



Frequently Asked Questions (FAQs)

What is SQUARES?

Status Query and Response System (SQUARES) is a web-based tool that allows VA employees and external organizations –VA Homeless Program Grantees associated with Supportive Services for Veteran Families (SSVF), Grant and Per Diem (GPD), Contract Emergency Residential Services (CERS), and other external organizations – to quickly determine Veterans’ eligibility for homeless programs by entering identity attributes (name, date of birth, full social security number, and gender) into the system using the single or bulk search features.

If your agency has a business need and would like to become an authorized user, please visit the SQUARES Website for access instructions: <http://www.va.gov/homeless/squares>

I had access to the old version of SQUARES, do I need to apply again?

Yes, all users are required to submit a new application.

Are the access instructions for VA and NonVA Users the same?

No, the instructions are different for VA and Non-VA Users. Please visit the SQUARES Website for access instructions for your specific user type (VA or No-VA User): <http://www.va.gov/homeless/squares>

Note to All Users: Please use Chrome as your browser; avoid using Internet Explorer and do not bookmark the site.

I am using Internet Explorer and I can’t reach the SQUARES site? What are the recommended browsers?

SQUARES functionality may not work correctly in Internet Explorer, so it is highly recommended you use Google Chrome or Firefox.

What is the difference between a Standard User and SQUARES Manager?

SQUARES Managers are designated by their organization to review/approve users within their organization; therefore, they are required to acquire the manager-level access, prior to their users.

I am the designated SQUARES Manager; however, I selected Standard User by mistake. Do I need to resubmit a new application?

Please do not submit a new application. Instead, contact SQUARESAdmin@va.gov for assistance.

I selected the wrong organization. Do I need to submit a new application?

Some pre-registered NonVA Organizations have the same name but are geographically located in a different state. If you select the wrong organization by mistake, please do not submit another application. Please contact SQUARESAdmin@va.gov to request assistance.



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Should I use my personal or business email address when I apply?

We encourage all users/managers to register with your business email address. Contact SQUARESAdmin@va.gov if you want to update your email profile.

What is a SQUARES Manager?

All organizations accessing SQUARES must designate one person who will serve as SQUARES Manager, who will be responsible for reviewing/approving users' requests within their organization. SQUARES Managers are also responsible for providing their users with the following information that will ensure they access requests are electronically routed to the proper SQUARES Manager for review/approval:

- Organization Description (Homeless Program Designation) (City/State)
- Continuum of Care
- VA Medical Center

I received an error message that stated "No Manager Assigned". What does this mean?

All organizations accessing SQUARES must designate one person who will serve as SQUARES Manager and be responsible for reviewing/approving users' requests within their organization; however, your organization doesn't have an active SQUARES Manager (at this time).
Contact SQUARESAdmin@va.gov for assistance.

My VAMC and CoC doesn't appear in the drop down box?

Contact SQUARESAdmin@va.gov and provide the applicable information.

I am not a VA Grantee and my organization doesn't appear in the drop-down menu.

How do I sign up?

All organizations that are not affiliated with a VA Grantee are required to complete the following steps so their organization can be added to the drop-down menu:

- Complete the online training
- Acquire endorsement from a VA colleague
- Register the organization
- Sign the data use agreement
- Designate someone to the SQUARES Manager (who will be responsible for reviewing and approving users within your organization (when their access requests are automatically routed to you)

Refer to the SQUARES Website to obtain access instructions:
<http://www.va.gov/homeless/squares>



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I am being re-routed to complete a new application; however, I already previously registered. What does this mean?

For security reasons, accounts that are not used within 60 days or more are automatically deactivated. Please contact SQUARESAdmin@va.gov to request assistance. Please **do not** submit a new request.

We will reactivate your account and contact you when it is operational. Please allow 24-48 hours for reactivation.