



□ User Guide

Defence Common Access Card (DCAC) DREAMS

Updated : 17 Sep 24

Use this Help Guide to:

- Learn more about MFA and DCAC DREAMS
- Learn more about card readers
- Learn how to use DCAC DREAMS
- Get help with common issues

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1. DCAC DREAMS

What is MFA?

Multi-Factor Authentication (MFA) is a crucial component in protecting your login credentials. MFA improves the security requirements for logging into the Defence ICT Environment.

As member of the Department of Defence, MFA uses a combination of factors to confirm your identity, including:

- Something you know (e.g. DCAC PIN) and
- Something you have (e.g. DCAC Card)

The implementation of MFA on the Defence Protected Environment will enforce smartcard authentication, meaning Defence personnel will need to use their Defence Common Access Card (DCAC) and PIN when logging into the DPE.

MFA is an important step for Defence in modernising the login process and will ensure the department is compliant with the Defence Information Security Manual (ISM).

Enabling MFA further increases the security of the Defence ICT network by limiting password availability in the DPE, deterring attempts to gain user credentials.

What is DCAC DREAMS?

DCAC Login is enabled on the DREAMS network to further strengthen ICT security when accessing the network while working remotely. This means you will no longer need to use your DREAMS token/application to login, instead you will be able to login using your DCAC and PIN via a smartcard reader.

Before you get started you need:

- Your card reader (which you will have ordered via the Card Reader Request Portal)
- An ICT-activated Defence Common Access Card (DCAC)
- Personal/home device or Defence issued laptop (e.g. laptop or home computer)
- Private internet connection (e.g. home Wi-Fi)
- A DREAMS compatible browser (e.g. Microsoft Edge or Google Chrome)
- Ensure you have the most up-to-date version of Citrix Workspace. To download the latest version of Citrix Workspace, visit <https://www.citrix.com.au/products/receiver/>.

Note: Access to DCAC DREAMS via mobile devices (Apple iOS or Android) is not currently supported.





2. Using DCAC DREAMS





Connecting your card reader

When you receive your card reader:



1. Remove the card reader from its packaging
2. Plug the reader into your personal device (laptop, home computer) via the appropriate port

Note: Mac users require OS Catalina (version 10.15) or newer for the card reader to function

When you ordered your card reader, you would have been prompted to select the appropriate port type for your device (USB-A or USB-C) as shown below:

Type	Cable	Port
USB-A		
USB-C		

Card reader types

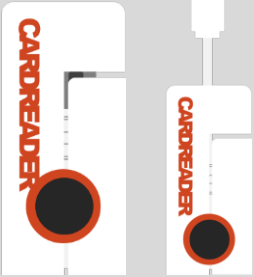
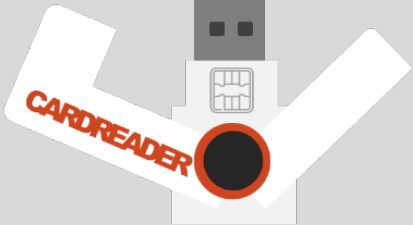
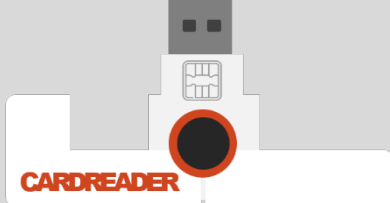
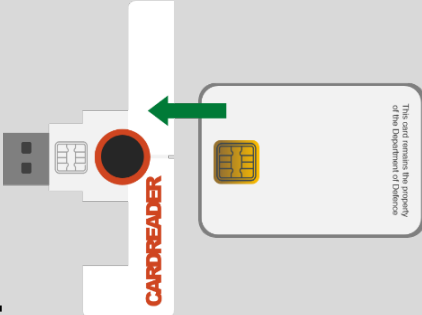
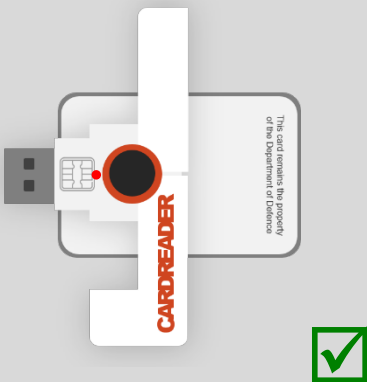

Brand/Model	Port Type	DCAC Instruction	Image
Identiv Smartfold SCR3500-A	USB A	Card must be inserted Note: Chip end of the card must be placed in reader with chip facing up.	
Identiv Smartfold SCR3500-C	USB C	Card must be inserted Note: Chip end of the card must be placed in reader with chip facing up.	





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Using a Smartfold Card Reader

<p>1</p>  <p>USB A USB C</p>	<p>2</p> 	<p>3</p> 
<p>1. Your Smartfold 3500 card reader will be delivered to you in its compact / folded form. You may have a USB-A or USB-C type.</p>	<p>2. Take a hold of each side of the reader, and gently pull them away from the centre.</p>	<p>3. Continue unfolding until both sides form a flat horizontal line and reveal the entirety of the USB.</p>
<p>4</p> 	<p>5</p> 	
<p>4. Plug the USB attachment into the appropriate port on your personal device, and insert your DCAC with the chip facing upwards & closest to the reader (towards the chip icon).</p>	<p>5. Slide your DCAC all the way into the card reader. When inserted correctly, the reader should flash once and then stay lit briefly, then the light will disappear.</p>	<p>Note: If you have incorrectly placed your DCAC into the card reader, the light will flash rapidly and then disappear. If this occurs, remove your DCAC and carefully follow the previous instructions to insert it correctly.</p>





Logging in with DCAC and PIN

1. Connect your smartcard reader to a compatible device (Personal/home device or Defence issued laptop) (*Image 1*).

Note: Ensure you enter it in the correct port, Image 1 shows a USB-A connection.



Image 1

2. Insert/place your DCAC (depending on model) in your Smartcard Reader (*Image 2*).

Note: Do not remove your DCAC / card reader until the login process is complete.



Image 2

3. Visit the DCAC DREAMS webpage.

- a. Type **<https://dreams.defence.gov.au/>** into the address bar in your browser (Preferably Chrome or Edge) and press Enter (*Image 3*).
- b. Read the important information on the welcome page, and click 'Accept' when ready (*Image 4*).

Note: Remember to save this link as a bookmark in your browser to make it easier to visit next time.



Image 3

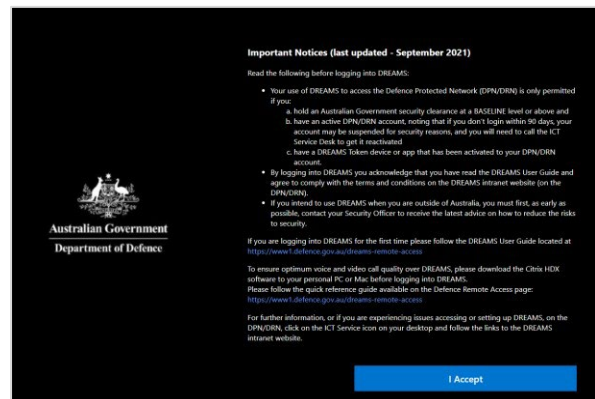


Image 4





4. Verify your identity to view the DCAC DREAMS webpage:

- a. Select your certificate for authentication and click 'OK' (*Image 5*).
- b. When prompted, enter your DCAC PIN and press Enter (*Image 6*).
- c. The page will load once your PIN is accepted.

Note: The Dialog boxes may be hidden behind the browser after you have navigated to the website.

The site may timeout if you do not interact with the dialog boxes immediately.

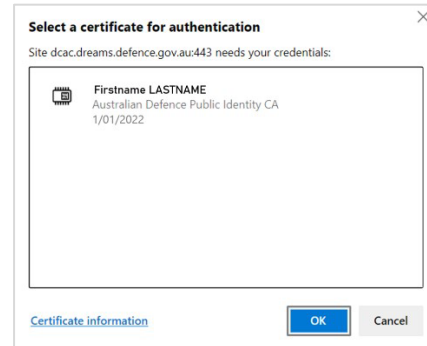


Image 5

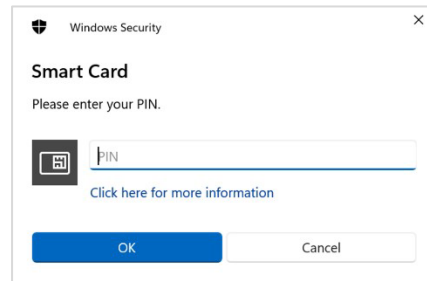


Image 6

5. Select 'Detect Receiver' (*Image 7*).

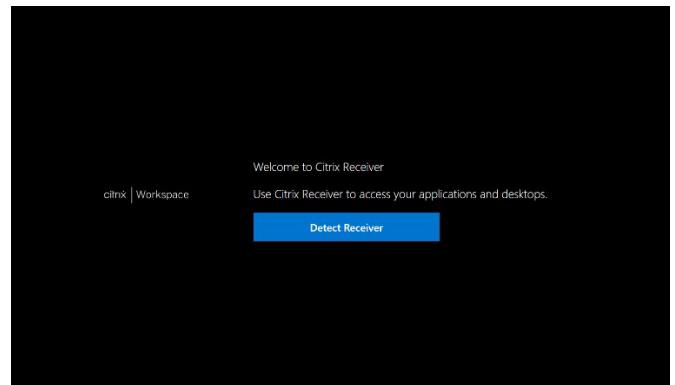


Image 7





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6. Click on the 'Windows 10' icon to launch your virtual session (Image 8).

- a. Your browser will download the Citrix session (Image 8).
- b. Click the downloaded file to open your session in a new window (Image 9).

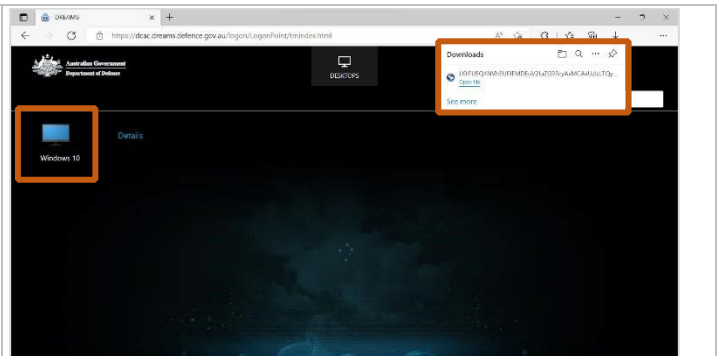


Image 8

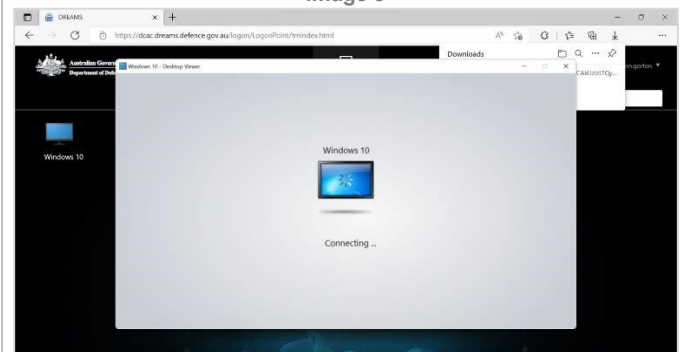


Image 9

7. Review and accept the agreement shown (Image 10).



Image 10





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8. To complete the login process using your DCAC and PIN:

- Select 'Sign in options' (*Image 11*).
- Click the 'Smartcard' icon (*Image 12*).
- Enter your PIN and press enter.

Note: Do not remove your DCAC from the card reader until your login is complete and your desktop is loaded.

Your DCAC PIN is the PIN you set when first ICT activating your card. If you have forgotten your DCAC PIN, this can be reset using the DCAC Self-Service Tool (SST) located on the DPE login/lock screen. For assistance with resetting your PIN, view the [DCAC SST Help Guide](#).

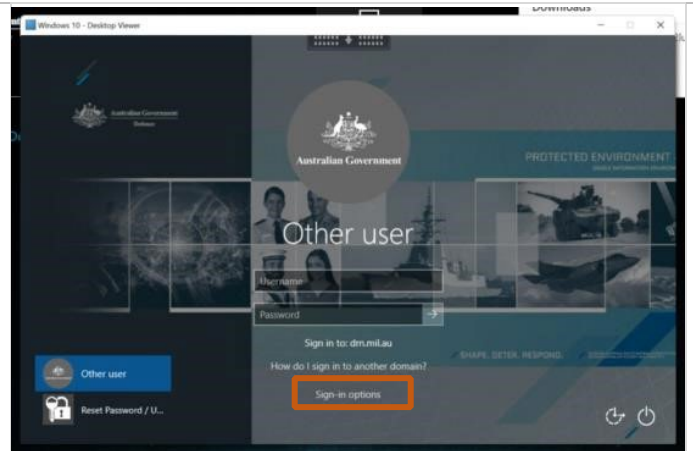


Image 11

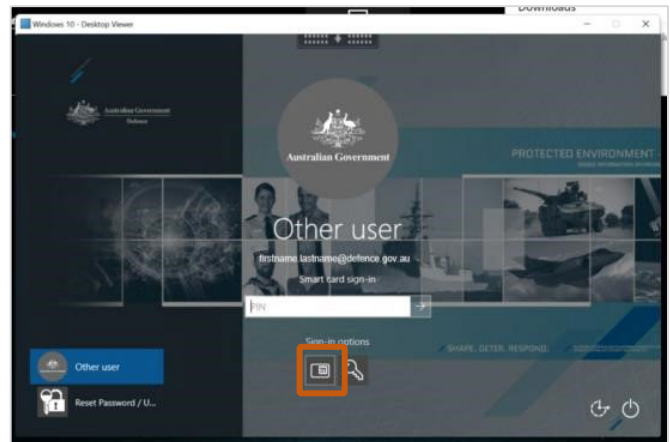


Image 12

9. Your login to DCAC DREAMS should now be complete and your virtual session will load (*Image 13*).

Note: You can use your DCAC and PIN **or** username and password to login again if your session locks at any point after login.

If your session disconnects at any point, you will be required to use your smartcard reader, DCAC and PIN to reconnect

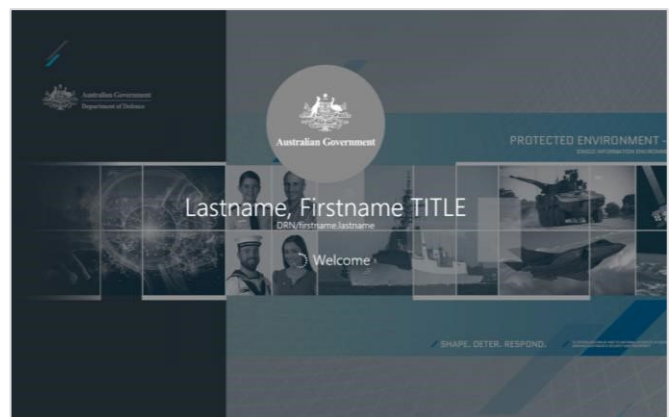


Image 13





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3. Troubleshooting common errors

Cannot access new URL: If you are experiencing issues when attempting to access the DCAC DREAMS URL (<https://dcac.dreams.defence.gov.au>) please check that you are using the most up-to-date version of your preferred browser (e.g. Microsoft Edge or Google Chrome). If you are still experiencing issues, please contact the ICT Service Desk.

DCAC unable to authenticate: If you have placed your DCAC on/in your smartcard reader, entered your PIN and are having difficulties authenticating/are receiving an error when attempting to authenticate, or are experiencing any other DCAC or card reader related issues when attempting to access DCAC DREAMS, please report your issue, by submitting the 'DCAC – Report Fault or Issue' item in Log a Job Online (LaJO).

Experiencing issues while logged in: If you experience any issues while logged into DCAC DREAMS (e.g. applications aren't allowing access / aren't authenticating when they typically worked in DREAMS before), please report your issue, by emailing: mobict.services@defence.gov.au

Please ensure the latest version of Citrix Workspace (compatible with your device) is installed: To download the latest version of Citrix Workspace, visit: [Download Citrix Workspace App - Citrix](#).

