



SQUARES: Quick Reference Guide

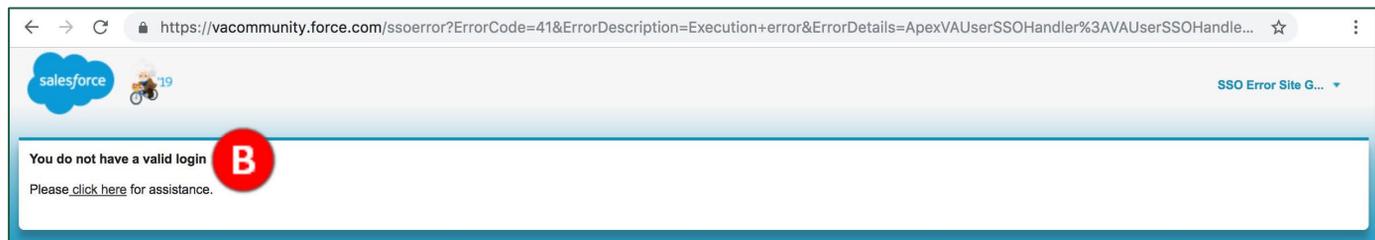
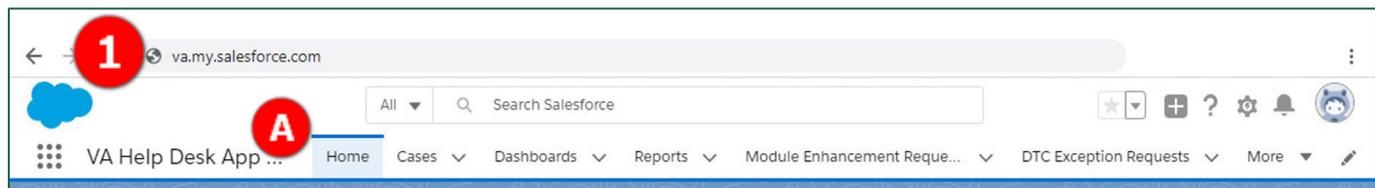
Part 1 for VA Users: Request Your SQUARES Account

Step 1: Request Your Account

The process for requesting SQUARES access is different depending on whether you already have a VA Salesforce account. However, it is recommended you use the browser Chrome when accessing SQUARES.

Option 1: Unsure if I have a Salesforce Account

1. Access the VA network (at a VA facility or on VPN) and navigate to va.my.salesforce.com
 - A. If the **VA Help Desk Application** home screen displays, you DO have a Salesforce account
 - B. If you receive a “You do not have a valid login. Please ‘click here’ for assistance.” message, you DO NOT have a Salesforce Account





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Option 2: I have a Salesforce Account

1. Navigate to <https://vacommunity.force.com/helpdesk>
2. Complete, at minimum, the seven required fields of the **Open an Issue with the VA Help Desk** form found in the **Case Information** section
 - A. **Priority:** Medium
 - B. **DTC Application:** SQUARES
 - C. **Issue Topic:** App Support Request
 - D. Enter a **Description** and **Subject** that reflects your request
 - E. **Preferred Callback Number** and **Preferred Contact Email**, which should be your VA email
3. Select **Submit**

The screenshot shows the 'Open an Issue with the VA Help Desk' form. The browser address bar shows the URL <https://vacommunity.force.com/helpdesk>. The form is titled 'Open an Issue with the VA Help Desk' and includes instructions to use the form to create a VA Help Desk issue. A note states: 'Note: The fields highlighted in red are required.' The form is divided into sections: 'Issue Details', 'Case Information', and 'Case Attachments'. The 'Case Information' section contains the following fields: 'Priority' (Medium), 'DTC Application' (SQUARES), 'Issue Topic' (App Support Request), 'Description' (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), 'Subject' (SQUARES Access), 'Issue Related to' (--None--), 'Error Page URL', 'Preferred Callback Number' (111-111-1111), and 'Preferred Contact Email' (test@va.gov). The 'Case Attachments' section shows an 'Uploading the Attachment' area with a 'Choose File' button and 'No file chosen' text. A green 'Submit' button is visible at the bottom left. Red callouts A-E highlight the required fields: A (Priority), B (DTC Application), C (Issue Topic), D (Description and Subject), and E (Preferred Callback Number and Preferred Contact Email). A green callout 3 highlights the 'Submit' button.



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Part 1 for VA Users: Request Your SQUARES Account

Option 3: I do not have a Salesforce Account

1. Navigate to the **Open a New User Request with the VA Help Desk** form via https://vacommunity.secure.force.com/helpdesk/VA_Help_Desk_New_User_405
2. Complete the fields of the **Access Information** section
 - A. Select the **New User?** checkbox
 - B. Select **SQUARES** from the **Application Requested** menu
 - C. Enter your request in the **Describe Level of Access Needed** field
3. Complete **ONLY** the three required fields of the **New User Request Details** section: **First Name, Last Name, and Email Address (VA Email)**
4. Confirm you have completed VAs trainings by selecting the three checkboxes in the **Required Training** section
5. Select **Submit Request**

The screenshot shows a web browser window with the URL https://vacommunity.secure.force.com/helpdesk/VA_Help_Desk_New_User_405. The page header includes the U.S. Department of Veterans Affairs logo and name. The main heading is "Open a New User Request with the VA Help Desk". Below the heading is a note: "Use this form to submit a new user request or change an existing users access. We will process requests as quickly as possible in the order that we receive them." A sub-note states: "Note: The fields highlighted in red are required." The form is divided into several sections:

- Request Details**:
 - Access Information**:
 - New User?**: A checkbox labeled 'A' is checked.
 - Application Requested**: A dropdown menu labeled 'B' is set to 'SQUARES'.
 - Describe Level of Access Needed**: A text area labeled 'C' contains the text: "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."
 - New User Request Details**: A section labeled '3' with a red dashed border containing:
 - First Name**: Text input field with "Jane".
 - Last Name**: Text input field with "Test".
 - Email Address (VA Email)**: Text input field with "jane.test@va.gov".
 - Federation ID**: Text input field.
 - LAN ID**: Text input field.
 - Requires color-blind Palette on Charts?**: A checkbox with an information icon.
- Required Training**: A section labeled '4' with a red dashed border containing:
 - Cyber Training?**: Checked checkbox.
 - Privacy Training?**: Checked checkbox.
 - Rules of Behavior Training?**: Checked checkbox.
- Submit Request**: A green button labeled '5'.



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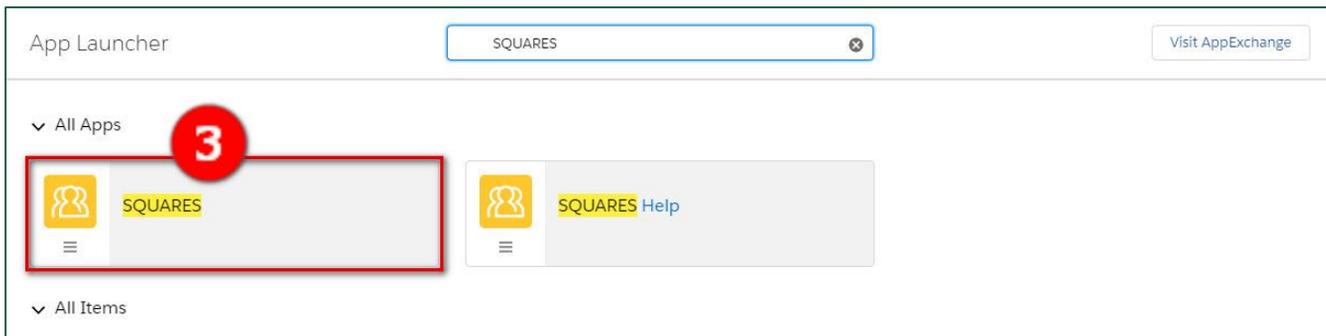
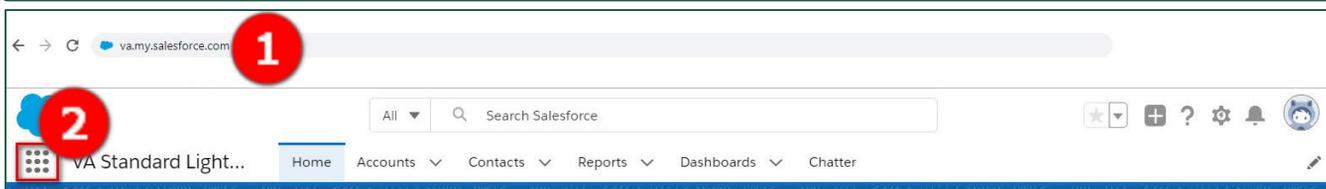
Part 2 for VA Users: Access Your SQUARES Account

Step 2: Access Your Account

1. Access the VA network, and navigate to va.my.salesforce.com
2. Select the nine-dot **App Launcher** icon in the upper left corner
3. Select the **SQUARES** module tile from the App Launcher menu

Note: If SQUARES does not load, check your browser's pop-up blocker, which may have prevented SQUARES from opening.

Refer to va.gov/homeless/squares for training materials covering how to use SQUARES.



Tips:

- Because of VA's network settings, Salesforce may fail to load entirely upon navigating to va.my.salesforce.com. If you experience this loading issue, [access instructions in this Salesforce article](#) about enabling third-party cookies for Salesforce.
- The SQUARES module should open in a new tab. If the new page does not load, check your browser's pop-up blocker setting. If you received a "Pop-up blocked" error alert, select it to expand a menu that has the option to "Always allow pop-ups and redirects."
- Please notify your SQUARES Manager of your impending departure within 24 hours.
- All VA SQUARES Users or Managers are encouraged to complete the [Online SQUARES training](#) before applying for access to SQUARES. If you have questions or comments, contact squaresadmin@va.gov.