



Australian Government
Department of Defence
Chief Information Officer Group

VERA New Starter

Help Guide



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Contents

Overview of VERA	5
Getting Started with VERA	5
What is VERA?	5
Why should I use VERA?	7
Microsoft Teams and VERA	8
Microsoft OneDrive and VERA	8
Useful VERA applications to explore	8
Accessing VERA across Platforms and Devices	9
DPE Desktop and Defence PROTECTED Laptops (Local Profile Experience)	9
DPE Desktop (Virtual Profile Experience) and DREAMS	9
Bring Your Own Device (BYOD) Desktop and Laptop	9
Defence Issued PROTECTED iPhone/iPad devices	9
BYOD (Personal) iOS and Android Devices	9
Defence Issued UNCLASSIFIED iPhone/iPad devices	9
User Experience across devices and platforms (VERA)	10
How to Login to the VERA (Environments) Web application	12
How to Login to Microsoft Teams Desktop application	13
Use of PROTECTED iOS (Mobile) Devices – Installation and Set Up	14
How to login to VERA with multiple accounts	18
How to log off	19
VERA and Records Management	20
Frequently Asked Questions	20
General FAQs	20
Q1: What is VERA (also known as VERA Protected)?	20
Q2: What is the difference between DPE/DREAMS and VERA?	20
Q3: Is VERA replacing DREAMS?	20
Q4: What is the difference between GovTEAMS and VERA?	20
Q5: How do I access VERA?	21
Q6: How does file sharing and collaboration happen in VERA?	21
Q7: I am experiencing issues logging into VERA. What can I do?	21
Q8: What do I do if I need technical assistance for VERA?	21
Q9: Can I merge my GovTEAMS account with a VERA account?	22



Q10: Can I conduct an audio or video call while working through DREAMS?.....22

Q11: Why does my VERA session timeout?22

VERA Login22

Q1: What credentials do I use to login to VERA?22

Q2: What happens if I enter my password incorrectly multiple times in VERA? Will my VERA account be locked?22

Q3: What do I do if I already have the Microsoft Authenticator application for another Office 365 account?22

Q4: I currently have a GovTEAMS account and am experiencing issues logging into VERA. How can I login to VERA successfully?22

Q5: Is the Microsoft Authenticator app available for download on my Defence PROTECTED mobile?23

Q6: How do I log onto VERA when I have multiple O365 accounts? Is it possible to switch between accounts?23

Q7: How do I access help documents after logging into VERA?23

Q8: After I login to VERA and leave it open without using it, will I be prompted to sign in again. Is this expected?23

Q9: Do I have to re-enter my password when using VERA on the DPE?23

Q10: Can guests/external contractors access VERA?.....23

Q11: Can I access VERA through the Defence Secret Network (DSN)?23

Q12: I have updated my DPE password and now I am unable to access VERA. What do I do?23

VERA and Overseas Users.....23

Q1: Can overseas users access VERA?23

Q2: If I need VERA support while overseas, who should I contact?24

Functionalities24

Q1: How can I create a new document in VERA using a Defence template?24

Q2: Can I copy and paste items when using VERA in a web browser?24

Q3: Can I upload documents from my BYOD (personal) device to VERA?24

Q4: Will additional applications be added to VERA? (Forms, SharePoint, Outlook, etc.).....24

Troubleshooting24

Registration Issues24

Logon Issues.....24

Browser Issues25



Other Common Issues26

Overview of VERA

VERA encompasses Defence's Microsoft Office 365 (M365) Cloud-based tools/environments that are available in the Defence PROTECTED Environment (DPE) / DREAMS, and on authorised devices (Defence Protected Laptops, Defence Protected iOS Devices, and Personal laptops/computers).

VERA delivers a capability to allow collaboration, file sharing, and the ability to support 'business as usual' in the Department of Defence in secured environment's that are separated and operate at up to PROTECTED (referred to as VERA).



Getting Started with VERA

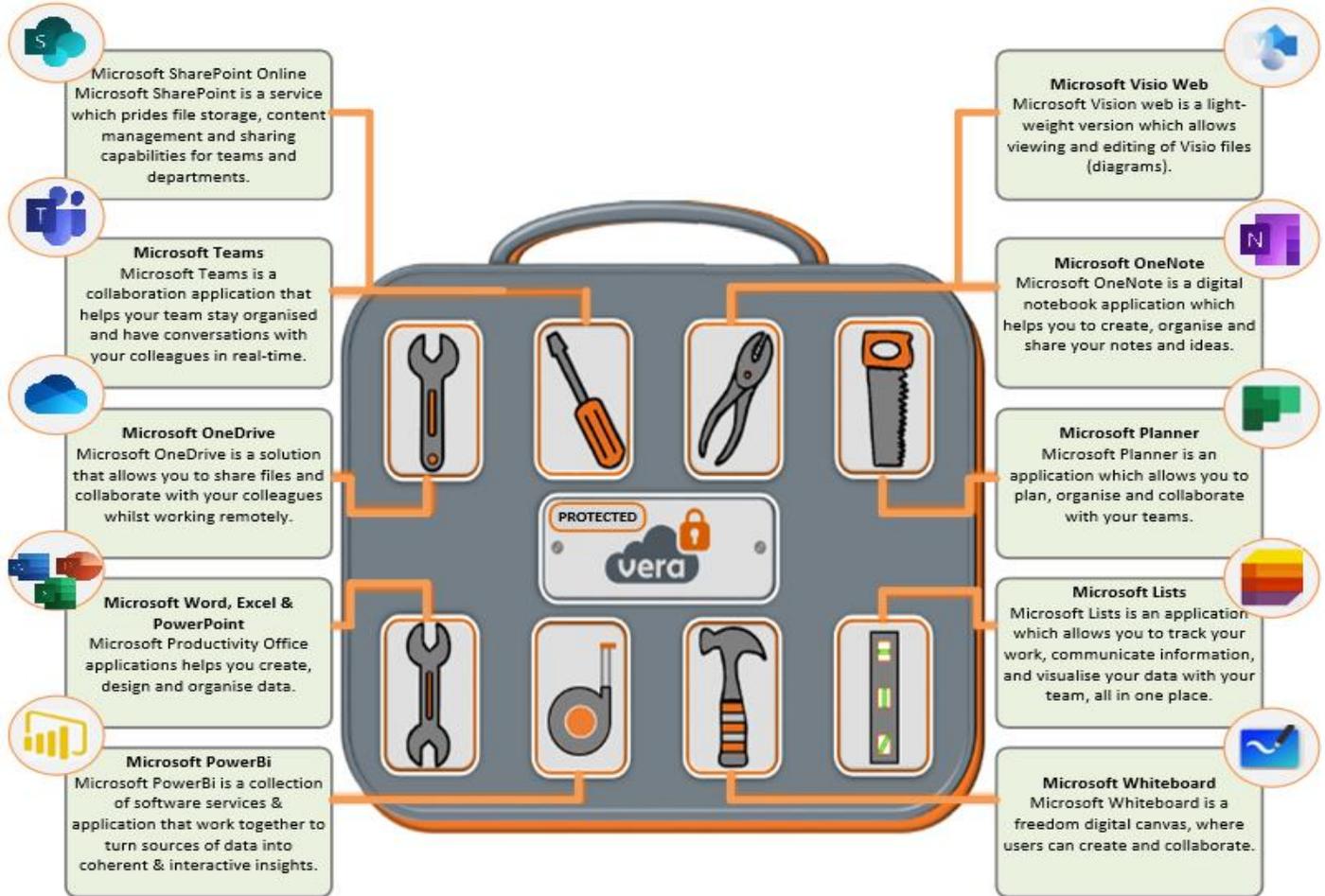
What is VERA?

VERA is a subscription-based shared service available as a base service and paid for by Defence; we call this the Enterprise Shared Offering.

The environment operates in a separated and secured environment which is accredited up to the classification level with access available to the Defence Enterprise environment.

This environment is connected to the Defence Protected Environment (DPE) in a Hybrid State through the Defence Protected Network (DPN) servicing @defence.gov.au user accounts/identities.





Why should I use VERA?

Communication and Collaboration in VERA

- Collaborate Anytime – VERA is a 24/7 collaboration platform that can be accessed from multiple devices and access channels
- Collaborate Anywhere – Collaborate with colleagues and stakeholders via VERA at Defence offices, while working from home and on the go
- Collaborate in any way – Access VERA collaboration applications for communication, file sharing tasks management, analytical reporting and many more features.

Security Restrictions and Limitations

VERA

VERA is available for Defence personnel and contractors with active DPE accounts and for approved trusted organisations and accounts\identities.

Only approved users and domains (Non-VERA users) can join meetings.

If you are a VERA user, you will need to log into VERA to join VERA meetings. Otherwise, you will be blocked from entering even if you use another Microsoft 365 account (e.g. GovTEAMS).

All VERA Microsoft Teams meetings include audio conferencing and dial in details by default.

The audio conferencing feature enables non-Defence personnel to dial in to VERA meetings, allowing for external collaboration.

When dial in numbers are admitted into VERA Microsoft Teams meetings, the classification of the meeting will change from up to the PROTECTED level to up to the OFFICIAL level.

Microsoft Authenticator is an application used for multi factor authentication (MFA) when logging into VERA. MFA is not required when logging into VERA through a DPE terminal or DREAMS session. MFA is however required when logging into VERA outside of the DPE/DREAMS (e.g. through a BYOD (personal) device).

MFA set up can only be completed through a DPE terminal or DREAMS session. This includes your first time setting up MFA or if you require an MFA reset.

Helpful Tip – Please refer to the [VERA Security and Authentication Combined Help Guide](#) if you are setting up your MFA for the first time.

If your MFA has not been set up prior to external VERA login, your sign-in will be blocked and you will be unable to access VERA outside of the DPE/DREAMS. If you are not able to set up your MFA via the DPE/DREAMS, you will not be able to access VERA externally.

Helpful Tip – Joining a VERA Teams meeting from your DPE terminal? You will need to use Defence-issued audio and visual equipment.



VERA Applications Overview

Microsoft Teams and VERA

Microsoft Teams is a collaboration application that helps your team stay organised and have conversations with your colleagues in real time.



“VERA” is Defence’s instance of Microsoft Office 365 and often used as an alternative name for your use of Teams with your Defence email address.

Microsoft Teams is a hub for teamwork. It is an app that can facilitate collaboration using chat instead of email, and channels instead of just file folders. It is a workspace for you and your team to securely edit files and at the same time view likes, mentions and replies with a single tap. It is a place that your team can make its own by adding notes, websites, and apps.

Microsoft OneDrive and VERA

Microsoft OneDrive is an application that allows you to share files and collaborate with your colleagues while working remotely. You can easily share files with others, work together, and view comments and changes as they occur within the document. With all your files in Microsoft OneDrive - securely store, share, and access your files from anywhere – at work, at home or on the go.



Useful VERA applications to explore

Microsoft OneNote is a digital notebook application which helps you to create, organise and share your notes and ideas.



Microsoft Planner is an application which allows you to plan, organise and collaborate with your teams. Microsoft Planner allows you to create new plans, organise and assign tasks.



Microsoft Lists is an application which allows you to track your work, communicate information, and visualise your data with your team, all in one place. Microsoft Lists allows you to create lists to help you and your team track your work.



Microsoft Power BI is a collection of software services and applications that work together to turn unrelated sources of data into coherent and interactive insights. Microsoft Power BI Pro is available for everyone who has access to VERA.



Microsoft Whiteboard is a freeform digital canvas, where users can create and collaborate.



Microsoft Visio Web is a light-weight version which allows viewing and editing of Visio files (diagrams).



Accessing VERA across Platforms and Devices

There are multiple ways to access the VERA environments:

DPE Desktop and Defence PROTECTED Laptops (Local Profile Experience)

- VERA is currently enabled as a web and mobile application across specific devices and platforms.
- M365 desktop Office applications (Word, Excel, PowerPoint, OneNote, Outlook) are currently not fully integrated with VERA and deployed on Defence's Standard Operating Environment (SOE) on devices or remote access systems.
- However, through the DPE desktop\workstation, via the local profile user experience (local session), users can access the Teams Desktop application.

DPE Desktop (Virtual Profile Experience) and DREAMS

- Access on DPE Desktop and Dreams, often referred to as the Virtual Profile Experience. VERA is currently only enabled as a web application through the web browser (from Microsoft Edge and Google Chrome).

Bring Your Own Device (BYOD) Desktop and Laptop

- Access is enabled as a web application through web browser (from Microsoft Edge and Google Chrome).
- Upload, Download, print. Copy, paste and synchronisation of files and documents is blocked.

Defence Issued PROTECTED iPhone/iPad devices

- VERA is available through a web browser and mobile applications including Microsoft Office (or Microsoft Word, Excel and PowerPoint individually), Microsoft Teams, Microsoft OneNote and Microsoft OneDrive.
- Application Access is limited to the DEF APPS store on the registered devices.

BYOD (Personal) iOS and Android Devices

- Access is not currently enabled through BYOD iOS and Android mobile devices.

Defence Issued UNCLASSIFIED iPhone/iPad devices

- Access is currently enabled only through a web browser (from Microsoft Edge and Google Chrome) as a web application.
- Microsoft Teams is currently unavailable on Defence Issued UNCLASSIFIED iPhone/iPad devices.



User Experience across devices and platforms (VERA)

Functionalities	DPE/DREAMS/Defence PROTECTED Laptops		BYOD Desktops/Laptops	Defence PROTECTED iOS devices
	Web Application	Microsoft Teams Desktop Application (not available in DREAMS)	Web Applications	Mobile Applications
Create new file on Word/Excel/PowerPoint Online	✓	✗	✓	✓
Save new file to OneDrive from Word/Excel/PowerPoint online	✓	✗	✓	✗
Save new file to local storage from Word/Excel/PowerPoint online	✓	✓	✗	✓
Create new file (Word, Excel, PowerPoint) on Microsoft Teams	✓	✓	✓	✗
Save new file (Word, Excel, PowerPoint) on Microsoft Teams	✓	✓	✓	✗
Open existing file (Word, Excel, PowerPoint) on Microsoft Teams (view only)	✓	✓	✓	✓
Open existing file (Word, Excel, PowerPoint) on Microsoft Teams (edit)	✓	✓	✓	✓
Sync (upload) files to Microsoft Teams channel	✓	✓	✗	✓



Instant messaging (chat) on Microsoft Teams	✓	✓	✓	✓
Video and audio call on Microsoft Teams	✓	✓	✓	✓
Screen share on Microsoft Teams	✗	✓	✓	✗
Schedule meetings on Microsoft Teams	✓	✓	✓	✓
Create/modify your team on Microsoft Teams	✓	✓	✓	✓
Create/modify channel on Microsoft Teams	✓	✓	✓	✗

✓: Available ✗: Not available BYOD: Bring Your Own Device

How to Login to the VERA (Environments) Web application

1. If you are accessing VERA on BYOD desktop/laptop through a web browser, navigate to portal.office.com to launch the login page (**Image 1**);
2. Login to VERA with your Defence email address (@defence.gov.au) and password;
3. If prompted: type in the authenticator code from the Microsoft Authenticator app, from your mobile devices/PROTECTED device.

Note: Microsoft Authenticator is an application used for multi factor authentication (MFA) when logging into VERA. MFA is not required when logging into VERA through a DPE terminal or DREAMS session. MFA is required when logging into VERA outside of the DPE/DREAMS (e.g. through a BYOD (personal) device).

MFA set up can only be completed through a DPE terminal or DREAMS session. This includes your first time setting up MFA or if you require an MFA reset.

If MFA has not been set up prior to external VERA login, your sign-in will be blocked and you will be unable to access VERA outside of the DPE/DREAMS. If you are not able to set up your MFA via the DPE/DREAMS, you will not be able to access VERA externally.

Please refer to the [VERA Security and Authentication Combined Help Guide](#) to set up your MFA for the first time.

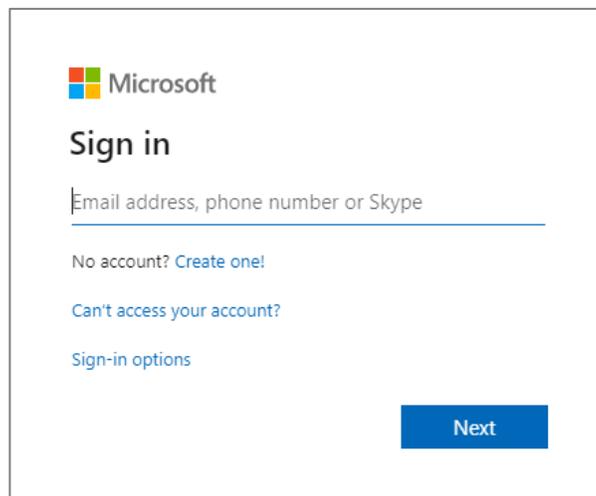


Image 1



How to Login to Microsoft Teams Desktop application

1. Search for the **Microsoft Teams app**, through the Start menu of your DPE terminal (**Image 1**).
2. Select the **Microsoft Teams app** (**Image 1**).

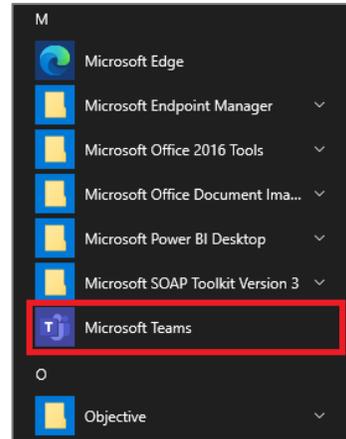


Image 1

3. A Microsoft Teams login window will appear. Sign-in with your **Defence email address** (**Image 2**).

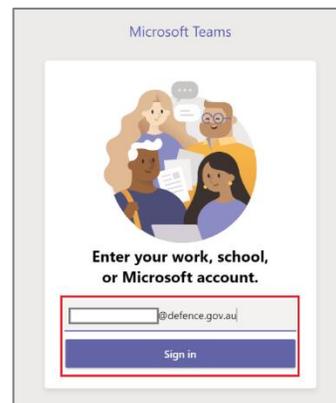


Image 2

4. A Department of Defence pop-up window will appear. Enter your **DPE password**. Select **Sign-in** (**Image 3**).
5. Once you have been successfully signed in, you will be able to access the Microsoft Teams desktop app.

Note: In future, you will be automatically signed into the Microsoft Teams desktop app once you have completed the previous login process on the DPE terminal.



Image 3



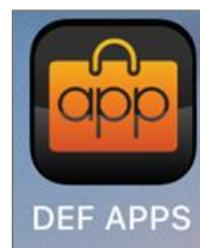
If you login to a different DPE terminal, you will need to complete this login process again.

Use of PROTECTED iOS (Mobile) Devices – Installation and Set Up

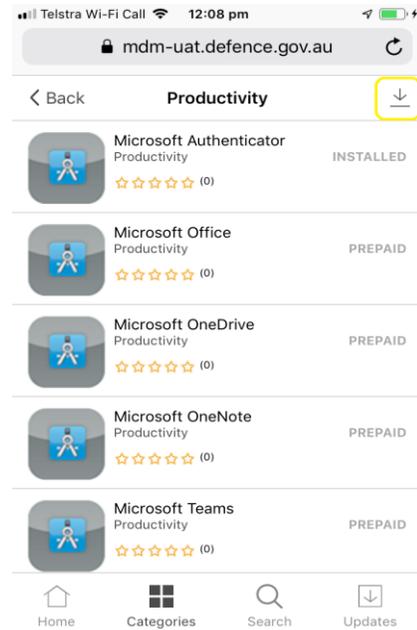
How to Install Office, OneNote, OneDrive and Teams on Your Defence PROTECTED iOS Device

This section outlines the steps needed to install the Microsoft OneNote, Microsoft OneDrive, Microsoft Teams, and Microsoft Office for use with VERA on Defence PROTECTED iOS Device.

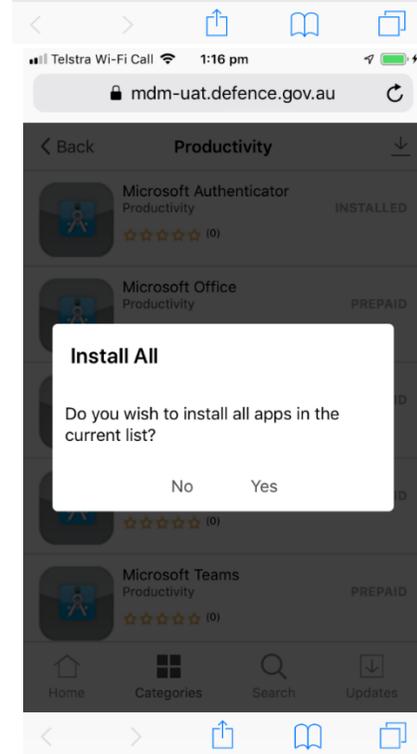
1. Ensure you are connected to 5G/4G or a secure Wi-Fi network
2. Open the MobileIron app on your device.
3. Tap the 'Settings' tab from the ribbon on the bottom of the screen.
4. Tap the 'Check for Updates' button, then tap 'Continue'.
5. Exit out of MobileIron, and navigate to the Defence Apps Store (DEF APPS).
6. Tap Categories.
7. Tap Productivity.
8. A list of the Microsoft Suite apps will be displayed. If not, repeat steps 1-4.



- 9. Tap the down arrow on the top-right side of your screen to install all the available apps.



- 10. Tap **Yes** on the pop-up to download all apps. Return to the device homepage, where you will see the apps downloading. This may take a few minutes to appear.



11. Once downloads have completed, the apps will become fully visible on your device Home screen.

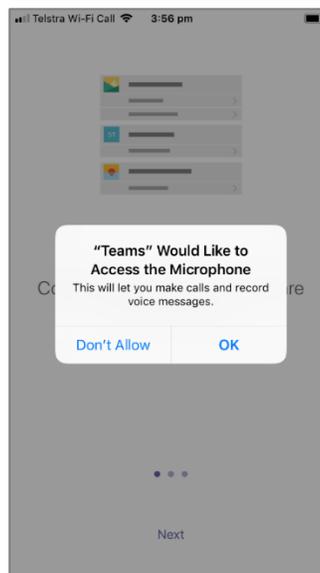
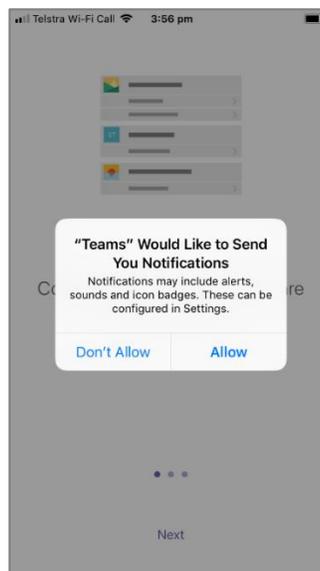


Microsoft Teams

1. Open the Teams app.
2. Sign-in with your Defence username and password.
3. When you receive a prompt **“Teams” Would Like to Send You Notifications** tap **Allow**.
4. When you receive a prompt **“Teams” Would Like to Access the Microphone** tap **OK**.

Note: VERA O365 policy may ask you to restart Office app, tap ok.

5. Teams is now set up for use.
Note: If you use Teams for voice or video communication, please be mindful of your surroundings and the potential to be overheard or over-watched.



How to login to VERA with multiple accounts

Follow the steps in this section on logging into with multiple accounts including VERA using Incognito Mode on the Google Chrome browser.

Note: This allows you to access your VERA associated account and another Office365 account (such as one associated with GovTEAMS or VSE-O) at the same time.



Image 1

1. Open Google Chrome (Image 1).

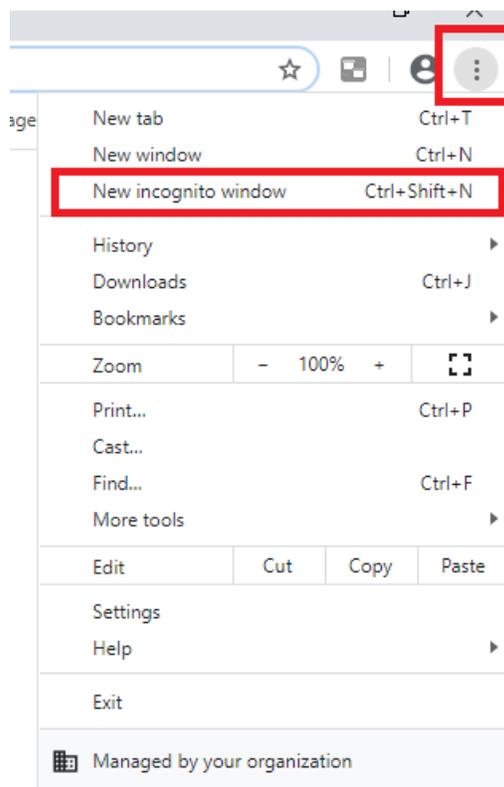


Image 2

2. Click the ellipsis on the top right of the window, opening up the options menu. Select the third option from the resultant window, new incognito window (Image 2).

Note: The same result is achieved by the keyboard shortcut Ctrl+Shift+N.

3. Logon to VERA through the portal on the VERA Intranet site with Defence credentials, within this browser window.

If you encounter difficulty in logging into VERA and you have other Office365 accounts when you are already connected or signed into another session, see the following troubleshooting steps:

1. Sign out of all active Office365 sessions.
2. Clear cache and cookies for the browser you are using.
3. Logon to VERA through the portal on the VERA Intranet site with Defence credential.



How to log off

Follow the steps in this section to log off VERA environments.

1. **Click** the icon on the top right hand corner of the VERA home page (**Image 1**).

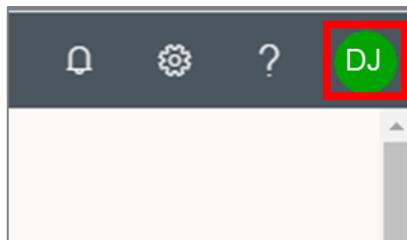


Image 1

2. **Click** *Sign Out* (**Image 2**).

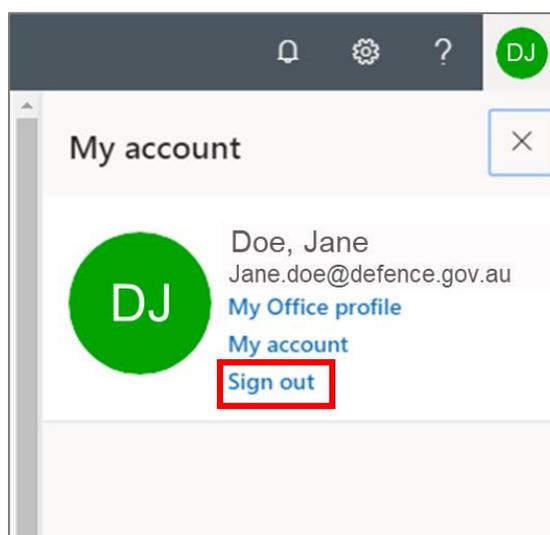


Image 2

3. You will be navigated back to the *Sign In* page (**Image 3**).



Image 3



VERA and Records Management

All Defence personnel are responsible for creating, capturing, controlling and disposing of Defence records in accordance with the [Defence Records Management Policy](#). VERA does not integrate with Objective meaning users are responsible for ensuring Defence records are exported and uploaded to Objective to meet the requirements of the Defence Records Management Policy.

Frequently Asked Questions

General FAQs

Q1: What is VERA (also known as VERA Protected)?

Virtual Environment Remote Access (VERA) is so much more than just remote access for common desktop applications! VERA supports Business as Usual (BAU) activities for a large range of functions. New environments, features and functionalities will become available in VERA to further Defence's journey to the cloud.

Use VERA to collaborate anytime, anywhere. Access VERA collaboration applications for communication, file sharing, task management, analytical reporting and much more!

Available applications include Microsoft Word, Excel, PowerPoint, Power BI, Planner, Lists, along with collaboration applications Microsoft Teams, OneNote and OneDrive.

Q2: What is the difference between DPE/DREAMS and VERA?

VERA and DREAMS are two capabilities which allow DPE-authorized users to work in different environments. DREAMS provides the ability to access a virtual desktop externally from Defence using a non-Defence laptop or desktop, similar to using a DPE terminal on-site.

VERA is a tool which allows users to access Office 365 productivity and collaboration applications in environments separated from each other at different classification levels.

VERA can be accessed through a web browser when working on the DPE workstations, through DREAMS or through BYOD (personal) devices. VERA can also be accessed via mobile apps on Defence PROTECTED iOS devices.

Q3: Is VERA replacing DREAMS?

VERA will not replace DREAMS; you will continue to have access to DREAMS to enable you to work on the DPE remotely. VERA will provide you with access to productivity and collaboration applications when you are working both remotely and at Defence sites.

Q4: What is the difference between GovTEAMS and VERA?

GovTEAMS is for inter-agency collaboration at OFFICIAL, Sensitive and PROTECTED levels.

VERA however is for Defence personnel collaboration with separate environments (M365 Tenants) at the PROTECTED and OFFICIAL: SENSITIVE levels (VSE-O environment).

Defence personnel can collaborate with external attendees through the Microsoft Teams audio conferencing feature. The feature enables personnel to dial in (call in) to Teams meetings using a dial in number and conference ID. All Teams meetings will have the audio conferencing option and every meeting invite will include the dial in number and conference ID by default.



When dial in numbers are admitted into VERA Microsoft Teams meetings, the classification of the meeting will change from up to the PROTECTED level to up to the OFFICIAL level.

Q5: How do I access VERA?

VERA can be accessed from:

- The DPE/DREAMS via a web browser (Google Chrome is recommended)
- BYOD (personal) desktops/laptops through a web browser outside DREAMS
- BYOD (personal) tablets/smart phones via a web browser. There are limitations on mobile browsers particularly for iOS (iPhone, iPad) devices.
- Defence PROTECTED iOS devices via a web browser and mobile apps from the Defence App Store.

VERA access is currently not enabled from:

Desktop Office applications (e.g. Word, Excel, and PowerPoint) are currently not integrated with VERA Office applications.

Microsoft Power BI and OneNote desktop applications are available. This software is not included with VERA licensing, and you need to submit a Log a Job Online (LaJO) through [Commercial software request](#) to have it added to your profile.

If you are using ICT Assistive Technology applications (ZoomText Fusion or Dragon Naturally Speaking) with VERA, Google Chrome is the most effective web browser.

Note: You will be asked to provide your Defence credentials (email address and password) each time you login to VERA on a different device

Q6: How does file sharing and collaboration happen in VERA?

VERA provides file sharing and collaboration options through applications such as Microsoft Teams, OneDrive and more. Through these applications you can share documents, co-author in real time and discuss with your team.

Q7: I am experiencing issues logging into VERA. What can I do?

If you are experiencing VERA login issues, please:

- Confirm you have VERA access and your account is active.
- Refresh the web page and try again
- Close and re-open the web browser and try again
- Use a different web browser (Google Chrome is recommended)
- Try using a different device (for example, a BYOD (personal) device)
- Check you are not using any VPN software
- Check you are not logged into any other non-VERA Office 365 sessions.

Q8: What do I do if I need technical assistance for VERA?

If you need assistance, please visit the VERA Help Centre and Troubleshooting web pages for more information. If further assistance is needed, please contact the ICT Service Desk.



Q9: Can I merge my GovTEAMS account with a VERA account?

No, you cannot merge a GovTEAMS account with a VERA account. GovTEAMS and VERA are separate environments with different capabilities and accessibility requirements.

Q10: Can I conduct an audio or video call while working through DREAMS?

For the best audio and video experience, access VERA directly through a web browser outside of a DREAM session on a BYOD (personal) desktop/laptop.

You can also use a VERA mobile app on Defence PROTECTED iOS devices. Please turn off Wi-Fi for VERA audio and video calling when using a Defence PROTECTED iPad or iPhone. Users cannot use the internal Defence Wi-Fi for voice and video calls. All other Wi-Fi secure networks are acceptable.

VERA audio and video calling is available on your DPE workstation if you have been provided with Defence issued audio/video equipment.

Q11: Why does my VERA session timeout?

A11: VERA sessions automatically sign-out after a period of inactivity, or after a certain amount of time has passed since you signed in. You can sign in again to continue working.

VERA Login

Q1: What credentials do I use to login to VERA?

For VERA Protected, please use your full Defence email address and DPE password. You cannot use other credentials (such as your GovTEAMS credentials) to login to VERA.

For VSE-O please use your separate VSE-O OCOLLAB credentials to login.

Q2: What happens if I enter my password incorrectly multiple times in VERA? Will my VERA account be locked?

Multiple incorrect sign-in attempts will temporarily lock your account and block sign-ins. Please wait 30-60 minutes before retrying to login.

If your account remains locked (or is locked once again), please contact the ICT Service Desk for assistance.

Q3: What do I do if I already have the Microsoft Authenticator application for another Office 365 account?

You can set up another profile in the app for VERA authentication.

Q4: I currently have a GovTEAMS account and am experiencing issues logging into VERA. How can I login to VERA successfully?

Please log out of your GovTEAMS session before attempting to login to VERA.

Alternatively, you can use two different web browsers to access VERA and GovTEAMS simultaneously. For example, using Google Chrome for VERA and Microsoft Edge for GovTEAMS.



Q5: Is the Microsoft Authenticator app available for download on my Defence PROTECTED mobile?

The Microsoft Authenticator application is available for download on Defence PROTECTED iOS mobile devices.

Q6: How do I log onto VERA when I have multiple O365 accounts? Is it possible to switch between accounts?

If using one browser, log off one account and then login to another account.

Alternatively, you can login to both accounts at the same time by using a “private browsing session” or by opening two different web browsers to login to each account. For example, using Google Chrome for VERA and Microsoft Edge for GovTEAMS or VSE-O).

Q7: How do I access help documents after logging into VERA?

After logging into VERA, open a new tab in the browser and navigate to the *VERA website* for more information.

Q8: After I login to VERA and leave it open without using it, will I be prompted to sign in again. Is this expected?

Yes, this is expected VERA behaviour. If you login to VERA and leave the session idle (similar to using DREAMS), it will time out and you will be asked to login again.

Q9: Do I have to re-enter my password when using VERA on the DPE?

You may still need to enter your credentials to access VERA within the DPE, and your session may still be signed out automatically if your session is left idle. The VERA team is continually working to reduce VERA sign-in prompts within the DPE.

Q10: Can guests/external contractors access VERA?

VERA Protected and VSE-O are only available to approved and trusted organisations\partners through a B2B trust, secured access through access packages and permitted domains.

Q11: Can I access VERA through the Defence Secret Network (DSN)?

No, VERA is not available for use on the Defence Secret Network (DSN).

Q12: I have updated my DPE password and now I am unable to access VERA. What do I do?

VERA utilises your Defence credentials (full Defence email and DPE password). If you have issues logging into VERA after changing your password, please wait for around 15 minutes while your password replicates and try again.

If your issue does not resolve, please contact the ICT Service Desk.

VERA and Overseas Users

Q1: Can overseas users access VERA?

Overseas VERA users can access VERA via a DREAMS session or by dialling into a VERA Teams meeting using a dial in number and conference ID.



When dial in numbers are admitted into VERA Microsoft Teams meetings, the classification of the meeting will change from up to the PROTECTED level to up to the OFFICIAL level.

Q2: If I need VERA support while overseas, who should I contact?

If you require VERA support while overseas, please contact the ICT Service Desk on +61 2 6266 7919 .

Functionalities

Q1: How can I create a new document in VERA using a Defence template?

You can upload the Defence template to VERA when on the DPE, by uploading the document from your local storage to OneDrive.

Q2: Can I copy and paste items when using VERA in a web browser?

No, copy and paste is currently blocked when using VERA on BYOD (personal) devices.

Q3: Can I upload documents from my BYOD (personal) device to VERA?

No, uploading and downloading files is currently blocked when using VERA on BYOD (personal) devices.

Q4: Will additional applications be added to VERA? (Forms, SharePoint, Outlook, etc.)

The VERA team are continually enhancing the platform with new features and functionality. Keep an eye on the roadmap to see our planned upcoming releases!

Currently, VERA applications include Microsoft Word, Excel, PowerPoint, Power BI, Planner, Lists and Whiteboard, with collaboration applications Microsoft Teams, OneNote and OneDrive.

Troubleshooting

Registration Issues

Are you having trouble with registering for VERA access? This page provides some common issues and solutions on registering for VERA.

Error message:

'This site can't be reached.'

Recommendation: The VERA registration link is only accessible from within DPE or DREAMS.

Logon Issues

Are you having trouble logging in? This page provides some common issues and solutions to logging in to VERA.

Error message:

'This username may be incorrect. Make sure you typed it correctly. Otherwise, contact your admin' or 'We couldn't find an account with that username. Try another, or get a new Microsoft account.'

Recommendation: Please see the following steps:



- Ensure you're entering your Defence email address as the username
- Confirm you have registered and received confirmation of your VERA access
- Refresh the web page and try again
- Close and reopen the web browser and try again
- Use a different web browser (Google Chrome is recommended)
- Try using a different device (for example, a BYOD (personal) device)
- Check you are not using any VPN software
- Check your device's time zone is aligned to the time zone you are working in
- Check you are not logged into any other non-VERA Office 365 sessions

2. Error message:

'Your account is temporarily locked to prevent unauthorized use. Try again later, and if you still have trouble, contact your admin.'

Recommendation: Multiple incorrect sign-in attempts will temporarily lock your account and block sign-ins. Please wait 30-60 minutes before trying to login again.

If your account remains locked (or is locked once again), please contact the ICT Service Desk for assistance.

3. Scenario

I am unable to login to VERA outside the DPE/DREAMS and am seeing the error message 'This site cannot be reached'.

Recommendation: Refresh the page and try to login to VERA again. If the issue reoccurs, login to VERA through the DPE/DREAMS as a workaround and contact the ICT Service Desk for further assistance.

4. Scenario

I have been locked out of VERA – why has this happened and what do I do now?

Recommendation: Too many incorrect sign-in attempts will temporarily lock your account and block sign-ins. Please wait 30-60 minutes before trying to login again.

If your account remains locked (or is locked once again), please contact the ICT Service Desk for assistance.

5. Scenario

I have been locked out of my VERA account and my DPE account. What do I do?

Recommendation: Contact the ICT Service Desk. Once your DPE account has been unlocked your VERA access will be restored.

Browser Issues

Error message:



'Outdated Browser' or a long load time

Recommendation: Ensure you are using one of the following options to access VERA:

- On DPE Windows 10 and DREAMS – Supported Microsoft Edge and Google Chrome;
- On BYOD (personal) desktop (WIN7/10, Mac iOS) - Google Chrome or Edge, v81 or newer;
- On BYOD (personal) mobile (Android/iOS) - Google Chrome or Microsoft Edge

Scenario:

"I am unable to access VERA through BYOD using Google Chrome with the error message 'We're sorry – we've run into an issue.'

Recommendation: Your Google Chrome browser is blocking third-party cookies. Please click on the pop-up to unblock the cookies. After the cookies are unblocked, you will be able to access VERA.

Other Common Issues

1. Microsoft Outlook:

I am unable to access my email and calendar while using VERA.

Recommendation: VERA does not currently support Outlook on the Web. You can see your scheduled meetings within the Microsoft Teams calendar view.

2. Security Notification Message:

I have the security message 'Your organization doesn't allow you to download, print, or sync using this device. To use these actions, use a device that's joined to a domain. For help, contact your IT department' displays when I login VERA using personal device.

Recommendation: The notification message is expected when users login to VERA using BYOD (personal) devices. This message is a reminder on the limited functionalities on BYOD (personal) device.

3. Scenario: I've received the message 'Action blocked. This action is blocked by your organization's security policy.'

Recommendation: You've tried to copy/paste information or upload/download a file on a BYOD device outside of the DPE/DREAMS. These actions are blocked in VERA.

