**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
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**
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://vacommmunity.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
**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](http://va.gov/homeless/squares) for training materials covering how to use SQUARES.

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**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.