



# SQUARES: Quick Reference Guide

## SQUARES Non-VA Managers Guide

### Overview

- SQUARES access is permitted only for employees who requires 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](https://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](mailto: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



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### 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](http://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](mailto:squaresadmin@va.gov).

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### My Pending Approvals

Managers: This is a list of all pending requests for SQUARES access in your organization. If the requesting individual works at your organization and requires access to SQUARES for their work, please click Approve to grant them access. If you do not know the requesting individual or they do not require access to SQUARES for their work, click Reject. (If you erroneously grant access to a user who should not have it, you can later revoke their access by clicking De-Activate in the Users tab.) *Do not approve requests submitted using personal email addresses; staff must use their work email accounts to register for SQUARES. If you have questions about a request, refer to the SQUARES Manager Guide or reach out to squaresadmin@va.gov. VA is counting on you to protect Veterans' data, and you are responsible for the users you approve.*

VA Internal Super Users: This is a list of pending requests for manager-level SQUARES access. If the requesting individual is authorized to be a SQUARES manager for their organization, click Approve to grant them access. If this individual is not the approved manager for their organization, click Reject.

NAME	EMAIL	DATE SUBMITTED	ACTION
Standard TestOrg3		Oct 2, 2019	<input type="button" value="Approve"/> <input type="button" value="Reject"/>



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### 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](mailto: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.

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#### Active Users

This is a list of all users in your organization. If any of these individuals no longer require access to SQUARES, please close their accounts by clicking deactivate. During semi-annual review periods, the option to "Re-Certify" users will be added below, and non-re-certified accounts will be flagged in red and marked with an asterisk (\*). Please click Re-Certify to confirm the users that require ongoing access to SQUARES. Other accounts will be deactivated

Warning: If you deactivate a user they will immediately lose access to SQUARES. You cannot undo this action.

NAME	EMAIL	DATE ADDED	LAST RECERTIFICATION DATE	ACTION
Standard Oct2	Standard.Oct2@testmail.com	2019-10-02	2019-10-02	Deactivate
Jackie Manager	Manager.Jackie@testmail.com	2018-11-07	2019-04-15*	Recertify Deactivate

User Deactivation

This action is irreversible. Are you certain you would like to continue?

Cancel Continue