

# SQUARE v3.1 Login Instructions

## 1 SQUARE LOGIN

### 1.1 First Time User Login

The user's username and temporary password to access SQUARE are emailed to the user. Below are the instructions to login into SQUARE:

- Navigate to the SQUARE webpage:
- [https://services.iconmedicalimaging.com/square\\_html](https://services.iconmedicalimaging.com/square_html)
- Login with username and password.

**Welcome to SQUARE™**  
**Site Query Assessment & Resolution Environment**

**ICON**  
A Symbol of Excellence

**Account Assistance:**  
[Forgot Username?](#) [Forgot Password?](#)  
[Get first use credentials?](#)

Username

Password   Show

**Enter your credentials above then click Login**

[Cannot access your account?](#)

Figure 1 – SQUARE Login screen

- Note: The user has the option to check the  Show box to display the characters in the password.



Figure 2 - SQUARE Login Screen (Show password)

- The Home (Summary) Page displays.
- When user training is required, the Required User Training (Summary) Page displays.

## 1.2 Change the initial (temporary) password

At first login, the user is prompted to change their temporary password.

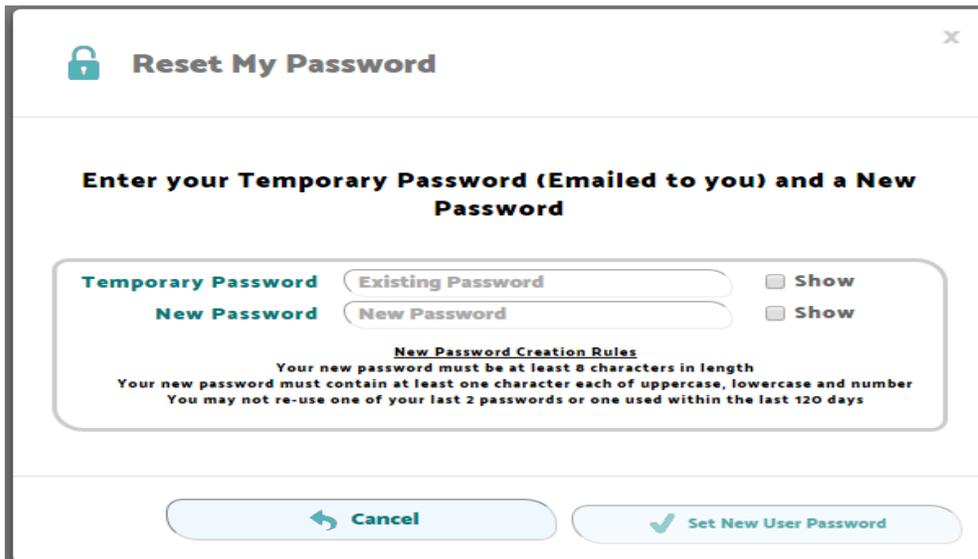


Figure 3 – Change Temporary Password

Below are the instructions to change the initial password:

1. Enter the temporary password emailed to the user in the Temporary Password textbox (Figure 3)
2. Enter a new password in the New Password textbox. The password must comply with Password Requirements (Section 1.2.1)
3. Click the 'Set New User Password' button (Figure 3).

**NOTE:** The user has the option to select the  **Show** checkbox to display the password textbox entry.

### 1.2.1 Password Requirements

User passwords must comply with the below criteria:

- Minimum of 8 Characters
- Contain at least one number
- Contain at least one uppercase and one lowercase letter
- May not contain the user's first name, last name or user name
- Must not contain part of the user's previous password
- Not re-use the user's last five passwords or be one used in the last 120 days

After the user has successfully changed their initial password, the system indicates that a new password is set.

The user can login to SQUARE using their username and password.

### 1.3 Set Security Question after initial login

1. When the user logs in to SQUARE, the Set Security Question window is displayed.

**Set Security Question** X

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**Select a Security Question and provide an answer**

Select a Security Question to provide an answer to ▼

**Answer to Question**      **Your Answer to Selected Question**

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↩ Close      ✓ Answer Question

**Figure 4 - Set Security Question**

- The user must select a question from the dropdown list and also enter an answer to the question. (Figure 4)

**NOTE: The user will be required to enter this answer for subsequent password changes/resets.**

## 1.4 Changing the user's password

SQUARE requires the user's password to be changed every ninety (90) days. The new password must comply with requirements listed in Section 1.2.1.

The user can access the below links to change the password.

- Left click [Cannot access your account?](#) or [Forgot Password?](#) links on the SQUARE login screen (Figure 5)
- Left click [Reset My Password](#) link on the Support Page (Figure 5)
- Reset Password window is displayed (Figure 6)

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**Account Assistance:**  
[Forgot Username?](#) [Forgot Password?](#)  
[Get first use credentials?](#)

Username

Password   Show

Enter your credentials above then click Login

[Cannot access your account?](#)

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**SQUARE - Cannot Access your Account**

**Account Assistance:**

i. Account is Locked	a. If you have previously answered your security questions: You can reset your password at this link: <a href="#">Reset My Password</a>
Or	
ii. Forgot my Password	b. If you have not previously answered your security questions: Please contact Application Support using the information below

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**Support Methods:** IMI will provide a toll free number and e-mail address with 30 minutes or less response time

**E-Mail Support:** [IMISupport@iconplc.com](mailto:IMISupport@iconplc.com)

**Phone Support:** Toll: 267-482-8600 Free: 877-907-2448

AT&T International Numbers can be accessed at the following link: [AT&T International Numbers](#)

**Support Hours:** 365 Days of the Year 24 Hours a Day

Figure 5 – Links to reset password

## 1.4.1 Reset Password

1. Enter username in the 'Reset My Password' window below.

**Reset My Password**

**Enter your Username and click to Get Security Questions**

Username

Select a Security Question to provide an answer to

Temporary Password   Show

New Password   Show

**New Password Creation Rules**  
Your new password must be at least 8 characters in length  
Your new password must contain at least one character each of uppercase, lowercase and number  
You may not re-use one of your last 2 passwords or one used within the last 120 days

**Figure 6 – Reset My Password**

2. Click the 'Get Security Questions' Button
3. Select a Security question from the dropdown menu for which the user previously provided an answer (Figure 4).
4. Enter the answer in the textbox for 'Answer to Question.'
5. Click the 'Answer Security Question' Button.
6. User will receive an email with a temporary password.
7. Enter the temporary password that was emailed to user's email account in the Temporary Password textbox.
8. Enter a new password in the New Password textbox and follow the 'New Password Creation Rules' displayed at the bottom of the 'Reset My Password' window.

**NOTE:**a) The user can select the  Show checkbox to view the password entry.

b) The user must provide at least one correct answer to their security questions to reset their password. If not, the user must contact ICON support to reset their password.

9. Click the "Set New User Password" Button.

## 1.5 User Account Assistance

User Account Assistance is available as below:

- SQUARE Support Page
- SQUARE Login Screen (Figure 1)

The Support Page can be accessed as below:

1. Click the 'Support Button ' Menu option
2. Click [Cannot access your account?](#) from the Login Screen

When the Support Page displays, select from the below options:

- *If user's account is locked or the user has forgotten their password, select the [Reset My Password](#) link (Section 1.4.1).*
- *If the user has forgotten their username, select the [Forgot Username?](#) link (Section 1.5.2)*

### 1.5.1 Check User Account Information

To check the user's credentials see below:

1. Left-click the [Get first use credentials?](#) link on login page.
2. Enter user email address.

3. Left-click  button.

4. If there is no email address matching the address entered, the instruction box displays

**You must enter a valid Email Address - Please Try Again**

[Click Here to Access the Support Page](#)

- a) Left-click [Click Here to Access the Support Page](#) or contact Customer Support in order to request a user account.

- b) *Enter a different email address to check the account status for another email address.*

5. If there is an email address matching a record and the user has logged into SQUARE previously:

- a) *The instruction box displays "Existing Account Found and ..." and the user may reset their password.*

**Existing Account Found and Logged into SQUARE previously**

[Click Here to Access the Support Page](#)

- b) Left-click [Click Here to Access the Support Page](#) to access the Support Page and select *Reset Password* (Section 1.4.1)

6. Enter another email address to check the account status for a different email address.



- a) Left-click  to request a temporary password.
- b) User will receive an email with a temporary password
- c) The instruction box updates to "You have been sent ... "and will redirect to the SQUARE Login page.

**You have been sent a New Temporary Password - Try to Login**

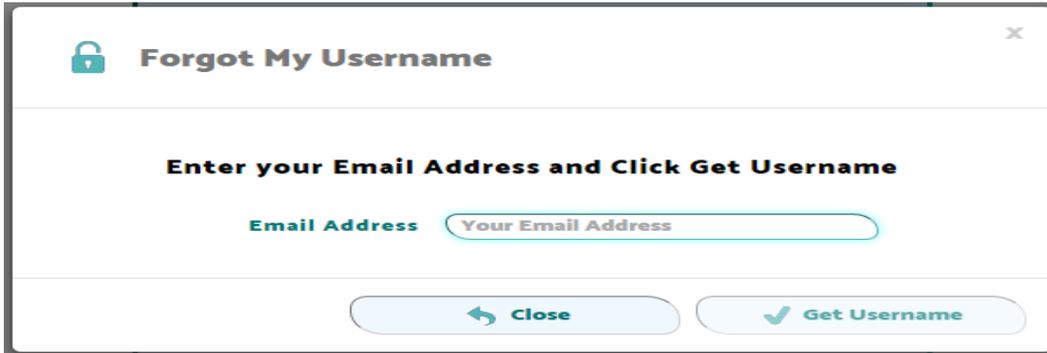
[Click Here to Access the Support Page](#)

- d) Obtain the new temporary password,
- e) Enter user credentials into the applicable fields on the SQUARE login screen

### 1.5.2 Forgot Username

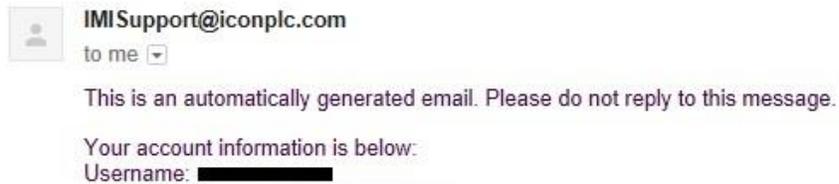
For a forgotten username see below:

- 1. Select the [Forgot Username?](#) link on the Login Screen.
- 2. The Forgot User name window displays:



**Figure 7 – Forgot My Username**

- 3. Enter user mail Address in the textbox.
- 4. Click the 'Get Username' Button'
- 5. An email with the username is sent to user's account as below:



- 6. Follow the SQUARE Login process.

### 1.5.3 User Account Lockout Reset

SQUARE integrates with the ICON Centralized Security Administration Application (CSAA) to authenticate users who are authorized to access MIRA™ and SQUARE.

1. The SQUARE login screen displays the below message 'Enter your credentials above and click Login'



**Enter your credentials above then click Login**

2. After the user successfully logs into SQUARE, the status box displays 'Login Successful. Getting Records...'



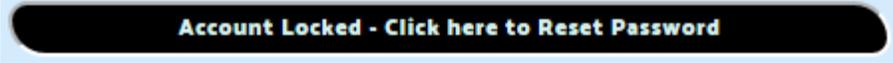
**Login Successful - Getting Records...**

3. When the user fails to login successfully, the status box displays 'Verification Failed' below



**Verification Failed - Check Password or Click here to Reset Password**

4. When the user fails to login into SQUARE after five (5) successive attempts, CSAA locks the user's account and the status box displays 'Account Locked – Reset Password'.



**Account Locked - Click here to Reset Password**

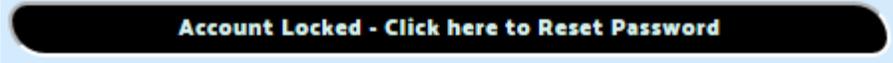
5. When the user is locked out, they can reset their password.

Click either of the below messages



**Verification Failed - Check Password or Click here to Reset Password**

Or



**Account Locked - Click here to Reset Password**

Refer to *Reset Password* (Section 1.4.1).

6. When performing a password reset, if the user fails to login successfully due to an incorrect password entry, the below "Verification Failed" status box displays.



**Verification Failed - Check Password or Click here to Reset Password  
(Check your Email for Temporary Password)**