Topic: **Client Enrichment Series - *PBS Customer Dashboard Puts Data At Your Fingertips***
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Q1. Are contractors able to access max.gov?
A. Yes! As long as the user has a .gov/.mil email address, and is approved by the agency approver, contractors may access the Dashboard.

Q2. What systems does the dashboard pull from?
A. The Dashboard pulls from my multiple systems. Details on data and systems in available from the [User Guide](#).

Q3. What is the difference between My RWA and RETA?
A. The data in My RWAs is limited to those RWAs that are Open, and those that are Substantially Completed, but not Financially Closed - so a limited "operational" set of RWAs. eRETA provides all RWAs (closed, cancelled, etc) but also contains many more data points, links to documents, obligational details, etc.

Q4. Will access to the dashboard eliminate having access to others system?
A. Having Dashboard access will not terminate any access to other systems. It compiles information from multiple systems, so it may be a useful first stop to research a question or issue. The Dashboard was not designed to eliminate any system.

Q5. If your building has more than one OA does the report show you the drawing assignment that each OA covers?
A. The Dashboard does not have drawing data (pdf of assignments, space types, etc), but if a customer has multiple OAs in one bldg, you can filter by bldg, and see just the OAs associated with that one bldg.

Q6. Who is responsible for populating the agency's data?
A. The data in the Dashboard is system generated (see the [User Guide](#) for specific systems and data points), so a variety of GSA employees are responsible for entering data associated with the various types of records shown in the Dashboard.

Q7. How can I get to the videos on using the PBS Customer Dashboard?
A. Go to: https://gsa.com/pbscustomerdashboard and click on Training Videos. Or you can go [here](#) (YouTube).

Q8. Will the dashboard show the future OA's that we have signed but will not bill until some time in the future?
  A. No. Only Final OA data is shown in the dashboard. If you have an OA that was made final prior to the effective date, that OA will show in the My Occupancies section, since it is final. No Closed or Draft OA data appears in the Dashboard.

Q9. How to open the "detail" page for projects/RWAs/OAs?
  A. If you would like to view the details section of any of the tabs, scroll to the bottom of the tab, and select a record from the details section drop down (Project #/Description, RWA Number, OA Number). You must select one record to have the Details section work properly.

Q10. For the Rent National Summary - is this only showing rent based on the final Occupancy Agreement?
  A. Yes, but the final OAs as of the billing month. Each month, GSA closes OAs and finalizes new OAs, so the OA pool changes, each and every month. All billed OAs show up in each fiscal year, and each month. Example: ADCXXXXX1 closed October 31,2018, and ADCXXXXX2 is effective November 1, 2018. ADCXXXXX1 and ADCXXXXX2 will be in the FY19 Rent, but ADCXXXXX1 will show in October, and no other months, while ADCXXXXX2 will NOT show in October, but will show in all subsequent months, until its expiration.

Q11. Where can we get Draft OA information, besides asking Realty Specialists?
  A. Draft OAs are not available in eOA, as thought by our panel member when answering this question during the session. You will need to reach out to your Responsible GSA Associate (RGA) - aka your GSA POC - to receive copies of draft OAs.

Q12. Will Proforma OAs be uploaded into eOA?
  A. ProForma OAs are DRAFT OAs, and therefore, no, they are not available in eOA.

Q13. How do you download the entire data set for each worksheet in the dashboard?
  A. Each dashboard view (Projects, RWAs, Occupancies, Rent) has a Full Dataset Export which can be downloaded by following the instructions at the top-right of the view. Selected filters will apply to the export. In addition to the presentation slide on downloading and exporting data, Tip 15 in the User Guide has instructions (page 16).

Q14. Is there any tool that can show rent for future years?
  A. Rent Estimate is our formal process for providing future years rent. This process provides up to 2 future Fiscal Years of rent data. You can learn more about Rent Estimate by going here. You can also view Rent Estimate data via Rent on the Web.

Q15. Can we view and/or download a copy of the current OA?
  A. You cannot obtain documents from the dashboard, such a 'paper' Occupancy Agreement (OA). Data elements from the Final OA are pulled onto the dashboard. You can get all of the basic OA information from the Dashboard. If you would like a copy of the Final or Closed OA, eOA is your best resource for a quick turn around. You can always also request a copy from your RGA.

Q16. Is there any place to see the assignment of space associated with each OA?
  A. Currently, no. It is hoped that with a future version of the dashboard, we will provide you space type records associated with your OA.

Q17. Will personnel be able to be exported with OA data?
  A. Yes! Occupant Count/Personnel Count is located on the Dashboard in the summary sections, and is one of the data elements that is downloaded.