VA New Users: Getting Started with SQUARES

STEP 1

TRAINING

Prior to requesting access, complete the **online training**.

STEP 2

RESOURCES

Review and download the **Instructions to Apply for Access (for VA Users**

Part 1: Request New Account for Initial Application

STEP 3

REQUEST ACCESS*

In a Chrome or Firefox browser, open one of two request forms.

Users with Salesforce accounts: http://vets.force.com/helpdesk/s/helpdeskform *****

Users without Salesforce accounts: http://vacommunity.secure.force.com/helpdesk/VA_Help_Desk_New_User_405*****

Do not use Internet Explorer.
Do not bookmark the SQUARES website.

STEP 4

EMAIL CONFIRMATION

You will receive an email confirmation when your account has been approved

(Please allow 24-48 hours for your application to be processed)

STEP 5

ACCESS WITH EACH VISIT

In a Chrome or Firefox browser, enter **va.my.salesforce.com*** to access the site:

Refer to **Part 2** of the application instruction: **Access Registered SQUARES Account for Each Visit** Repeat this step – each time you access SQUARES

Do not use Internet Explorer.
Do not bookmark the SQUARES website.

*User must be on VPN or a VA site to access this link.

For technical assistance, please contact the Help Desk. For additional information, visit SQUARES Resources.

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TIPS

- To access the SQUARES account request form, refer to **Part 1 of the Instructions: Request New Account for Initial Application.** Please allow 24-48 hours for your application to be processed.

- *Note: When completing Part 1 of the application instructions, include your name, email, facility (city/state), job title, and homeless program) in the applicable fields, as requested.*

- *Note: The account request form differs, depending on whether you have Salesforce access. The links below take you directly to the appropriate request forms* ==**(VPN or VA site required)**==:

  - o **Link to request form for VA users with existing Salesforce access:** https://vets.force.com/helpdesk/s/helpdeskform

  - o **Link to request form for VA users without Salesforce access:** https://vacommunity.secure.force.com/helpdesk/VA_Help_Desk_New_User_405

- **Only select the Submit button one time to avoid duplicate requests.** Please allow 24-48 hours for your application to process.

- After your access is granted, refer to **Part 2 of the Instructions: Access Registered SQUARES Account for Each Visit**.

- Enter **va.my.salesforce.com** in a **Chrome or Firefox** browser to access SQUARES, and then with each visit to the site.

- **Do not** use Internet Explorer.

- **Do not** bookmark the SQUARES website.

- **Use your business email address** when applying for access and logging into the system. If your business email or phone number changes, please log into SQUARES and submit a SQUARES Help Desk Ticket so your profile can be updated.

- Log in at least every 30 days **to avoid deactivations**. If your access is deactivated due to 90 days of inactivity, please submit a SQUARES Help Desk Ticket. Please allow 24-48 hours to process. **Do not** submit a new request.

- VA and Non-VA Users have different access instructions. **The access guidance in this document is specifically for VA Users.**

For technical assistance, please contact the Help Desk. For additional information, visit SQUARES Resources.