VA Users: Request and Access SQUARES Account

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 **va.my.salesforce.com** in your browser address bar.
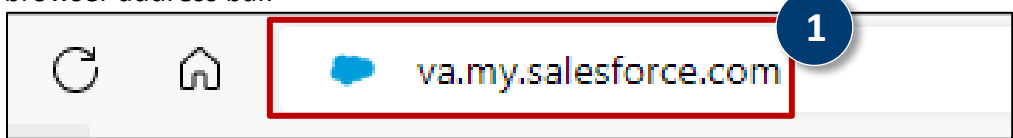
TIP: SQUARES processes may not work correctly in Internet Explorer.
Please use Google Chrome or Firefox as your browser when using SQUARES.

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 SQUARES Resources Website.

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

2. Agree to Authorized Use Only before entering the site by selecting **Next**.
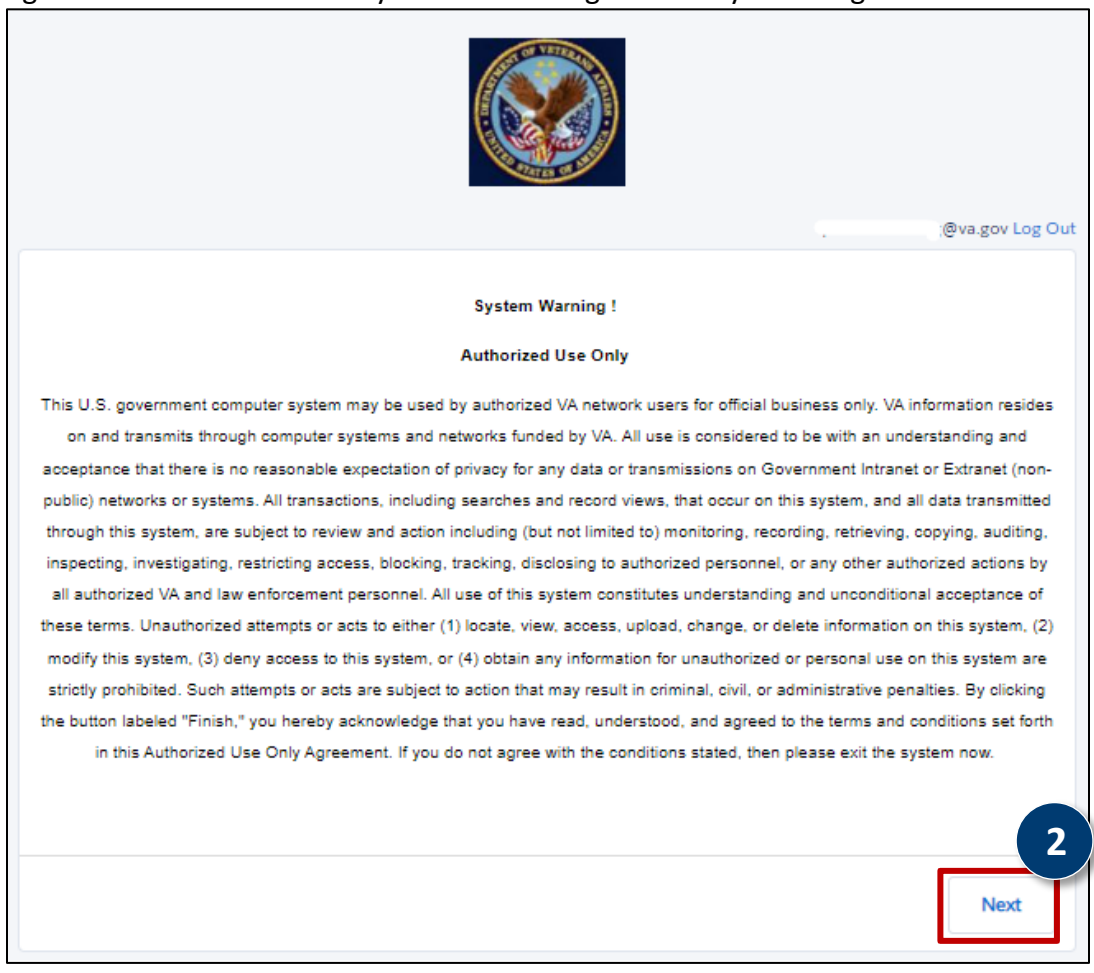
3. If the Salesforce blue cloud logo, app launcher grid icon, application tabs, and profile icon display on your Salesforce home page, you DO have Salesforce account.

4. If you receive a "You do not have a valid login" message, you **do not** have a Salesforce account. Proceed to Option 2 in this document for additional instructions.
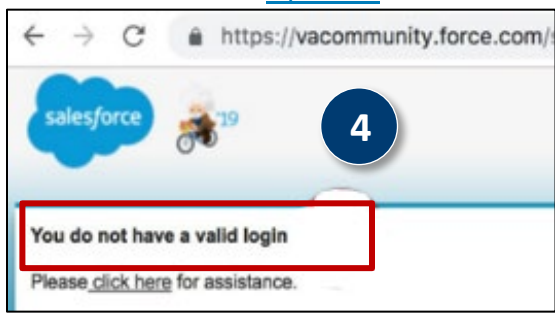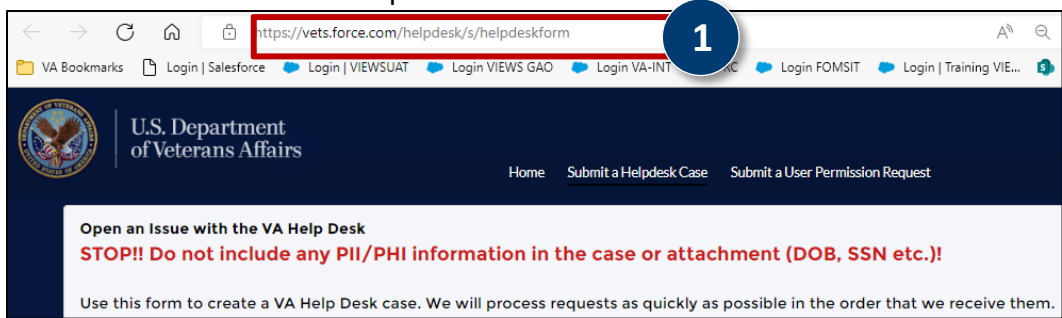
VA Users: Request and Access SQUARES Account

Option 1: I Have a Salesforce Account

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

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.*

   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.

3. Select **Create Case**.
    TIP: Please only click the button one time to avoid duplicate requests.
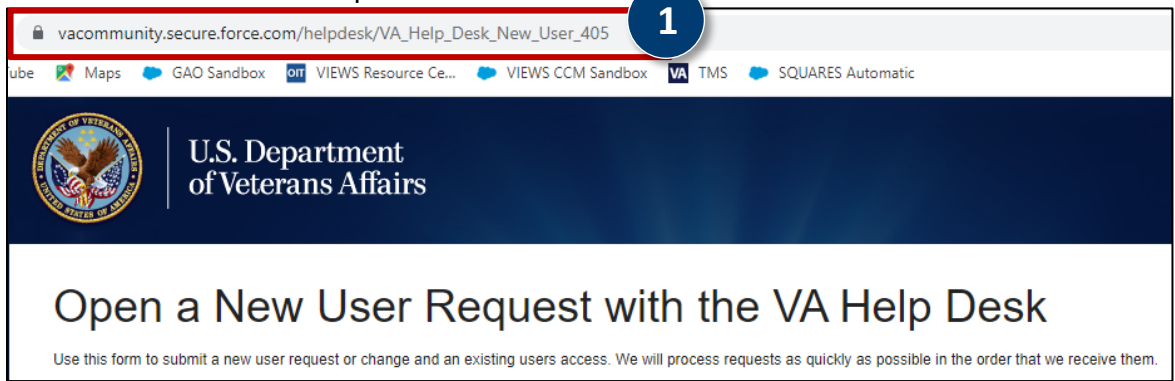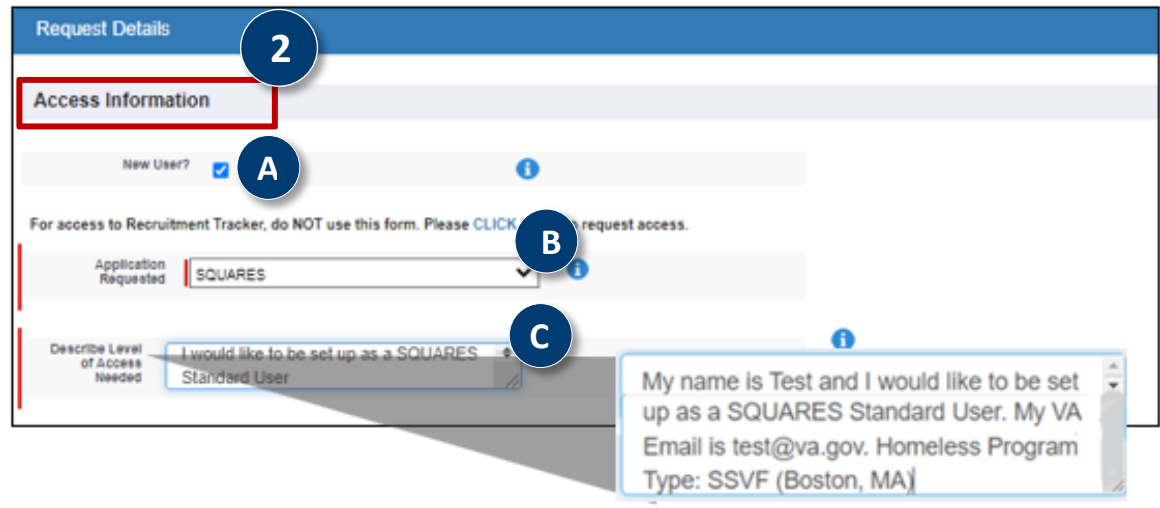   **TIP:** Please allow 24-48 hours for your application to process.

Option 2: I Do Not Have a Salesforce Account

VA Users: Request and Access SQUARES Account

1. Navigate to the **Open a New User Request with the VA Help Desk** form via https://vacommunity.secure.force.com/helpdesk/VA_Help_Desk_New_User_405. VPN or VA site access is required to obtain the form.

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]). I**t is critical to include this information so we can process your request.**

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

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.

VA Users: Request and Access SQUARES Account

Part 2: Access Registered SQUARES Account

1. Access the VA network and enter **va.my.salesforce.com** in your browser address bar using a **Chrome or Firefox** browser.
   TIP: Please **do not** 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.
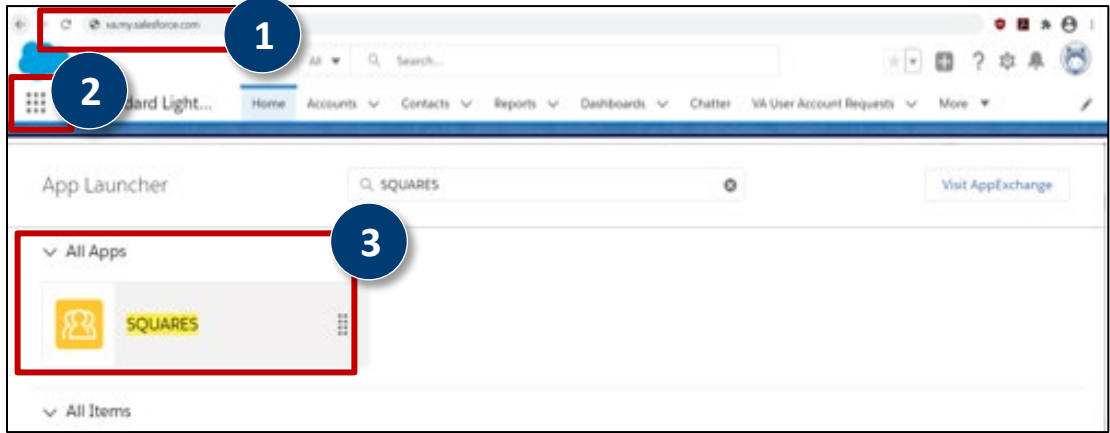
TIP: Login at least once a month to retain access. Submit a Help Desk Ticket if you need technical assistance.

TIP: Submit a Help Desk Ticket 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 **va.my.salesforce.com**. If you experience this loading issue, access instructions in this Salesforce article about enabling third-party cookies for Salesforce.