How to Find and Access the Dashboard

Customer Access Protocol

**Step 1** - Register your .gov/.mil email address with MAX.gov.
- If you’re already registered with MAX.gov, no action needed (proceed to Step 2).
- If you’re not yet registered, visit [https://login.max.gov](https://login.max.gov).
  Click the green Register Now button in the top-right corner. Follow the instructions to register with MAX.gov and register your PIV card to enable MAX.gov PIV login.

**Step 2** - Log into the D2D Portal using your MAX.gov credentials.
- Go to: [https://d2d.gsa.gov/](https://d2d.gsa.gov/) and click Login at the top right.
  - Option A: Login with PIV/CAC (you may need to enter your PIN).
  - Option B: Login with MAX Secure+ SMS Two-Factor with User ID and Password.

Note: you have to log into the D2D Portal at least once before moving to step 3 in order for access credentials to work.

**Step 3** - Email pbs.dashboard@gsa.gov to request access to your agency’s view of the PBS Customer Dashboard. *Note: this step is not required if you received a welcome email from PBS Dashboard team - you are already on the access list.*
Your email must include:
- A. Full Name
- B. Your federal agency and bureau name
- C. Government email address used to create the MAX.gov account in Step 1
- D. Verify (state) that you have registered your .gov/.mil email address with MAX.gov
- E. State whether you are a federal government employee or a contractor

The PBS Dashboard Team will verify your access request with your agency. We aim to respond within 5 business days. Access is typically processed the 15th & 30th of each month.

**Step 4** - Once you’ve received an access approval email from the PBS Dashboard team, search the D2D Portal for "PBS Customer Dashboard" or use the direct link: [https://D2D.gsa.gov/report/pbs-customer-dashboard](https://D2D.gsa.gov/report/pbs-customer-dashboard).

If you do not see the dashboard in the results list, wait one business day and log back in; credentials are updated every evening.

Click on the dashboard title or the ‘reports’ icon to enter the dashboard landing page.