Overview

- SQUARES access is permitted only for employees who require SQUARES data to provide better services to Veterans. If a given employee does not require SQUARES data so as to confirm Veteran eligibility, provide outreach services, or other similar tasks, that employee is not permitted to have a SQUARES account.

- You will be automatically redirected to access.va.gov to log in - do not bookmark this site.

- SQUARES functionality may not work correctly in Internet Explorer so it is highly recommended you use Google Chrome or Firefox.

- 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.

- Managers may send the standard users in their organization an email identifying important pieces of information the users will need to complete their access request and ensures their requests are aligned to their SQUARES Manager:
  - Organization Name (City and State)
  - Homeless Program
  - CoC (City and State)
  - VAMC (City and State)

- This guide covers (1) how to screen new account requests, and (2) how to manage and deactivate existing users. All non-VA SQUARES Managers are encouraged to complete the Online SQUARES training before applying for access to SQUARES.

WARNING

Remember that if your organization does not have an active Manager no new accounts can be approved, and all users will ultimately lose access during the next recertification period. If you are moving on to a new position, make sure that someone else at your organization applies for Manager-level access. Once the new Manager is approved, you will lose your Manager privileges.

When a new SQUARES Manager is approved, the previous Manager will still be in the system as a Standard User. The new Manager may deactivate the previous Manager in the Users tab.

To expedite the transition, please send an email to squaresadmin@va.gov within 24-48 hours of your departure/deactivation date, which should be included in the email, with the following information:

- New SQUARES Manager Name and Email
- Organization Name (City and State)
- If you already have SQUARES access as a standard user
Part 1: Reviewing New Account Requests

When individuals at your organization apply for SQUARES access, the requests go to you; you will receive an email each time a new standard user requests access. Please review/approve user requests within 24 hours. Reminder emails will be sent out weekly. Follow these steps to respond to requests:

1. Log into SQUARES as usual, at my.va.gov/SQUARES, as outlined in the Account Access Guide. Then, select the Approvals tab from the SQUARES header.

2. Any new account requests will show in a list on this page. Select the Approve button if the individual works at your organization and requires SQUARES access for their work. Behind the scenes, the user’s account will be created and they will receive an email informing them of the approval. If the individual does not work at your organization or does not require SQUARES access, select the Reject button. Once you make your selection, the record will be removed from your list of active requests.

**Do not approve the account** if any of the following is true:

- The individual does not work at your organization.
- The individual does not require SQUARES access for his/her job duties.
- The email address displayed on the account request is a personal email address or does not belong to the individual. **For security, SQUARES users must use their work email address to register for SQUARES.** If your users inadvertently apply with a personal email (e.g. @gmail.com, @yahoo.com), you should reject their request and ask them to apply again using the correct address). If your organization does use one of these domains as its main email provider in its normal business with VA, send an exception request email to squaresadmin@va.gov.
Part 2: Managing and Deactivating Users

You are responsible for ensuring no users maintain active SQUARES accounts past the point they require access for their job duties. Submit a courtesy email to squaresadmin@va.gov for users who require deactivation within 24-48 hours containing the following information:

- User Name
- Organization (City and State)
- Date of Departure/Deactivation

1. Please deactivate any users proactively when they leave their positions and no longer require access to SQUARES. When you select the Users tab in SQUARES, you will see a list of all active users in your organization. You can Deactivate a user by selecting the "Deactivate" button to the right of the individual’s name.

2. For additional security, every six months, you are required to recertify all active users. Any user you do not renew during the recertification periods in March and September will be deactivated on April 1 or October 1, respectively. You will receive email reminders during the recertification periods. Recertifications are also managed on the Users tab:
   a. Users with a red background and an asterisk next to their names are pending recertification
   b. Select the Recertify button if these users still require SQUARES access, or the Deactivate button if they no longer do

   **Note:** Deactivating a user requires confirming the User Deactivation pop-up alert via the blue Continue button

3. In addition to approving user requests within 24-48 hours of receipt, please review the approval queue on a monthly basis to ensure it accurately reflects all active and nonactive accounts.