# Non-VA Users:
# Request and Access SQUARES Account



*Updated: May 2021*
**Department of Veterans Affairs**

# Non-VA Users: Request and Access SQUARES Account

## This Quick Reference Guide has two parts (please note the headers for the applicable instructions):

### Part 1 – Non-VA Users: Request New SQUARES Account
### Part 2 – Non-VA Users: Access Existing SQUARES Account

### Friendly Reminders:

All SQUARES Users are encouraged to complete the **Online SQUARES Training** before applying for access to SQUARES. If you have questions or comments, contact SQUARESAdmin@va.gov.

SQUARES Managers must complete an application for an account before users can apply for access.

To access SQUARES after your application has been approved:

Enter **my.va.gov/SQUARES** in the Chrome or Firefox Browser each time.
Avoid using Internet Explorer.
Avoid bookmarking the site.

Login to the site at least every 30 days to avoid deactivations.

**Note:** If your account is deactivated, please contact SQUARESAdmin@va.gov to request that it be reactivated. **Please do not submit a new application request**..

### TIPS

- Visit https://www.va.gov/homeless/squares/ for additional information.

- Deactivations – Please **do not** reapply, contact your SQUARES Manager or SQUARESAdmin@va.gov for reactivation.

- Contact SQUARESAdmin@va.gov if you have Eligibility Questions or would like to find out how to acquire a DD-214.

### Resources

For additional information and resources, review the information and links at the bottom of the SQUARES application. These resources appear at the bottom of every page of the SQUARES application. They include Recommended Browsers, Warnings, and Quick Links to the Help Desk, User Resources, Manager Resources, Training, FAQs, the Eligibility Table, and What's New. A User's footer also includes their SQUARES Manager's name and email address. Select the **Contact Us** button to send an email to *SQUARESAdmin@va.gov*.

# SQUARES: Quick Reference Guide
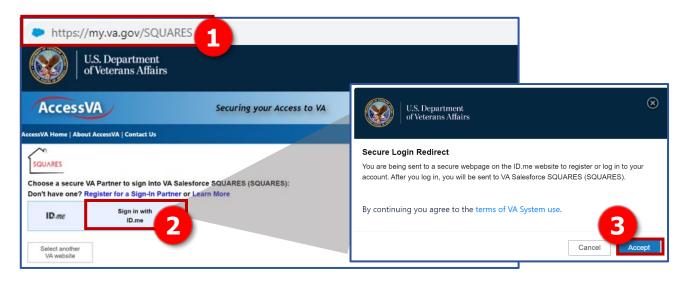## Part 1: Non-VA Users Request New SQUARES Account

### Overview

- SQUARES Managers must complete an application before users can request access.

- To request or access your SQUARES account, navigate to **https://www.my.va.gov/SQUARES using Chrome or Firefox Browser**. **Please do not use Internet Explorer.**

- You will be redirected to ID.Me, VA's log-in system. At 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. This may take 5-10 minutes. At your first visit, ID.Me will redirect you to an account request form.

- Once your initial access is approved, ID.Me will redirect you to SQUARES.

- Contact SQUARESAdmin@va.gov if you encounter issues with ID.Me.

- Remember that only staff at authorized organizations can request SQUARES accounts. If you are not an SSVF, GPD, or CERS Grantee, and you did not sign a data use agreement to access SQUARES, reach out to SQUARESAdmin@va.gov before following these steps.

---

### IMPORTANT

- When you navigate to **my.va.gov/SQUARES**, you will be redirected to a different URL. Please **do not** bookmark the site. Please enter **my.va.gov/SQUARES** in the Chrome or Firefox browser with each new visit.
- SQUARES functionality may not work correctly in Internet Explorer, so it is **highly recommended you use Google Chrome or Firefox.**

---

**Part 1: Request a New Non-VA Users Account**

1. Navigate to AccessVA via **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 **Or create an ID.me account**.

5. Begin the process of signing up for your account:
   A. Enter your **Email, using 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 SQUARESAdmin@va.gov for assistance because your account is linked to your registered email and phone number.
   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 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 you provide ID.Me is one you can reliably access, and that can receive an SMS.

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.

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 appears 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 and 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 SQUARESAdmin@va.gov if you submit the wrong organization and need assistance. **Please do not submit a new application**.
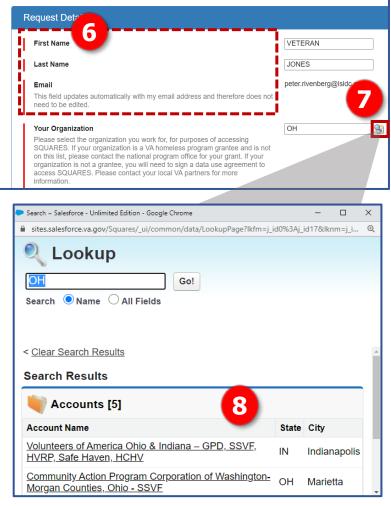
8. Select your organization. **Note:** You must select your organization's name from the pop-up window. **Do not** type/enter it in. Organizations may have commonly-named records in different cities and have a separate record for each grant program. If you select the wrong organization, your account may not be approved by their SQUARES Manager.





**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 SQUARESAdmin@va.gov

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, send an email to SQUARESAdmin@va.gov. Please include the following information in your email:
   I. Organization Name (City, State)
   II. Homeless Program (GPD, SSVF, CERS, HUD-VASH, HCHV, Other, etc)
   III. CoC (City, State)
   IV. 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.

If value not found, email: SQUARESadmin@va.gov to get it added to the list

**9**

**Primary CoC**

Please select the Continuum of Care you primarily work with.

If value not found, email: SQUARESadmin@va.gov to get it added to the list

**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. You can leave the Second and Tertiary CoC fields blank if they are not applicable. Be sure to enter the two-state abbreviation for CoC and VAMC. A list will appear with selections

Upon being approved, **we encourage** SQUARES Managers to send their Standard Users the CoC, VAMC, and Organization with city and state that they should select before completing their request for SQUARES access

**10. Application Role:** Select from the drop-down menu. SQUARES Managers will be prompted with additional questions.

**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

**(10)**

> **TIP:** If you select the wrong application role, send an email to SQUARESAdmin @va.gov.

*Note:* The next two steps are for SQUARES Managers only. Each organization must appoint one individual to serve as SQUARES Manager. This person is responsible for managing access levels for all users within their organization and will review/approve Standard Users' application requests.

- If you are replacing an existing SQUARES Manager, notify SQUARESAdmin@va.gov and include the following information in the email: Old SQUARES Manager Name/Email, New SQUARES Manager Name/Email, Org (City/State) & effective date of the change.

- Also, advise if the Old SQUARES Manager needs to be deactivated or changed to be a Standard User. See Manager Guide for more information.

**11. *Managers Only*:** Select the **program** with which you are most closely affiliated from the **Application Role** drop-down menu:
- SSVF
- GPD
- CERS (contract beds)
- HUD-VASH
- NCCHV
- VJP
- Other – Select this option if your program is not the recipient of a VA homeless program grant and then complete the **Enter Name of Other Program** field that displays.

**(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-- **(11)**
SSVF
GPD
CERS
HUD-VASH
NCCHV
VJP
Other

> **TIP:** IF you receive an email that says your organization has not assigned a SQUARES Manager, send an email to SQUARESAdmin@va.gov.

12. **Managers Only:** Select the checkbox to confirm you are a SQUARES Manager.

13. Select the Submit Response button. Standard Users will have their applications routed to their organization's SQUARES Manager. You will receive an email notification once your request is approved or rejected. If you have questions, contact SQUARESAdmin@va.gov.

*Note:* Please notify your SQUARES Manager of your impending departure within 72 hours.

**Enter name of Other Program.**          Sample
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.** ☑ 12

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.

Contact SQUARESAdmin@va.gov for assistance.

13

**Submit Request**

**Reminder:**
Once your account is approved, you must access SQUARES every 30 days to keep your account active. Additionally, your organization's SQUARES Manager will have to re-certify your access every six months. You may get reminder emails about both processes.

If your account is deactivated due to inactivity, please contact your SQUARES Manager or SQUARESAdmin@va.gov. **Please do not submit a new application**.
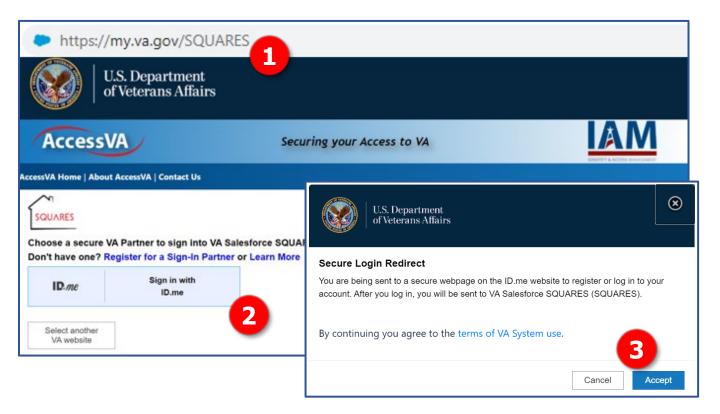
## WARNING

You **must** navigate to **my.va.gov/SQUARES** <u>every</u> time you want to access SQUARES. In addition, it is recommended you use *Google Chrome or Firefox* browsers. **<u>Do not </u>bookmark the AccessVA log-in page you arrive at, which will have a URL beginning with 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/paste the weblink and send it to SQUARESAdmin@va.gov, so our Technical Team can research the issue.

## Part 2: Access **Existing** Non-VA Users Account

*Once your account is approved, you can access it on Google Chrome or Firefox using the same steps you used to apply for an account:*

1. Navigate to my.va.gov/SQUARES.

2. Select **Sign in with ID.Me**.

3. A Secure Login Redirect will appear. Select **Accept**. Contact SQUARESAdmin@va.gov if your email or phone number changes. ***Note:*** You must use your business email. Personal emails will be denied.

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

    **Note:** Contact the ID.Me Help desk help@id.me or SQUARESAdmin@va.gov for assistance

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

6. You will be redirected to SQUARES. Please **do not** bookmark the site. Please enter **my.va.gov/squares** into the Chrome or Firefox browser with each new visit.

### Sign in to ID.me

Or create an ID.me account

**Email**

Enter your email **4**

**Password**

Enter your password **5**

Sign in to ID.me

**TIP**

Refer to the following links to obtain guidance on how to initiate single and bulk searches:

Single Search:
https://reviewlink.trivantis.com/content/212818/SQUARES_Conduct_a_Single_Search.pdf

Bulk Search:
https://www.va.gov/HOMELESS/squares/docs/SQUARES-Conduct-a-Bulk-Search.pdf

Home    Bulk Veteran Search    Help Desk

**6**

SQUARES — Using data to end Veteran homelessness

### Single Veteran Search