

# WINDAR-S Account Creation and Device User Guide

## (As of 4 March 2025)

### **Basic Information:**

The WINDAR-S device, which includes a tablet, an attached keyboard, and a small puck, is provided to JTT members through DISA. It enables access to the SIPR or classified network and is part of the Commercial Solutions for Classified (CSfC) family. This device uses commercial networks (hardwired and cellular) and commercial encryption to protect data and network traffic. Users may share a device with other personnel if they meet the pre-requisites below and have successfully created a WINDAR-S account via the DISA service portal.

### **Pre-requisites:**

1. Ensure the user has a valid SIPR account with a functional SIPR Token from their respective service component.
2. Access the DISA service portal via NIPR: <https://services.disa.mil/sp>.
3. On the DISA service portal, if the user does not have access to 'Requests' → 'Mobility' → 'WINDAR-S Account,' follow Step 1. Otherwise, skip to Step 2.

### **Step 1: User Actions**

1. Begin on the DISA service portal, click 'Requests' → 'Mobility' → 'DMCC Visibility'.
2. Add the requesting user(s) individually or in bulk to DMCC Customer Visibility.
3. Finally, ensure the requesting user has access to 'Requests' → 'Mobility' → 'WINDAR-S Account'.

### **Step 2: User Actions**

1. Begin on the DISA service portal, the requesting user navigates to 'Requests' → 'Mobility' → 'WINDAR-S Account'.
2. Complete the "DMCC-S Android Device and WINDAR-S User Agreement (UA) (Version 4.5)" form dated April 2024. Refer to the attached template and blank form in this PDF. Fill in the highlighted sections. Ensure signatures from your supervisor and security manager (consult your unit's S2/J2 or appropriate entities to verify your security clearance).
3. Finally, the requesting user submits a DISA request with the completed UA form attached.

### **Step 3: DISA Actions**

1. DISA will open a DISA request and notify the user via email. Allow up to 72 hours for the account to be created. **Requesting users can check their request status via the DISA service portal → 'My Items' → 'My Request'.**
2. If any discrepancies are found in the form, the user should correct them and respond to the existing ticket.

### **Final Step: User Actions**

1. DISA will notify the user via email that the account has been approved. Validate the account by logging into a functional WINDAR-S device.
2. Print the tri-fold device user guide provided below and keep it for quick reference. Follow the steps to successfully log into a WINDAR-S device.
3. **If Unable:** Go to the DISA service portal → 'Support' → 'Mobility' → 'DMCC/WINDAR-S Support' and submit a ticket. Provide the necessary information until resolved. The user can enter zeroes for device information if it is unavailable or if sharing a device with another personnel.

## NOTES

1. **BITLOCKER CODE:** The device authentication bitlocker code/PINs are treated as **CUI** when written down separately and **NOT** associated with the device. The device authentication bitlocker code /PINs are classified **SECRET** when associated with the device (stored with, attached to, etc.). The device authentication bitlocker code /PINs are classified **SECRET** when together (stored with, attached to, etc.), even if not associated with the device.
2. **DELL DDE PROMPTS:** Select Cancel if you receive a Dell Data Protection Encryption (DDPE) password prompt. You should select Cancel anytime this prompt appears. If updates are delayed for too long the device will be disabled by DISA

## WINDAR-S ACCOUNT

1. **Pre-requisite:** Ensure you have an existing SIPR account with a functional SIPR token.
2. **Access DISA Service Portal via:**  
<https://services.disa.mil/sp>
3. Navigate 'Requests' > 'Mobility' > 'DMCC Visibility' and request for DMCC Customer Visibility.
4. Then, submit account request with a completed User Agreement via: 'Requests' > 'Mobility' > 'WINDAR-S Account'
5. **Status Request:** 'My Items' > 'My Request'
6. **Allow up to 72 hours.** DISA will notify you via email that your account has been approved.
7. If no action, contact DISA Customer Support via the option of your choice

## DISA CUSTOMER SUPPORT

### Option 1: Online

1. Access DISA Service Portal via:  
<https://services.disa.mil/sp>
2. Click 'Support' > 'Mobility' > 'DMCC/WINDAR-S Support'
3. Submit a ticket with a description of your issue. You may place zeroes under device information if you have not yet received a WINDAR-S or sharing with someone.

### Option 2: Phone Call

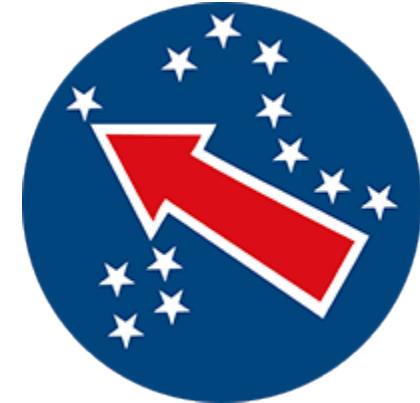
1. Call DISA's 24/7 Toll-Free Hotline:  
+1-(844)-347-2457
2. Press 4, then 2 (SIPRNet). Then, verbally state "WINDAR-S" or "DMCC-S Phone" (SIPR Phone).

**NOTE: If a DISA ticket was created, capture the ticket information and pass it to your COMMS representative**

## SOFTWARE PATCHES AND UPDATES

1. Check Software Center every two weeks for updates and patches.
2. If prompted, allow software changes to download in the background (if mission permits).
3. WINDAR-S will notify you when restarts are required for updates. Install them when prompted (if mission permits).

## U.S. ARMY PACIFIC



## WINDAR-S USER GUIDE

## DEVICE STARTUP

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- 1. Connect the Ethernet Cable:** Connect the ethernet cable from your AT&T Nighthawk to your home router or the hotel room's ethernet port. If successful, the puck will display "Offloaded to Ethernet." **Use the puck's cellular connection as an alternative.**
- 2. Power On Devices:** Turn on the AT&T Nighthawk puck and the WINDAR-S tablet.
- 3. Enter Credentials:** Enter the BitLocker PIN.
- 4. Wait for 2 Prompts to Appear: 1<sup>st</sup> prompt:** "Stand by while Outer VPN is connecting. Please allow up to 4 minutes for the connection to activate. You will receive another message when the device is ready." **2<sup>nd</sup> Prompt:** "Outer VPN Tunnel Established. Open AnyConnect and select Connect to initiate Inner VPN."
- 5. Connect Inner VPN:** Click the network icon (two computers) at the bottom right of the Windows logon screen. Select "Connect" when Cisco AnyConnect pops up. Follow the on-screen messages like "posture assessment...". Click Accept when prompted. **If unsuccessful, reboot both the tablet and the puck, then restart from step 2.**
- 6. Insert SIPR Token:** Insert your SIPR token into the device and log in with your SIPR token PIN.
- 7. Retry VPN Connection (if needed):** Once logged in and if Inner VPN still does not connect, click the up-arrow icon at the bottom right of the screen, select the Cisco AnyConnect icon, and try connecting again manually.

## MICROSOFT OUTLOOK & TEAMS VIA WEB BROWSER

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8. Open Google Chrome / Microsoft Edge
9. Type the following URLs: **(Outlook)** <https://outlook.exo.microsoft.sccloud/mail> or **(Teams)** <https://teams.microsoft.sccloud/>
10. Enter your SIPR email address when prompted
11. Select your certificate and enter your PIN when prompted
12. If you run into issues close the web browser and start over

**NOTE: Teams is not pre-installed on the desktop. To do so, click the download icon next to the URL bar to download and install the Teams WebApp on your desktop.**

## MICROSOFT OUTLOOK DESKTOP SETUP

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1. Open the **Start Menu**. Search for **Outlook** and select it
2. Select "Yes", then next to connect Outlook to an email account
3. On the Email Account window, **only enter your SIPR E-mail Address (@mail.smil.mil)**
4. Click Next
5. Enter your PIN when prompted
6. Select **Next** once all three check marks are green within the Setup Wizard.
7. Click Finish/Done

**NOTE: It will take some time to load your profile and to start downloading emails**

## GVS VIDYO CLIENT SETUP

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- 1. Register for an account (if needed)** at <https://gvs.smil.mil/gvs-web> (**SIPR**)
2. If you have an existing account, begin by opening GVS Vidyo Client under "Vidyo Desktop" within the start menu
3. Enter <https://connect.gvs.smil.mil> in the Portal box
4. **Note:** The Username and Password fields are not used
5. Click Log In
6. Click Log In on the certificate pop-up, then enter your PIN
7. GVS may fail to connect on the first attempt, try again
8. Click Acknowledge

## GVS/SVTC DIALING

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1. Open GVS Vidyo Client
2. Enter the GVS # or SVTC # w/ bridge in the **Search Contacts box**
3. Wait for the search to complete
4. Click the box with the arrow under "No match found? Call externally:"
5. Click Call

**NOTE: If the camera, microphone, and speaker are green, they will be active when the call starts**