



Wickr Professional

Work Securely. Collaborate Efficiently. Take Control Today.

Wickr compliments your other communication and collaboration products that are not built for confidentiality. When conversations require security and ephemerality not obtainable elsewhere your team can choose Wickr.

This guide will help you get started and understand the user interface.

If a team member needs access to Wickr Pro please have your network admin send them an invite. Admins can do this through the Network Dashboard and invite within the Team Directory.

For additional information or help please visit support.wickr.com.

User Quick Start Guide

3 Steps to Get Started

1. **Download & Install**
Visit the [Wickr Download](#) page using the link in the Wickr Invitation email and click the download link for your device type.



2. **Activate Your Wickr Pro Account**
Your Wickr Pro Administrator will send you an invitation email, follow the [FAQ instructions](#) to activate your account.

3. **Login on Multiple Devices**
Never miss important conversations! Users should install Wickr Pro on 2 devices at a minimum.
Mobile + Desktop.



4. **In-App Tutorials Support**
Users will be guided through in-app tutorials (referred to as “coach marks”) through a Welcome to Wickr Message. They can start, stop and restart using the Settings option at any time.

FAQ


Starting a Conversation

Tap the “Settings” > “Contacts” AND select the users(s). Up to 10 users in a Conversation. For external users in other Wickr Pro networks, type their email address OR if you connection with a Wickr Me user, type in their Wickr ID(username).


Rooms: Secure Communications Channels

For larger groups (up to 100 participants), tap the + in the Rooms section and select contacts.

Rooms are controlled by moderators*.

 Tap the crown or “...” icon to grant moderator permission (edit: Room name, participants, and expiration). *More than 1 moderator per room is recommended.

Out of Network Users

 Indicator in Rooms or Conversations that you are communicating with someone outside your organization’s Wickr network.

Share Files

Tap the + icon or DRAG and DROP any file into the message to share them.

Delete/Recall/Star/Copy Image

Within a message you can easily Delete content locally from your device or use Recall to delete messages and files across all devices. Following up on important messages has never been easier – simply Star a message and then search. Users can Copy Image and stay within Wickr to paste image in a separate Room or Conversation.

Location Sharing

Users can now share the Current Location or Live Location (mobile only), by simply selecting the + symbol on desktop or mobile > Share Location.

Quick Responses

Users can send pre-defined responses within Rooms or Conversations. Up to 10 Quick Responses can be managed via your Network Administrator.

Pin Files

Need to “save” files in a Room or Conversation for future reference? Now, you can choose a file and “Pin” it to be persistent – you and any new users added to the Room can quickly find “pinned” files.

Invite Someone To Wickr

 Easily invite someone outside your company’s network to Wickr by email or text.

Wickr Professional for Desktop

Quick Start Guide

Use this guide to learn the basics on your Mac or Windows computer.

Access your settings
Click here to change your password, sign out, and adjust your settings.

Room/Message Settings
View members, adjust @mentions/notifications. Moderators can make changes. Users can find Pinned files in a Room (soon!)

Contextual & Starred Message Search
Start typing in the search box to instantly find what you are looking for. Or find by All, Files or extension types

Profile Image
Adjust your profile image here.

Group Communication
Create rooms of up to 100 participants. Exchange files and collaboration securely.

Direct Messages
Message anyone in your network by clicking the + and searching for them.

Time Remaining
The indicators on the right hand side of each message indicates how much time it has left before expiration.

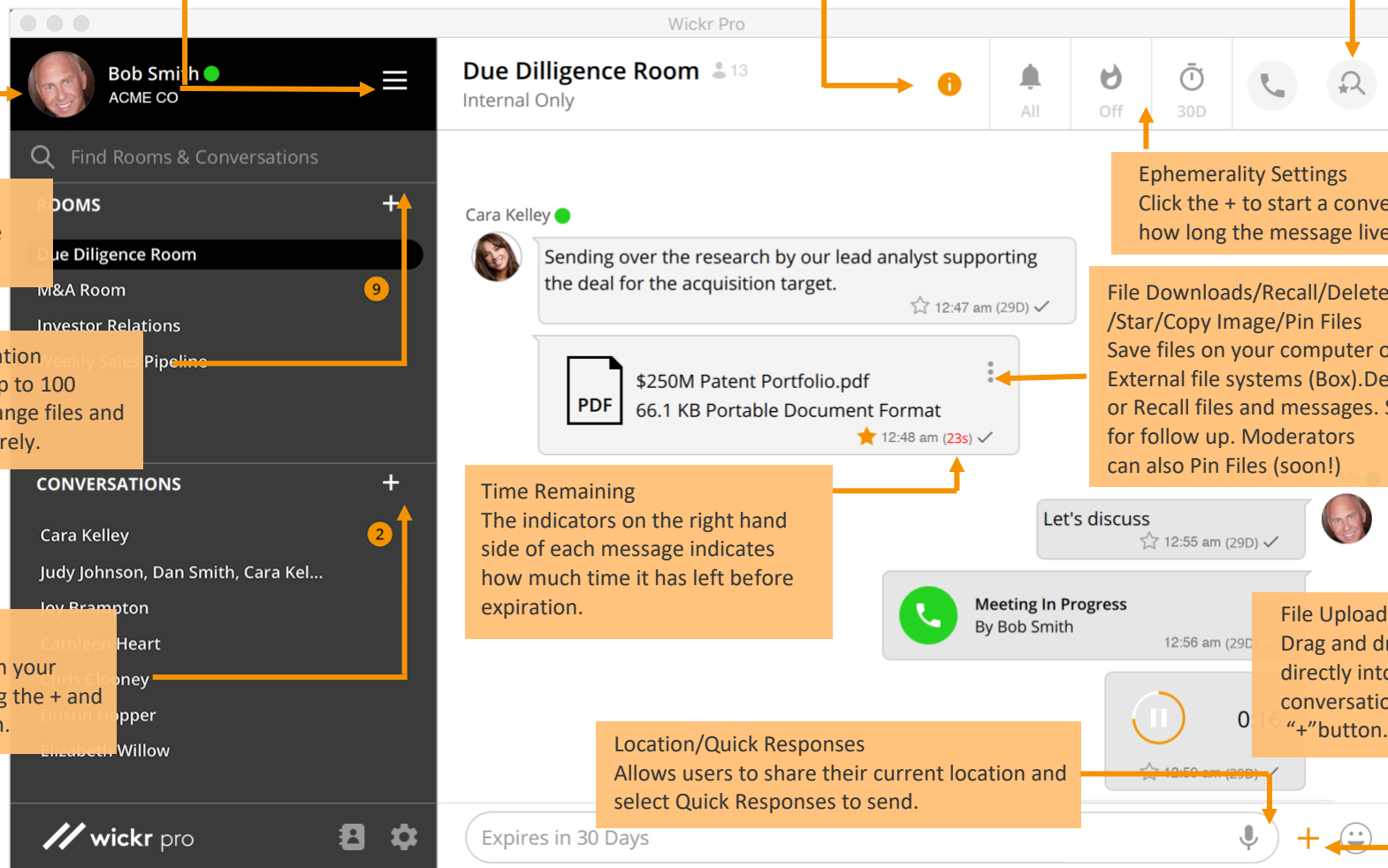
Location/Quick Responses
Allows users to share their current location and select Quick Responses to send.

Voice Memos
Click the Microphone button to send a 1 minute memo.

Ephemerality Settings
Click the + to start a conversation. Set how long the message lives here.

File Downloads/Recall/Delete /Star/Copy Image/Pin Files
Save files on your computer or to External file systems (Box). Delete or Recall files and messages. Star files and messages for follow up. Moderators can also Pin Files (soon!)

File Uploads
Drag and drop the file directly into the conversation or use the "+" button.



Wickr Professional for iOS

Quick Start Guide

Use this guide to learn the basics on your iPhone.

Direct Messages
Message anyone in your organization by clicking + and finding them in your contact list.

Notifications
Message notifications appear as orange circles.

Leave Room
Slide any message or room to the left to remove it from your device anytime.

Location/Quick Responses
Allows users to share their current location and select Quick Responses to send.

Access Your Settings
Click here to change your password, set a profile picture, sign out, and adjust your settings.

Group Communication
Create Rooms of up to 100 participants. Room creators can add other users, control their timer settings and grant moderator status to others.

Voice and Video Calls
To start a call at any time, simply tap on the phone icon.

File Downloads/Recall/Delete/Star
Save files locally or to external file management solutions (Box). Delete or Recall files and messages. Star files and messages for follow-up.

Voice Memos
Tap and hold on the mic icon to record a voice message up to 60 seconds long.

Ephemerality Settings
Click the > to change your message timer settings, or Delete the chat.

Photo and File Sharing
Take photos, send stored photos, and share files from external file management solutions (Box)

Wickr Professional for Android

Quick Start Guide

Use this guide to learn the basics on your Android device.

Access Your Settings
Click here to change your password, set a profile picture, sign out, and adjust your settings.

Group Communication
Create rooms of up to 100 participants. Room creators can add other users, control their timer settings and grant moderator status to others.

Notifications
Message notifications appear as orange circles.

Location/Quick Responses
Allows users to share their current location and select Quick Responses to send.

Delete Conversation
Tap and hold, then press Delete on any conversation you would like to remove.

Direct Messages
Message anyone in your organization by clicking + and finding them in your list.

Voice and Video Calls
To start a call at any time, simply tap on the phone icon.

File Downloads/Recall/Delete/Star
Save files locally or to Box, Dropbox, Gdrive, etc. Delete or Recall files and messages. Star files and messages for follow-up.

Voice Memos
Tap and hold on the mic icon to record a voice message up to 60 seconds long.

Ephemerality Settings
Click the i to change your message timer settings, or Delete the chat.

Photo and File Sharing
Take photos, send stored photos, and share files from DropBox, iCloud, and Google Drive.