



# VA Users: Request and Access SQUARES Account

This Quick Reference Guide has two parts:

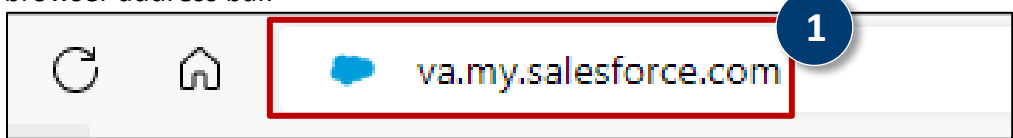
## Part 1 – Request New Account for Initial Application

- [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](https://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.

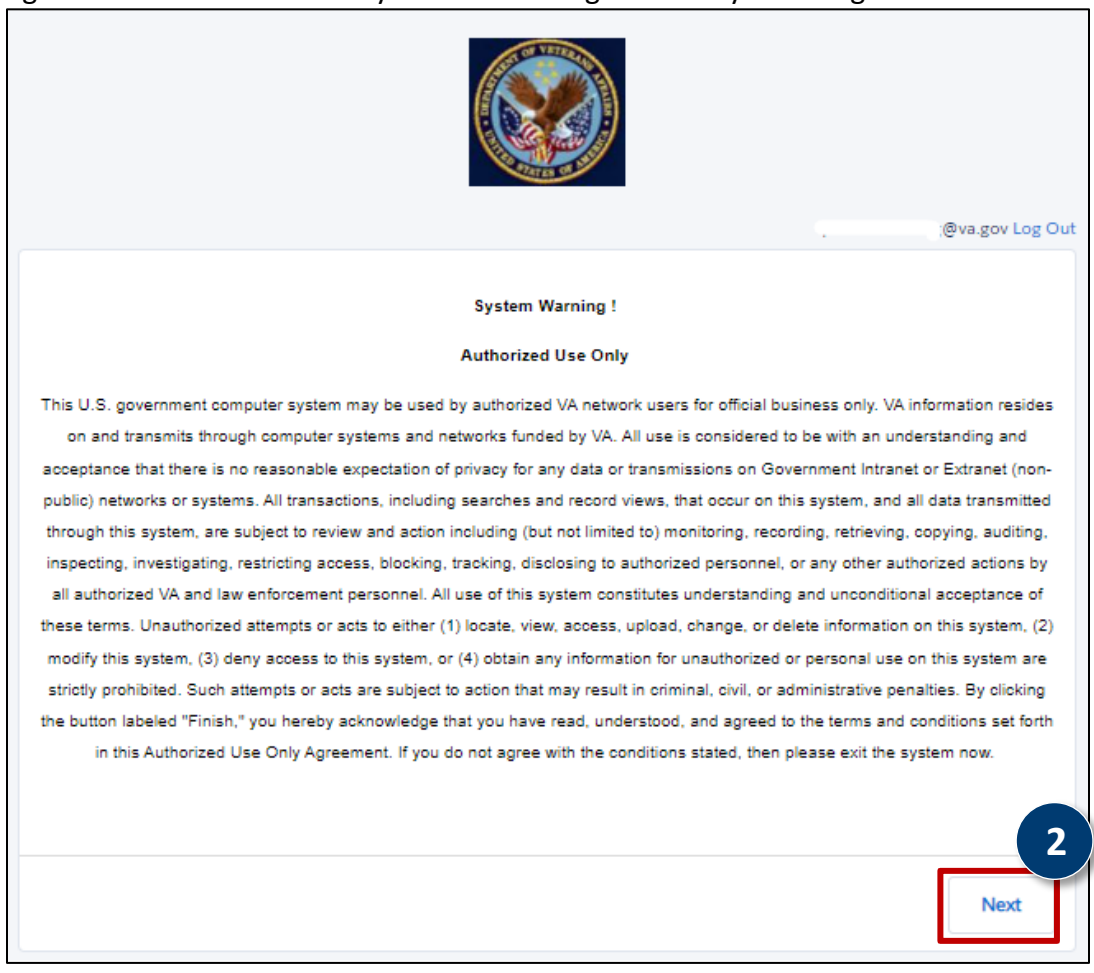
**TIP:** The process for requesting SQUARES access is different for VA and Non-VA Users. VA Users apply through the VA Network using a VA Salesforce account. All application instructions are posted on the [SQUARES Resources Website](#).

**TIP:** Refer to the Tips throughout this document and/or submit a [Help Desk Ticket](#) if you need technical assistance.



# VA Users: Request and Access SQUARES Account

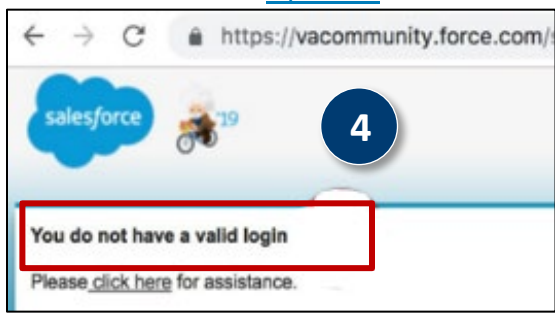
2. Agree to Authorized Use Only before entering the site by selecting **Next**.



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.

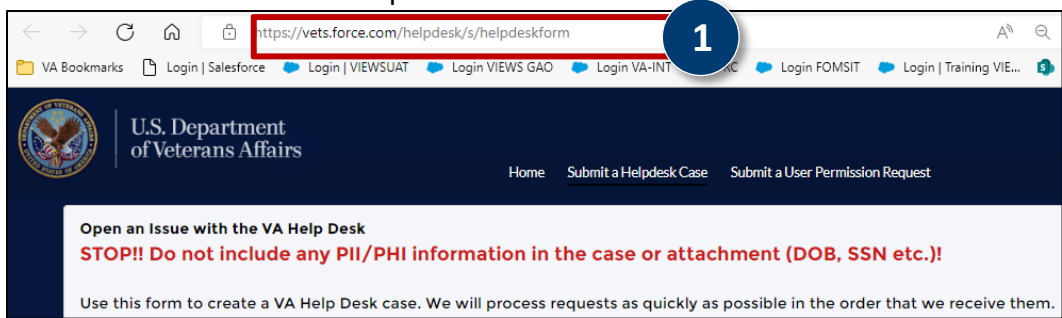




# VA Users: Request and Access SQUARES Account

## 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



# VA Users: Request and Access SQUARES Account

## H. DTC Application: SQUARES

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

Preferred Contact Number \*

Preferred Contact Email \*

Additional contact Information

1000 of 1000 characters left

DTC Application \*

SQUARES

Please provide additional information so that we may reduce your wait time and better serve you.

FAST IEWeb QMS PEGA/ Microsoft WATRS Other

### 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 logged in during the last 90 days?

Yes No

Has the affected user received an error message? If yes, please copy/paste the error message and/or upload a screen shot.

Yes No

Please enter any additional information that may help to resolve the issue.

500 of 500 characters left

Attachment #1 - Please be aware that only one file can be attached per attachment option.

Attachment

Upload Files

Attachment #2 - Please be aware that only one file can be attached per attachment option.

Attachment

Upload Files

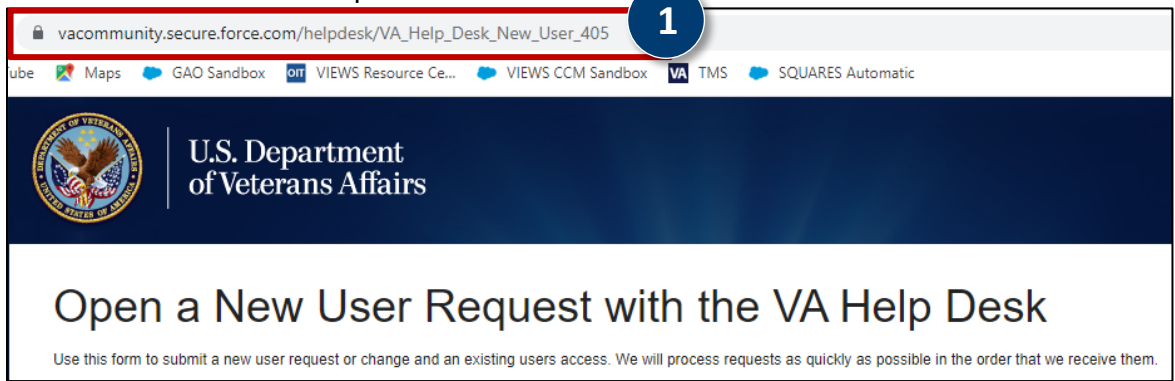
**3**

Create Case

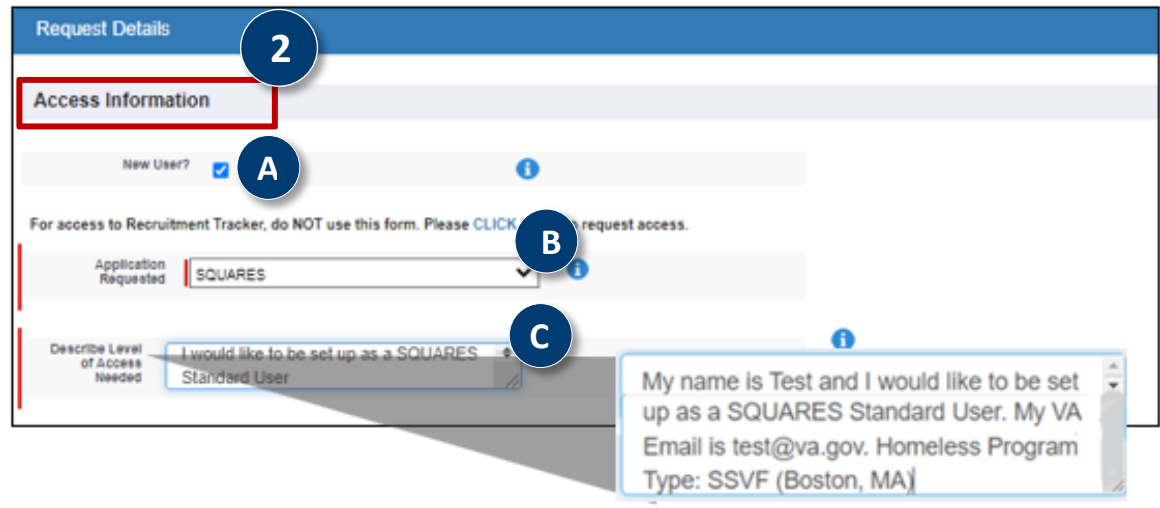
## Option 2: I Do Not Have a Salesforce Account

# 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](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]). **It is critical to include this information so we can process your request.**





# VA Users: Request and Access SQUARES Account

- 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 Request Details**

First Name: Jane

Last Name: Test

Email Address (VA Email): jane.test@va.gov

Federation ID: [ ]

LAN ID: [ ]

Note: Click here for instructions on where to find the Federation and LAN IDs (recommend opening in a new tab).

Requires color-blind Palette on Charts?

- 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.

**Required Training**

Cyber Training?  Cyber Training

Privacy Training?  Privacy Training

Rules of Behavior Training?  Rules of Behavior Training

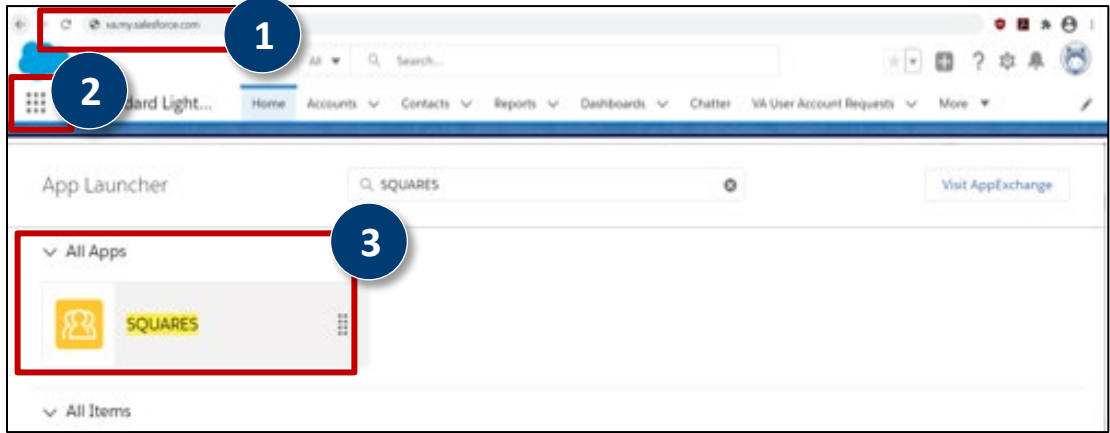
**Submit Request**



# VA Users: Request and Access SQUARES Account

## Part 2: Access Registered SQUARES Account

1. Access the VA network and enter [va.my.salesforce.com](https://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](https://va.my.salesforce.com). If you experience this loading issue, [access instructions in this Salesforce article](#) about enabling third-party cookies for Salesforce.