This Quick Reference Guide has two parts:

Part 1 – Request New Account for Initial Application

- Option 1 I Have a Salesforce Account
- Option 2 I Do Not Have a Salesforce Account

Part 2 – Access Registered SQUARES Account

Part 1: Request New Account for Initial Application

1. Access the VA Network (at a VA facility or on VPN) and enter <u>va.my.salesforce.com</u> in your browser address bar.



TIP: SQUARES processes may not work correctly in Internet Explorer. Please use Google Chrome or Firefox as your browser when using SQUARES.



TIP: All SQUARES Users are encouraged to complete the SQUARES Training before applying for access to SQUARES.

TIP: The process for requesting SQUARES access is different for VA and Non-VA Users. VA Users apply through the VA Network using a VA Salesforce account. All application instructions are posted on the <u>SQUARES Resources Website</u>.

TIP: Refer to the Tips throughout this document and/or submit a <u>Help Desk Ticket</u> if you need technical assistance.



2. Agree to Authorized Use Only before entering the site by selecting Next.



3. If the Salesforce blue cloud logo, app launcher grid icon, application tabs, and profile icon display on your Salesforce home page, you DO have Salesforce account.



4. If you receive a "You do not have a valid login" message, you **do not** have a Salesforce account. Proceed to <u>Option 2</u> in this document for additional instructions.



Option 1: I Have a Salesforce Account

 Navigate to the Open an Issue with the VA Help Desk form via <u>https://vets.force.com/helpdesk/s/helpdeskform</u> using a Google Chrome or Firefox browser VPN or VA site is required to obtain the form

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🞦 VA Bookmarks 🕒 Login Salesforce 🗭 Login VIEWSUAT 🗭 Login VIEWS GAO 🗭 Login VA-INT 💦 C 🗭 Login FOMSIT 🗭 Login Training VIE 🕄							
U.S. Department of Veterans Affairs Home Submit a Helpdesk Case Submit a User Permission Request							
STOP: Do not include any Pil/PHI information in the case of attachment (DOB, SSN etc.):							
Use this form to create a VA Help Desk case. We will process requests as quickly as possible in the order that we receive them							

- 2. Complete the required fields (noted below) of the **Open an Issue with the VA Help Desk Form** found in the **General Information** section:
 - A. Have you already opened a case for this issue? No, if this is your first request.
 - B. Priority: Medium
 - C. Issue Topic: App Support Request
 - D. Issue Related to: Accounts
 - E. Subject: App Support Request: SQUARES
 - F. Description: Insert Name, VA Email, Title, Homeless Program Type (GPD/SSVF/HUD-VASH/HCHV/VJO or Other and VAMC (City/State). It is critical to include this information so we can process your request.

General Inf	rmation 2
A Have you air	idy opened a case a stue?
Priority*	Medium High Urgent
Issue Topic *	
App Supp Reportin	rt Request Architectural Support Request Data Management Request Microsoft Support Request Password Reset Request PEGA Support Request Request User Data Management Other
Issue Relate	
Accounts	Contacts Chatter Cases Dashboard Reports Security Other
Subject*	
App Suppr	I Request SQUARES
228 of 255 ch	Jactions Inft
Description	0
HLmynar	is Test and Twould like to be set. Description * O
31895 of 320	My name is Test and I would like to be set up as a SQUARES Standard User. My VA Email is test@va.gov. Homeless Program

G. Preferred Contact Number and Preferred Contact Email: Should be your VA email

H. DTC Application: SQUARES

Note: Other fields may remain blank unless they are applicable to your request.

	1	

3. Select Create Case.

TIP: Please only click the button one time to avoid duplicate requests.

TIP: Please allow 24-48 hours for your application to process.

Additional Questions	& Attachments			
Has the affected user logge	d in during the last 90 days?			
Has the affected user received Ves No	ved an error message? If yes, plea	ase copy/paste the error mess	age and/or upload a screen shot.	
Please enter any additiona	information that may help to res	olve the issue.		
500 of 500 characters left Attachment #1 - Please be	aware that only one file can be af	tached per attachment option	ı.	
Attachment Upload Files				
Attachment #2 - Please be Attachment	aware that only one file can be at	ttached per attachment option	n.	
1 Upload Files			3	
			Create Case	-

Option 2: I Do Not Have a Salesforce Account

 Navigate to the Open a New User Request with the VA Help Desk form via <u>https://vacommunity.secure.force.com/helpdesk/VA Help Desk New User 405.</u> VPN or VA site access is required to obtain the formation



- 2. Complete the fields of the Access Information section:
 - A. Select the New User? checkbox.
 - B. Select SQUARES from the Application Requested menu.
 - C. Enter your request in the Describe Level of Access Needed field. Insert First and Last Names, VA Email, Title, Homeless Program Type (GPD/SSVF/HUD-VASH/HCHV/VJO or Other, and VAMC [City/State]). It is critical to include this information so we can process your request.

Request Details 2	
Access Information	
New User?	
For access to Recruitment Tracker, do NOT use this form. Please CLICK Application Requested SQUARES	st access.
Describe Level Lwould like to be set up as a SOUARES C of Access Needed Standard User	My name is Test and I would like to be set
	Email is test@va.gov. Homeless Program Type: SSVF (Boston, MA)

3. Complete ONLY the three required fields of the **New User Request Details** section. Insert First Name, Last Name, and VA Email Address.

New User Reques	st Details	
First Name	Jane	0
Last Name	Test	0
Email Address (VA Email)	jane.test@va.gov	6
Federation ID		0
LAN ID		0
Note: Click here for instr new tab).	uctions on where to find the Federati	on and LAN IDs (recommend opening in a
Requires color-blind Palette on Charts?		0

- 4. Confirm you have completed VA's trainings by selecting the three checkboxes in the **Required Training** section.
- 5. Select Submit Request.

TIP: Please only click the button one time to avoid duplicate requests.

TIP: Please allow 24-48 hours for your application to process.

Requ	uired Training	J	4	
	Cyber Training?	~	0	Cyber Training
F	Privacy Training?	<	0	Privacy Training
F	Rules of Behavior Training?	2	C ⁰	Rules of Behavior Training
			Submit Request	

Part 2: Access Registered SQUARES Account

- Access the VA network and enter <u>va.my.salesforce.com</u> in your browser address bar using a **Chrome or Firefox** browser. TIP: Please <u>do not</u> bookmark the site.
- 2. **TIP:** Enter the web address noted above to access SQUARES each time after you have a registered account.

Select the nine-dot App Launcher menu in the upper left corner.

3. Select the **SQUARES** module from the menu.

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App Launcher	Q SQUARES	٥	Visit AppExchange
SQUARES			
✓ All Items			

TIP: Login at least once a month to retain access. Submit a <u>Help Desk Ticket</u> if you need technical assistance.

TIP: Submit a <u>Help Desk Ticket</u> to notify a SQUARES administrator of your impending departure from the VA within 72 hours so we can deactivate your account.

TIP: Because of VA's network settings, Salesforce may fail to load entirely upon navigating to <u>va.my.salesforce.com</u>. If you experience this loading issue, <u>access</u> <u>instructions in this Salesforce article</u> about enabling third-party cookies for Salesforce.