room settings, and delete the room. Group messages do not have moderators; all members can add additional members and leave the group on their own. You can configure expiration and burn-on-read timers for rooms and group messages.

Topics

- [Create a room or group message](#)
- [Write a room or group message](#)
- [Manage room moderators](#)
- [View room or group details](#)
- [View room or group saved items](#)
- [Search a room or group](#)
- [Start a room or group meeting](#)
- [Delete a room](#)

Create a room or group message

Complete the following steps to create a room or a group message.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, choose  and then choose **New Group Message** or **Create a Room**.
3. (For rooms only) In the **New Room** dialog box that appears, enter a room name, description, and choose the expiration and burn-on-read timers for the room.
4. (For rooms only) Choose **Next**.
5. In the **Add Members** dialog box that appears, search for contacts to add to the room or group message. Add a check mark next to the contacts that you want to add.
6. Choose **Create**.

Write a room or group message

Complete the following steps to write a room or group message. All members of the room or group will receive your message.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, locate and choose the name of the room or group you want to message.
3. Type your message into the text box and press **Enter** to send it.

You can also choose




to send a file or share your location.

Manage room moderators

Complete the following steps to add or remove room moderators.

Note

Groups cannot have moderators. Any group member can add members, and members can leave a group on their own.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, locate and choose the name of the room for which you want to add moderators.
3. Choose  in the room window to view contact details.

In the **Room Details** pane that appears, choose



for the user that you want to make moderator or remove as moderator, and choose one of those options.

View room or group details

Complete the following steps to view room or group details and settings.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, locate and choose the name of the room or group for which you want to view details.

3. Choose



in the room or group window to view details.

The **Room Details** pane displays the room's name, message expiration settings, room history, saved items, notification settings, and room members.

The **Group Details** pane displays the group members, message expiration settings, group history, saved items, notification settings, and group members.

View room or group saved items

Complete the following steps to view items saved for a room or a group.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, locate and choose the name of the room or group for which you want to view saved items.

3. Choose



in the room or group window to view details.

4. In the **Room Details** or **Group Details** pane that appears, choose **Saved Items** to view the items saved to the room or group.


You can also choose



in the room or group window to view the saved items.


Search a room or group

Complete the following steps to search messages and files in the Wickr client.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, locate and choose the name of the room or group for which you want to search messages and files.
3. Choose  in the room or group window to open the search pane.
4. Type a keyword into the search text box and press **Enter** to perform a search. You can choose to search messages or files.

Start a room or group meeting

Complete the following steps to start a meeting with all members of a room or a group.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, locate and choose the name of the room or group for which you want to start a meeting with members.
3. Choose  in the room or group window to start a meeting.

The **Start Meeting** window that appears displays your current camera, microphone, speaker, and a preview of your camera. You can also choose to start the meeting in one of the following modes:


- **Meeting mode** — Allows up to 70 participants to share audio, video, and screen.
 - **Presenter mode** — Allows up to 500 view-only attendees and only the host can share audio, video, and screen.
4. Choose **Start** to start the meeting.

Delete a room

Complete the following steps to delete a room.

Note

Groups cannot be deleted.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, locate and choose the name of the room you want to delete.
3. Choose  in the room window to view room details.
4. In the **Room Details** pane that appears, scroll down and choose **Delete Room**.
5. In the confirmation prompt that appears, choose **Delete** to confirm that you want to delete the room or choose **Cancel** to not delete it.

Settings


You can modify your account settings, manage contacts, manage client settings, refer friends, access support resources, and check for updates in the settings section of the Wickr client.

Topics

- [Account](#)
- [Contacts](#)
- [Settings](#)
- [Refer a friend](#)
- [Support](#)
- [Typing indicators](#)
- [Check for updates](#)
- [View current version](#)
- [Install and pair the Wickr plugin for ATAK](#)
- [Markdown \(preview\)](#)


Account

Complete the following steps to access the account section of the Wickr client, where you can update your avatar, add your phone number, change the password, and choose to show your status.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, choose  and then choose **My Account**.
3. Choose one of the following options:
 - **Update Avatar Image** — Update that avatar image that others users can see.
 - **Add Phone Number** — Add your phone number.
 - **Change Password** — Change your password.
 - **Show My Status** — Enable the toggle to display your status to other Wickr users.


Contacts

Complete the following steps to view recent contacts in the Wickr client.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, choose  and then choose **Contacts**.
3. In the **Contacts** pane that appears, enter a keyword to search recent contacts, or search the network directory.

Settings


Complete the following steps to access the settings section of the Wickr client, where you can manage notifications, privacy, calling, devices, connectivity, and appearance.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, choose  and then choose **Settings**.
3. Choose one of the following options:
 - **Notifications** — Manage notifications for various message types.
 - **Privacy & Safety** — Manage message privacy settings.
 - **Calling** — Manage TCP calling and audio notifications.
 - **Device Management** — Manage your devices enabled for the Wickr client.
 - **Connectivity** — Manage Wickr open access.
 - **Appearance** — Manage the appearance of the Wickr client.

Refer a friend


Complete the following steps to invite a friend to use Wickr.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).

2. In the navigation pane, choose  and then choose **Refer a Friend**.
3. In the **Invite Someone by Mail** window that appears, type the email address of your friend and choose **Invite**.

Support

Complete the following steps to view the support options and resources available for the Wickr client.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, choose  and then choose **Support**.

The multiple support options and resources available for Wickr are displayed on the **Support** page.

Typing indicators

Typing indicators are a useful tool that allows users to see and share when messages are being typed. These indicators can be enabled or disabled at any time and appear as text-based notifications showing the name of the user who is typing. In case multiple users are typing simultaneously, the notification will display "several users are typing" to make it easier to follow the conversation.

Note

Typing indicators are supported when users are within an environment with the same domain.

Complete the following steps to enable or disable typing indicators.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).

2. In the navigation pane, choose



and then choose **Settings**.

3. In the **Settings** pane that appears, choose **Privacy & Safety**.

The **Privacy & Safety** page displays **Enable Typing Indicators**, and the option to enable or disable the typing indicator feature.

When the typing indicators are disabled, users will not send or receive typing indicator notifications.

Check for updates

Complete the following steps to check for updates to the Wickr client.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, choose



and then choose **Check For Updates**.

The prompt that appears will confirm if you are up to date or if a new version of the Wickr client is available. If a new version is available, follow the prompts to download and install it.

View current version

Complete the following steps to view your current version of the Wickr client.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, choose



The bottom of the navigation pane, as shown in the following example, displays the current version of the Wickr client you have installed.



Install and pair the Wickr plugin for ATAK


The Android Team Awareness Kit (ATAK) is an Android solution used by the US military, state, and governmental agencies that require situational awareness capabilities for mission planning, execution, and incident response. ATAK has a plugin architecture which allows developers to add functionality. It enables users to navigate using GPS and geospatial map data overlaid with real-time situational awareness of ongoing events. In this document, we show you how to install the Wickr plugin for ATAK on an Android device and pair it with the Wickr client. This allows you to message and collaborate on Wickr without exiting the ATAK application.

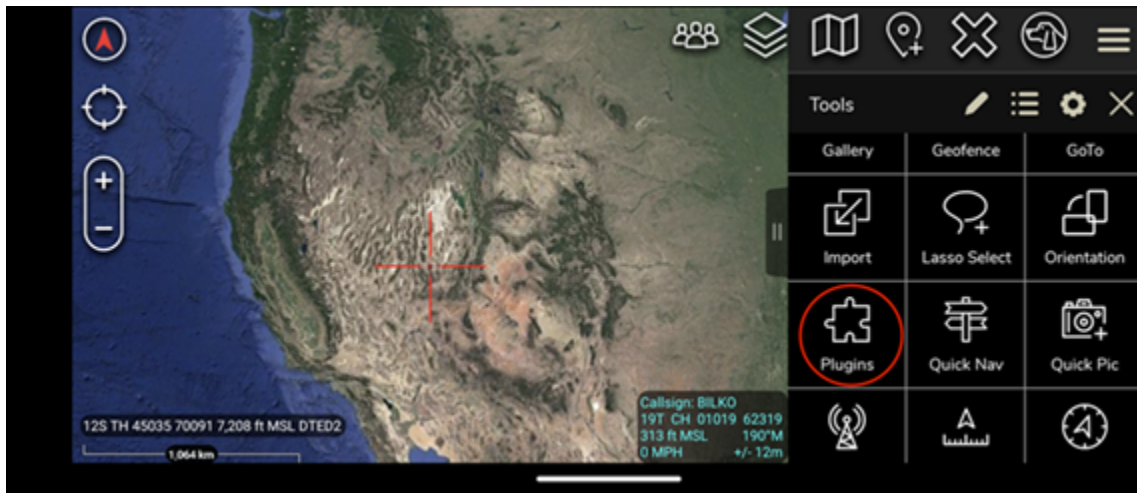
Topics

- [Install the Wickr plugin for ATAK](#)
- [Pair ATAK with Wickr](#)

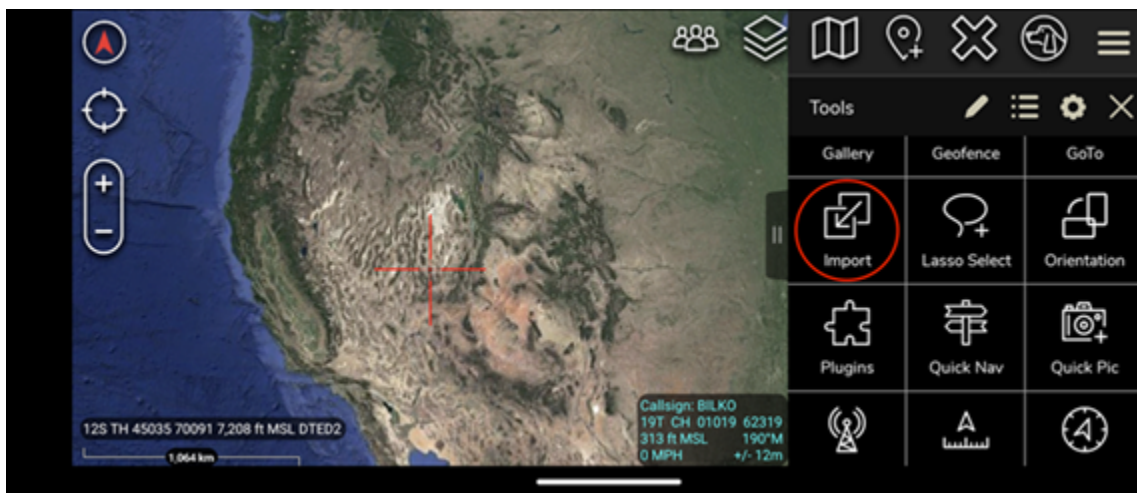
Install the Wickr plugin for ATAK

Complete the following procedure to install the Wickr plugin for ATAK on an Android device.

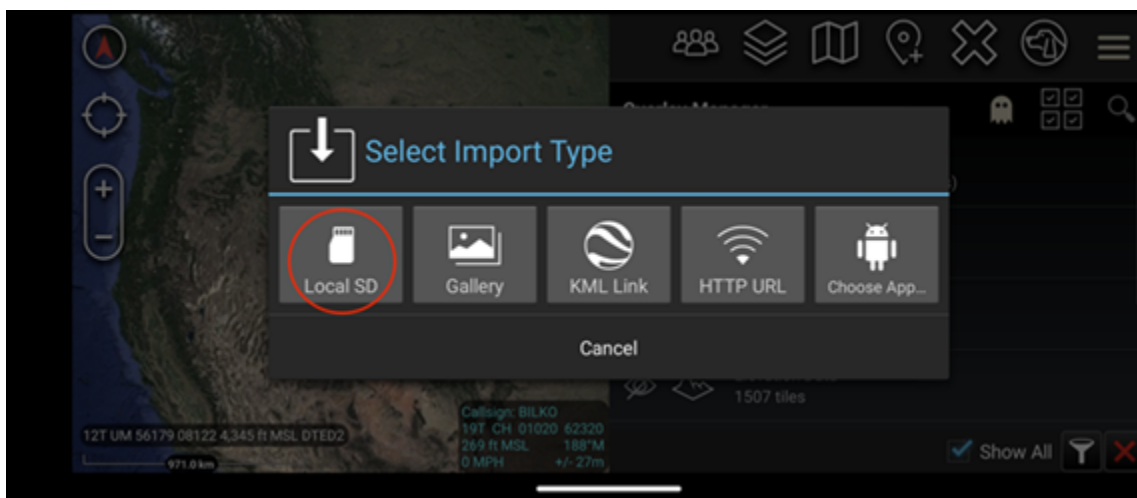
1. Go to the Google Play store, and install the Wickr for ATAK plugin.
2. Open the ATAK application on your Android device.
3. In the ATAK application, choose the menu icon  at the top-right of the screen, and choose **Plugins**.



4. Choose **Import**.



5. On the **Select Import Type** pop-up, choose **Local SD** and navigate to where you saved the Wickr plugin for ATAK .apk file.

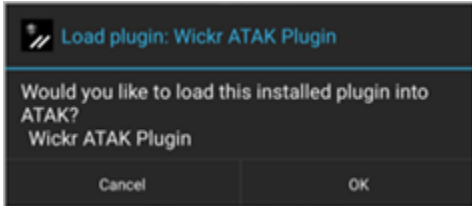


6. Choose the plugin file and follow the prompts to install it.

Note

If you are asked to send the plugin file for scanning, choose **No**.


7. The ATAK application will ask if you would like to load the plugin. Choose **OK**.



The Wickr plugin for ATAK is now installed. Continue to the following [Pair ATAK with Wickr](#) section to finish the process.

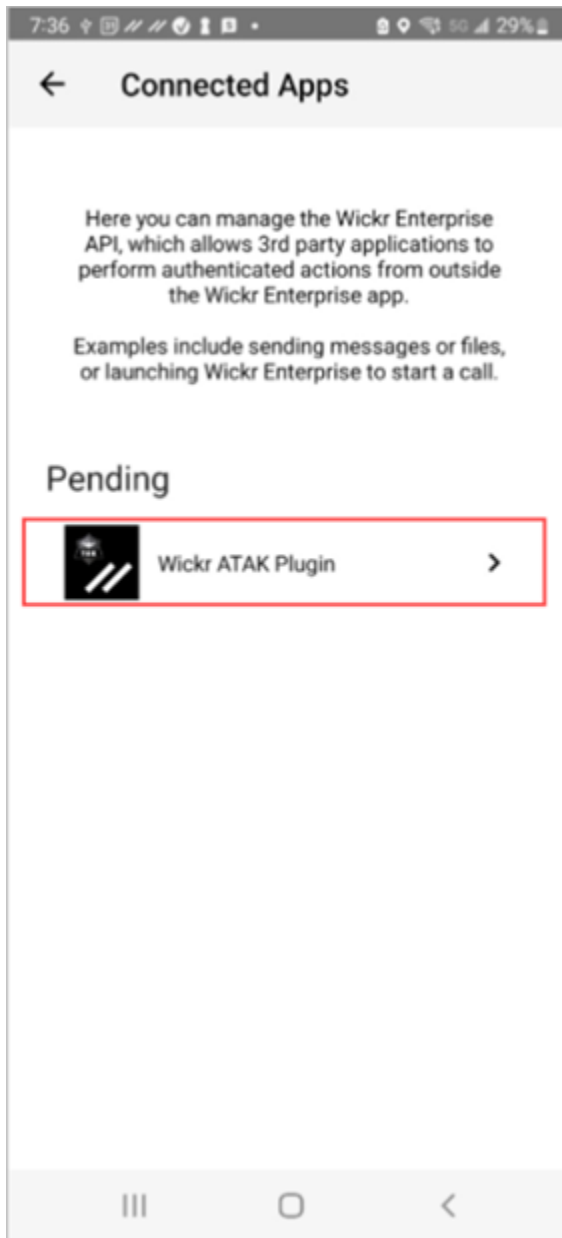
Pair ATAK with Wickr

Complete the following procedure to pair the ATAK application with Wickr after you successfully installed the Wickr plugin for ATAK.

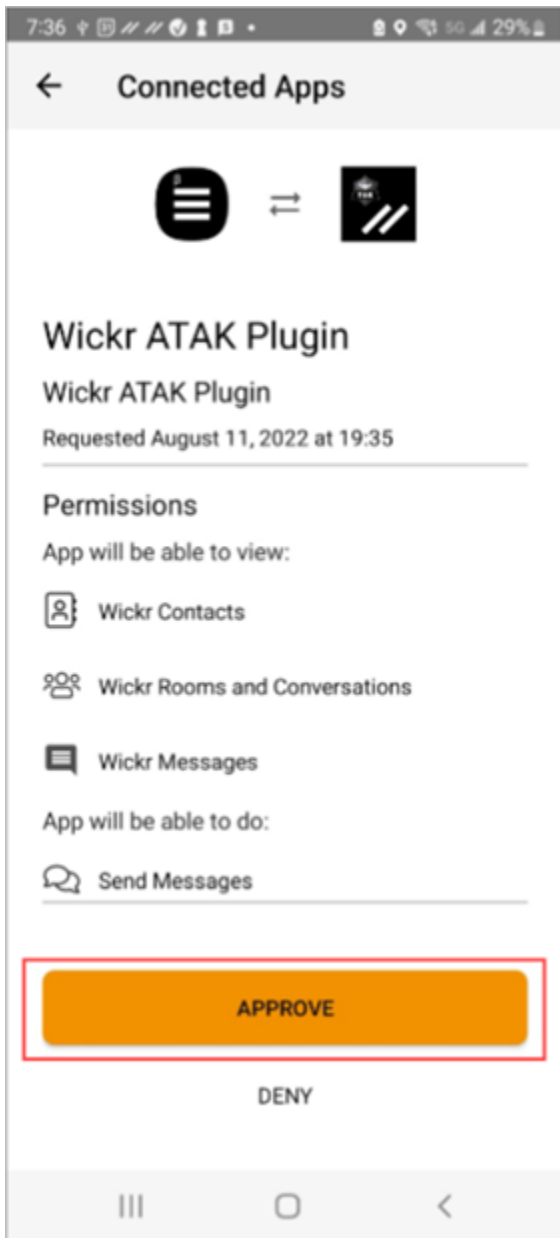
1. In the ATAK application, choose the menu icon  at the top-right of the screen, and choose **Wickr Plugin**.
2. Choose **Pair Wickr**.



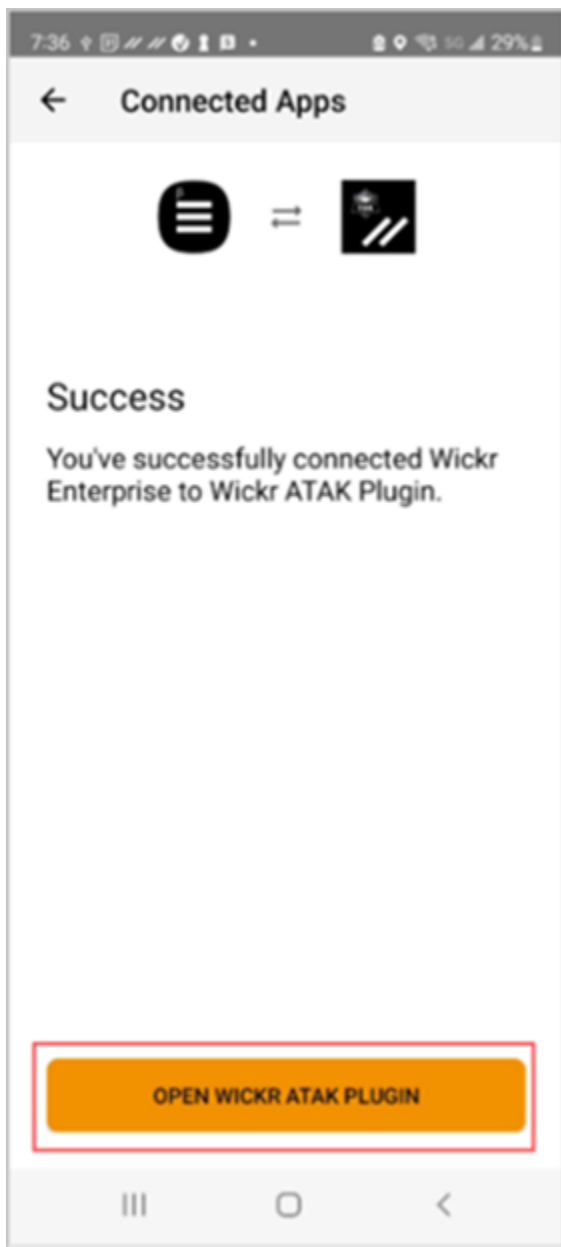
A notification prompt will appear asking you to review permissions for the Wickr plugin for ATAK. If the notification prompt doesn't appear, open the Wickr client and go to **Settings**, then **Connected Apps**. You should see the plugin under the **Pending** section of the screen as shown in the following example.



3. Choose **Approve** to pair.



4. Choose **Open Wickr ATAK Plugin** button to go back to the ATAK application.



You have now successfully paired the ATAK plugin and Wickr, and can use the plugin to send messages and collaborate using Wickr without exiting the ATAK application.

Markdown (preview)

Wickr has launched Markdown as a preview feature. Markdown is a lightweight markup language used to format plain text. Using markdown can help improve the readability and detail of your messages.

You can either use the What You See Is What You Get (WYSIWYG) formatting toolbar directly within the message field or use Markdown to add options like bold text, italics, and list.

Formatting toolbar

To use the formatting toolbar, either click on the **Aa** icon for text formatting or highlight the text you wish to format and select the desired option. You can add different formatting options to the same text and preview the final message before sending it.

Markdown syntax


You can use Markdown syntax elements to format your messages.

Formatting	Description
Bold	Add an asterisk before and after the word. <code>*bold*</code>
Italic	Add one underscore before and after the word. <code>_italic_</code>
Strikethrough	Add one tildes before and after the word. <code>~strikethrough~</code>
Code	Add a back-quote before and after your code. <code>`your code`</code>
Blockquote	Add a bracket in front of your text. <code>> your text</code>
Code block	Add three back-quotes before and after your block of code. <code>```this is a block of code```</code>

Formatting	Description
Ordered list	Add line items with numbers, starting with 1, followed by a period. 1. item 1 2. item 2
Bullet list	Add an asterisk followed by a space. * item 1 * item 2
Headings	Add number signs in front of a word. # Heading
Hyperlink	Add square brackets with link text, followed by the URL in parentheses. [Amazon](https://www.amazon.com)

Markdown is enabled by default. To disable it, complete the following procedure.

On desktop:

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, choose the menu icon  and then choose **Settings**.
3. Choose **Appearance**.
4. In the **Appearance** pane that appears, turn off the toggle in the **New User Experience Preview** section to disable.

On mobile:

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).

2. In the navigation pane, choose the menu icon



),

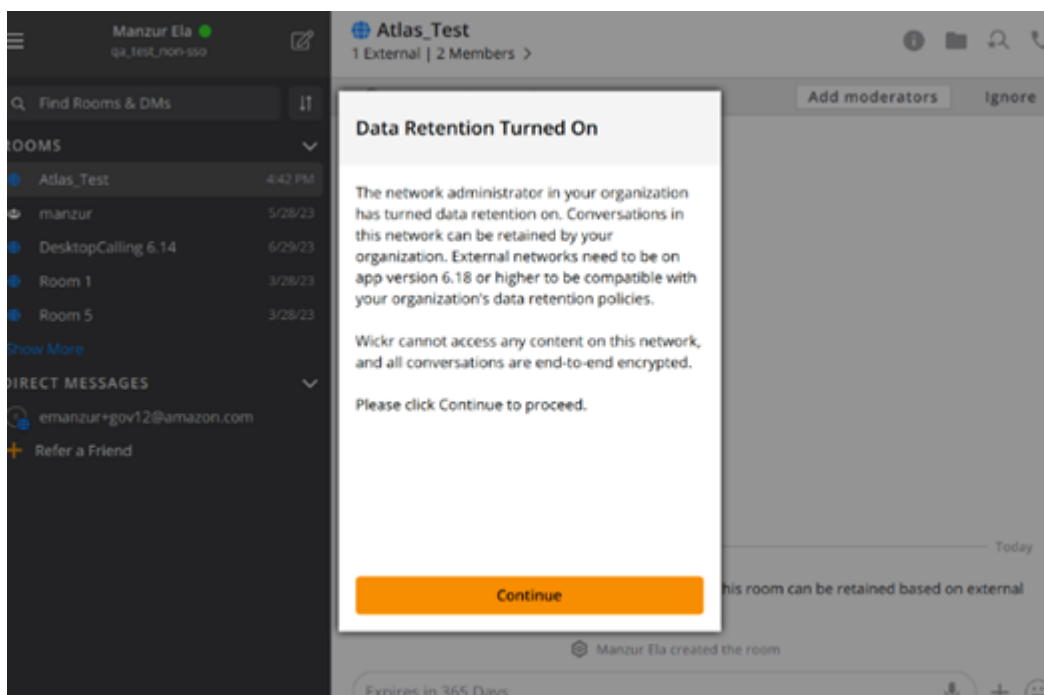
and then choose **Settings**.

3. Choose **Appearance**.
4. In the **Appearance** pane that appears, turn off the toggle in the **Rich Text Editor Preview** section to disable.

Data retention

AWS Wickr Data retention can retain all conversations in network. This includes direct messages and conversations in Groups or Rooms between in-network (internal) members and those with other teams (external) with whom your network is federated. Data retention is only available to AWS Wickr Premium plan customers and enterprise customers who opt in for data retention. For more information about the Premium plan, see [Wickr Pricing](#).

When your network administrator activates data retention for your network, all messages and files that you share in your network are retained in accordance with your organization's compliance policies. You will see a **Data Retention Turned On** window, informing you of this new setting.



You will also see a one-time control message in any Direct Message, Room, or Group that has members from another network (external members). The control message indicates that all messages in the conversation can be retained as per external organizations' data retention policy. This doesn't expose or indicate the status of any network's data retention policy.



Guest users

The Wickr guest user feature allows individual guest users to sign in to the Wickr client and collaborate with Wickr network users.

Important

The guest users feature must be enabled for the Wickr network. If you are a guest user and experience difficulties communicating with users who are registered to a Wickr network, then the guest users feature might not be enabled for the Wickr network. Users who are registered to the Wickr network should get in touch with their Wickr administrator to determine if the guest users feature is enabled. Wickr administrators see [Guest users](#) in the *Wickr Administration Guide*.

Topics

- [Guest user account limitations](#)
- [Sign up for a guest account](#)
- [Close a guest user account](#)
- [Report a user](#)

Guest user account limitations

The following limitations apply to guest user accounts:

- Guest users can't initiate communication with Wickr network users. Wickr network users can start communication with guest users and add guest users to direct messages, rooms, or groups to initiate a secure conversation. Guest users can share their registered email address to let Wickr network users know how to find them on Wickr.

Note

Wickr network users can find guest users when writing a direct message, creating a room, or a group message. The dialog box when [writing a direct message](#), [creating a room](#), or [group message](#) allows you to search for network and guest users.

- Guest users can't create rooms or groups. Wickr network users can create a room or group, and add guests and external users from other Wickr networks (if federation is enabled). After that, guest users can send messages in the room or group, view members, and start a direct message.
- Guest users can't be moderators or add members in Wickr rooms and groups.
- Guest users can communicate with each other only when the guest users are in the same room as a network user.
- A guest user can continue communicating in the Wickr network, only if a network user has communicated with the guest within the last 90 days.
- Message expiration settings are limited to a maximum period of 30 days for guest users. For more information, see [Set message expiration and burn timers](#).

Sign up for a guest account

Complete the following procedure to sign up for Wickr as a guest user.

1. Download and install the Wickr client. For more information, see [Download and install the Wickr client](#).
2. Open the Wickr client.
3. At the bottom of the sign in screen, choose **Don't have an account? Sign Up**.

Sign in to your Wickr network

Sign in with SSO

Or, use email address

Email

name@email.com


Sign in with email


By using AWS Wickr, you agree to the [AWS Customer Agreement](#), and [AWS Privacy Notice](#). If you or your organization purchases Wickr Pro from Wickr LLC, the [Wickr Pro Terms of Service](#), and [Wickr Pro Privacy Policy](#) apply to your use of this service.

Don't have an account? [Sign up](#)

4. On the **Get started with Wickr** page, choose **Create a personal guest account**.

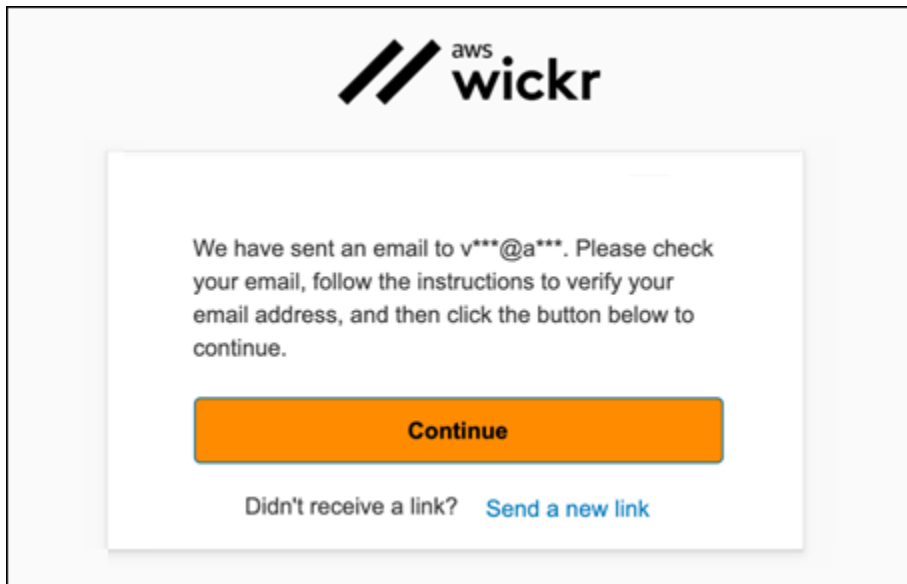
Get started with Wickr

 **Create a personal guest account** >
Use your guest account to collaborate with organizations using Wickr.

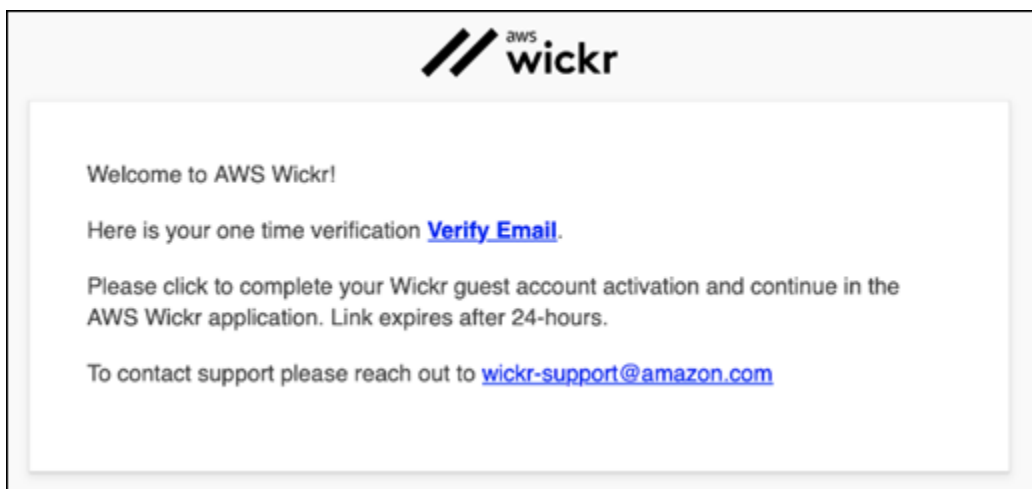
 **Setup Wickr for your organization** >
Use your AWS account to manage secure communications for your organization.

5. On the **Sign up with a new account** page, enter your first name, last name, email address, and password.
6. Choose **Sign up**.

Wickr will send you a verification email after you sign in. You can continue to the next step in this procedure. However, be aware that the verification email can take up to 30 minutes to reach your inbox. Don't choose **Send a new link** until at least 30 minutes have passed. Keep the Wickr client open while waiting for the verification email.



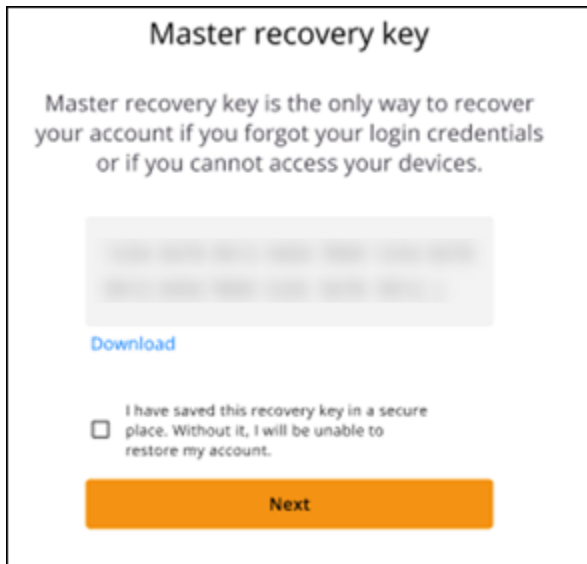
7. In the Wickr verification email, choose **Verify Email**.



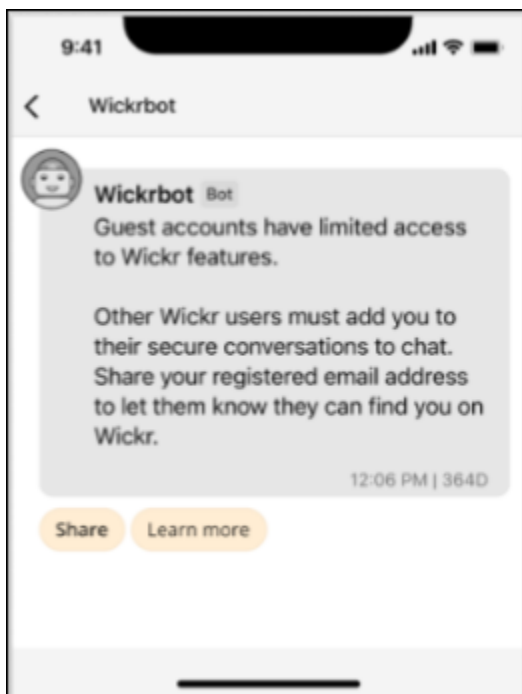
8. Choose **Continue** and sign in to the Wickr client.
9. The Wickr client will display your Master Recovery Key (MRK). You can use the MRK to sign in to Wickr on a different device than the one you're currently using. Save your MRK in a safe location and choose **Next**.

Note

The master recovery key is blurred in the following example.



You should now be signed in to the Wickr client. You will receive a message from the Wickrbot showing your guest account limitations.




At this point, Wickr network users can add you to their conversations. However, guest user access must be enabled for their Wickr network. If you have difficulties communicating with other Wickr users in a Wickr network, those users should contact their Wickr administrator to troubleshoot the problem.

Note

If you are a guest user, you can become a Wickr network user by creating a network. For more information, see [Getting started with AWS Wickr](#) in the *AWS Wickr Administration Guide*.

Close a guest user account


Complete the following procedure to close a guest user account.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, choose the menu icon , and then choose **Support**.
3. Choose **Close Account**.
4. In the **Close Your Account** pane that appears, choose one of the following options (optional):
 - It's missing important features
 - I need help to better use Wickr
 - I'm not satisfied with the product quality
 - I have privacy/security concerns
 - Other
5. Choose **Continue**.
6. In the **Close Your Account** pane that appears, choose **Close Account**.
7. In the next **Close Your Account** pane that appears, enter your password in the text field.
8. Choose **Sign in**.
9. In the pop up window, choose **Close Account**.

Report a user

If you encounter any behavior that violates our [Terms of Service](#) we ask that you report it to us.

Complete the following procedure to report a user.

1. Sign in to the Wickr client. For more information, see [Sign in to the Wickr client](#).
2. In the navigation pane, find and select the name of the user who you want to report.
3. Select the information icon
)
in the message window to view contact details.
4. In the **Contact Details** pane, choose **Report** to report the user.
5. In the **Why are you reporting this?** pane, choose one of the following options:
 - Spam/fraud
 - Child exploitation/abuse
 - Harassment/bullying/threats
 - Pretending to be someone else
 - Other
6. In the **New Message** window, you can provide additional information about your report a user request by emailing [Wickr Abuse](#).

Device sync

You can sync existing data from your original device to a new device.

Note

You must have both devices available and already have a Wickr account, and the AWS Wickr app installed on your original device.

To sync your device using a QR code, complete the following procedure.

Note

You must have a camera on your original device to sync using a QR code.

1. On your new device, sign in to the Wickr client.
2. On the **Transfer account and messages** page, choose **Scan QR code**.

A QR code page appears.

3. Open the Wickr app on your original device.
4. In the notification window, choose **Approve**.
5. Hold the QR code on the new device in front of the camera of the original device.

The Wickr app will automatically begin to sync your existing data to your new device.

6. When the sync is complete, a **Welcome to AWS Wickr** window appears on your new device.

To sync your device manually entering a code, complete the following procedure.

1. On your new device, sign in to the Wickr client.
2. On the **Transfer account and messages** page, choose **Enter code**.

A window with a code appears.

3. Open the Wickr app on your original device.
4. In the notification window, choose **Approve**.

5. 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 choose **Continue**.

The Wickr app will automatically begin to sync your existing data to your new device.

6. When the sync is complete, a **Welcome to AWS Wickr** window appears on your new device.

Document history

The following table describes the documentation releases for Wickr.

Change	Description	Date
Markdown	Markdown is enabled by default, allowing users to improve message clarity and detail. For more information, see Markdown (preview) .	February 12, 2024
Device sync and Typing indicators	Users have the option to sync their existing data from their original device to a new device. For more information, see Device sync . Additionally, users can see and share when messages are being typed with typing indicators. For more information, see Typing indicators .	December 18, 2023
Guest users	Guest users have the option to delete their accounts and can also report other Wickr users. For more information, see Guest users .	November 8, 2023
Global Federation	Wickr networks now have the ability to communicate across AWS Regions.	September 29, 2023
Data retention	Data retention is available to both internal and external communication in a Wickr	July 31, 2023

network. For more information, see [Data retention](#).

[Guest users \(preview\)](#)

Guest users can sign in to the Wickr client and collaborate with Wickr network users. For more information, see [Guest users \(preview\)](#).

May 31, 2023

[Emoji reactions](#)

Users can now add emoji reactions to messages in the Wickr client. For more information, see [Use emojis](#).

March 14, 2023

[Initial release](#)

Initial release of the Wickr User Guide

November 28, 2022

Release notes

To help you keep track of the ongoing updates and improvements to Wickr, we publish release notices that describe recent changes.

February 2024

- Enhancements
 - Markdown is now available. For more information, see [Markdown \(preview\)](#).

December 2023

- Enhancements
 - Wickr supports device sync. For more information, see [Device sync](#).
 - Wickr supports typing indicators. For more information, see [Typing indicators](#).

November 2023

- Enhancements
 - Added support for guest users. Support includes:
 - Ability to report abuse by other Wickr users.
 - The option to delete their accounts.

For more information, see [Guest users](#).

September 2023

- Enhancements
 - Added support for multi-region federation.

July 2023

- Enhancements

- Data retention is now available. For more information, see [Data retention](#).

May 2023

- Enhancements
 - Added support for guest users. For more information, see [Guest users](#).

March 2023

- Enhancements
 - Added support for emoji reactions in messages. For more information, see [Use emojis](#).

February 2023

- Enhancements
 - Added support for the Wickr plugin for Android Tactical Assault Kit (ATAK). For more information, see [Install and pair the Wickr plugin for ATAK](#).

January 2023

- Enhancements
 - Improved functionality and tools for moderating content that might violate AWS Terms of Use in the Android client. This can be done through blocking, muting, and reporting users.
 - Updated translations for the Android client.