



SQUARES Managers Guide

This Quick Reference Guide has seven parts:

[Part 1 – Completing a Registration Form](#)

[Part 2 – Requesting a New User’s Account](#)

[Part 3 – Accessing a Registered SQUARES Account](#)

[Part 4 – Reviewing New Account Requests](#)

[Part 5 – Managing, Deactivating, and Reactivating Users](#)

[Part 6 – Identifying a Replacement Manager](#)

[Part 7 – Recertification Process](#)

SQUARES processes may not work correctly in Internet Explorer. Please use Google Chrome or Firefox as your browser when using SQUARES.



SQUARES Registration Overview

1. Skip Part 1 of the instructions if you are a VA Grantee and your organization appears in the organization drop-down box within the online application. Contact the [Help Desk](#) if you have any questions.
2. If you are not a VA Grantee and your organization doesn’t appear in the organizations’ drop-down box, please proceed with Part 1. Contact the [Help Desk](#) if you have any questions.
3. Refer to the Getting Started section for the sequential application process steps, which include:
 - Completing the online training prior to applying for access
 - Acquiring the [VA Endorsement, Registering Organization and Signing a Data Use Agreement Form](#). An email will be automatically sent to the VA Endorser that you listed so they can endorse your organization’s business need to use the system. After these steps are completed, you will receive an email noting when you can apply for manager-level access (typically within 24-48 hours). Please register with your business email.
4. When you navigate to my.va.gov/SQUARES, you will be redirected to a different URL. Please **do not** bookmark the site. Type my.va.gov/SQUARES in a Chrome or Firefox browser with your initial application and with each new visit. SQUARES functionality may not work correctly in Internet Explorer. Standard Users will have their applications routed to their organization’s SQUARES Manager.



SQUARES Managers Guide

5. Upon being approved, we highly encourage SQUARES Managers to send their Standard Users their contact information, Organization Name, CoC, VAMC, and locations as they appear in the drop-down boxes to ensure applications are properly routed to the SQUARES Manager for approval.

TIP: Your contact information will also be visible in the bottom right of your users page when they are logged in the SQUARES System.

Part 1: Completing a Registration Form

1. The Getting Started link (noted on the SQUARES website) contains the sequential application process steps at-a-glance (noted below). Access the site for the new account [here](#).



2. Complete the Organization Information:
 - A. Are you a VA Grantee? Select **No**. The **Organization** field will change from a lookup search field to a text only field.
 - B. Homeless Program Type
 - C. City
 - D. State
 - E. SQUARES Manager First/Last Name
 - F. SQUARES Manager Business Email (*Must not be VA email address.*)
 - G. VA Endorser Name
 - H. VA Endorser Email
 - I. VA Endorsement Date

TIP: If the VAMC or CoC in your location is not listed, please contact the [Help Desk](#) and provide information on the particular location.

SQUARES Managers Guide

3. Select **Submit**. The Data Use Agreement will open for you to review and sign electronically.

2

Organization Information

A	Are you a VA Grantee? <small>Select Yes for a list of existing orgs, and No to type if unlisted.</small>	--None-- ▾
B	Homeless Program Type <small>Choose Program Type affiliated with your organization, else Other if not listed.</small>	-- select -- ▾
C	City <small>Enter the city affiliated with your organization.</small>	
D	State <small>Choose the state your organization is located in.</small>	--None-- ▾
E	SQUARES Manager First/Last Name	
F	SQUARES Manager Business Email <small>The Data Use Agreement should only be completed by NonVA Users (who do not have a @va.gov email address). If you have any questions or need additional assistance, please contact SQUARESAdmin@va.gov</small>	
G	VA Endorser Name	
H	VA Endorser Email	
I	VA Endorsement Date	mm / dd / yyyy 📅

If you are a current VA Grantee, you are not required to complete this Data Use Agreement (after you hit the submit button).

Submit
3

4. Review the Data Use Agreement. The agreement will automatically populate with your organization’s information and information related to the person completing it.

4

SQUARES USE AGREEMENT BETWEEN UNITED STATES DEPARTMENT OF VETERANS’ AFFAIRS AND Test

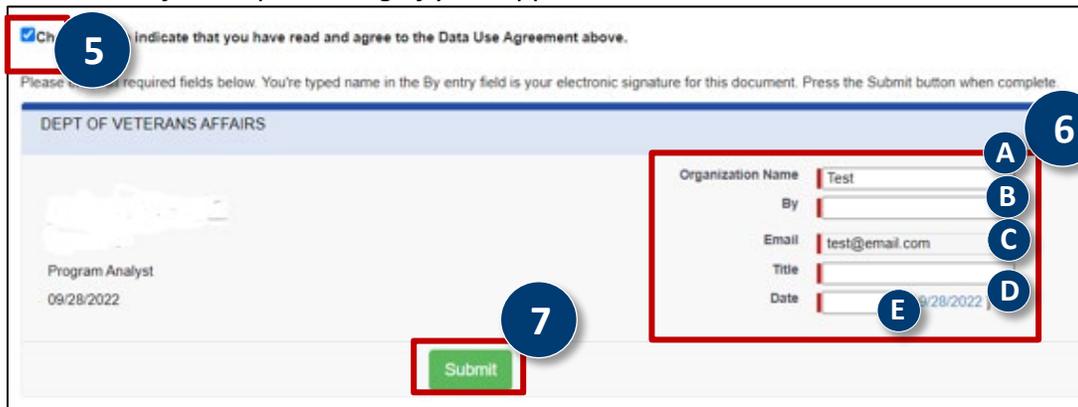
1. PREAMBLE. This Agreement is between the United States Department of Veterans Affairs (VA), a department in the executive branch of the Government, and Veterans Housing Program for Test (also called the “Partner Organization”). Collectively, the two organizations are also called the “Parties”.
2. AUTHORITY. The activities performed under this Agreement by VA are authorized pursuant to 38 U.S.C. § 7301(b) and 38 U.S.C. Chapter 20.
3. PURPOSE. VA is engaged in a campaign to functionally end Veteran homelessness nationwide. As the key housing programs under this campaign are administered by VA and coordinated by outside non-profit organizations, collaboration between these entities is essential to reliably identify all Veterans experiencing homelessness and target the highest-intensity resources to the highest-need Veterans. SQUARES facilitates this coordination by synthesizing Veteran eligibility information from VA providing it to front-line case managers who provide services to homeless Veterans. SQUARES improves coordination between providers, limits time spent on manual eligibility determinations, and increases the coverage and efficiency of homeless services for Veterans.

5. Select the check box to indicate you have read and agree to the Data Use Agreement. The Submit button will appear only after you have completed this step.

SQUARES Managers Guide

6. Ensure the Organization Information is completed:
 - A. Organization Name (*Automatically populated*)
 - B. By (your name)
 - C. Email (*Automatically populated*)
 - D. Title
 - E. Date
7. Select **Submit**.

Note: A SQUARES Admin will contact you when your organization is added to the system. Then you can proceed with applying for Manager level access. Please allow 24-48 hours for the processing of your application.



The screenshot shows a web form for organization registration. At the top, there is a checkbox labeled '5' with the text 'indicate that you have read and agree to the Data Use Agreement above.' Below this, a blue header bar reads 'DEPT OF VETERANS AFFAIRS'. The form contains several fields: 'Organization Name' (populated with 'Test'), 'By' (empty), 'Email' (populated with 'test@email.com'), 'Title' (empty), and 'Date' (populated with '09/28/2022'). A green 'Submit' button is located at the bottom. Numbered callouts are placed over the form: '5' over the checkbox, '6' over the entire form area, 'A' over 'Organization Name', 'B' over 'By', 'C' over 'Email', 'D' over 'Date', and '7' over the 'Submit' button.



SQUARES Managers Guide

Part 2: Requesting a New User's Account

Application Process Overview

- SQUARES Managers must complete an application before users can request access.
- To request or access your SQUARES account, navigate to my.va.gov/SQUARES.
- Use Chrome or Firefox Browser. Please **do not** use Internet Explorer.
- You will be redirected to ID.me, VA's log-in system. During 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 and provides an access code. This may take 5-10 minutes. For this initial visit, ID.me will redirect you to an account request form.
- Use your business email when registering. If you have another ID.me Account, use your business email as your primary email address for SQUARES. Please **do not** create a new ID.me Account.
- Once your initial access is approved, ID.me will redirect you to SQUARES.
- Contact the [Help Desk](#) if you encounter issues with ID.me.

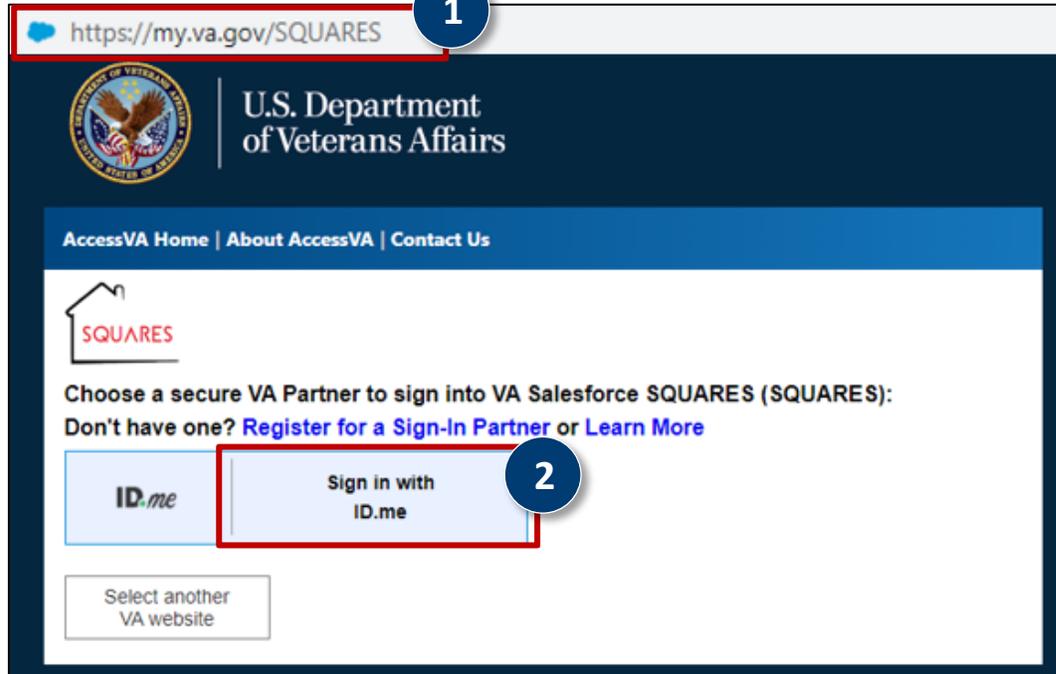
IMPORTANT

- When you navigate to my.va.gov/SQUARES, you will be redirected to a different URL. Please **do not** bookmark the site. Please type my.va.gov/SQUARES in a Chrome or Firefox browser with each new visit.

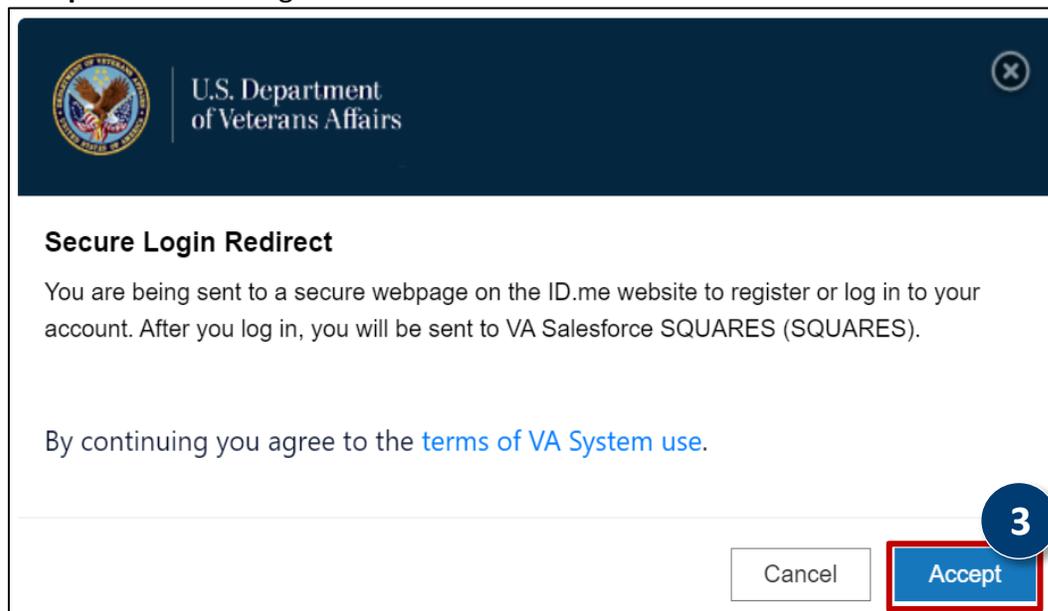
SQUARES Managers Guide

Requesting a New User's Account

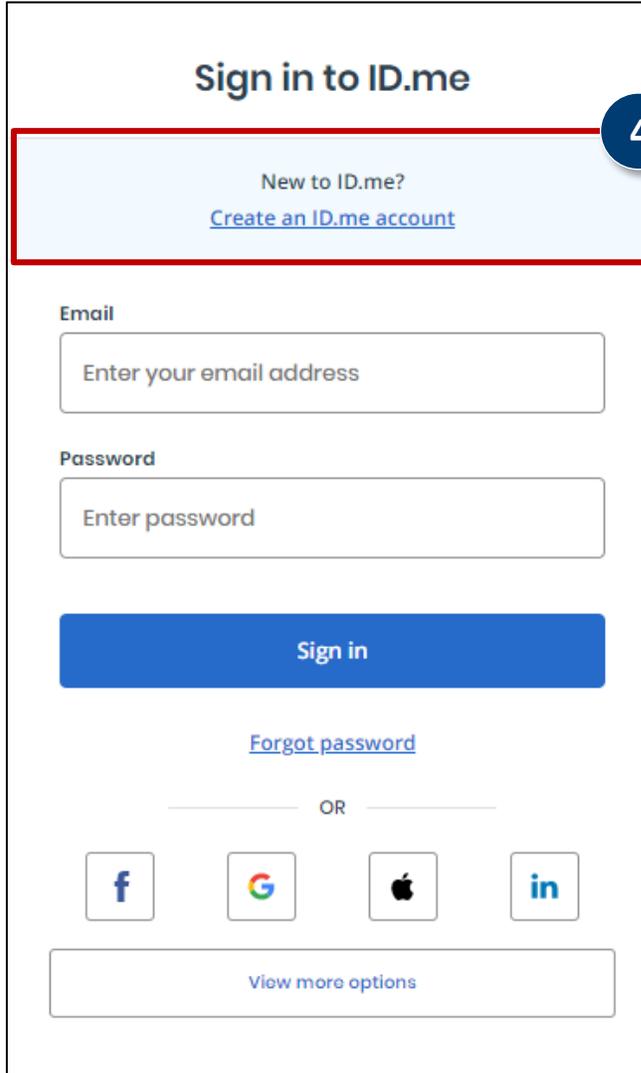
1. Navigate to AccessVA via my.va.gov/SQUARES.
2. Select **Sign in with ID.me**.



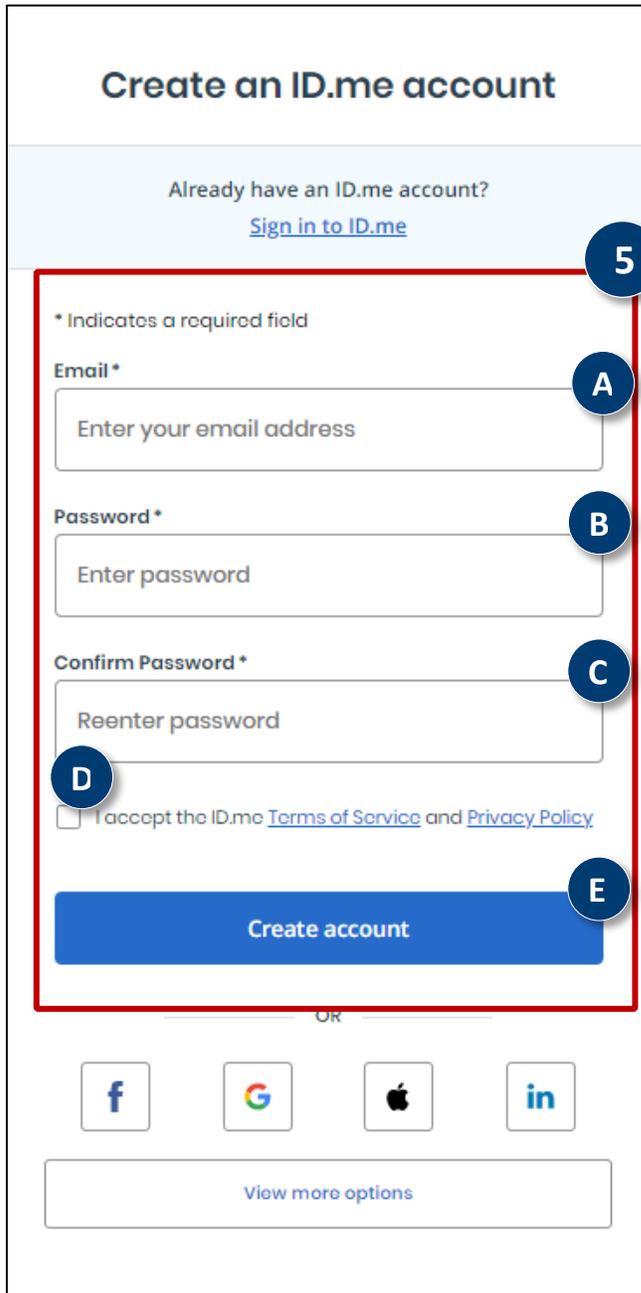
3. **Accept** the Secure Login Redirect



4. On the ID.me authentication page, select **Create an ID.me account**.



5. Begin the process of signing up for your account:
 - A. Enter your **work email address**. **Do not** use a personal email (e.g., @gmail.com or @yahoo.com) or your access request will be rejected.
Note: *If your email or phone number changes, please contact the [Help Desk](#) for assistance because your account is linked to your registered email and phone number. SQUARES and ID.me profiles need to be consistent.*
 - B. Enter your **Password**.
 - C. Confirm your **Password**.
 - D. Select the **checkbox** to accept ID.me's terms of service.
 - E. Select the **Create an ID.me account** button to complete the ID.me account creation process.



The screenshot shows the 'Create an ID.me account' form. At the top, it asks 'Already have an ID.me account?' with a link to 'Sign in to ID.me'. Below this is a red-bordered box containing the main form fields. Callout 5 points to the 'Sign in to ID.me' link. Callout A points to the 'Email*' field. Callout B points to the 'Password*' field. Callout C points to the 'Confirm Password*' field. Callout D points to the checkbox for accepting terms and policy. Callout E points to the 'Create account' button. Below the red box, there is an 'OR' separator, social media login icons for Facebook, Google, Apple, and LinkedIn, and a 'View more options' button.

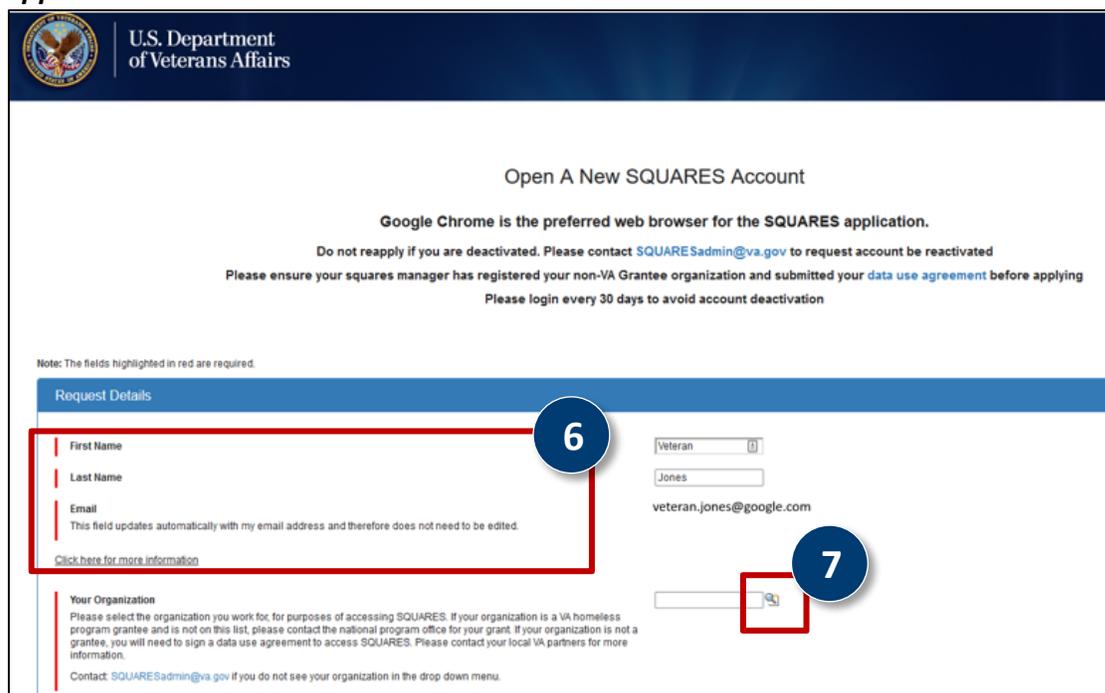
The new account will open. ID.me will also prompt you to set up **multi-factor authentication**. This means that each time you log in, you will be prompted to enter a code sent via text message. Make sure the phone number you provide ID.me is one you can reliably access, and is able to receive an SMS messages. Create a [Help Desk Ticket](#) if you need to update your contact information, so we can assist with updating the SQUARES and ID.me profiles for consistency.

SQUARES Managers Guide

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.

6. 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 delete “NULL” and enter your name instead.) You will see your email appears as you entered it on ID.me.
7. Select the **magnifying glass icon** to search for **Your Organization**. A search window will pop up. You may enter your state’s two-letter abbreviation, then search for your organization.

Note: Please be sure to verify your organization name (city/state) before submitting your application because some organizations have similar names. Contact the [Help Desk](#) if you submit the wrong organization and need assistance. **Please do not submit a new application.**

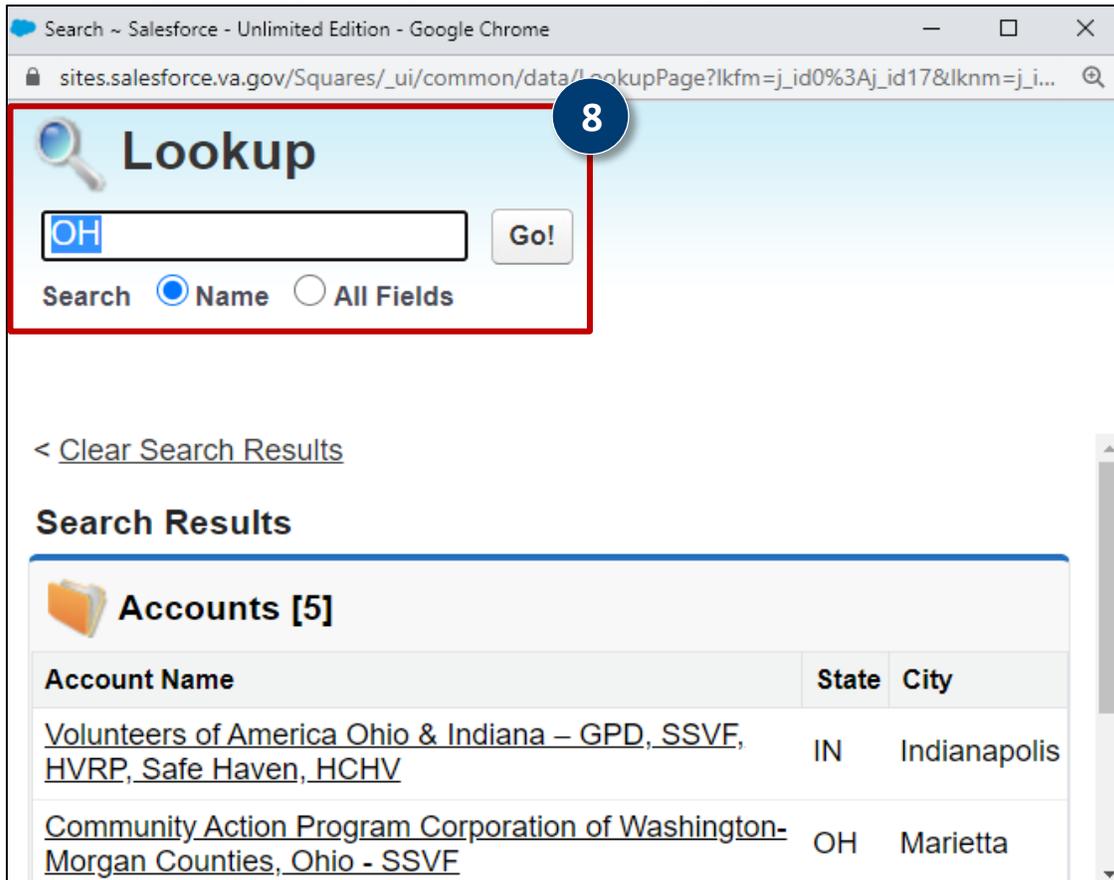


The screenshot shows the 'Open A New SQUARES Account' page from the U.S. Department of Veterans Affairs. The page includes a header with the VA logo and text: 'U.S. Department of Veterans Affairs', 'Open A New SQUARES Account', 'Google Chrome is the preferred web browser for the SQUARES application.', 'Do not reapply if you are deactivated. Please contact SQUARESadmin@va.gov to request account be reactivated', 'Please ensure your squares manager has registered your non-VA Grantee organization and submitted your [data use agreement](#) before applying', and 'Please login every 30 days to avoid account deactivation'. Below this is a 'Request Details' section with a note: 'Note: The fields highlighted in red are required.' The form contains several fields: 'First Name' (highlighted in red with a blue circle '6'), 'Last Name' (highlighted in red with a blue circle '6'), 'Email' (with a note: 'This field updates automatically with my email address and therefore does not need to be edited.'), 'Your Organization' (with a note: 'Please select the organization you work for, for purposes of accessing SQUARES. If your organization is a VA homeless program grantee and is not on this list, please contact the national program office for your grant. If your organization is not a grantee, you will need to sign a data use agreement to access SQUARES. Please contact your local VA partners for more information. Contact: SQUARESadmin@va.gov if you do not see your organization in the drop down menu.'), and a search field for organizations (highlighted in red with a blue circle '7').

TIP: Your organization may have separate listings for its different homeless programs. If your organization would like to combine those listings under one Manager (or separate out a satellite office to its own SQUARES listing), contact the [Help Desk](#).

8. Select your organization.

Note: You must select your organization's name from the pop-up window. **Do not** type it in. 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 may not be approved by their SQUARES Manager.



The screenshot shows a web browser window with the URL `sites.salesforce.va.gov/Squares/_ui/common/data/lookupPage?lkfm=j_id0%3Aj_id17&lknm=j_i...`. The page title is "Lookup". A search input field contains "OH" and a "Go!" button is next to it. Below the input field, there are radio buttons for "Name" (selected) and "All Fields". A red box highlights the search input field and the "Go!" button, with a blue circle containing the number "8" next to it. Below the search area, there is a link "< Clear Search Results". The "Search Results" section shows a folder icon and the text "Accounts [5]". Below this, there is a table with the following data:

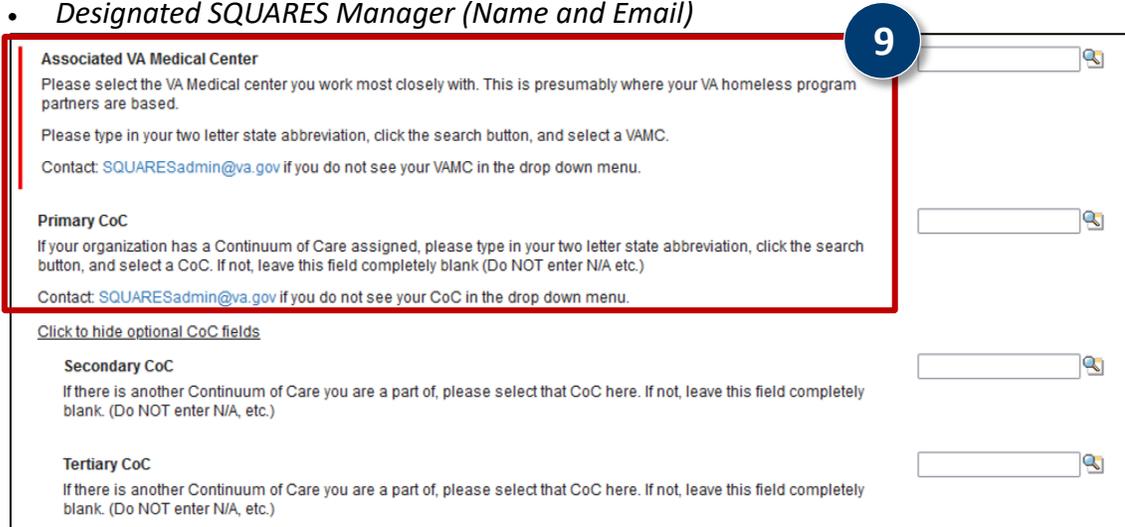
Account Name	State	City
Volunteers of America Ohio & Indiana – GPD, SSVF, HVRP, Safe Haven, HCHV	IN	Indianapolis
Community Action Program Corporation of Washington-Morgan Counties, Ohio - SSVF	OH	Marietta

SQUARES Managers Guide

9. Repeat the lookup process for the next four fields, following instructions in the help text. You must select VAMCs and CoCs in the pop-up windows. Entering them into the form will not work.

Note: If your CoC or VAMC is not listed, contact the [Help Desk](#). Please include the following information in your email:

- Organization Name (City, State)
- Homeless Program (GPD, SSVF, CERS, HUD-VASH, HCHV, Other, etc.)
- CoC (City, State)
- Designated SQUARES Manager (Name and Email)



Associated VA Medical Center
Please select the VA Medical center you work most closely with. This is presumably where your VA homeless program partners are based.
Please type in your two letter state abbreviation, click the search button, and select a VAMC.
Contact: SQUARESadmin@va.gov if you do not see your VAMC in the drop down menu.

Primary CoC
If your organization has a Continuum of Care assigned, please type in your two letter state abbreviation, click the search button, and select a CoC. If not, leave this field completely blank (Do NOT enter N/A etc.)
Contact: SQUARESadmin@va.gov if you do not see your CoC in the drop down menu.

[Click to hide optional CoC fields](#)

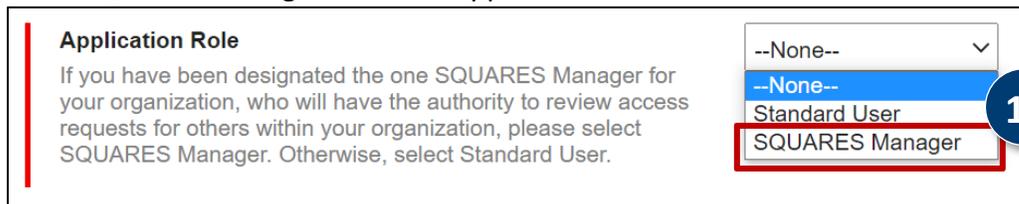
Secondary CoC
If there is another Continuum of Care you are a part of, please select that CoC here. If not, leave this field completely blank. (Do NOT enter N/A, etc.)

Tertiary CoC
If there is another Continuum of Care you are a part of, please select that CoC here. If not, leave this field completely blank. (Do NOT enter N/A, etc.)

TIP: Only the primary CoC is required. The Secondary and Tertiary CoC fields are hidden but available and may be left blank. Be sure to enter the two-state abbreviation for CoC and VAMC. A list will appear with selections.

TIP: Upon being approved, we highly encourage SQUARES Managers to send their Standard Users their contact information, Organization Name, CoC, VAMC, and locations as they appear in the drop-down menus to ensure applications are properly routed to the SQUARES Manager for approval.

10. Select SQUARES Manager from the Application Role menu.



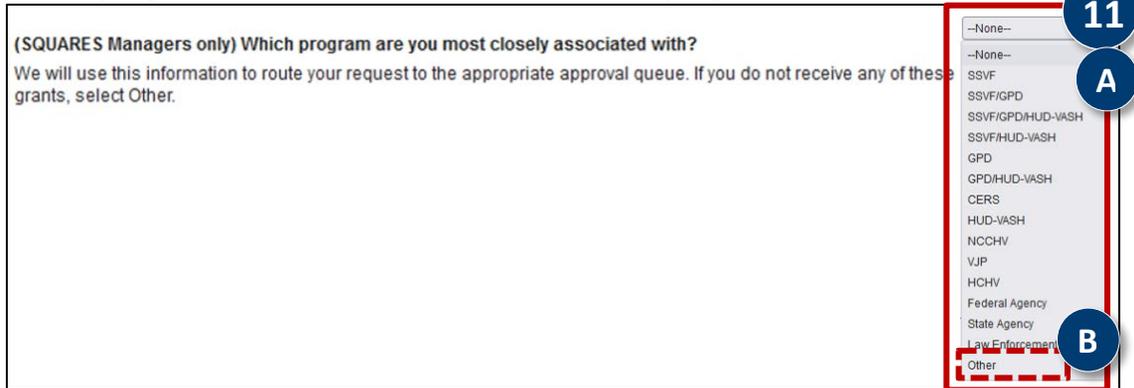
Application Role
If you have been designated the one SQUARES Manager for your organization, who will have the authority to review access requests for others within your organization, please select SQUARES Manager. Otherwise, select Standard User.

--None--
--None--
Standard User
SQUARES Manager

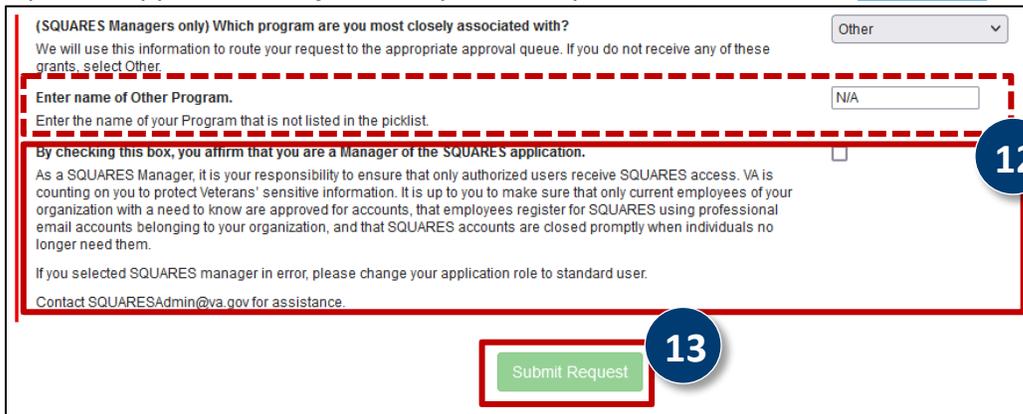
TIP: If you select the wrong application role, contact the [Help Desk](#).

SQUARES Managers Guide

11. From the program drop-down menu:
 - A. Select the program with which you are most closely affiliated from the drop-down menu.
 - B. Select the “Other” option if your program is not affiliated with the listed programs and **enter the name of the other program.**



12. Select the checkbox to confirm you are a SQUARES Manager.
13. Select the **Submit Request** button. You will receive an email notification once your request is approved or rejected. If you have questions, contact the [Help Desk](#).



TIP: Once a user’s account is approved, they must access SQUARES every 30 days to keep their account active. The SQUARES Manager will have to re-certify their access twice a year (March and September).

TIP: Users/Managers may get reminder emails about both processes if users’ or managers’ accounts are deactivated due to 90 days of inactivity

TIP: SQUARES Managers have the ability to reactivate users’ accounts within 90 days of inactivity.

TIP: SQUARES Managers need to contact the Help Desk if users’ accounts have more than 90 days of inactivity and if the SQUARES Manager’s account needs to be reactivated.

Part 3: Accessing a Registered SQUARES Account

Warning

You must navigate to my.va.gov/SQUARES every time you want to access SQUARES and it is recommended you use Google Chrome or Firefox. **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, copy and paste the link and send it to the [Help Desk](#) so our Technical Team can research the issue.

Once your account is approved, you can access it on Google Chrome or Firefox using the steps noted below with each visit.

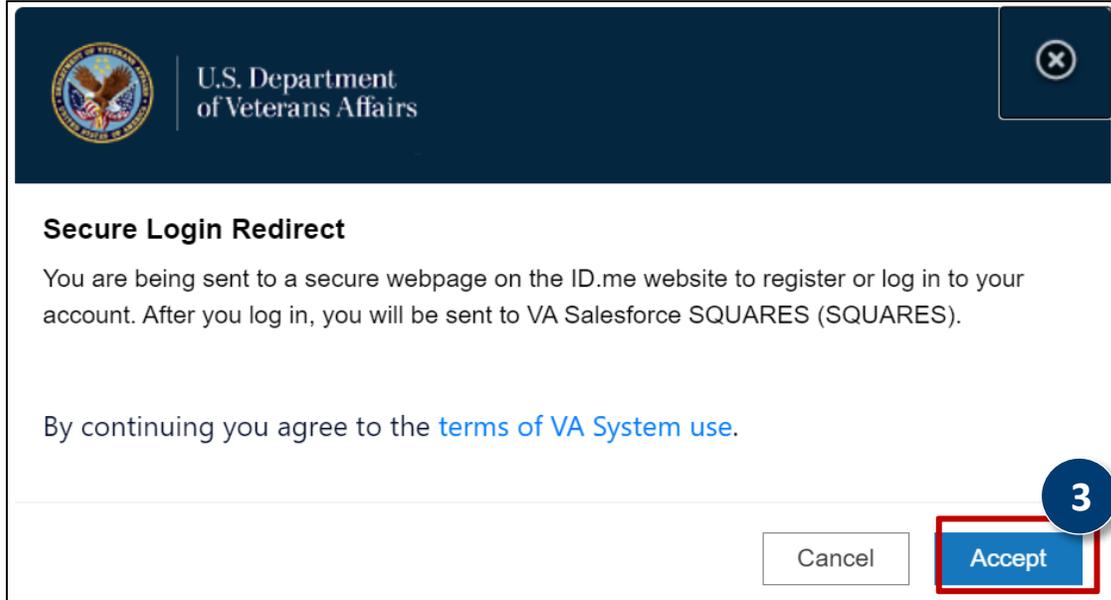
Access Existing Non-VA Users Account

1. Navigate to my.va.gov/SQUARES.
2. Select **Sign in with ID.me**.



SQUARES Managers Guide

3. **Accept** the Secure Login Redirect. Contact the [Help Desk](#) if your email or phone number changes.



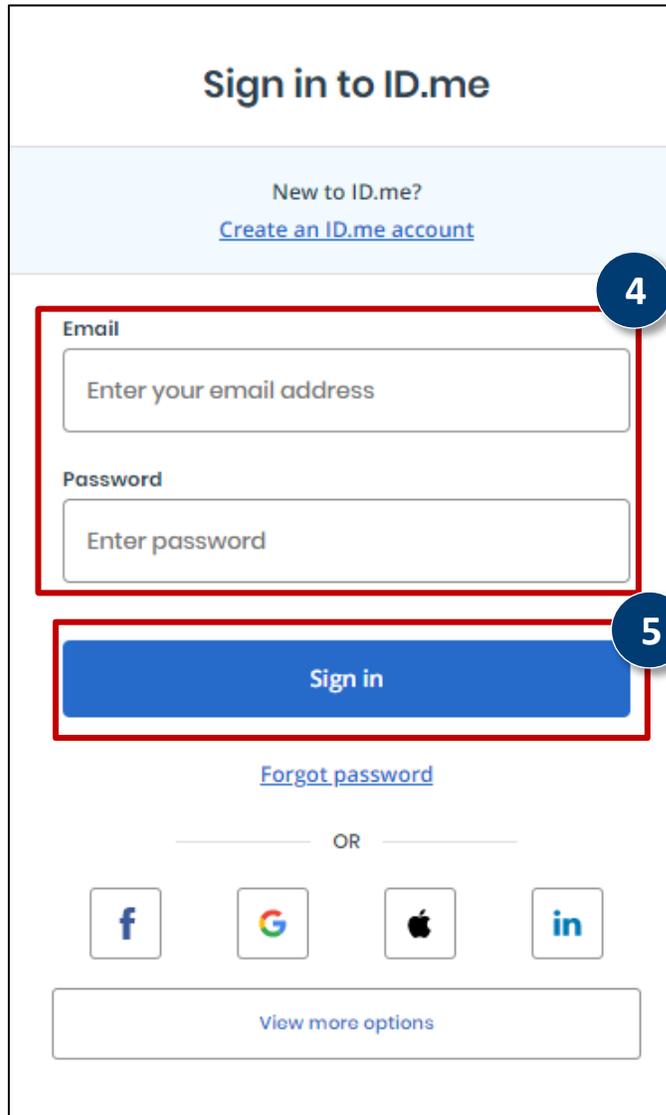
SQUARES Managers Guide

4. Enter the ID.me credentials you created during your account request.

Note: Contact [Help Desk](#) for assistance.

Note: If your email or phone number changes, please contact the [Help Desk](#) for assistance because your account is linked to your registered email and phone number. SQUARES and ID.me Profiles need to be consistent. Please **do not** submit a new ID.me account.

5. Select **Sign In**, and enter the code sent to your phone when prompted.

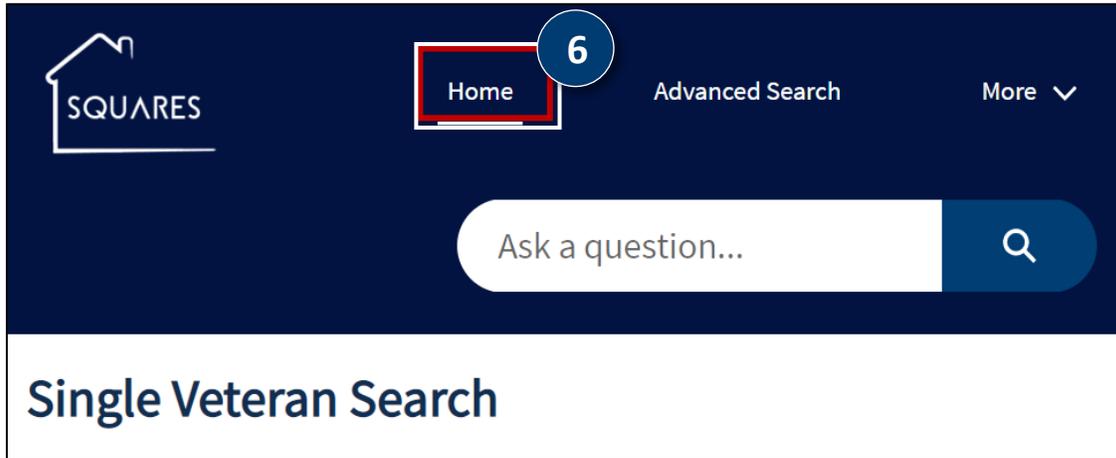


The screenshot shows the ID.me sign-in interface. At the top, it says "Sign in to ID.me". Below that, there is a link for "New to ID.me? Create an ID.me account". The main form area contains two input fields: "Email" with the placeholder "Enter your email address" and "Password" with the placeholder "Enter password". A red box highlights these two fields, with a blue circle containing the number "4" next to it. Below the password field is a blue "Sign in" button, which is also highlighted with a red box and a blue circle containing the number "5". Underneath the button is a link for "Forgot password". At the bottom, there is an "OR" separator and four social media icons: Facebook, Google, Apple, and LinkedIn. A "View more options" link is located at the very bottom of the form.



SQUARES Managers Guide

- You will be redirected to SQUARES. Please **do not** bookmark the site. Please type my.va.gov/SQUARES into a Chrome or Firefox browser with each new visit.





SQUARES Managers Guide

Part 4: Reviewing New Account Requests

Review Guidelines for Managers

- 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 to confirm Veteran eligibility, provide outreach services, or other similar tasks, that employee is not permitted to have a SQUARES account.
- 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 ensure their requests are aligned to their SQUARES Manager:
 - Organization Name (City and State)
 - Homeless Program
 - CoC (City and State)
 - VAMC (City and State)
 - SQUARES Managers' Contact Info (Also, let them know your contact information will be posted on the bottom right of the SQUARES Community Page when they login to the system.)

FRIENDLY REMINDERS

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 Semi-Annual Recertification Process (March and September).** Designate a Backup Manager from your user list that we can contact (in the event you are out for an extended period of time) so we can promote the person to be a Manager. Refer to Part 6 of this Quick Reference Guide, [Identifying a Replacement Manager](#), for additional information.

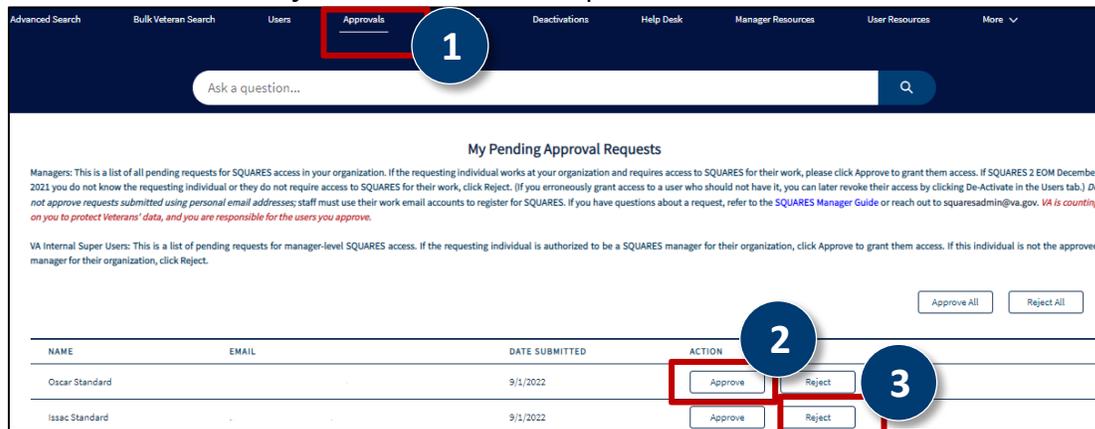
Once the new Manager is approved, you will lose your Manager privileges by being deactivated or reverted to Standard User (based on your preference).

If you need assistance, please submit a [Help Desk Ticket](#).

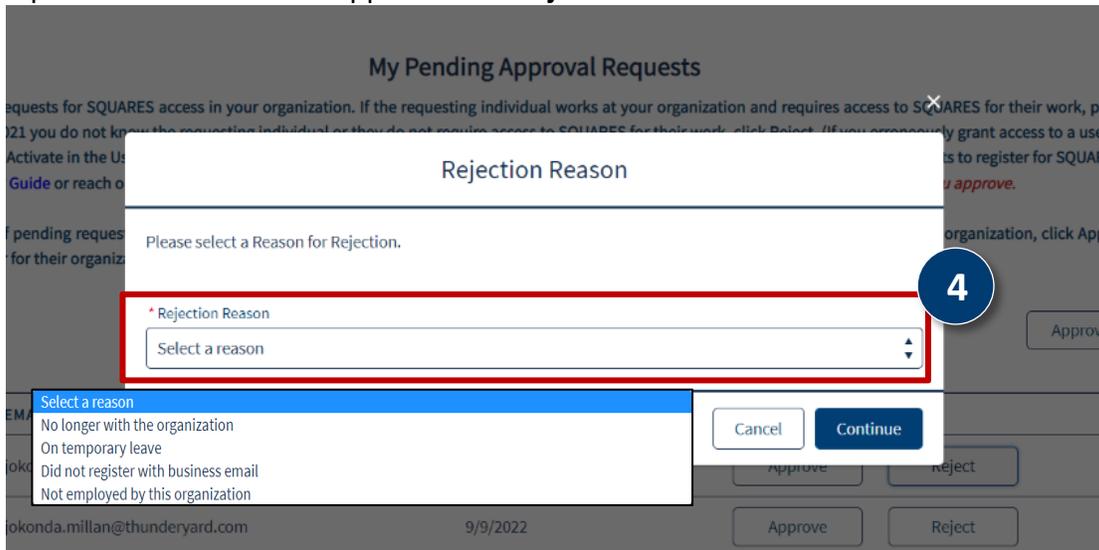
SQUARES Managers Guide

When individuals at your organization apply for SQUARES access, their requests are automatically routed to you via an email notifying you of the request. Follow these steps below:

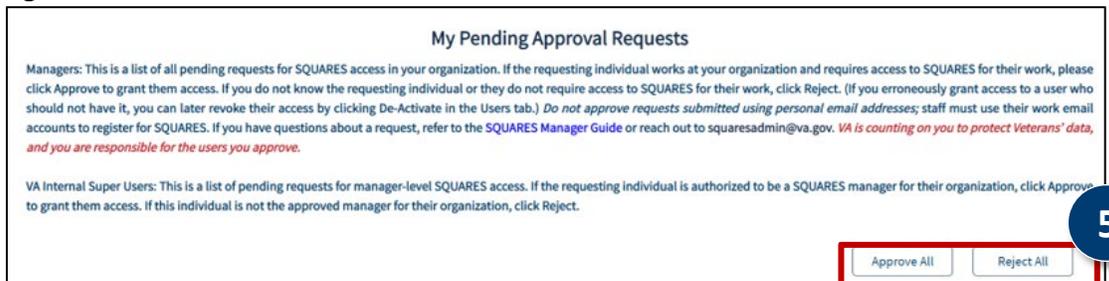
1. Log in to SQUARES at my.va.gov/SQUARES, as outlined in the Account Access Guide. Then, select the **Approvals** tab from the SQUARES header. Any new account requests will display in a list on this page.
2. Select **Approve** if the individual works at your organization and requires SQUARES access for their work. Behind the scenes, the user’s account will be created, and they will receive an email informing them of the approval.
3. Select **Reject** if the individual does not work at your organization or does not require SQUARES access. A **Reject Reason** field will open.



- In the **Reject Reason** overlay, provide a rationale and select **Reject** again to continue. Once you make your selection, the record will be removed from your list of active requests and the user will appear in the **Rejections** tab.



- To approve or reject all users, select the **Approve All** or **Reject All** buttons on the far right of the screen.



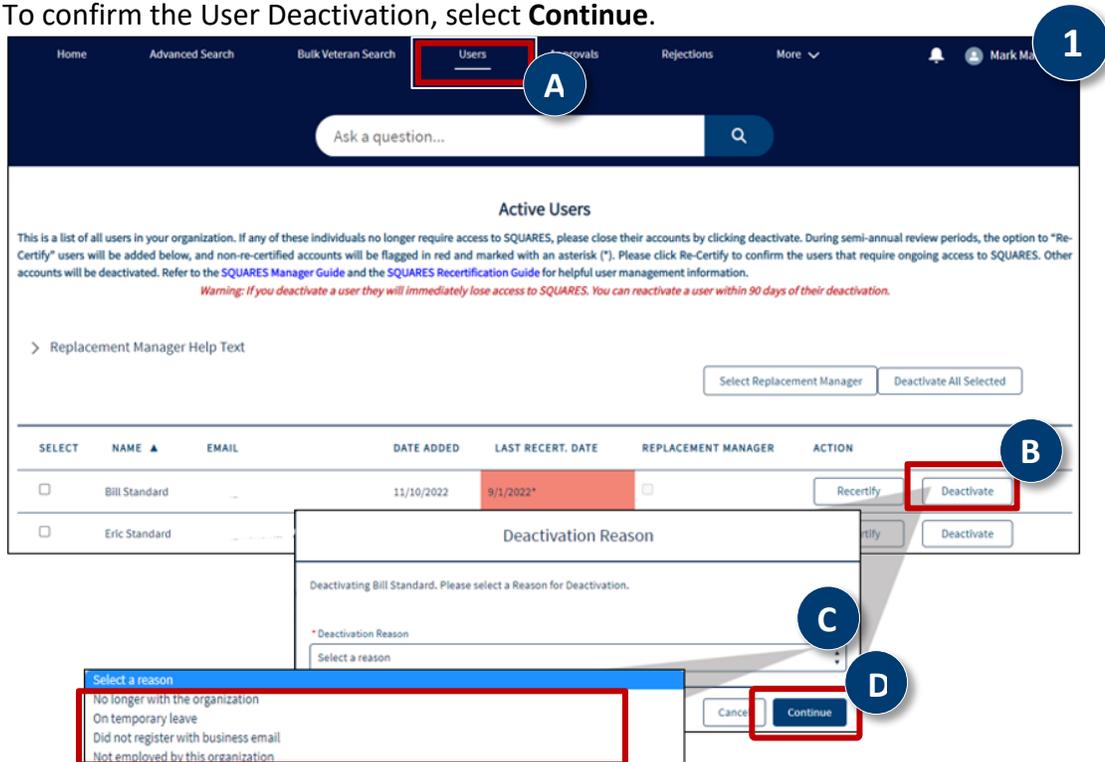
Do not approve the account if any of the following is true:

- 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.

Part 5: Managing, Deactivating, and Reactivating Users

Note: You are responsible for deactivating users after they leave the organization within 24-48 hours of their departure. If you leave the organization, please submit a [Help Desk Ticket](#) (within 24-48 hours of your departure) and include the following information:

- User Name
 - Organization (City and State)
 - Date of Departure/Deactivation
 - New SQUARES Managers (Name/Email)
 - Share the application instructions on the SQUARES Resources Website if they do not have a registered account.
1. Deactivate any users proactively when they leave their positions and no longer require access to SQUARES (within 24-48 hours of their departure date).
 - A. Select the **Users** tab to see a list of all active users in your organization.
 - B. Select **Deactivate** to the right of the individual's name. A **Deactivation Reason** overlay will appear.
 - C. In the **Deactivate Reason** field, enter a reason for the deactivation and select **Deactivate** again to continue.
 - D. To confirm the User Deactivation, select **Continue**.



- To deactivate multiple users, place a check mark in the **Select** column for each affected user and select **Deactivate All Selected**. Using this option bypasses the Deactivation Reason screen.

SELECT	NAME ▲	EMAIL	DATE ADDED	LAST RECERT. DATE	REPLACEMENT MANAGER	ACTION
<input checked="" type="checkbox"/>	Bill Standard	farooq_muhammad@bah.com	11/10/2022	9/1/2022*	<input type="checkbox"/>	<input type="button" value="Recertify"/> <input type="button" value="Deactivate"/>
<input checked="" type="checkbox"/>	Eric Standard	farooq_muhammad@bah.com	9/1/2022	3/1/2022*	<input type="checkbox"/>	<input type="button" value="Recertify"/> <input type="button" value="Deactivate"/>
<input checked="" type="checkbox"/>	Ray Standard	farooq_muhammad@bah.com	9/1/2022	3/1/2022*	<input type="checkbox"/>	<input type="button" value="Recertify"/> <input type="button" value="Deactivate"/>
<input type="checkbox"/>	Tim Standard	farooq_muhammad@bah.com	9/1/2022	9/1/2022*	<input type="checkbox"/>	<input type="button" value="Recertify"/> <input type="button" value="Deactivate"/>

- To see lists of rejected or deactivated users specific to your organization, select the **Rejections** or **Deactivations** tab.

Note: In addition to approving user requests within 24-48 hours of receipt, you must review the approval queue every month to ensure it accurately reflects all active and nonactive accounts.

NAME	EMAIL	DATE REJECTED	REJECTION REASON
Kiara Bloggs	[REDACTED]	3/4/2021	This person does not belong to my organization

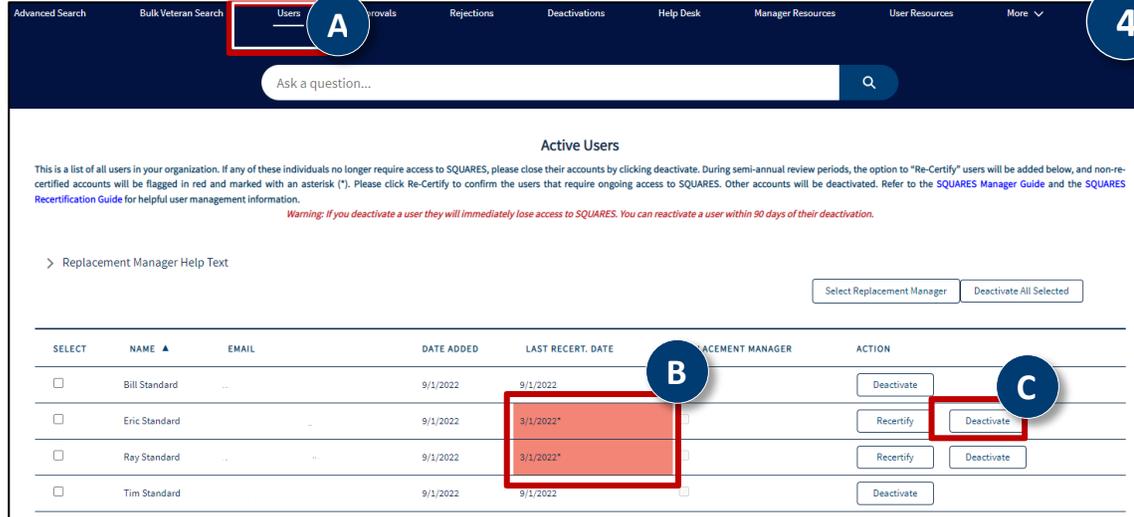
SELECT	NAME	EMAIL	DATE DEACTIVATED	DEACTIVATION REASON	ACTION
<input type="checkbox"/>	Manager User_22	farooq_muhammad@bah.com	9/9/2022	On temporary leave	
<input type="checkbox"/>	Manager User_228	muhammad.farooq@libertylts.com	9/9/2022	On temporary leave	

- For additional security, SQUARES Managers are required to participate in the Semi-Annual Recertification Process (March and September) 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. Select the **Users** tab.
- B. Users with a red background and an asterisk under **Last Recertification Date** are pending recertification.
- C. Select **Deactivate** if the user no longer requires SQUARES access.

Note: For information about recertifications, see Part 7.



The screenshot shows the 'Active Users' page in the SQUARES Managers interface. The 'Users' tab is selected, indicated by a red box and a blue circle with the letter 'A'. The page displays a table of users with columns for SELECT, NAME, EMAIL, DATE ADDED, LAST RECERT. DATE, REPLACEMENT MANAGER, and ACTION. Two users, Eric Standard and Ray Standard, have a red background and an asterisk in the 'LAST RECERT. DATE' column, highlighted by a red box and a blue circle with the letter 'B'. The 'Deactivate' button for Eric Standard is highlighted by a red box and a blue circle with the letter 'C'. A search bar and navigation tabs are visible at the top, and a large blue circle with the number '4' is in the top right corner.

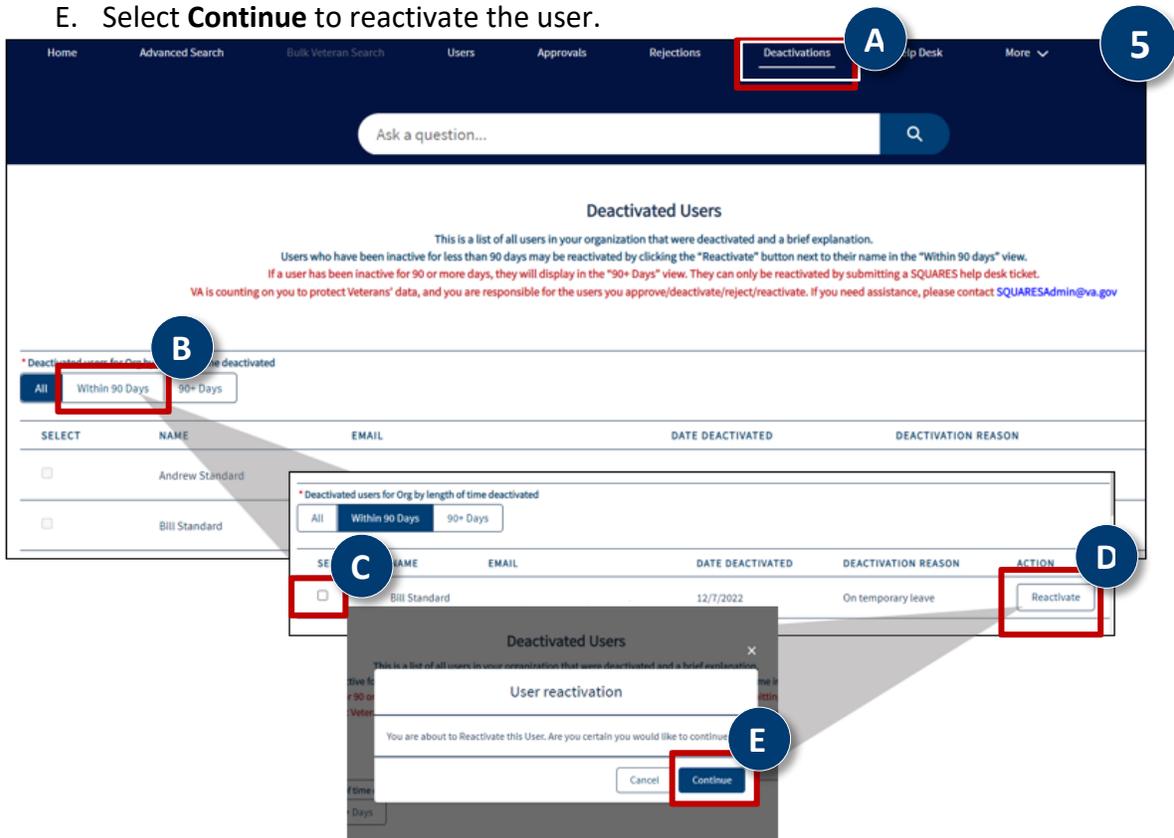
SELECT	NAME ▲	EMAIL	DATE ADDED	LAST RECERT. DATE	REPLACEMENT MANAGER	ACTION
<input type="checkbox"/>	Bill Standard	...	9/1/2022	9/1/2022		Deactivate
<input type="checkbox"/>	Eric Standard	...	9/1/2022	3/1/2022*		Recertify Deactivate
<input type="checkbox"/>	Ray Standard	...	9/1/2022	3/1/2022*		Recertify Deactivate
<input type="checkbox"/>	Tim Standard	...	9/1/2022	9/1/2022		Deactivate

5. To reactivate a user that has been deactivated within the last 90 days:

- A. Select the **Deactivations** tab.
- B. Select the **Within 90 Days** button.

Note: Only staff that have been deactivated within the last 90 days can be reactivated. For staff deactivated over 90 days, a Help Desk ticket is required.

- C. Select the check box next to the user's name.
- D. Select **Reactivate**. A User Reactivation alert displays.
- E. Select **Continue** to reactivate the user.



The screenshot shows the 'Deactivations' tab selected in the top navigation bar (A). Below the navigation is a search bar and a 'Deactivated Users' section. In this section, the 'Within 90 Days' filter is selected (B). A table lists deactivated users with columns for 'SELECT', 'NAME', 'EMAIL', 'DATE DEACTIVATED', and 'DEACTIVATION REASON'. The user 'Bill Standard' is selected (C), and the 'Reactivate' button is highlighted (D). A modal dialog titled 'User reactivation' is open, asking for confirmation to reactivate the user, with the 'Continue' button highlighted (E).

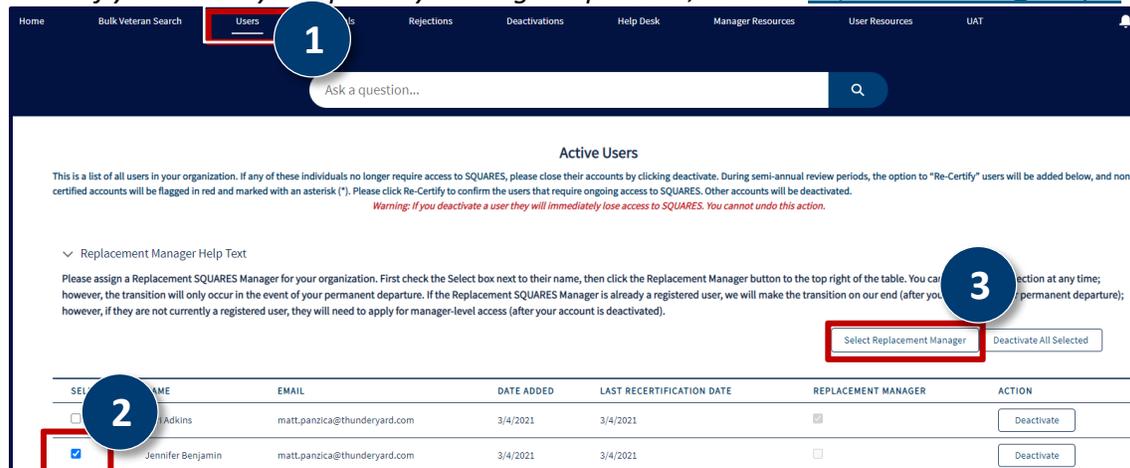
SELECT	NAME	EMAIL	DATE DEACTIVATED	DEACTIVATION REASON	ACTION
<input type="checkbox"/>	Andrew Standard				
<input type="checkbox"/>	Bill Standard		12/7/2022	On temporary leave	Reactivate

Part 6: Identifying a Replacement Manager

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 permanently leaving this position, make sure that you have identified a replacement Manager. Once the new Manager is approved, you will lose your Manager privileges, but you will remain in the system as a Standard User.

1. Select the **Users** tab.
2. Designate the replacement manager by choosing the **Select** checkbox next to the name of the replacement manager.
3. Use the **Select Replacement Manager** button to complete the process.

Note: If you are only temporarily leaving the position, contact SQUARESAdmin@va.gov.



The screenshot shows the 'Users' tab in the SQUARES system. A search bar is at the top. Below it, the 'Active Users' section contains a table of users. Callout 1 points to the 'Users' tab in the navigation menu. Callout 2 points to the 'Select' checkbox in the first column of the user table. Callout 3 points to the 'Select Replacement Manager' button in the 'ACTION' column of the table.

SELECT	NAME	EMAIL	DATE ADDED	LAST RECERTIFICATION DATE	REPLACEMENT MANAGER	ACTION
<input type="checkbox"/>	Adkins	matt.panzica@thunderyard.com	3/4/2021	3/4/2021	<input checked="" type="checkbox"/>	Deactivate
<input checked="" type="checkbox"/>	Jennifer Benjamin	matt.panzica@thunderyard.com	3/4/2021	3/4/2021	<input type="checkbox"/>	Deactivate

Part 7: Recertification Process

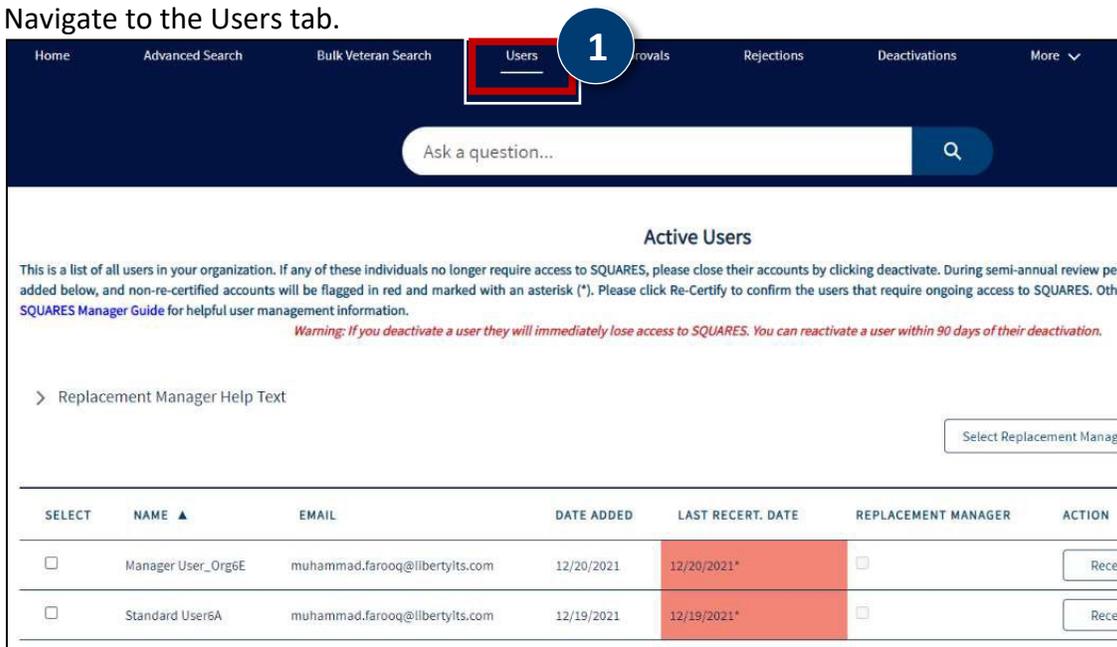
Both active SQUARES Managers and Standard Users are required to go through our Semi-Annual Recertification Process Review, which is conducted during the months of March and September. SQUARES Managers will be responsible for completing the recertification process for their organization. SQUARES Managers and Standard Users that are not recertified by April 1st or October 1st will be automatically deactivated. We encourage SQUARES Managers to assess their Manager’s Portal on the monthly basis to take the proper actions to assign a Replacement Manager (Backup Manager), as needed; approve/disapprove; activate/deactivate accounts (as needed). If you need assistance with updating a user’s contact information, please submit a [Help Desk Ticket](#) to briefly describe your issue.

SQUARES Managers have the ability to reactivate users that have < 90 days of deactivation from their Manager’s Portal.

The SQUARES Admin and SQUARES Manager will receive a notification email during the review periods to remind them of this requirement.

Here is the process to RECERTIFY users:

1. Navigate to the Users tab.



The screenshot shows the 'Users' tab selected in the navigation menu. Below the navigation bar is a search bar with the placeholder text 'Ask a question...'. The main content area is titled 'Active Users' and contains a list of users with columns for SELECT, NAME, EMAIL, DATE ADDED, LAST RECERT. DATE, REPLACEMENT MANAGER, and ACTION. Two users are listed: 'Manager User_Org6E' and 'Standard User6A', both with 'LAST RECERT. DATE' marked with an asterisk, indicating they need recertification.

SELECT	NAME ▲	EMAIL	DATE ADDED	LAST RECERT. DATE	REPLACEMENT MANAGER	ACTION
<input type="checkbox"/>	Manager User_Org6E	muhammad.farooq@libertylts.com	12/20/2021	12/20/2021*	<input type="checkbox"/>	Recertify
<input type="checkbox"/>	Standard User6A	muhammad.farooq@libertylts.com	12/19/2021	12/19/2021*	<input type="checkbox"/>	Recertify

SQUARES Managers Guide

- Users that need to be recertified will be displayed with a red background and an asterisk on the LAST RECERTIFICATION DATE.



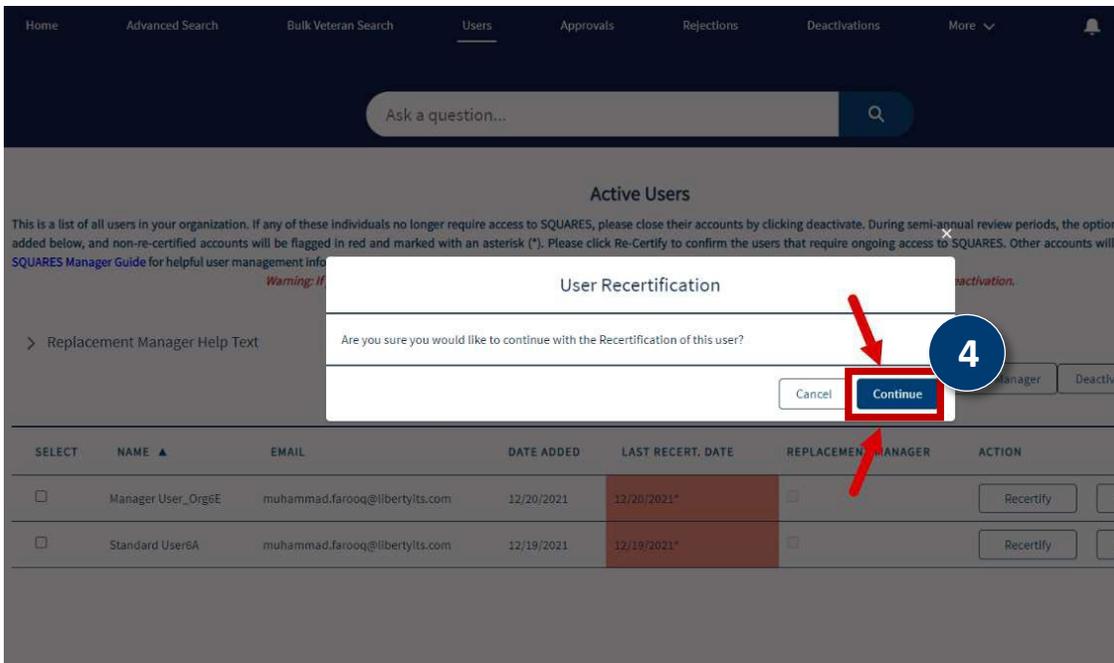
SELECT	NAME ▲	EMAIL	DATE ADDED	LAST RECERT. DATE	REPLACEMENT MANAGER	ACTION
<input type="checkbox"/>	Manager User_Org6E	muhammad.farooq@libertyits.com	12/20/2021	12/20/2021*		Recertify Deactivate
<input type="checkbox"/>	Standard User6A	muhammad.farooq@libertyits.com	12/19/2021	12/19/2021*		Recertify Deactivate

- Select the **Recertify** button.



SELECT	NAME ▲	EMAIL	DATE ADDED	LAST RECERT. DATE	REPLACEMENT MANAGER	ACTION
<input type="checkbox"/>	Manager User_Org6E	muhammad.farooq@libertyits.com	12/20/2021	12/20/2021*	<input type="checkbox"/>	Recertify Deactivate
<input type="checkbox"/>	Standard User6A	muhammad.farooq@libertyits.com	12/19/2021	12/19/2021*	<input type="checkbox"/>	Recertify Deactivate

- Select **Continue**.



Home Advanced Search Bulk Veteran Search Users Approvals Rejections Deactivations More

Ask a question...

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 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. For more information, please refer to the SQUARES Manager Guide for helpful user management information.

Warning: If you deactivate a user, you will lose all data associated with that user.

Are you sure you would like to continue with the Recertification of this user?

Cancel Continue

SELECT	NAME ▲	EMAIL	DATE ADDED	LAST RECERT. DATE	REPLACEMENT MANAGER	ACTION
<input type="checkbox"/>	Manager User_Org6E	muhammad.farooq@libertyits.com	12/20/2021	12/20/2021*	<input type="checkbox"/>	Recertify Deactivate
<input type="checkbox"/>	Standard User6A	muhammad.farooq@libertyits.com	12/19/2021	12/19/2021*	<input type="checkbox"/>	Recertify Deactivate

5. User has been recertified.



SELECT	NAME ▲	EMAIL	DATE ADDED	LAST RECERT. DATE	EVENT MANAGER	ACTION
<input type="checkbox"/>	Manager User_OrgtE	muhammad.farooq@libertyits.com	12/20/2021	1/3/2022		Deactivate
<input type="checkbox"/>	Standard UserIA	muhammad.farooq@libertyits.com	12/19/2021	12/19/2021*	<input type="checkbox"/>	Recertify Deactivate

TIP: If you need assistance, please submit a [Help Desk Ticket](#) to briefly describe your issue.