SQUARES Frequently Asked Questions

Contents

Registering an Organization

Can my organization be added to SQUARES?

Organizations are added to the system after the organization's designated approving official (SQUARES Program Manager) completes the entire registration process steps. Complete the organization registration to be added to SQUARES.

Standard User Accounts

What is a Standard User?

Standard Users are people who work for external organizations or are VA employees and who have a business need to retrieve information to confirm someone is a Veteran prior to assisting them with obtaining VA health care, homeless programs, and other services.

What are the different SQUARES user roles?

- **SQUARES Administrator**: serves as the Project Manager and the Technical Point of Contact.
- **SQUARES Organization Managers:** users who have elevated permission in SQUARES to access and sign the Use Agreement, modify organization information, and request the addition of other programs to their organization.
- **SQUARES Program Managers**: designated approving officials within the Community Partner Organizations that review and approve SQUARES Standard User account applications.
- **SQUARES Standard Users**: VA Employees and Community Partners who use SQUARES regularly to assist Veterans.

Do all new applicants need to complete an application independently?

All new Standard Users from external organizations must independently complete the registration steps for Standard Users in sequential order to register for an account. After the registration is submitted, it will be automatically routed to the organization's designated approving official (SQUARES Manager) for approval.

How do new Standard Users from external organizations register for access?

All new Standard Users from external organizations must independently complete the registration steps for Standard Users in sequential order to register for an account. After the registration is submitted, it will be automatically routed to the organization's designated approving official (SQUARES Program Manager) for approval.

SQUARES Program Managers must complete their registration before Standard Users register for access. If the SQUARES Program Manager has not registered for a manager-level account or their SQUARES Manager's account has lapsed due to 45 days of inactivity, you will receive a "No Manager has been assigned" message. If you receive this message, request assistance by submitting a Help Desk Ticket.

I am the Standard User; however, I accidentally selected SQUARES Manager. Do I need to resubmit a new registration request?

Do not submit a new registration request. Instead, submit a Help Desk Ticket for assistance.

I was a Standard User at one organization but recently transferred to another. Do I need to register again?

Do not submit a new registration request. Go to the ID.me website and update your work email address. Then, submit a Help Desk Ticket for assistance and include the old and new organization name, city, state, and work email address. ID.me and SQUARES profiles need to be consistent. Allow 24-48 hours for processing.

When can Standard Users register for access?

Standard Users from external organizations can register for access after their organization's designated approving official (SQUARES Program Manager) has an account. Standard Users' registrations are automatically routed to the SQUARES Program Manager. We encourage SQUARES Program Managers to provide their users with Standard User's registration instructions and organization credentials that include the following information (before they register for an account):

- Name of organization
- Organization Key
- Programs they will access
- VA Medical Center (VAMC)- for homeless programs only

- Continuum of Care (CoC)- for homeless programs only

How do I obtain my Organization Key?

Contact your SQUARES Organization or Program Manager to obtain your Organization Key.

Where can Standard Users find their SQUARES Manager's contact information?

Standard Users can find their SQUARES Manager's contact information on the My SQUARES page under Organization (when logged in to SQUARES).

How often should I log in to avoid being deactivated?

Log in at least once a month to retain access. Accounts inactive for at least 45 days are automatically deactivated. For assistance, submit a Help Desk Ticket to reactivate your account. **Do not** submit a new request. We will reactivate your account and contact you within 24-48 hours.

I am being re-routed to complete a new registration; however, I already previously registered. What does this mean?

Accounts inactive for at least 45 days are automatically deactivated. For assistance, submit a Help Desk Ticket to reactivate your account. **Do not** submit a new request. We will reactivate your account and contact you within 24-48 hours.

How will I know if my account has been deactivated?

You will receive an email from SQUARES stating your account has been deactivated. Accounts inactive for at least 45 days are automatically deactivated. For assistance, submit a Help Desk Ticket to reactivate your account. **Do not** submit a new request. We will reactivate your account and contact you within 24-48 hours.

How do I clear cache?

Clearing browser cache and cookies can resolve performance issues. For assistance, submit a Help Desk Ticket.

If I have questions about SQUARES results or records were not found, who do I contact?

Please open a [Help Desk Ticket](#).

Is there a fee to use SQUARES?

No, SQUARES is free to use for people who work for external organizations and who have a business need to retrieve information to confirm someone is a Veteran prior to assisting them with obtaining VA health care, homeless programs, and other services.

Is bulk search available for all grant programs?

The bulk search functionality may not be available for all grant programs. If it is unavailable, continue to use the single Veteran search.

How do I save and print my training certificate?

After completing the online training, select the **Print My Certificate** button, and your certificate will open in a new window.

From the Certificate pop-up, select **CTRL+P** on your keyboard and save your certificate as a PDF. Save the file for your records.

ID.me Profile

Do I need to submit a new registration request if I used a personal email instead of a work email for ID.me?

No. First, update your [ID.me](#) account. The new information will connect to your SQUARES account.

What email should I put on the ID.me profile (if I have multiple emails)?

Register for an ID.me account using a work email. Make the work email the primary one in your ID.me profile for SQUARES purposes. If you need to update your email, go to [ID.me](#) to edit your account information.

SQUARES Program Manager Accounts

What is a SQUARES Program Manager?

All organizations accessing SQUARES must designate one person to serve as the designated approving official. A SQUARES Program Manager is responsible for reviewing and approving Standard Users' requests within their organization. SQUARES Organization Managers are responsible for setting up the initial organization account and providing Program Managers and Standard Users with registration instructions and organization credentials. Program Managers approve and reject registration requests.

I am not a Grantee. How do I register for an account?

Organization Managers complete the following steps (which include completing a Use Agreement). **Note**: Only people designated by their organization as the approving official need to complete this registration. Standard Users should refer to the registration instructions for Standard Users.

1. [Enroll Your Organization](#)
2. Sign a Use Agreement
3. Apply for Organization and/or Program Manager Access (after you receive email notification that your organization was added to SQUARES)

How do new SQUARES Organization and Program Managers register for an account?

All new SQUARES Organization and Program Managers need to independently complete the registration steps in sequential order to apply for an account. First, create an ID.me account, set up multifactor authentication (MFA), and complete the required identity verification. Then, register for an account on the SQUARES User Registration page. After submitting a registration, the request is routed to the SQUARES Administration team for approval. You will receive an approval email within 24-48 hours. Grantees and Organizations that are not Grantees have different registration processing steps. For detailed instructions, review the Organization and Program Manager's Guide.

I am a VA Grantee. Do I need to complete a Use Agreement (when I initially register)?

VA Grantees do not need to complete a Use Agreement during Organization registration because they already have documentation on file with the VA. Organization Managers need to complete the registration.

Ninety days before the grant expires, you must sign a Use Agreement if your grant will not be renewed. Submit a Help Desk Ticket for assistance.

I am the designated SQUARES Program Manager; however, I accidentally selected Standard User. Do I need to resubmit a new registration request?

Do not submit a new registration request. Instead, submit a Help Desk Ticket for assistance.

When should SQUARES Program Managers review registrations?

Program Managers will use the Manage Access page in SQUARES to approve or reject registrations within 24-48 hours. The system will send SQUARES Program Managers weekly reminders to approve pending registrations and select a backup manager.

How can I reactivate my account?

Submit a Help Desk Ticket for assistance with reactivating accounts that have accumulated over 45 days of inactivity (encourage Standard Users to avoid deactivations by logging in at least once a month and even placing 30-day log-in reminders on their calendars).

My SQUARES Manager is no longer here. I am the new Program Manager, and I need to be promoted to SQUARES Program Manager. What do I do?

Submit a Help Desk Ticket to request for the previous SQUARES Program Manager to be deactivated and for your SQUARES Program Manager permissions to be updated.

After your permission is updated as a Program Manager, it is recommended that you:

- Review the Organization and Program Manager's Guide
- Submit a Help Desk Ticket to reactivate accounts with more than 45 days of inactivity
- Approve pending accounts (as needed)

Can my organization have more than one person apply for SQUARES Program Manager access?

Yes, you can have more than one SQUARES Program Manager apply for access. Submit a Help Desk Ticket to acquire assistance on how to set up the different accounts. In the Help Desk Ticket, include the organization name, homeless program type, city, state, and SQUARES Managers' names and emails.

I am the SQUARES Program Manager, and our email domain changed. How can it be updated in the system?

Submit a Help Desk Ticket including the following information and allow 48-72 hours for processing:

- Effective date of change
- Name of the organization, homeless program, city, and state
- Old email domain and new email domain
- SQUARES Program Manager
- List of active users (names and old and new emails)

How can I obtain an organization list of active and inactive users?

As a Program Manager, select Manage Access to review your list of users.

I would like to create multiple Standard User and Manager accounts because my organization has different homeless program types in different geographical areas, and I want to have different SQUARES Program Managers. Who do I contact to coordinate these changes?

Submit a Help Desk Ticket and upload the old and new account information. Allow 48-72 hours for processing.

Can I participate in a User Acceptance Test (UAT) to learn about and test new functionality?

We encourage all users and Managers to participate in at least one UAT. Contact SQUARES Help Desk for additional information and include your role (SQUARES Manager or Standard User) and the month you would like to participate.