

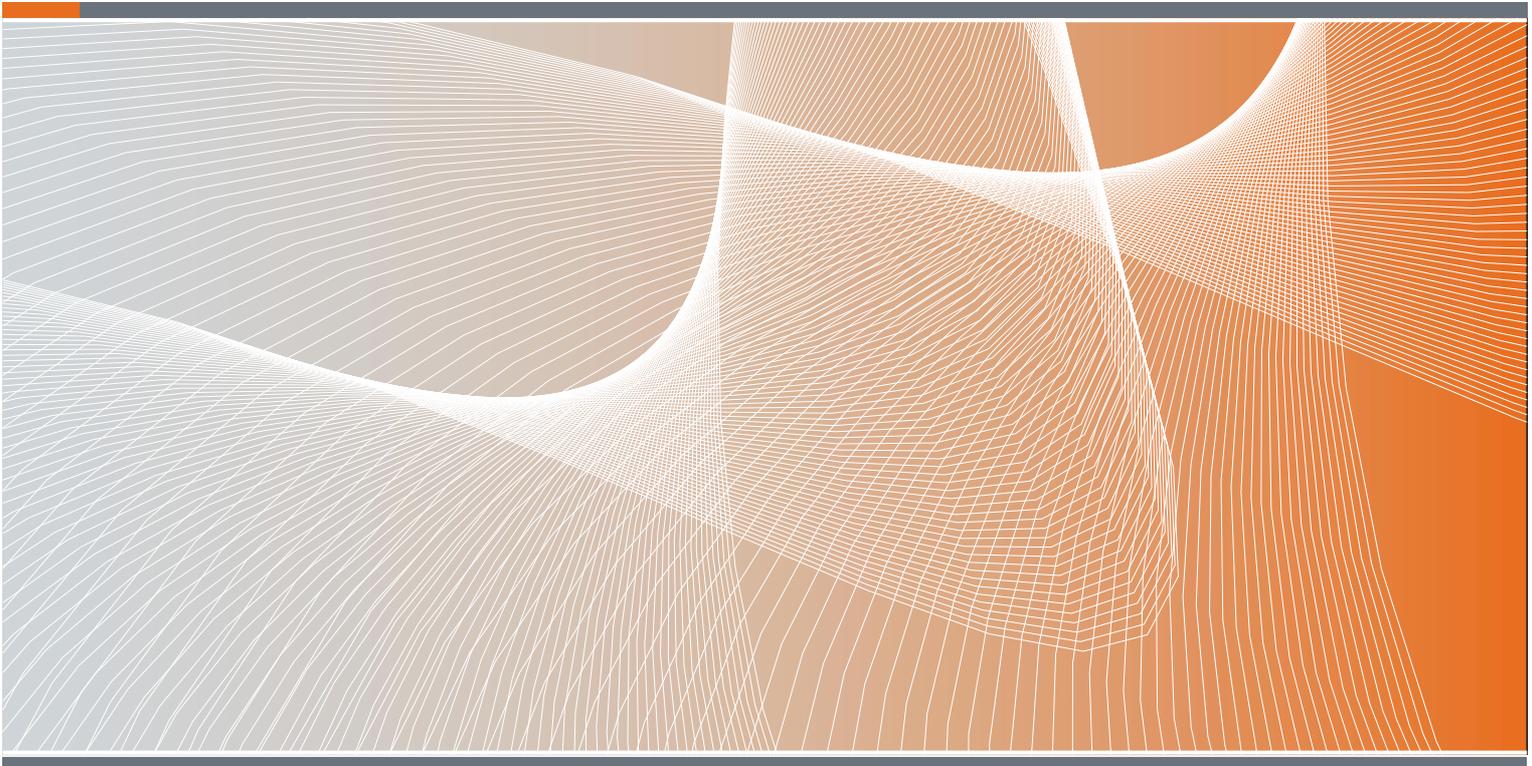


Australian Government

Department of Defence
Chief Information Officer Group

Defence Remote Electronic Access and Mobility Service (DREAMS 10)

User Guide



Chief Information Officer Group

September 2021



The latest version of this DREAMS User Guide and supporting information is at <http://drnet/CIOG/ICT/AA/Pages/dreams.aspx> or, select the ICT Services icon on your Defence Protected Network (DPN) desktop and follow the links to the DREAMS intranet webpage.

Contents

Getting Started	3
You will need to install the Citrix WorkSpace App.....	3
Difference between Citrix WorkSpace and Citrix Receiver	3
Installing the Citrix WorkSpace App for Windows 8, Windows 10, and Macbooks	3
Download Citrix WorkSpace App for a laptop/notebook, Macbook, or desktop computer	3
Installing the Citrix Receiver App for Windows 7	7
Download Citrix Receiver App for a laptop/notebook or desktop computer.....	7
Installing the Citrix Workspace App for a Smartphone or Tablet Device	12
Download the Citrix WorkSpace App for a smartphone or tablet device	12
Voice and Video via DREAMS	13
Set Up	13
Confirmation	13
How to reset your password on DREAMS	14
Reset your expired DRN Password via the DREAMS Portal.....	14

Getting Started

You will need to install the Citrix WorkSpace App

DREAMS access requires special software to be installed called the **Citrix Workspace App**. The Citrix WorkSpace App enables a secure connection to DREAMS – it's a bit like a secure online pathway to the DRN.

The section below provides instructions on how to download Citrix WorkSpace App relevant to the device that you will be using to access DREAMS.

The laptop and desktop computer instructions are different to those for smartphones and tablet devices.

Difference between Citrix WorkSpace and Citrix Receiver

There has been a misperception as to which Citrix application to download and install, Citrix WorkSpace or Citrix Receiver. **Both** can launch a DREAMS session dependent on your computer/device operating system.

Citrix WorkSpace app

- Defence recommended
- Tailored for current Operating Systems and Workstations i.e. Windows 8, Windows 10, Macbooks
- Reliable
- Regular updates to address bugs and vulnerabilities
- 130MB to download

Citrix Receiver

- Prior to Citrix WorkSpace, this was the primary application to launch DREAMS
- It has not received an update since 2018
- Tailored for older operating systems and workstations i.e. Windows 7 and earlier versions
- 40MB download

Installing the Citrix WorkSpace App for Windows 8, Windows 10, and Macbooks

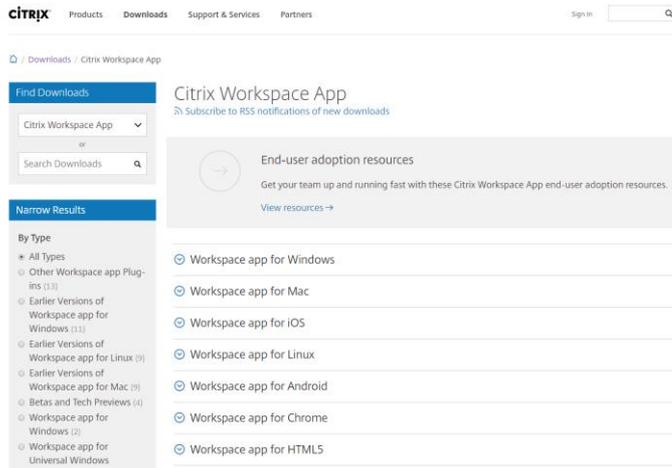
Download Citrix WorkSpace App for a laptop/notebook, Macbook, or desktop computer



Tip: If you have downloaded the Citrix WorkSpace App onto your laptop or PC previously, it's likely you have an old version installed.

You will need to *manually uninstall* the old version **FIRST** and then follow the steps below to re-install the most recent version of the Citrix WorkSpace App to access DREAMS. Citrix does not automatically update the older Citrix Receiver software.

1. Connect your computer to the internet.
2. In a web browser (Edge Internet Explorer, Chrome, Firefox, or Safari) navigate to the WorkSpace Downloads page on the Citrix Website: <https://www.citrix.com/en-au/downloads/WorkSpace-app/>.



3. Select the drop down arrow next to the device that you are using i.e. “WorkSpace app for Windows” if you are on a Windows computer, or “WorkSpace app for Mac” if you are on an Apple Macbook.



4. Click on the link for the latest version of Workspace.
Note: the version number may differ from 2002 as Citrix release updates.



Workspace app for Mac

Workspace app for Mac

Citrix Workspace app 2002 for Mac

Mar 3, 2020

5. On the next page click on the “**Download Citrix Workspace app**” button to begin downloading Citrix Workspace.

Home / Downloads / Citrix Workspace App / Workspace app for Windows / Citrix Workspace app 2002 for Windows

Find Downloads

Citrix Workspace App

or

Search Downloads

Support Resources

[FAQs](#)

[Product Documentation](#)

[Export or import restrictions](#)

[Knowledge Center](#)

Citrix Workspace app 2002 for Windows

Release Date: Mar 24, 2020

Compatible with
Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, 2012R2 and 2019.

[Download Citrix Workspace app for Windows](#)
(128 MB - .exe)

Version: 20.2.0.25 (2002)

Checksums
9d7938052358f419d1fc895c227dd9c9023a727ea2e067bafee980b047599e24

Home / Downloads / Citrix Workspace App / Workspace app for Mac / Citrix Workspace app 2002 for Mac

Find Downloads

Citrix Workspace App

or

Search Downloads

Support Resources

[Product Documentation](#)

[Knowledge Center](#)

[Support Forums](#)

Citrix Workspace app 2002 for Mac

Release Date: Mar 3, 2020

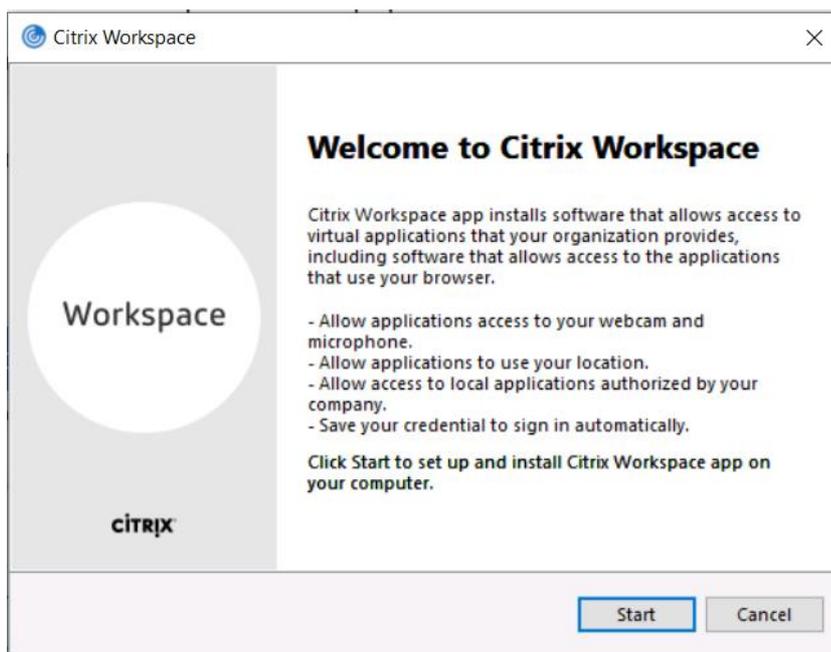
Compatible with:
Mac OS 10.13, 10.14, 10.15

[Download Citrix Workspace app for Mac](#)
(141.2 MB - .dmg)

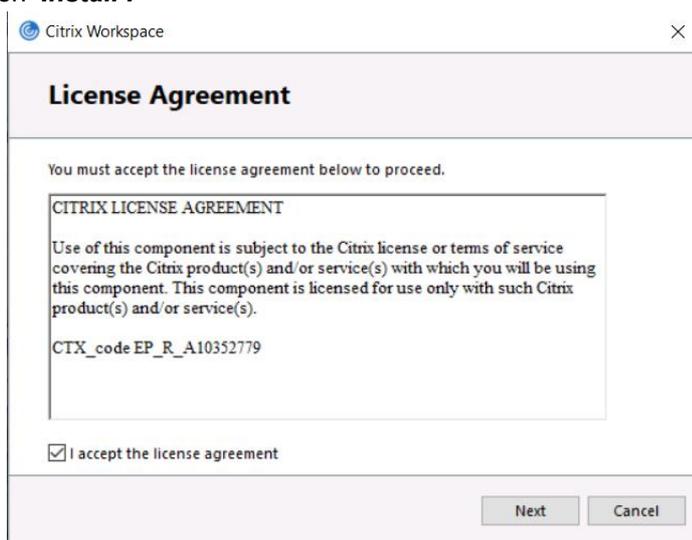
Version: 20.02.0.5 (2002)

Checksums
SHA256
- EEF7ED9EDDDC961A9622912B2B9CAB001E72A2EA58F0400E3AD71F4D73B86A7A

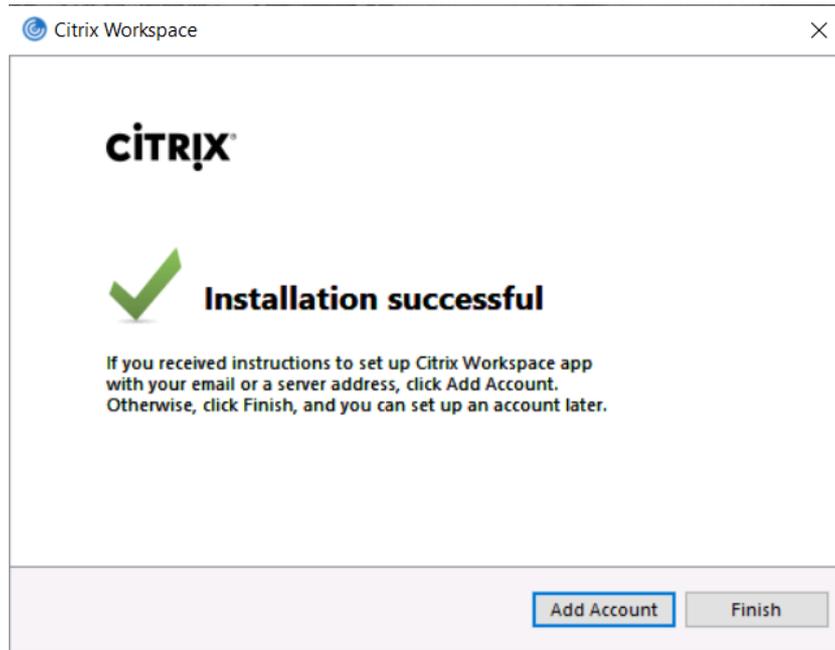
2. Depending on what browser you are using, once the download is complete you may be asked if you want to allow the Citrix App to make changes to your computer, or a notification will appear asking what you want to do with the CitrixWorkSpaceApp.exe. Select ‘**Yes**’ or ‘**Run**’. If neither of these things happen you will need to click on and run the CitrixWorkSpaceApp.exe from your “*Downloads*”.
3. A Pop Up will prompt you to install the *Citrix WorkSpace App*. Select ‘**Start**’.



4. Before the installation begins you will need to accept the licence agreement. Tick the check box and then click on **'Install'**.



5. Follow the prompts to complete the installation.
6. When installation is complete a Citrix WorkSpace window will appear, **Select "Finish"**. **You do not need to add an account.**



7. If you are prompted to restart your computer to finish the install then do so. Citrix WorkSpace is now installed and you are ready to log into Dreams.

Installing the Citrix Receiver App for Windows 7

Download Citrix Receiver App for a laptop/notebook or desktop computer



Tip: If you have downloaded the Citrix Receiver App onto your laptop or PC previously, it's likely you have an old version installed.

You will need to manually uninstall the old version **FIRST** and then follow the steps below to re-install the most recent version of the Citrix Receiver App to access DREAMS. Citrix does not automatically update the software.

1. Connect your computer to the Internet.
2. Open your web browser (e.g. Edge, Internet Explorer or Chrome) and enter the DREAMS website URL <https://dreams10.defence.gov.au/> into your browser address bar.
3. Press the **Enter** button on your keyboard and the DREAMS **Login** page will be displayed, as shown in Figure 1.



Tip: Save this web address in your Favourites or Bookmarks to easily access it next time you are logging into DREAMS.

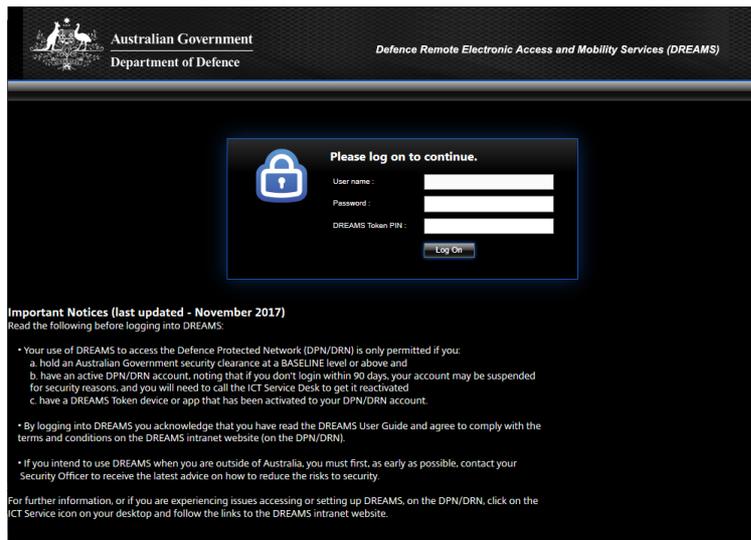


Figure 1 DREAMS Sign In Page

4. Set <https://dreams10.defence.gov.au/> as a trusted site on your device or web browser
5. Read the **Important Notice** that is displayed on this webpage.
6. Enter your **DPE Log On** credentials:
 - **User name:** (as you would enter it on your DRN desktop)
 - **Password:** (your DRN password).
 - **DREAMS Token PIN:** (the number generated by your DREAMS Token device or DREAMS Token app).



Note: If using the DREAMS Token app - if you are not using Touch ID, you will be required to input a password each time you use this app. This means that if you enter your password incorrectly you will get an invalid PIN that will look like a real one and you won't be able to log into DREAMS.

7. A Citrix Receiver Detection page will be displayed.

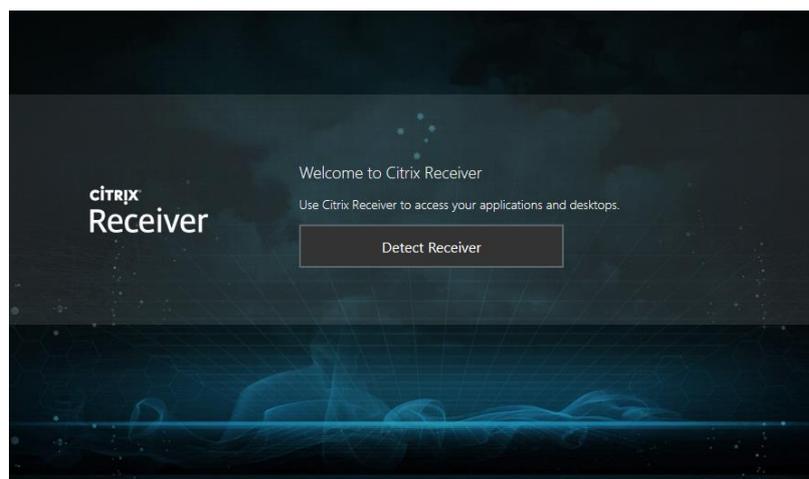


Figure 2 Citrix Receiver Detection Page

8. Click on the "Detect Receiver" button, Citrix will now detect if you have the current Citrix Receiver App installed. *Note: this may take a minute.*
9. After Citrix has checked if the Receiver app is installed it will show a download page.

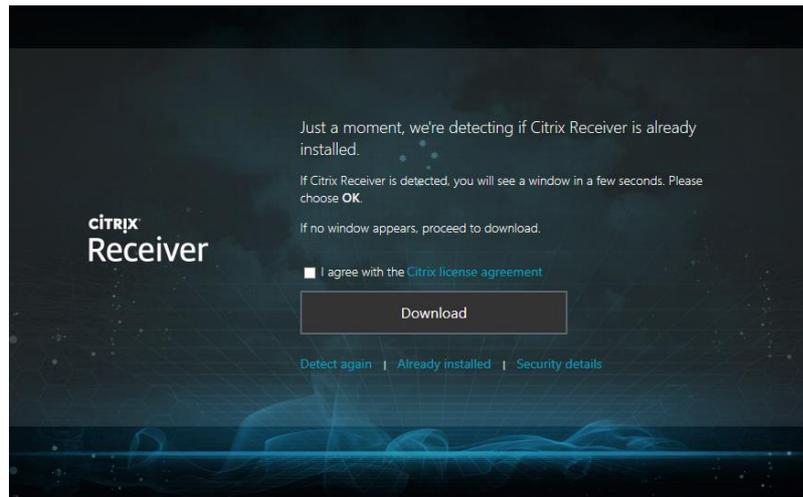


Figure 3 Citrix Download Page

10. Click on the “I agree with the Citrix Licence agreement” check box and then click on the “Download” button. The Citrix Receiver App will be downloaded.
11. Depending on what browser you are using, you may be asked if you want to allow the Citrix App to makes changes to your computer or a notification asking what you want to do with the CitrixRecieverApp.exe, Select ‘Yes’ or ‘Run’.

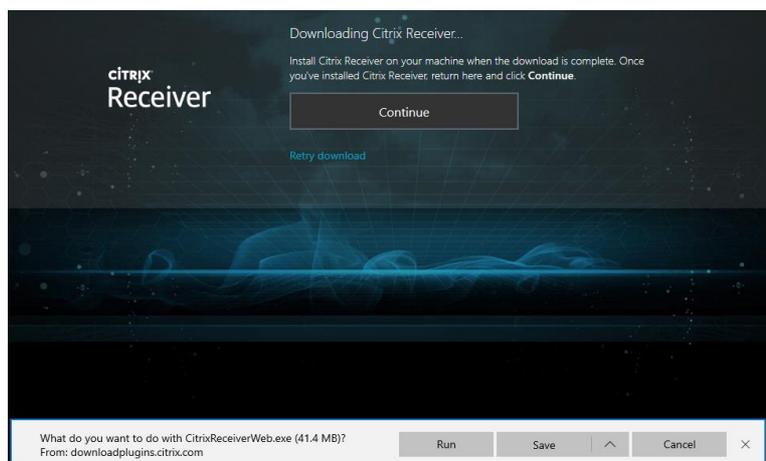


Figure 4 Run CitrixWorkspaceApp.exe

12. You *may* get a pop-up from the Microsoft Store asking if you would like to download the Citrix Workspace from Microsoft. Please select “Continue installing from outside Microsoft Store”.



Figure 5 MS Store Pop Up

13. A Pop Up will prompt you to install the *Citrix Receiver App*. Select 'Start'.



Figure 6 Install Screen

14. Before the installation begins you will need to accept the licence agreement. Tick the check box and then click on 'Install'.



Note: If the option to "Enable Single Sign On" is available, please ensure the check box is **not** ticked and click on the "Install" button.

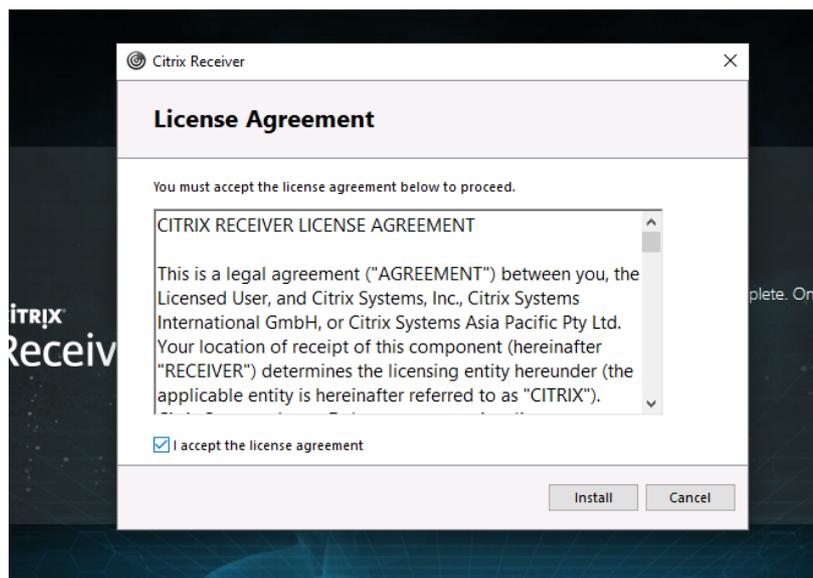


Figure 7 License agreement Acceptance

15. Follow the prompts to complete the installation.
16. When installation is complete you will be returned to the Install page shown in Figure 3.
17. Click on *“Already Installed”*
18. A Desktop Selection page will display.

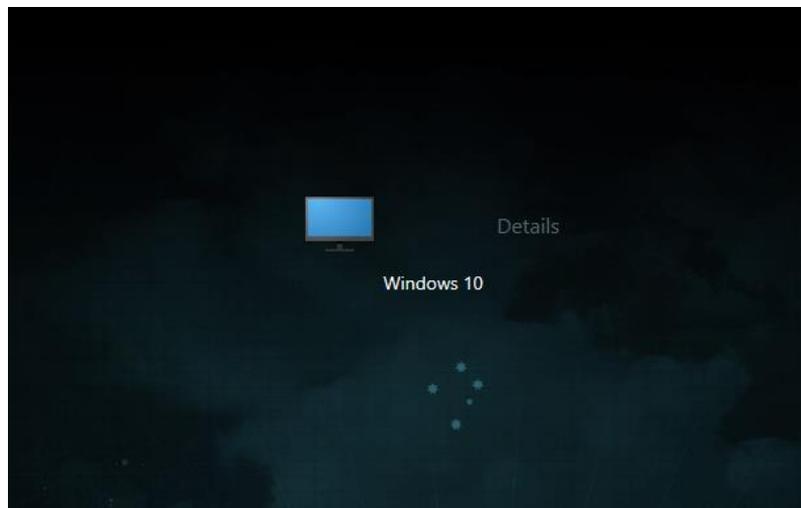


Figure 8 Desktop Selection page

19. Click on the *“Windows 10”* icon.
20. Your DRN desktop will either open automatically, or you may need to open the .ica file in the lower left-hand corner of the screen.

If you experience a technical issue with Citrix, visit the Citrix website at <https://www.citrix.com/products/receiver.html> .

Installing the Citrix Workspace App for a Smartphone or Tablet Device

Download the Citrix WorkSpace App for a smartphone or tablet device

You will need to:

- Connect your device to the Internet,
- Download the Citrix Workspace app for your device from the relevant App store:
 - Android – from the Google Play Store.
 - iOS – from the Apple App Store.
 - Windows Phone (or Windows based device) – from the Microsoft Store.
- Once you have downloaded the App, set up your account:
 - Open your Citrix Receiver App.
 - Input the following details for your **first use** of the App:
 - Touch the button called, '**Add Account**' (you don't need to do a Demo).
 - Use the **Menu** or **Options** on this screen to select the **Manual Setup** option.
- Once you arrive at the Manual Setup screen, enter the following details (these may present differently according to what device you are using):
 - **Address:** <https://dreams10.defence.gov.au/> .
 - **Type:** Choose **Web Interface**.
 - **Description:** This should default to <https://dreams10.defence.gov.au/> .
 - Touch **Save** or **Add** (or similar) to proceed to the next screen.
 - The **DRN** logon screen will appear. Please enter your credentials as follows:
 - **User name:** (enter your username as you would enter it on your DRN desktop),
 - **Password:** (your DRN password),
 - **DREAMS Token PIN/Radius Password:** (the generated number by your DREAMS Token device or DREAMS Token app).
 - Click '**Log On**'

Note: *if using the DREAMS Token app - if you are not using Touch ID, you will be required to input a password each time you use this app. This means that if you enter your password incorrectly you will get an invalid PIN that will look like a real one and you won't be able to log into DREAMS.*



Tip: To find **Menu** or **Options** menu on your device:

- On iOS devices, the **Options** menu should be at the bottom right of your screen behind the virtual keyboard.
- For most Android tablets, there may be 3 vertical dots at the top right of the page to enable you to view the menu and select, '**Manual Setup**'.
- For Android Smartphone handsets or devices, use the button on your actual handset or device that you usually use to access application menus (e.g. the left handset button on a Samsung Smartphone can be used to access the application, '**Menu**').

If you experience any technical issues with Citrix, visit the Citrix website at <https://www.citrix.com/go/receiver.html>

Voice and Video via DREAMS

While accessing the DPE over DREAMS, you can make and receive phone/video calls through the *Skype for Business (SfB)* application.

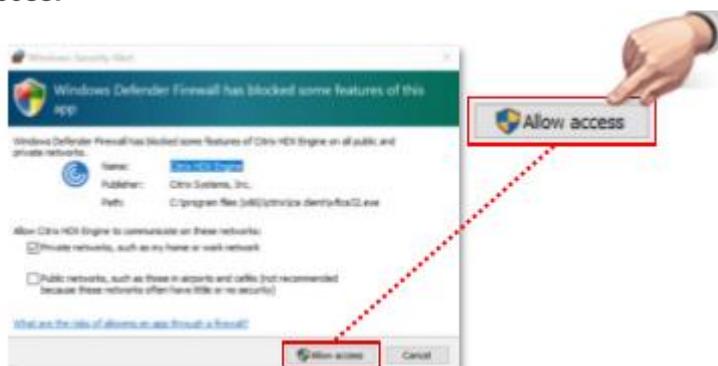
Set Up

To ensure optimum voice and video quality, your device requires Citrix HDX RealTime Media Engine software. This installation is required once, for each device you use to access DREAMS.

- To access the installation file copy and paste the following URL into your web browser:
<https://www.citrix.com/en-au/downloads/workspace-app/additional-client-software/hdx-realtime-media-engine.html>
- Click on the appropriate **Download File** link for your operating system (Windows, Mac or Linux):



- Follow the prompts to download the software and select **Finish** once the installation has been completed.
- Log into DREAMS via your device. If you receive the following message, select **Allow Access**:

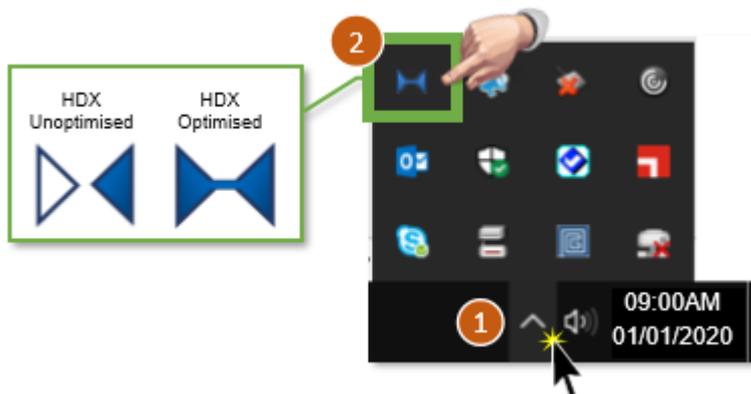


You will now have a clear video and audio quality when working remotely via DREAMS.

Confirmation

Confirm that your HDX installation has been successful and that the HDX is optimised by checking if the HDX “bow tie icon” is completely blue in your DREAMS session.

- Click on the up arrow icon  to reveal hidden icons.
- Verify the bow tie icon is present and completely blue.



Note: If one half of the bow tie icon is still white and the other side blue, HDX has **not** been optimised. If this happens, “Disconnect” your DREAMS session and sign back in again.

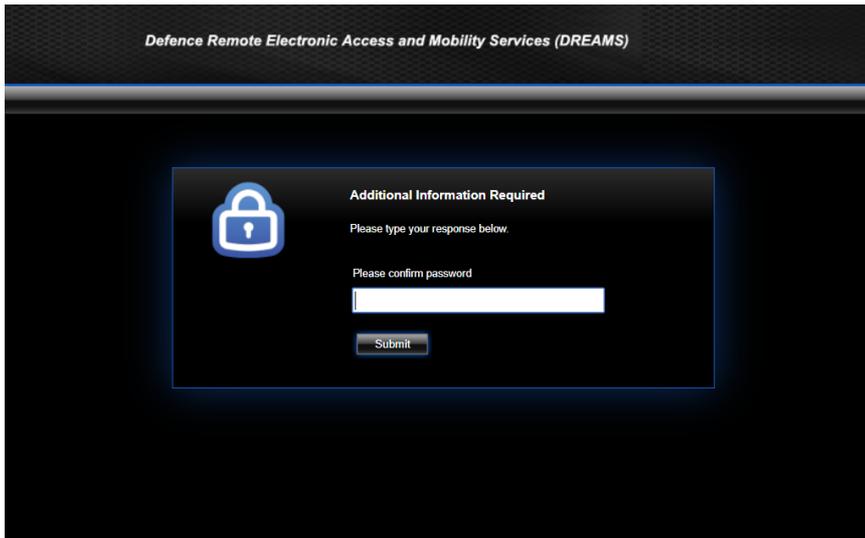
How to reset your password on DREAMS

Reset your expired DRN Password via the DREAMS Portal

If your DRN Password is expired when you attempt to log into the DREAMS Portal you will now have the option to update it on the spot without having to contact the ICT Service Desk.

1. If your DRN Password is expired- After you enter in your DRN Username, Password, and Token Pin and login to the portal you will receive the following window:

2. Enter in a new password and select “**Submit**”.
3. You will then have to enter in the new password again to confirm it:



4. After entering in your new password again select "**Submit**". Your DRN Password will now be updated and you will be taken through to the Desktop Selection page.