

**This Quick Reference Guide has three parts:**

**[Part 1 – Completing a Registration Form](#)**

**[Part 2 – Requesting a New User’s Account](#)**

**[Part 3 – Accessing a Registered SQUARES Account](#)**

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



## **SQUARES Registration Overview**

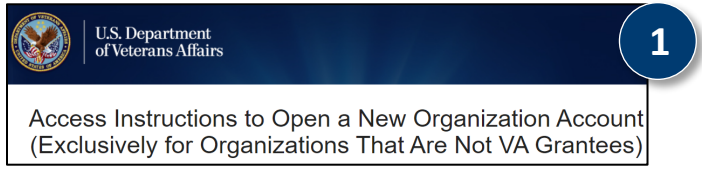
1. Skip Part 1 of the instructions if you are a VA Grantee and your organization appears in the organization drop-down box within the online application. Contact the [Help Desk](#) if you have any questions.
2. If you are not a VA Grantee and your organization doesn’t appear in the organization drop-down box, please proceed with Part 1. Contact the [Help Desk](#) if you have any questions.
3. Refer to the [Getting Started](#) section for the sequential application process steps, which include:
  - Completing the online training prior to applying for access
  - Acquiring the [VA Endorsement, Registering Organization and Signing a Data Use Agreement Form](#). An email will be automatically sent to the VA Endorser you listed so they can endorse your organization’s business need to use the system. After these steps are completed, you will receive an email noting when you can apply for manager-level access (typically within 24-48 hours). Please register with your business email.
4. When you navigate to [my.va.gov/SQUARES](https://my.va.gov/SQUARES), you will be redirected to a different URL. Please **do not** bookmark the site. Type [my.va.gov/SQUARES](https://my.va.gov/SQUARES) in a Chrome or Firefox browser with your initial application and with each new visit. SQUARES functionality may not work correctly in Internet Explorer. Standard Users will have their applications routed to their organization’s SQUARES Manager.
5. Upon being approved, we highly encourage SQUARES Managers to send their Standard Users their contact information, Organization Name, CoC, VAMC, and locations as they appear in the drop-down boxes to ensure applications are properly routed to the SQUARES Manager for approval.

**TIP:** Your contact information will also be visible in the bottom right of your user’s page when they are logged in the SQUARES System.



## Part 1: Completing a Registration Form

1. The [Getting Started](#) link (noted on the SQUARES website) contains the sequential application process steps at-a-glance (noted below). Access the site for the new account [here](#).



2. Complete the Organization Information:
  - A. Are you a VA Grantee? Select **No**. The **Organization** field will change from a lookup search field to a text only field.
  - B. Homeless Program Type
  - C. City
  - D. State
  - E. SQUARES Manager First/Last Name
  - F. SQUARES Manager Business Email (*Must not be VA email address*)
  - G. VA Endorser Name
  - H. VA Endorser Email
  - I. VA Endorsement Date

**TIP:** If the VAMC or CoC in your location is not listed, please contact the [Help Desk](#) and provide information on the particular location.

3. Select **Submit**. The Data Use Agreement will open for you to review and sign electronically.

The screenshot shows the 'Organization Information' form with the following fields and labels:

- A** Are you a VA Grantee? Select Yes for a list of existing orgs, and No to type if unlisted. (Dropdown menu: --None--)
- B** Homeless Program Type Choose Program Type affiliated with your organization, else Other if not listed. (Dropdown menu: -- select --)
- C** City Enter the city affiliated with your organization. (Text input field)
- D** State Choose the state your organization is located in. (Dropdown menu: --None--)
- E** SQUARES Manager First/Last Name (Text input field)
- F** SQUARES Manager Business Email The Data Use Agreement should only be completed by NonVA Users (who do not have a @va.gov email address). If you have any questions or need additional assistance, please contact SQUARESAdmin@va.gov (Text input field)
- G** VA Endorser Name (Text input field)
- H** VA Endorser Email (Text input field)
- I** VA Endorsement Date (Date input field: mm / dd / yyyy)

At the bottom of the form, there is a 'Submit' button and a note: "If you are a current VA Grantee, you are not required to complete the Data Use Agreement (after you hit the submit button)."

- Review the Data Use Agreement. The agreement will automatically populate with your organization's information and information related to the person completing it.

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### SQUARES USE AGREEMENT BETWEEN UNITED STATES DEPARTMENT OF VETERANS' AFFAIRS AND Test

- PREAMBLE.** This Agreement is between the United States Department of Veterans Affairs (VA), a department in the executive branch of the Government, and Veterans Housing Program for Test (also called the "Partner Organization"). Collectively, the two organizations are also called the "Parties".
- AUTHORITY.** The activities performed under this Agreement by VA are authorized pursuant to 38 U.S.C. § 7301(b) and 38 U.S.C. Chapter 20.
- PURPOSE.** VA is engaged in a campaign to functionally end Veteran homelessness nationwide. As the key housing programs under this campaign are administered by VA and coordinated by outside non-profit organizations, collaboration between these entities is essential to reliably identify all Veterans experiencing homelessness and target the highest-intensity resources to the highest-need Veterans. SQUARES facilitates this coordination by synthesizing Veteran eligibility information from VA providing it to front-line case managers who provide services to homeless Veterans. SQUARES improves coordination between providers, limits time spent on manual eligibility determinations, and increases the coverage and efficiency of homeless services for Veterans.

- Select the check box to indicate you have read and agree to the Data Use Agreement. The Submit button will appear only after you have completed this step.

- Ensure the Organization Information is completed:
  - Organization Name (*Automatically populated*)
  - By (*Your name*)
  - Email (*Automatically populated*)
  - Title
  - Date

- Select **Submit**.

**Note:** A SQUARES Admin will contact you when your organization is added to the system. Then you can proceed with applying for Manager level access. Please allow 24-48 hours for the processing of your application.

5
 Check here to indicate that you have read and agree to the Data Use Agreement above.

Please enter all required fields below. You're typed name in the By entry field is your electronic signature for this document. Press the Submit button when complete

DEPT OF VETERANS AFFAIRS

Program Analyst  
09/28/2022

Organization Name	Test	A
By		B
Email	test@email.com	C
Title		D
Date	09/28/2022	E

7
6

Submit



# SQUARES Managers: Request and Access Account

## Part 2: Requesting a New User's Account

### Application Process Overview

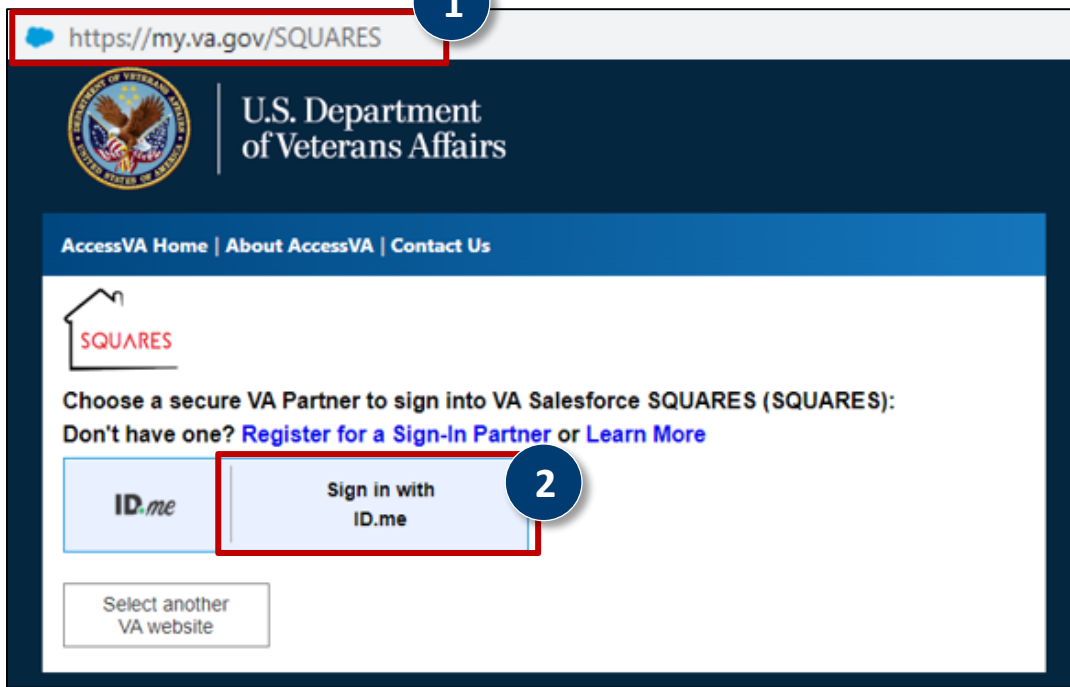
- SQUARES Managers must complete an application before users can request access.
- To request or access your SQUARES account, navigate to [my.va.gov/SQUARES](https://my.va.gov/SQUARES).
- Use Chrome or Firefox Browser. Please **do not** use Internet Explorer.
- You will be redirected to ID.me, VA's log-in system. During your first visit, you will have to create an ID.me account, in which ID.me validates that you are who you say you are and provides an access code. This may take 5-10 minutes. For this initial visit, ID.me will redirect you to an account request form.
- Use your business email when registering. If you have another ID.me account, use your business email as your primary email address for SQUARES. Please **do not** create a new ID.me Account.
- Once your initial access is approved, ID.me will redirect you to SQUARES.
- Contact the [Help Desk](#) if you encounter issues with ID.me.

### IMPORTANT

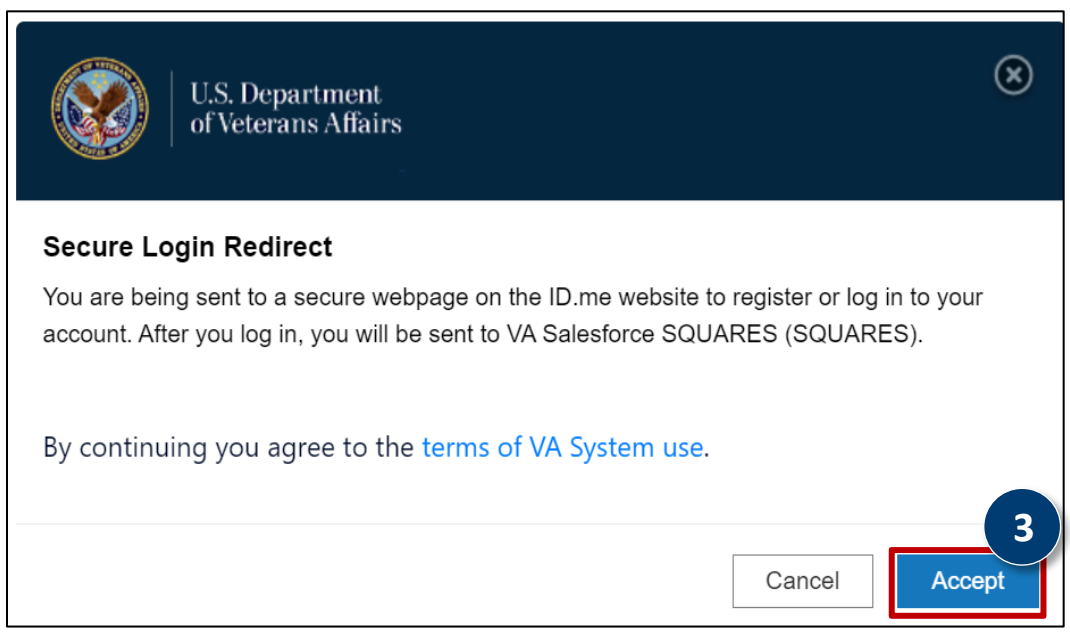
- When you navigate to [my.va.gov/SQUARES](https://my.va.gov/SQUARES), you will be redirected to a different URL. Please **do not** bookmark the site. Please type [my.va.gov/SQUARES](https://my.va.gov/SQUARES) in a Chrome or Firefox browser with each new visit.

## Requesting a New User's Account

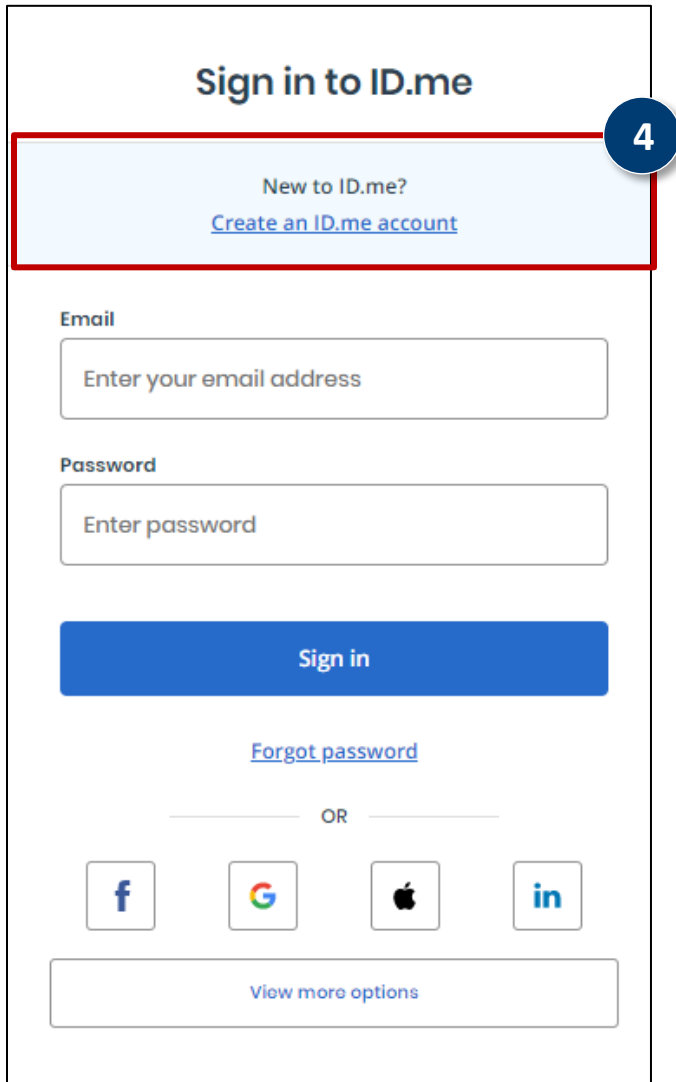
1. Navigate to AccessVA via [my.va.gov/SQUARES](https://my.va.gov/SQUARES).
2. Select **Sign in with ID.me**.



3. **Accept** the Secure Login Redirect



4. On the ID.me authentication page, select **Create an ID.me account**.



**Sign in to ID.me**

New to ID.me?  
[Create an ID.me account](#)

**Email**  
Enter your email address

**Password**  
Enter password

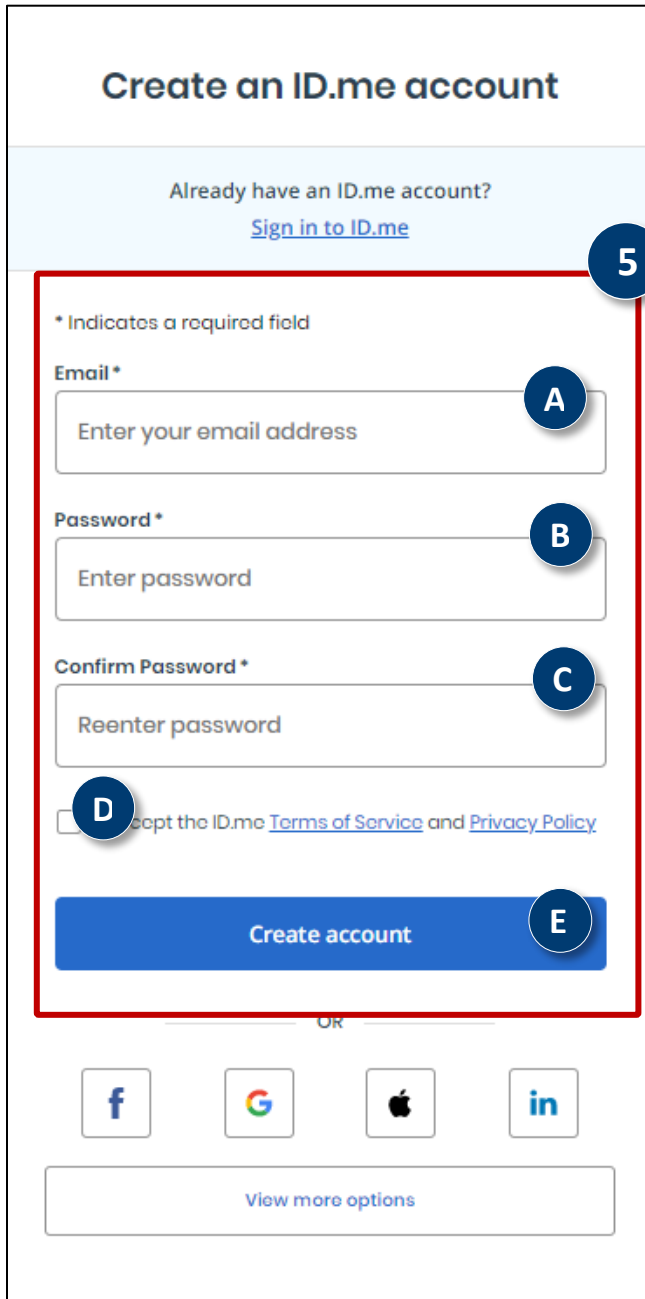
**Sign in**

[Forgot password](#)

OR

[View more options](#)

5. Begin the process of signing up for your account:
  - A. Enter your **work email address**. **Do not** use a personal email (e.g. @gmail.com or @yahoo.com), or your access request will be rejected.  
**Note:** If your email or phone number changes, please contact the [Help Desk](#) for assistance because your account is linked to your registered email and phone number. SQUARES and ID.me profiles need to be consistent.
  - B. Enter your **Password**.
  - C. Confirm your **Password**.
  - D. Select the **checkbox** to accept ID.me's terms of service.
  - E. Select the **Create an ID.me account** button to complete the ID.me account creation process.



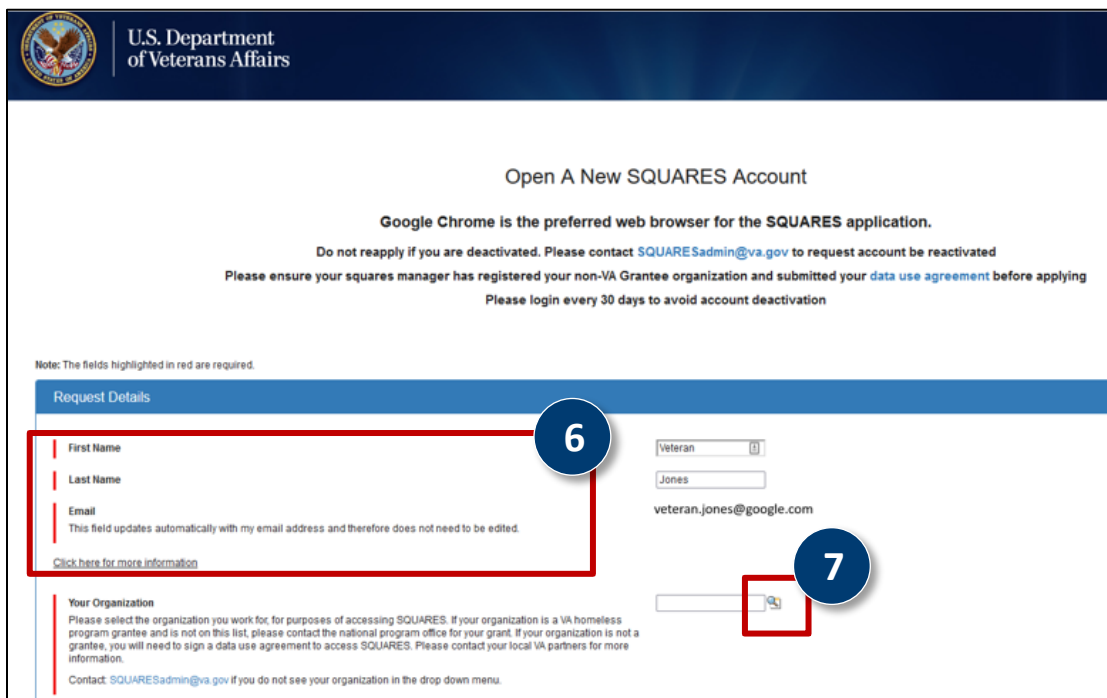
The screenshot shows the 'Create an ID.me account' page. At the top, it asks 'Already have an ID.me account?' with a link to 'Sign in to ID.me'. Below this is a red-bordered box containing the registration form. Callout 5 points to the top right of the form area. Callout A points to the 'Email' input field. Callout B points to the 'Password' input field. Callout C points to the 'Confirm Password' input field. Callout D points to the checkbox for accepting terms and privacy policy. Callout E points to the 'Create account' button. Below the form, there are social media login options for Facebook, Google, Apple, and LinkedIn, and a 'View more options' link.

The new account will open. ID.me will also prompt you to set up **multi-factor authentication**. This means that each time you log in, you will be prompted to enter a code sent via text message. Make sure the phone number you provide to ID.me is one you can reliably access and is able to receive an SMS messages. Create a [Help Desk Ticket](#) if you need to update your contact information, so we can assist with updating the SQUARES and ID.me profiles for consistency.

When you are done setting up your ID.me account, you should be redirected to the Open a New SQUARES Account page. If you are not redirected, navigate again to [my.va.gov/SQUARES](https://my.va.gov/SQUARES).

6. Enter your first and last name, if they are not automatically populated. (These fields may show up as “NULL” when you first arrive on the page. If so, simply delete “NULL” and enter your name instead.) You will see your email appear as you entered it on ID.me.
7. Select the **magnifying glass icon** to search for **Your Organization**. A search window will pop up. You may enter your state’s two-letter abbreviation, then search for your organization.

**Note:** Please be sure to verify your organization name (city/state) before submitting your application because some organizations have similar names. Contact the [Help Desk](#) if you submit the wrong organization and need assistance. **Please do not submit a new application.**



The screenshot shows the 'Open A New SQUARES Account' page from the U.S. Department of Veterans Affairs. The page includes instructions about browser preferences and account deactivation. Below the instructions is a 'Request Details' section with a red border. Callout 6 points to the 'First Name', 'Last Name', and 'Email' fields. Callout 7 points to the magnifying glass icon in the 'Your Organization' dropdown menu.

U.S. Department of Veterans Affairs

Open A New SQUARES Account

Google Chrome is the preferred web browser for the SQUARES application.

Do not reapply if you are deactivated. Please contact [SQUARESadmin@va.gov](mailto:SQUARESadmin@va.gov) to request account be reactivated

Please ensure your squares manager has registered your non-VA Grantee organization and submitted your [data use agreement](#) before applying

Please login every 30 days to avoid account deactivation

Note: The fields highlighted in red are required.

Request Details

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First Name

Last Name

Email  
This field updates automatically with my email address and therefore does not need to be edited.

[Click here for more information](#)

Your Organization

Please select the organization you work for, for purposes of accessing SQUARES. If your organization is a VA homeless program grantee and is not on this list, please contact the national program office for your grant. If your organization is not a grantee, you will need to sign a data use agreement to access SQUARES. Please contact your local VA partners for more information.

Contact: [SQUARESadmin@va.gov](mailto:SQUARESadmin@va.gov) if you do not see your organization in the drop down menu.

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**TIP:** Your organization may have separate listings for its different homeless programs. If your organization would like to combine those listings under one Manager (or separate out a satellite office to its own SQUARES listing), contact the [Help Desk](#).





# SQUARES Managers: Request and Access Account

8. Select your organization.

**Note:** You must select your organization's name from the pop-up window. **Do not** type it in. Organizations may have commonly named records in different cities and have a separate record for each grant program. If you select the wrong organization, your account may not be approved by their SQUARES Manager.

The screenshot shows a web browser window with the URL `sites.salesforce.va.gov/Squares/_ui/common/data/lookupPage?lkfm=j_id0%3Aj_id17&lknm=j_i...`. The page title is "Lookup". A search input field contains "OH" and a "Go!" button is next to it. Below the input field are radio buttons for "Name" (selected) and "All Fields". A red box highlights the search input field and the "Go!" button, with a blue circle containing the number "8" next to it. Below the search bar, there is a link "< Clear Search Results". The "Search Results" section shows a folder icon and the text "Accounts [5]". Below this is a table with the following data:

Account Name	State	City
<a href="#">Volunteers of America Ohio &amp; Indiana – GPD, SSVF, HVRP, Safe Haven, HCHV</a>	IN	Indianapolis
<a href="#">Community Action Program Corporation of Washington-Morgan Counties, Ohio - SSVF</a>	OH	Marietta



# SQUARES Managers: Request and Access Account

9. Repeat the lookup process for the next four fields, following instructions in the help text. You must select VAMCs and CoCs in the pop-up windows. Entering them into the form will not work.

**Note:** If your CoC or VAMC is not listed, contact the [Help Desk](#). Please include the following information in your email:

- Organization Name (City, State)
- Homeless Program (GPD, SSVF, CERS, HUD-VASH, HCHV, Other, etc.)
- CoC (City, State)
- Designated SQUARES Manager (Name and Email)

**Associated VA Medical Center**  
Please select the VA Medical center you work most closely with. This is presumably where your VA homeless program partners are based.  
Please type in your two letter state abbreviation, click the search button, and select a VAMC.  
Contact: [SQUARESadmin@va.gov](mailto:SQUARESadmin@va.gov) if you do not see your VAMC in the drop down menu.

**Primary CoC**  
If your organization has a Continuum of Care assigned, please type in your two letter state abbreviation, click the search button, and select a CoC. If not, leave this field completely blank (Do NOT enter N/A etc.)  
Contact: [SQUARESadmin@va.gov](mailto:SQUARESadmin@va.gov) if you do not see your CoC in the drop down menu.

[Click to hide optional CoC fields](#)

**Secondary CoC**  
If there is another Continuum of Care you are a part of, please select that CoC here. If not, leave this field completely blank. (Do NOT enter N/A, etc.)

**Tertiary CoC**  
If there is another Continuum of Care you are a part of, please select that CoC here. If not, leave this field completely blank. (Do NOT enter N/A, etc.)

**TIP:** Only the primary CoC is required. The Secondary and Tertiary CoC fields are hidden but available and may be left blank. Be sure to enter the two-state abbreviation for CoC and VAMC. A list will appear with selections.

**TIP:** Upon being approved, we highly encourage SQUARES Managers to send their Standard Users their contact information, Organization Name, CoC, VAMC, and locations as they appear in the drop-down menus to ensure applications are properly routed to the SQUARES Manager for approval.

10. Select SQUARES Manager from the Application Role menu.

**Application Role**  
If you have been designated the one SQUARES Manager for your organization, who will have the authority to review access requests for others within your organization, please select SQUARES Manager. Otherwise, select Standard User.

--None--  
--None--  
Standard User  
SQUARES Manager

**TIP:** If you select the wrong application role, contact the [Help Desk](#).



# SQUARES Managers: Request and Access Account

11. From the program drop-down menu:
  - A. Select the program with which you are most closely affiliated from the drop-down menu.
  - B. Select the "Other" option if your program is not affiliated with the listed programs and **enter the name of the other program.**

(SQUARES Managers only) Which program are you most closely associated with?  
We will use this information to route your request to the appropriate approval queue. If you do not receive any of these grants, select Other.

--None--  
--None--  
SSVF  
SSVF/GPD  
SSVF/GPD/HUD-VASH  
SSVF/HUD-VASH  
GPD  
GPD/HUD-VASH  
CERS  
HUD-VASH  
NCCHV  
VJP  
HCHV  
Federal Agency  
State Agency  
Law Enforcement  
Other

12. Select the checkbox to confirm you are a SQUARES Manager.
13. Select the **Submit Request** button. You will receive an email notification once your request is approved or rejected. If you have questions, contact the [Help Desk](#).

(SQUARES Managers only) Which program are you most closely associated with? Other

We will use this information to route your request to the appropriate approval queue. If you do not receive any of these grants, select Other.

Enter name of Other Program. N/A

Enter the name of your Program that is not listed in the picklist.

By checking this box, you affirm that you are a Manager of the SQUARES application.

As a SQUARES Manager, it is your responsibility to ensure that only authorized users receive SQUARES access. VA is counting on you to protect Veterans' sensitive information. It is up to you to make sure that only current employees of your organization with a need to know are approved for accounts, that employees register for SQUARES using professional email accounts belonging to your organization, and that SQUARES accounts are closed promptly when individuals no longer need them.

If you selected SQUARES manager in error, please change your application role to standard user.

Contact SQUARESAdmin@va.gov for assistance.

Submit Request

**TIP:** Once a user's account is approved, they must access SQUARES every 30 days to keep their account active. The SQUARES Manager will have to re-certify their access twice a year (March and September).

**TIP:** Users/Managers may get reminder emails about both processes if the users' or managers' accounts are deactivated due to 90 days of inactivity

**TIP:** SQUARES Managers have the ability to reactivate users' accounts within 90 days of inactivity.

**TIP:** SQUARES Managers need to contact the Help Desk if users' accounts have more than 90 days of inactivity and if the SQUARES Manager's account needs to be reactivated.

## Part 3: Accessing a Registered SQUARES Account



# SQUARES Managers: Request and Access Account

## Warning

You must navigate to [my.va.gov/SQUARES](https://my.va.gov/SQUARES) every time you want to access SQUARES and it is recommended you use Google Chrome or Firefox. **Do not** bookmark the AccessVA log-in page you arrive at, which will have a URL beginning with [access.va.gov](https://access.va.gov). If you navigate to that page, you will not be able to log into SQUARES.

If you have difficulty logging in, take a screenshot of the error you see, copy and paste the weblink and send it to the [Help Desk](#) so our Technical Team can research the issue. Once your account is approved, you can access it on Google Chrome or Firefox using the steps noted below with each visit.

## Access Existing Non-VA Users Account

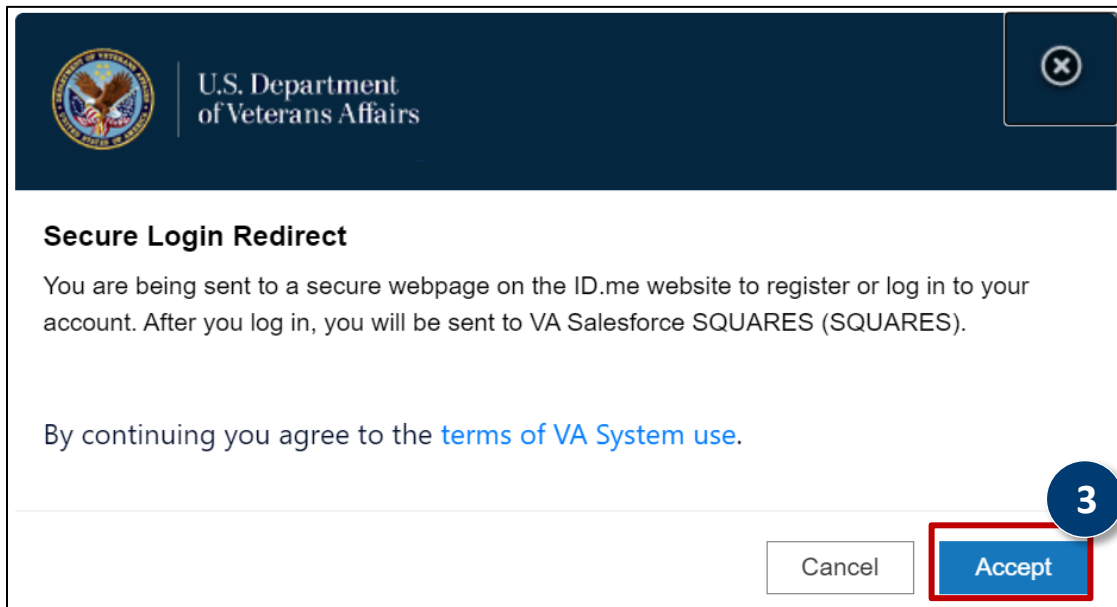
1. Navigate to [my.va.gov/SQUARES](https://my.va.gov/SQUARES).
2. Select **Sign in with ID.me**.





# SQUARES Managers: Request and Access Account

3. **Accept** the Secure Login Redirect. Contact the [Help Desk](#) if your email or phone number changes.





# SQUARES Managers: Request and Access Account

4. Enter the ID.me credentials you created during your account request.

**Note:** Contact [Help Desk](#) for assistance.

**Note:** If your email or phone number changes, please contact the [Help Desk](#) for assistance because your account is linked to your registered email and phone number. SQUARES and ID.me Profiles need to be consistent. Please **do not** submit a new ID.me account.

5. Select **Sign In**, and enter the code sent to your phone when prompted.

Sign in to ID.me

New to ID.me?  
[Create an ID.me account](#)

Email  
Enter your email address

Password  
Enter password

Sign in

[Forgot password](#)

OR

f G Apple in

[View more options](#)



# SQUARES Managers: Request and Access Account

6. You will be redirected to SQUARES. Please **do not** bookmark the site. Please type [my.va.gov/SQUARES](https://my.va.gov/SQUARES) into a Chrome or Firefox browser with each new visit.

