

# SQUARES: Internal VA Staff Account Request/Access Guide

This guide is for VA staff seeking to access SQUARES. External organizations should refer to [va.gov/homeless/squares](https://va.gov/homeless/squares) for instructions. Because SQUARES was designed primarily for community organizations, the account request and log-in processes for internal VA staff are a little bit less direct than for external staff, but you are still able to access all the same functionality.

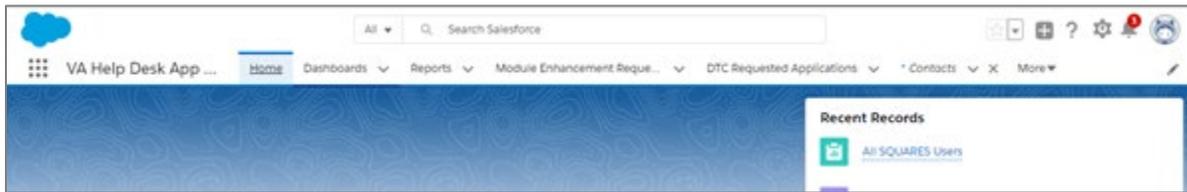
## I. Requesting Your Account

---

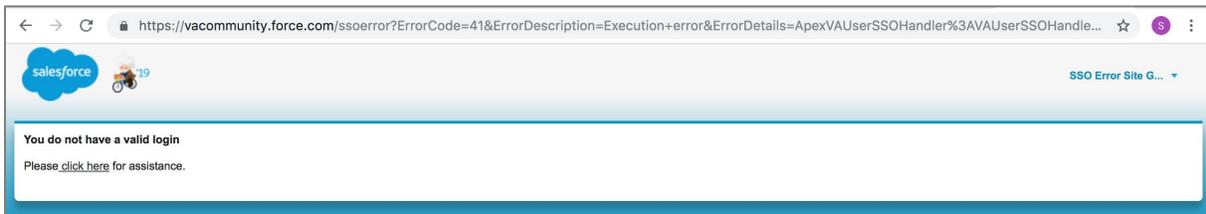
*The process for requesting SQUARES access is different depending on whether you already have a VA Salesforce account.*

### a. I'm not sure if I have a Salesforce account.

To determine if you have an account, access the VA network (at a VA facility or on VPN) and navigate to [va.my.salesforce.com](https://va.my.salesforce.com). If you *do* have an account, you will see a home screen for the Salesforce application VA Help Desk, which displays the Salesforce logo, App Launcher, various tabs and icons, and the Global Search bar.



If do *not* have an account, you will not see a Salesforce application but, instead, a warning that reads, “You do not have a valid login. Please ‘click here’ for assistance.”



### b. I already have a Salesforce account.

Navigate to <https://vacommunity.force.com/helpdesk> and fill out the Case Information section of the New User Request form as below, substituting in your name, email, and phone. This example Description reads, “Hi, my name is Joe Test and I would like to be set up as a SQUARES standard user. My VA email is [test@va.gov](mailto:test@va.gov).”

Issue Details	
<b>Case Information</b>	
Priority	Medium <input type="button" value="i"/>
DTC Application	SQUARES <input type="button" value="i"/>
Issue Topic	App Support Request <input type="button" value="i"/>
Description	<div style="border: 1px solid gray; padding: 5px;">           Hi, my name is Joe Test and I would like to be set up as a SQUARES standard user.             My VA email is test@va.gov         </div>
Subject	SQUARES Access
Issue Related to:	--None-- <input type="button" value="i"/>
Error Page URL	Preferred Callback Number: 111-111-1111
Preferred Contact Email	test@va.gov
You will be contacted via your VA email address unless you provide an alternate above.	
<b>Case Attachments</b>	
<b>Uploading the Attachment</b>	
<input type="button" value="Choose File"/> No file chosen	
<input type="button" value="Submit"/>	

Select the green Submit button at the bottom of the form to route your application to the Homeless Program Office (HPO) SQUARES Super User, who will evaluate your request.

**c. I do not yet have a Salesforce account.**

Navigate to the New User Request form at [https://vacommunity.secure.force.com/helpdesk/VA\\_Help\\_Desk\\_New\\_User\\_405](https://vacommunity.secure.force.com/helpdesk/VA_Help_Desk_New_User_405).

In the Access Information panel of the New User form, select the New User checkbox, SQUARES from the Application Requested drop-down menu, and write a message similar to the following: “Hi, my name is Jane Test and I would like to be set up as a SQUARES Standard User. My VA email is jane.test@va.gov.”

**Request Details**

**Access Information**

New User?  [i](#)

Application Requested  [i](#)

Describe Level of Access Needed  [i](#)

In the New User Request Details panel, enter your name and email. You can leave the Federation ID and LAN ID fields blank.

**New User Request Details**

First Name  [i](#)

Last Name  [i](#)

Email Address (VA Email)  [i](#)

Federation ID  [i](#)

LAN ID  [i](#)

Note: Click here for instructions on where to find the Federation and LAN IDs (recommend opening in a new tab).

Requires color-blind Palette on Charts?  [i](#)

The last panel, Required Training, asks if you are up to date on three standard VA trainings: Cyber Training, Privacy Training and Rules of Behavior Training. You must indicate you are up to date on these trainings to access VA Salesforce.

**Required Training**

Cyber Training?  [i](#) [Cyber Training](#)

Privacy Training?  [i](#) [Privacy Training](#)

Rules of Behavior Training?  [i](#) [Rules of Behavior Training](#)

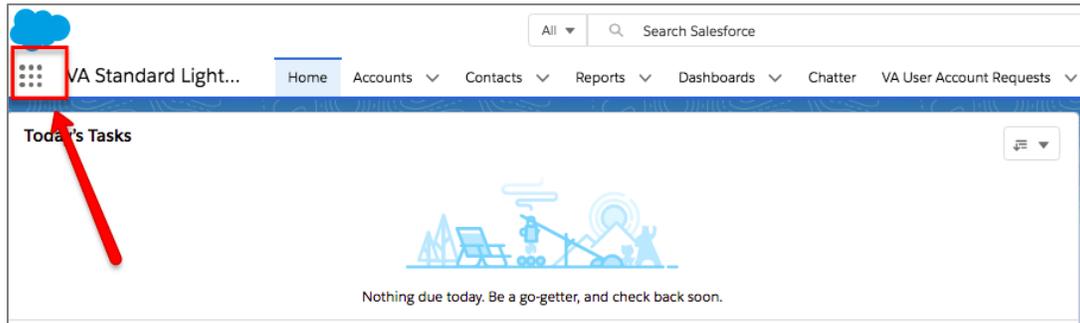
Select the green Submit Request button at the bottom of the form to route your application to the HPO SQUARES Super User, who will evaluate your request.

## II. Accessing Your Account

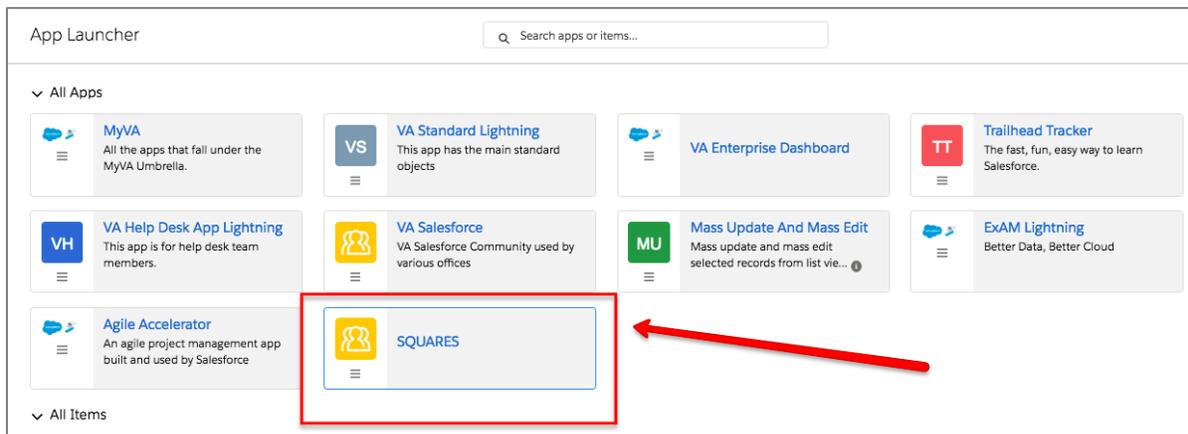
---

Follow these steps each time you want to use *SQUARES*:

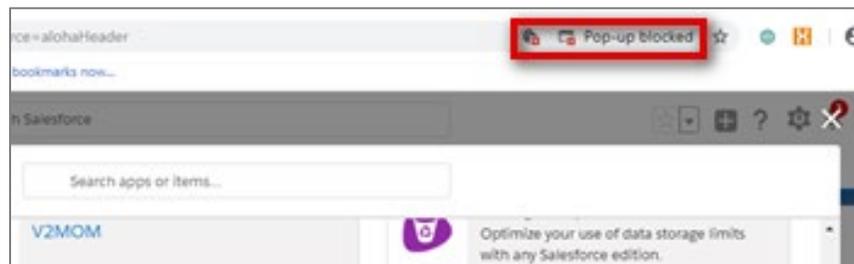
1. Access the VA network, and navigate to [va.my.salesforce.com](https://va.my.salesforce.com).
2. Select the nine-dot App Launcher icon in the upper left corner.



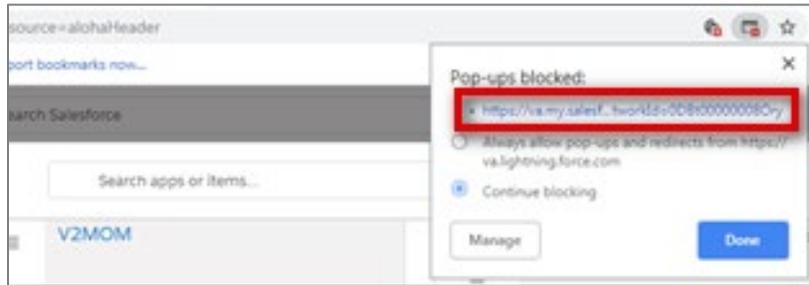
3. Select *SQUARES* from the list of applications.



*SQUARES* should open in a new tab. If the new page does not load, check your pop-up blocker; your browser may have prevented *SQUARES* from opening.



Select the “Pop-up blocked” message and select the blocked URL:



Refer to [va.gov/homeless/squares](https://va.gov/homeless/squares) for training materials on how to use SQUARES.

### III. Troubleshooting

---

Because of VA's network settings, Salesforce may fail to load entirely upon navigating to [va.my.salesforce.com](https://va.my.salesforce.com). If you experience this loading issue, [access instructions in this Salesforce article](#) about enabling third-party cookies for Salesforce.