



# SQUARES: Quick Reference Guide

## Part 1: Request and Access Your Account

### Overview

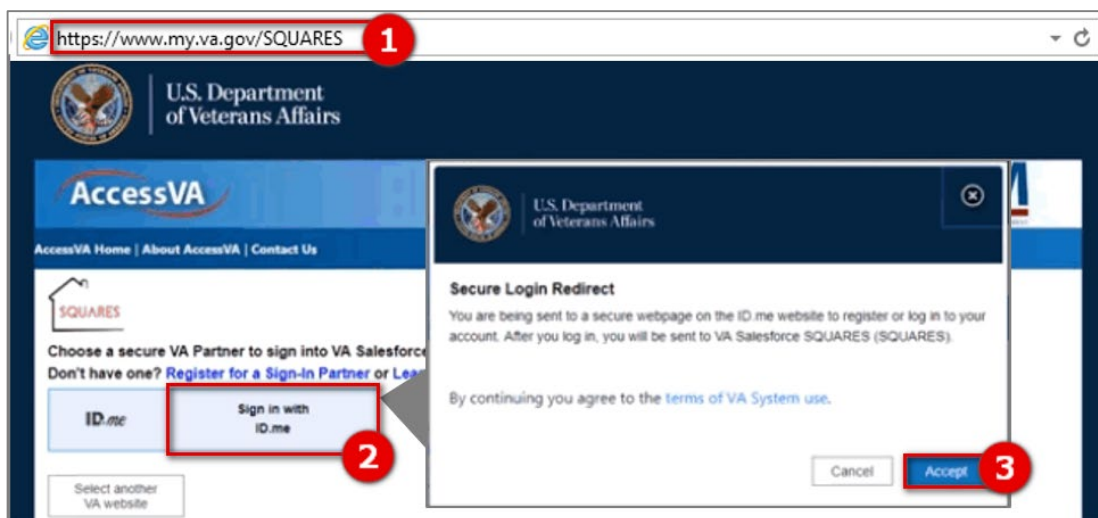
- To request or access your SQUARES account, navigate to <https://www.my.va.gov/SQUARES>.
- You will be redirected to ID.me, VA's log-in system. At your first visit, you will have to create an ID.me account, in which ID.me validates that you are who you say you are. This may take 5-10 minutes.
- At your first visit, ID.me will then redirect you to an account request form. At later visits, once your access is approved, ID.me will redirect you straight to SQUARES.
- Remember that only staff at authorized organizations can request SQUARES accounts. If you are not an SSVF, GPD, or CERS grantee, and you did not sign a data use agreement to access SQUARES, reach out to [squaresadmin@va.gov](mailto:squaresadmin@va.gov) before following these steps.

### IMPORTANT

- When you navigate to [my.va.gov/SQUARES](https://www.my.va.gov/SQUARES), you will be redirected to a different URL. **If you bookmark SQUARES, make sure you bookmark my.va.gov/SQUARES, and not the site to which you are directed.** If you navigate to any other site, you will not be able to access SQUARES.
- **You may have difficulty getting through the identity verification on ID.me.** See more information on the next page about what to do if you get stuck.

### Part 1: Request an Account

1. Navigate to AccessVA via [my.va.gov/SQUARES](https://www.my.va.gov/SQUARES)
2. Select **Sign in with ID.me**
3. **Accept** the Secure Login Redirect





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4. On the ID.me authentication page, select **sign up for an account**
5. Begin the process of signing up for your account:
  - A. Enter your **Email, using your work email address**
  - B. Enter and confirm your **Password**
  - C. Select the **checkbox** to accept ID.me's terms of service
  - D. Select the **Sign up** button
6. Complete the ID.me account creation process

*ID.me is VA's universal log-in system, which ensures that you are who you say you are. During the sign-up process, **ID.me may require a lot of personal information**, possibly including your Social Security Number, and a photo of a government-issued ID. This is to ensure only authorized users access SQUARES, to protect the security of Veterans' data. Your information is secure and will not be shared.*

*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 you provide ID.me is one you can reliably access, and that can receive SMSs.*

The screenshot shows the ID.me sign-up page. At the top, it says 'ID.me + [VA Logo]'. Below that, there are two options: 'Sign In' and 'or sign up for an account'. A red box highlights the 'or sign up for an account' link, with a red circle containing the number '4'. Below this, there are three input fields: 'Email' (with a red circle 'A'), 'Password' (with a red circle 'B'), and 'Confirm password' (with a red circle 'C'). Below the input fields, there is a checkbox labeled 'I accept the ID.me terms of service and privacy policy'. At the bottom, there is a blue 'Sign up' button with a red circle 'D'.

The screenshot shows an error message from ID.me. At the top, it says 'ID.me + [VA Logo]'. Below that, there is a red circle with a white exclamation mark. The text reads: 'We're unable to verify your identity'. Below this, there is a pink box containing the error code: 'Error Code: E4202-476961E5928B'. Below the error code, there is a link: 'If you continue to experience problems, please visit our [customer support knowledge base](#)'. At the bottom, there is a blue 'Retry' button.

### Troubleshooting

You may have **trouble verifying your identity on ID.me**, in which case you will see an error that looks like the one to the left. If you see this error or one like it, try the following steps:

1. The warning *may* invite you to schedule an online session with an ID.me representative. In this session, you'll be able to show a photo ID via video chat and verify your identity. If you're able to do this, select this option and follow the next steps.
2. Call ID.me at (866) 775-4363 for help resolving your error.
3. If the above steps do not work, alert [squaresadmin@va.gov](mailto:squaresadmin@va.gov) that you are experiencing an ID.me identity verification error. We will pass your information along to ID.me and they will reach out to you within 1-2 weeks to help you through the process.



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## Part 1: Request and Access Your Account, Cont.

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](http://my.va.gov/SQUARES). You will see that your name and email appear as you entered them on ID.me.

7. Select the **magnifying glass icon** to search for **Your Organization**. A search window will pop up.
8. Type your organization's name in the **Lookup search bar**. (Do not type "Test Partner"!)

**Note:** You do not need to enter the entire name of your organization.

9. Select your organization from the **Accounts** search results list. Be careful - note that some commonly-named organizations may have many records in different cities, and some organizations have a separate record for each grant program. If you select the wrong organization, your account will not be approved.

**Note:** If you cannot find your organization, reach out to your program manager, or to [squaresadmin@va.gov](mailto:squaresadmin@va.gov). **You must select your organization's name from the pop-up window. If you simply type your organization's name into the account request form, your request will fail.**

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



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## Part 1: Request and Access Your Account, Cont.

**Note:** The next two steps are for SQUARES Managers only. Each organization must appoint exactly one individual to serve as SQUARES Manager. This person is responsible for managing all other users within their organization. If you apply for Manager access, the existing Manager will have their Manager privileges revoked. See Manager Guide for more information.

11. The **Application Role** defaults to the Standard User. If you are applying as a SQUARES Manager, select SQUARES Manager in the drop-down menu.
12. *Managers Only:* Select the **program** with which you are most closely affiliated from the Application Role drop-down menu:
  - SSVF
  - GPD
  - CERS (contract beds)
  - Other (select this option if you are not the recipient of a VA homeless program grant)
13. Select the **Submit Request** button

*Standard Users will have their applications routed to their organization's SQUARES Manager; SQUARES Managers' applications are routed to the VA. You will receive an email notification once your request is approved or rejected. If you have questions, contact [squaresadmin@va.gov](mailto:squaresadmin@va.gov).*

The screenshot shows a web form with three main sections. The first section, labeled 'Application Role', has a dropdown menu with 'Standard User' and 'SQUARES Manager' options. A red circle with the number '11' is next to the dropdown. The second section, labeled '(SQUARES Managers only) Which program are you most closely associated with?', has a dropdown menu with options: '-None-', 'SSVF', 'GPD', 'CERS', and 'Other'. A red circle with the number '12' is next to the dropdown. The third section is a green button labeled 'Submit Request' with a red circle and the number '13' next to it.

*Once your account is approved, you must access SQUARES every 90 days to keep your account active. Additionally, your organization's Manager will have to re-certify your access every six months. You may get reminder emails about both processes.*



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## Part 2: Access Your SQUARES Account

### WARNING

You **must** navigate to [my.va.gov/SQUARES](https://www.my.va.gov/SQUARES) every time you want to access SQUARES. **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 and send it to [squaresadmin@va.gov](mailto:squaresadmin@va.gov).

Once your account is approved, you can access it using the same steps you used to apply for an account:

1. Navigate to [my.va.gov/SQUARES](https://www.my.va.gov/SQUARES)
2. Select **Sign in with ID.me**
3. **Accept** the Secure Login Redirect
4. Enter the ID.me credentials you created during your account request
5. Select **Sign In**, and enter the code sent to your phone when prompted
6. You are redirected to SQUARES

