Overview

• All non-VA SQUARES Users or Managers are encouraged to complete the Online SQUARES training before applying for access to SQUARES.
• To request or access your SQUARES account, navigate to https://www.my.va.gov/SQUARES.
• 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 then redirect you to an account request form. At later visits, once your access is approved, ID.me will redirect you straight to SQUARES.
• Contact the ID.me Help Desk with any problems at help@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. If you bookmark SQUARES, make sure you bookmark my.va.gov/SQUARES, and not the site to which you are directed. If you navigate to any other site, you will not be able to access SQUARES.
• SQUARES functionality may not work correctly in Internet Explorer so it is highly recommended you use Google Chrome or Firefox.

Part 1: Request an 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 **sign up for an 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.
   B. Enter and confirm your **Password**
   C. Select the **checkbox** to accept ID.me’s terms of service
   D. Select the **Sign up** button

6. Complete the ID.me account creation process

**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 SMSs.

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.

7. 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 erase “NULL” and enter your name instead.) You will see your email appears as you entered it on ID.me.
8. Select the magnifying glass icon to search for Your Organization. A search window will pop up. Type your organization’s name in the Lookup search bar. You may enter your state’s two-letter abbreviation. (Do not type “Test Partner”!)

**Note:** You do not need to enter the entire name of your organization.

9. Select your organization.

**Note:** You must select your organization’s name from the pop-up window. If you simply type your organization’s name into the account request form, your request will fail.

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 will not be approved.

Your organization may have separate listings for its different grant programs. If your organization would like to combine those listings under one Manager (or, separate out a satellite office to its own SQUARES listing), reach out to squaresadmin@va.gov.
10. Repeat the lookup process for the next four fields, following instructions in the help text. Again, you must select VAMCs and CoCs in the pop up windows. Typing them into the form will not work. Send an email to squaresadmin@va.gov if you do not:
   A. Know the CoC or VAMC to select to get your SQUARES Manager’s contact information, or
   B. See the needed option(s) listed. If your organization and CoC are not listed, include in your email:
      I. Organization Name (City, State)
      II. Homeless Program (GPD, SSVF, CERS)
      III. CoC (City, State)
      IV. Designated SQUARES Manager (Name and Email)

   **Tip:** Upon being approved, SQUARES Managers may email their Standard Users the CoC, VAMC and Organization with city and state that they should select in advance of them completing this form.

11. The **Application Role** defaults to the Standard User. If you are applying as a SQUARES Manager, select SQUARES Manager in the drop-down menu.
Note: The next two steps are for SQUARES Managers only. Each organization must appoint exactly one individual to serve as SQUARES Manager. This person is responsible for managing all other users within their organization. If you apply for Manager access, the existing Manager will have their Manager privileges revoked. If you are replacing an existing SQUARES Manager, notify squaresadmin@va.gov of whom you are replacing, the effective date, and your organization’s name, city, and state. See Manager Guide for more information.

12. **Managers Only:** Select the **program** with which you are most closely affiliated from the Application Role drop-down menu:
   - SSVF
   - GPD
   - CERS (contract beds)
   - 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.

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

14. Select the **Submit Request** 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. Please notify your SQUARES Manager of your impending departure within 24 hours.*

**Reminder:**

Once your account is approved, you must access SQUARES every 90 days to keep your account active. Additionally, your organization’s Manager will have to re-certify your access every six months. You may get reminder emails about both processes.
WARNING
You must navigate to my.va.gov/SQUARES every time you want to access SQUARES and it is recommended you use Google Chrome to do so. Do not 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 and send it to squaresadmin@va.gov.

Part 2: Access Your Account
Once your account is approved, you can access it 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. Accept the Secure Login Redirect
4. Enter the ID.me credentials you created during your account request
   Note: Contact the ID.me Help Desk with any problems at help@id.me
5. Select Sign In, and enter the code sent to your phone when prompted
6. You are redirected to SQUARES

Tip:
Visit https://www.va.gov/homeless/squares/ and navigate to the Training Materials section for additional information, including how to run a Single Veteran Search in SQUARES.