

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



Defending Australia and its National Interests www.defence.gov.au

The latest version of this DREAMS User Guide and supporting information is at <u>http://drnet/CIOG/ICT/AA/Pages/dreams.aspx</u> 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 is 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 <u>manually uninstall</u> 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.
- In a web browser (Edge Internet Explorer, Chrome, Firefox, or Safari) navigate to the WorkSpace Downloads page on the Citrix Website: <u>https://www.citrix.com/en-au/downloads/WorkSpace-app/</u>.

CITRIX Products Dow	nloads Support & Services Partners	Sign In	Q
) / Downloads / Citrix Workspace	App		
Find Downloads	Citrix Workspace App		
Citrix Workspace App 🗸	Subscribe to RSS notifications of new downloads		
or Search Downloads	End-user adoption resources Get your team up and running fast with these Citrix Workspace	App end-user adoption r	resources.
Narrow Results	View resources →		
Ву Туре			
 All Types 	 Workspace app for Windows 		
 Other Workspace app Plug ins (13) Earlier Versions of 	 Workspace app for Mac 		
Workspace app for Windows (11)	⊙ Workspace app for iOS		
Earlier Versions of Workspace app for Linux (Statement of Contemporation)	 Workspace app for Linux 		
 Earlier Versions of Workspace app for Mac (9) 	Workspace app for Android		
 Betas and Tech Previews (4 Workspace app for Windows (2) 	⊘ Workspace app for Chrome		
 Workspace app for Universal Windows 	 Workspace app for HTML5 		

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.

Workspace app for Windows
 Workspace app for Mac
 Workspace app for iOS

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



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

ind Downloads	Citrix Workspace app 2002 for Windows
Citrix Workspace App 🗸 🗸	Release Date: Mar 24, 2020
or	Compatible with
Search Downloads Q	Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, 2012R2 and 2019.
upport Resources	Download Citrix Workspace app for Windows
AQs 🖻	(128 MBexe)
roduct Documentation 🛛	Version: 20.2.0.25 (2002)
xport or import	Checksume
strictions 🛛	9d7938052358f419d1fc895c227dd9c9023a727ea2e067bafee980b047599e24
nowledge Center 🖄	
/ Downloads / Citrix Workspa	ce App / Workspace app for Mac / Citrix Workspace app 2002 for Mac
/ Downloads / Citrix Workspa Find Downloads	ce App / Workspace app for Mac / Citrix Workspace app 2002 for Mac Citrix Workspace app 2002 for Mac Beleace Date: Mar 3, 2020
⁻ Downloads / Citrix Workspa nd Downloads Citrix Workspace App	ce App / Workspace app for Mac / Citrix Workspace app 2002 for Mac Citrix Workspace app 2002 for Mac Release Date: Mar 3, 2020
Downloads / Citrix Workspa nd Downloads Citrix Workspace App or	 ce App / Workspace app for Mac / Citrix Workspace app 2002 for Mac Citrix Workspace app 2002 for Mac Release Date: Mar 3, 2020 compatible with:
/ Downloads / Citrix Workspa ind Downloads Citrix Workspace App or Search Downloads	ce App / Workspace app for Mac / Citrix Workspace app 2002 for Mac Citrix Workspace app 2002 for Mac Release Date: Mar 3, 2020 compatible with: Mac OS 10.13, 10.14, 10.15
/ Downloads / Citrix Workspa ind Downloads Citrix Workspace App or Search Downloads	ce App / Workspace app for Mac / Citrix Workspace app 2002 for Mac Citrix Workspace app 2002 for Mac Release Date: Mar 3, 2020 Compatible with: Mac OS 10.13, 10.14, 10.15
/ Downloads / Citrix Workspa ind Downloads Citrix Workspace App or Search Downloads	ce App / Workspace app for Mac / Citrix Workspace app 2002 for Mac 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
/ Downloads / Citrix Workspa ind Downloads Citrix Workspace App or Search Downloads	 ce App / Workspace app for Mac / Citrix Workspace app 2002 for Mac 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 MBdmg)
/ Downloads / Citrix Workspa nd Downloads Citrix Workspace App or Search Downloads upport Resources Product Documentation 12	 ce App / Workspace app for Mac / Citrix Workspace app 2002 for Mac 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 MBdmg) Version: 20.02.0.5 (2002)
/ Downloads / Citrix Workspa nd Downloads Citrix Workspace App or Search Downloads upport Resources Product Documentation @ Gnowledge Center @ Support Forums @	ce App / Workspace app for Mac / Citrix Workspace app 2002 for Mac 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 MBdmg) Version: 20.02.0.5 (2002) Checksums SHA256

- 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 makes 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*'.

You must	accept the license	agreement below to p	roceed.	
CITRIX	LICENSE AGREE	MENT		_
Use of t covering this com product	his component is the Citrix produc ponent. This com s) and/or service	subject to the Citrix lice t(s) and/or service(s) v ponent is licensed for (s).	ense or terms of service with which you will be using use only with such Citrix	ş

- 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 <u>manually uninstall</u> 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.

Australian Go Department of	vernment Defence	Defence Remote Electronic Access and Mobility Services (DREAMS)
Important. Notices (last updated - Read the following before logging into DR - Vour use of DREAMS to access the Defe a. hold an Australian Government see b. have an active DPN/DRN account. For security reasons, and you wil nee c. have a DREAMS Token device or app - By logging into DREAMS you acknowle terms and conditions on the DREAMS of the DREAMS token device or app - By logging into DREAMS you acknowle terms and conditions on the DREAMS of for further information, or if you are experi ICT Service icon on your desktop and follow	Nevenber 2017) Nevenber 2017) Market Mark	Please log on to continue. User name: Pleased: DREAMS Taken PIN: DREAMS Taken PIN:

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.

citrix Receiver	Welcome to Citrix Receiver Use Citrix Receiver to access your applications and desktops.	

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.

[3/09/2021 | Version 2.2]

	Just a moment, we're detecting if Citrix Receiver is already installed.
	If Citrix Receiver is detected, you will see a window in a few seconds. Please choose OK .
citrix Receiver	If no window appears, proceed to download.
Receiver	■ I agree with the Citrix license agreement
	Download
A D L	and the

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*".



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

		Welcome to Citrix Receiver
iv	cinex Receiver	Citrix Receiver installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser. - Allow applications access to your webcam and microphone. - Allow applications to use your location. - Allow applications to use your location. - Allow access to local applications authorized by your company. - Save your credential to log on automatically. Click Start to set up and install Citrix Receiver on your computer.
		Start Cancel

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 <u>not</u> ticked and click on the "Install" button.

[3/09/2021 | Version 2.2]



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.

Dotalla	
Windows 10	

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 lefthand corner of the screen.

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

[3/09/2021 | Version 2.2]

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.
 - \circ 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: <u>https://dreams10.defence.gov.au/</u> .
- Type: Choose Web Interface.
- Description: This should default to <u>https://dreams10.defence.gov.au/</u>.
- \circ 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 <u>https://www.citrix.com/go/receiver.html</u>

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: <u>https://www.citrix.com/en-au/downloads/workspace-app/additional-client-software/hdx-realtime-media-engine.html</u>
- Click on the appropriate **Download File** link for your operating system (Windows, Mac or Linux):

Hanna Aranni.	HDX RealTime Media Engine 2.9 for Microsoft Skype® for Business
- Anno 17 Derived	Answers war
	Overlager Sec. 26. Andrew construction of the Advancement and the Advancement and the Advancement HCX Next (year) Next (year) Next (year) Constructions Sec. 26. And Advancement Advancement Advancement

- 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:**

Winds app	ws Defend	er Firewall has blocked some features of this	Alow access
Andrea Defensier	Frend has be	uter some features of Ciris 4DI Styre on all public and	a north descent
a	Serve:	APRIL COLOURS	
9	Notes:	Citry System, Inc.	
	2981	Crangen Recolligencias dente faatz eve	and the second sec
an Citra HOI Bry	and in cost of	sate or these reduction	
Emile who	inte, such and	ty have a walk retwork	
Date retro because the	ris, suit as its at referents of	er in alcore and offic just reconnected technics life or ne accelul)	
		a back should	

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.

[3/09/2021 | Version 2.2]



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:

Defence Remote Electro	onic Access and Mobility Services (DREAMS)
	Additional Information Required Please type your response below. Password Expired. Please enter a new password.

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

Defence Remote Electronic Access and Mobility Services (DREAMS)				
		Additional Information Required Please type your response below. Please confirm password		

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.