



VA New Users: Getting Started with SQUARES

STEP 1



TRAINING

Prior to requesting access, complete the [online training](#).

STEP 2



RESOURCES

Review and download the [Instructions to Apply for Access \(for VA Users\)](#)

Part 1: Request New Account for Initial Application

STEP 3



REQUEST ACCESS*

In a Chrome or Firefox browser, open one of two request forms.

Users with Salesforce accounts:
<http://vets.force.com/helpdesk/s/helpdeskform> *

Users without Salesforce accounts:
http://vacommunity.secure.force.com/helpdesk/VA_Help_Desk_New_User_405 *

Do not use Internet Explorer.
Do not bookmark the SQUARES website.

STEP 4



EMAIL CONFIRMATION

You will receive an email confirmation when your account has been approved
(Please allow 24-48 hours for your application to be processed)

STEP 5



ACCESS WITH EACH VISIT

In a Chrome or Firefox browser, enter va.my.salesforce.com * to access the site:

Refer to **Part 2** of the application instruction: [Access Registered SQUARES Account for Each Visit](#)
Repeat this step – each time you access SQUARES

Do not use Internet Explorer.
Do not bookmark the SQUARES website.

***User must be on VPN or a VA site to access this link.**

For technical assistance, please contact the [Help Desk](#). For additional information, visit [SQUARES Resources](#).





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TIPS

- To access the SQUARES account request form, refer to [Part 1 of the Instructions: Request New Account for Initial Application](#). Please allow 24-48 hours for your application to be processed.
- **Note:** When completing Part 1 of the application instructions, include your name, email, facility (city/state), job title, and homeless program) in the applicable fields, as requested.
- **Note:** The account request form differs, depending on whether you have Salesforce access. The links below take you directly to the appropriate request forms **(VPN or VA site required)**:
 - **Link to request form for VA users with existing Salesforce access:** <https://vets.force.com/helpdesk/s/helpdeskform>
 - **Link to request form for VA users without Salesforce access:** https://vacommunity.secure.force.com/helpdesk/VA_Help_Desk_New_User_405
- **Only select the Submit button one time to avoid duplicate requests.** Please allow 24-48 hours for your application to process.
- After your access is granted, refer to [Part 2 of the Instructions: Access Registered SQUARES Account for Each Visit](#).
- Enter va.my.salesforce.com in a **Chrome or Firefox** browser to access SQUARES, and then with each visit to the site.


OR

- **Do not** use Internet Explorer.
- **Do not** bookmark the SQUARES website.
- **Use your business email address** when applying for access and logging into the system. If your business email or phone number changes, please log into SQUARES and submit a [SQUARES Help Desk Ticket](#) so your profile can be updated.
- Log in at least every 30 days **to avoid deactivations**. If your access is deactivated due to 90 days of inactivity, please submit a [SQUARES Help Desk Ticket](#). Please allow 24-48 hours to process. **Do not** submit a new request.
- VA and Non-VA Users have different access instructions. **The access guidance in this document is specifically for VA Users.**

For technical assistance, please contact the [Help Desk](#). For additional information, visit [SQUARES Resources](#).