

USAGov

Who We Are, What We Do

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GSA's Technology Transformation Services

TTS provides agency-agnostic technology and information support to the federal government.

We do consulting and other reimbursable services through 18F and Presidential Innovation Fellows.

TTS Solutions operates cross-agency programs, like Search.gov, FedRamp, the U.S. Web Design Systems, Cloud.gov, Data.gov, Digital Analytics Program, and USAGov.

USAGov Mission

USAGov is your guide to government information and services.

To create, organize and deliver timely, needed government information and services and make them accessible to the public anytime, anywhere via their channel of choice.

Bilingual platform

USAGov offers a full suite of bilingual channels



1-844-USA-GOV1



Websites
USA.gov
USAGov en Español



Social Media &
Chat Service



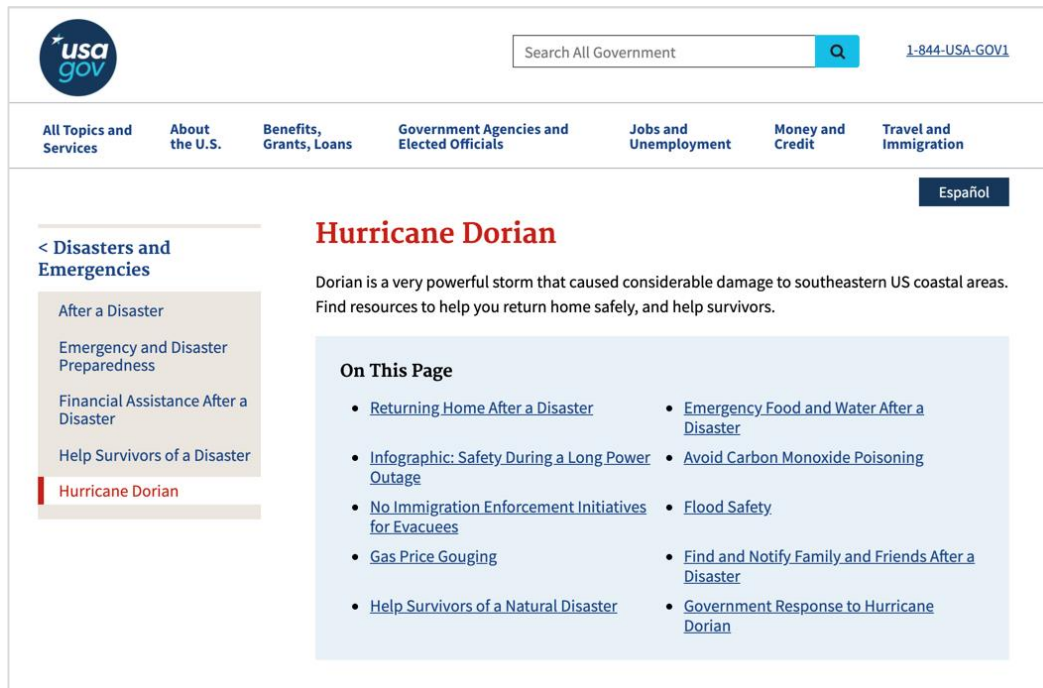
Email
Subscriptions

Types of content

Types of content USAGov offers

- Emergency - in response to a national disaster
- Most frequently requested government information
- Bilingual content - English and Spanish (Brand Study)
- Directories (federal, state, and tribal governments)
- API (Application Program Interface)

Emergency communications to the public



The screenshot shows the USA.gov website interface. At the top left is the USA.gov logo. To its right is a search bar labeled "Search All Government" with a magnifying glass icon and the phone number "1-844-USA-GOV1". Below the search bar is a navigation menu with links: "All Topics and Services", "About the U.S.", "Benefits, Grants, Loans", "Government Agencies and Elected Officials", "Jobs and Unemployment", "Money and Credit", and "Travel and Immigration". A dark blue button labeled "Español" is positioned to the right of the navigation menu. The main content area features a breadcrumb trail "< Disasters and Emergencies" and a sidebar with a list of disaster-related topics, including "Hurricane Dorian" which is highlighted in red. The main heading is "Hurricane Dorian" in red. Below the heading is a paragraph: "Dorian is a very powerful storm that caused considerable damage to southeastern US coastal areas. Find resources to help you return home safely, and help survivors." Below this is a section titled "On This Page" containing a grid of eight links: "Returning Home After a Disaster", "Emergency Food and Water After a Disaster", "Infographic: Safety During a Long Power Outage", "Avoid Carbon Monoxide Poisoning", "No Immigration Enforcement Initiatives for Evacuees", "Flood Safety", "Gas Price Gouging", "Find and Notify Family and Friends After a Disaster", "Help Survivors of a Natural Disaster", and "Government Response to Hurricane Dorian".

USA.gov, USAGov en Español and the National Call Center

Website, Social Media, Email Communications

Daily calls with the other federal agencies during emergency situations

Most frequently requested government information

An official website of the United States government. [Here's how you know](#)

usa.gov Search All Government 1-844-USA-GOVI

All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Credit Travel and Immigration

Espeñol

< How to Vote or Register to Vote

Absentee and Early Voting
Decide Who to Vote For

Register to Vote and Check or Change Registration

Voter ID Requirements
Voter Registration Age Requirements
Voting in Person on Election Day

Register to Vote and Check or Change Registration

Learn if you're eligible to vote, how to register, check, or change your information. Find the deadline to register to vote in your state.

On This Page

- [Register to Vote](#)
- [Check or Change Your Voter Registration](#)
- [Video: Guide for the New Voter](#)
- [Voter Registration Deadlines](#)
- [Video: Guide for Checking Your Registration](#)
- [Voting Rules in the U.S. Are Different in Every State](#)
- [Who Can and Who Can't Vote](#)

Register to Vote

If you need to register to vote, visit [Vote.gov](#). Depending on your state's voter registration rules, the site can help you

- Register online. This is available for [38 states plus the District of Columbia](#).
- Download the [National Mail Voter Registration Form](#). You can fill it out onscreen and print the completed form, or print the blank form and fill it out by hand. Remember to sign the form before mailing it to the location listed for your state.

Verizon 2:15 PM 63%

usa.gov

An official website of the United States government. [Here's how you know](#)

usa.gov Español MENU

< How to Vote or Register to Vote

Register to Vote and Check or Change Registration

Learn if you're eligible to vote, how to register, check, or change your information. Find the deadline to register to vote in your state.

On This Page

- [Register to Vote](#)
- [Check or Change Your Voter Registration](#)

Content in two languages

An official website of the United States government [Here's how you know](#) ▼

usa.gov Search All Government 1-844-USA-GOV1

All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Credit Travel and Immigration

How Do I ...

Español

- Find Hurricane Dorian resources
- Find unclaimed money the government owes me
- Find a government job
- Find benefits, grants and loans

USA.gov is your online guide to government information and services.

Learn what you can do on this site >

All Topics and Services

U.S. Government Services and Information

- About the U.S.** Have a question about the USA? Learn where to find answers to the most requested facts about the United States of America.
- Benefits, Grants, Loans** Learn about government programs that provide financial help for individuals and organizations.
- Consumer Issues** Learn how to be a safe consumer, what to do when a purchase or service goes wrong, and more.
- Disability Services** Find information for people with disabilities.
- Disasters and Emergencies** Learn how to prepare for and recover from disasters and emergencies.
- Earth and the Environment** Find government information on energy, green technology, pollution, wildlife, and more.

Un sitio oficial del Gobierno de Estados Unidos [Así es como usted puede verificarlo](#) ▼

usa.gov en español Busque en USAGov en Español 1-844-USA-GOV1

Todos los temas y servicios Ayuda financiera y beneficios Ciudadanía, inmigración y viajes Dinero y crédito Directorios del Gobierno Temas del consumidor Trabajo y desempleo

Cómo puedo ...

English

- Encontrar recursos e información sobre el huracán Dorian
- Solicitar un pasaporte estadounidense y otros documentos de viaje
- Verificar el estatus de mi caso de inmigración
- Recibir ayuda financiera del Gobierno

USAGov en Español es su guía en Internet de información y servicios del Gobierno.

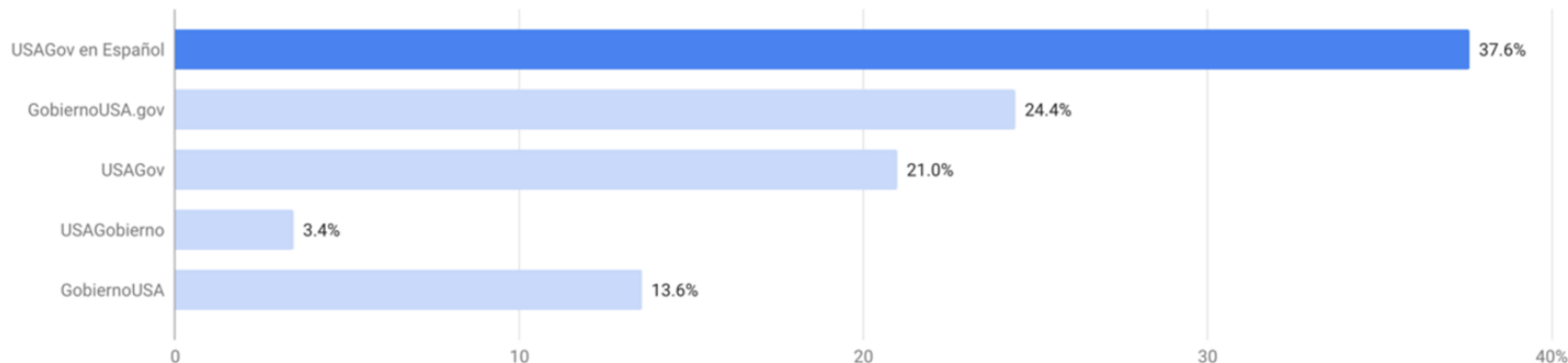
Conozca lo que puede hacer en este sitio >

Todos los temas y servicios

Servicios e información del Gobierno

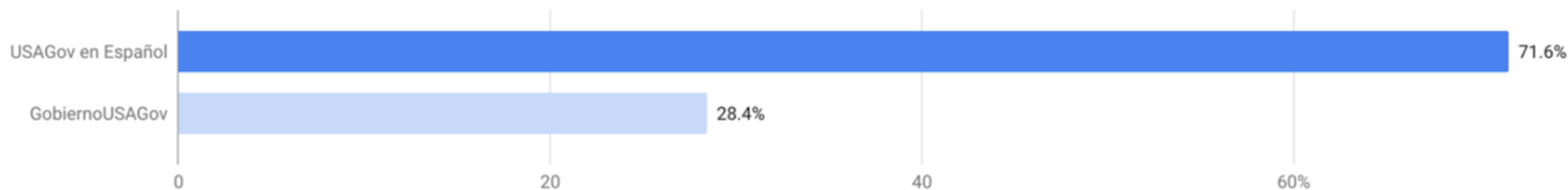
- Acerca de EE. UU.** Información general sobre Estados Unidos, incluyendo historia, Gobierno, estructura política, etc.
- Ayuda financiera y beneficios** Información sobre ayuda federal para estudiantes, beneficios y programas sociales del Gobierno.
- Ciudadanía, inmigración y viajes** Información oficial del Gobierno sobre pasaportes, residencia permanente, visas y viajes.
- Desastres y emergencias** Sepa qué hacer para estar preparado ante una emergencia y recibir ayuda para la recuperación después de un desastre natural.
- Dinero y crédito** Recomendaciones sobre el manejo del dinero, impuestos, crédito y deudas, dinero sin reclamar y más.
- Directorios del Gobierno** Información de contacto de las agencias federales, estatales y locales del Gobierno, funcionarios y embajadas.

Brand study on Spanish website



USAGov en Español stood out (37.6%) as the option that best represents a government organization that offers government information and services in Spanish

Brand study on Spanish website




When *USAGov en Español* and *GobiernoUSA.gov* were the only two options provided, *USAGov en Español* was the clear winner (71.6%)



Directories


An official website of the United States government. [Here's how you know.](#)

 Search All Government [1-844-USA-GOV1](tel:1-844-USA-GOV1)

[All Topics and Services](#) [About the U.S.](#) [Benefits, Grants, Loans](#) [Government Agencies and Elected Officials](#) [Jobs and Unemployment](#) [Money and Credit](#) [Travel and Immigration](#)


[Español](#)

Government Agencies and Elected Officials



How do I ...

- Contact my elected officials
- Learn how the government is organized
- Find the right agency to help me

 Find information for federal, state, and local government agencies and elected officials.

A-Z Index of U.S. Government Agencies
Find contact information for federal government departments, agencies, and government-sponsored enterprises.

About the U.S.
Have a question about the USA? Learn where to find answers to the most requested facts about the United States of America.

Branches of the U.S. Government
Learn about the executive, legislative, and judicial branches of the U.S. government.

Budget of the U.S. Government
Learn about the federal government's budget process, from the President's budget plan to Congress's crafting of funding bills for the President to sign.

Buying from the U.S. Government
Find out about surplus sales, collectibles, and other items available through purchase or auction.

Contact Elected Officials
Find contact information for federal, state, and local government officials.

Contact Government by Topic
Find contact information for government programs, listed by topic.

Forms, by Agency
Find a U.S. federal government form by choosing the agency that publishes it.

State, Local, and Tribal Governments
Find contact information for state, local, and tribal governments.

An official website of the United States government. [Here's how you know.](#)

 Search All Government [1-844-USA-GOV1](tel:1-844-USA-GOV1)

[All Topics and Services](#) [About the U.S.](#) [Benefits, Grants, Loans](#) [Government Agencies and Elected Officials](#) [Jobs and Unemployment](#) [Money and Credit](#) [Travel and Immigration](#)

[Español](#)

A-Z Index of U.S. Government Departments and Agencies

[< Government Agencies and Elected Officials](#)

A to Z Index of Departments & Agencies

Find contact information for U.S. federal government departments and agencies including websites, emails, phone numbers, addresses, and more. [Get contact information for each state and territory.](#)

[Branches of Government](#)

[Contact Government by Topic](#)

[Elected Officials](#)

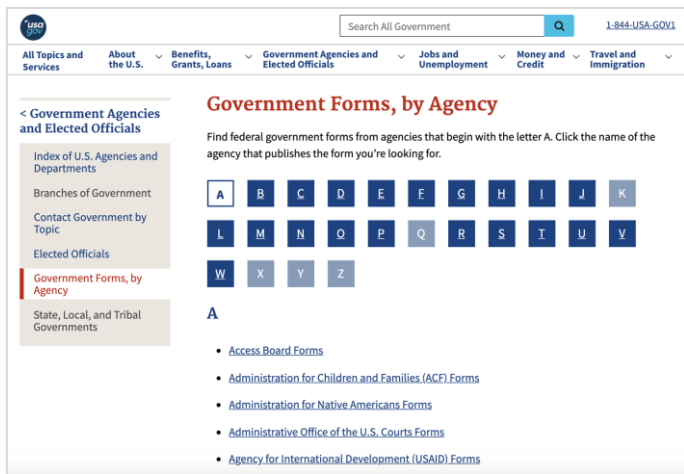
[Government Forms, by Agency](#)

[State, Local, and Tribal Governments](#)

A

- [AbilityOne Commission](#)
- [Access Board](#)
- [Administration for Children and Families \(ACF\)](#)
- [Administration for Community Living](#)
- [Administration for Native Americans](#)

Directories by Branch of Government



USA.gov Search All Government 1-844-USA-GOV1

All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Credit Travel and Immigration

< Government Agencies and Elected Officials

Index of U.S. Agencies and Departments

Branches of Government

Contact Government by Topic

Elected Officials

Government Forms, by Agency

State, Local, and Tribal Governments

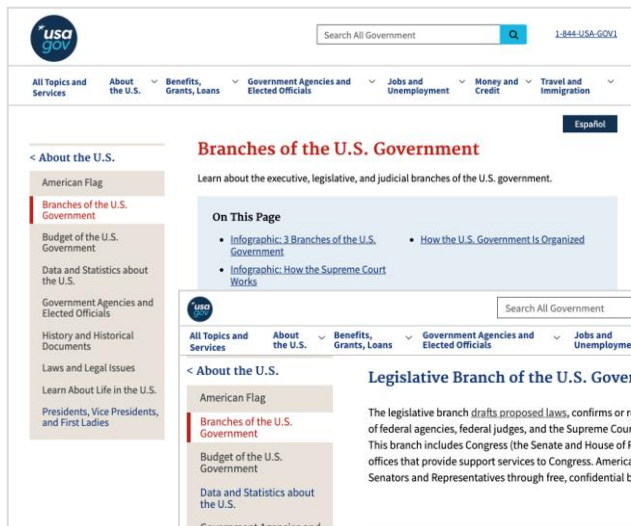
Government Forms, by Agency

Find federal government forms from agencies that begin with the letter A. Click the name of the agency that publishes the form you're looking for.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

- Access Board Forms
- Administration for Children and Families (ACF) Forms
- Administration for Native Americans Forms
- Administrative Office of the U.S. Courts Forms
- Agency for International Development (USAID) Forms



USA.gov Search All Government 1-844-USA-GOV1

All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Credit Travel and Immigration

Español

< About the U.S.

Branches of the U.S. Government

Learn about the executive, legislative, and judicial branches of the U.S. government.

On This Page

- Infographic: 3 Branches of the U.S. Government
- Infographic: How the Supreme Court Works
- How the U.S. Government Is Organized

USA.gov Search All Government 1-844-USA-GOV1

All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Credit Travel and Immigration

< About the U.S.

Legislative Branch of the U.S. Government

The legislative branch *drafts proposed laws*, confirms or rejects presidential nominations for heads of federal agencies, federal judges, and the Supreme Court, and has the authority to declare war. This branch includes Congress (the Senate and House of Representatives) and special agencies and offices that provide support services to Congress. American citizens have the right to vote for Senators and Representatives through free, confidential ballots.

Open All +

Congress +

Legislative Branch Agencies -

The legislative branch includes Congress and the agencies that support its work.

- Architect of the Capitol
- Congressional Budget Office
- Congressional Research Service

Directories - official Spanish translations

Spanish Translations of Federal Departments and Agency Names

Our office maintains the official list of Spanish-language translations of U.S. federal department and agency names. Select a letter of the alphabet below to find the proper translation.

Here's a hint:

This list of federal departments and agency names is alphabetized using the proper Spanish agency names. That means

- The Social Security Administration is under "A" for Administración del Seguro Social.
- Health and Human Services is under "D" for Departamento de Salud y Servicios Humanos.
- The National Institutes of Health are under "I" for Institutos Nacionales de la Salud.

If you can't find what you're looking for under the letter you'd expect to find it in English, try looking under A, D, C, I, O or S.

Open All +	
Agencies beginning with the letter A	+
Agencies beginning with the letter B	+
Agencies beginning with the letter C	+
Agencies beginning with the letter D	+
Agencies beginning with the letter E	+
Agencies beginning with the letter F	+
Agencies beginning with the letter G	+
Agencies beginning with the letter I	+

Open All +	
Agencies beginning with the letter A	+
Agencies beginning with the letter B	-
◦ Biblioteca del Congreso, División Hispánica	
◦ Biblioteca Nacional de Agricultura	
◦ Biblioteca Nacional de Medicina	
◦ Buró Federal de Investigaciones	
Agencies beginning with the letter C	+
Agencies beginning with the letter D	+
Agencies beginning with the letter E	+
Agencies beginning with the letter F	+
Agencies beginning with the letter G	+
Agencies beginning with the letter I	+

Our content available via API

USAGov Platform API Interactive Documentation

This is documentation for the [USAGov](#) Platform API. In addition to this interactive documentation, we also have information on how to use the API available on [GitHub](#).

agency_taxonomies : Agency Taxonomy Terms	Show/Hide	List Oper
asset_taxonomies : Asset Taxonomy Terms	Show/Hide	List Oper
directory_records : Directory Records	Show/Hide	List Oper
multimedia_assets : Multimedia Assets	Show/Hide	List Oper
pages : Pages	Show/Hide	List Oper
site_level_taxonomies : SiteLevel Taxonomy Terms	Show/Hide	List Oper
state_details : State Details	Show/Hide	List Oper
text_assets : Narrative Content	Show/Hide	List Oper

[BASE URL: <https://platform-api.usa.gov/> , API VERSION: 1.0]

Request URL

```
https://platform-api.usa.gov:443/api/v1/usagov/narratives.json?query=passports
```

Response Body

```
}
"results": [
  {
    "id": 213530,
    "title": "Americans in Foreign Disasters",
    "summary": "Find resources for U.S. citizens caught overseas in a disaster.",
    "language": "English",
    "html": "&lt;p&gt;If you are an American citizen abroad during a foreign disaster, &lt;a href=&quot;https://travel.state.gov/content/passports/en/emerger",
    "contact_center_only": null,
    "status": "Published",
    "location": {
      {
        "page_title": "After a Disaster",
        "url": "https://www.usa.gov/after-disaster#item-213530"
      }
    }
  }
],
"for_use_by": [
  "USA.gov"
],
"topics": [
```


Specialized Content

Specialized content

- Wizard tool
- Infographics
- Videos
- Featured Articles
- Voting information - on USA.gov and Vote.gov

Consumer complaint letter wizard

An official website of the United States government [Here's how you know](#)



Search All Government 1-844-USA-GOV1

All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Credit Travel and Immigration

< Complaints

- Complaints Against the Government
- Consumer Complaint Letter Wizard**
- Consumer Complaints
- Consumer Complaints by Product Type
- Sample Complaint Letter

Consumer Complaint Letter Wizard

Do you need to file a complaint about a purchase? Use this wizard as a guide.

On This Page

- [Tips for Using the Complaint Letter Wizard](#)
- [Get Started Now](#)

Tips for Using the Complaint Letter Wizard

- Before you start, it may be helpful to have receipts, work orders, billing statements, emails and any other documents related to your complaint.
- Use the "BACK" button to edit a previous step in the wizard.
- The "Step" links at the top of the wizard allow you to jump to a specific step in the wizard.
- Even after you've previewed your letter in step 5, you can still make edits.
- You can edit any text in brackets [] after you download the letter.
- If you prefer, you can create your complaint letter using the [sample complaint letter](#).

Get Started Now

Step 1 > **Step 2** > **Step 3** > **Step 4** > **Step 5**

September 20, 2019 [YOUR FIRST AND LAST NAME]
[YOUR STREET ADDRESS]
[YOUR CITY, STATE, AND ZIP CODE]

[COMPANY NAME]
Consumer Complaint Division
[COMPANY STREET ADDRESS]
[COMPANY CITY, STATE, AND ZIP CODE]

Dear Madam or Sir:

Re: [Service/Purchase/Rental on] September 20, 2019

On September 20, 2019, I purchased the following product or service:
[PURCHASE INFO]

Unfortunately, I was dissatisfied for the following reason(s):
[COMPLAINT]

To resolve the problem, I would like the following to take place:
[RESOLUTION]

I look forward to your reply and a resolution to my problem, and will wait until [Resolution Date] before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at [YOUR PHONE NUMBER].

Sincerely,
[YOUR NAME]

Infographics

Get Help with Living Expenses

If you have a low income and need help with basic living expenses, you may qualify for government benefits to help cover food, housing, medical, and other costs.

Major Government Benefits Programs

The federal government creates and gives money to states to run major assistance programs. Your state helps pay for some of these and may offer others too.

Food

Supplemental Nutrition Assistance Program (SNAP or food stamps) provides eligible people with benefits cards, used like debit cards, to buy food at authorized grocery stores and farmers markets.

Other food aid programs offer:

- Healthy foods to pregnant women, new moms, and kids under age 5
- Free or low-cost meals or milk to kids at schools and daycare centers
- Monthly food packages and farmers market coupons to seniors

Healthcare

Medicaid provides free or low-cost health benefits to adults, kids, pregnant women, seniors, and people with disabilities.

Children's Health Insurance Program (CHIP) offers free or low-cost medical and dental care to uninsured kids up to age 19 whose family income is above Medicaid's limit but below their state's CHIP limit.

Learn the Basics of Credit Reports and Scores

Your credit report and score can affect your ability to get a loan, rent an apartment, or even qualify for a job.

A credit report shows your bill payment history, current debt, and other financial info. Companies and lenders use your credit report to calculate your credit score—a number usually between 300 and 850.

The higher your score, the lower your interest rate may be for a loan or credit card.

Learn three ways to improve your credit report and score:

- 1 Check your credit report.** Get a free report yearly from Equifax, Experian, and TransUnion at the official site: AnnualCreditReport.com. Check for errors and for fraudulent accounts. This report does not include your credit score.
- 2 Fix errors.** Write to the credit reporting agency and information provider (bank, credit card company, etc.) detailing any errors or fraud. They're required to investigate. Keep a copy of your correspondence.
- 3 Know your credit score.** Check your score for free on your credit card statement or online account or buy it from a credit reporting agency. Paying bills on time and reducing debt can help improve your score.

Learn more at usa.gov/credit-reports.

Tax Reform

Big Changes to Credits and Deductions for 2018

The new tax law increases the standard deduction and child tax credit and eliminates or reduces other deductions.

The law nearly doubles the standard deduction for most filers. (Deductions lower the amount of income that you pay tax on.)

- Standard deduction is now \$12,000 for individuals, \$18,000 for heads of household, and \$24,000 for married couples filing jointly.
- If you used to itemize deductions, it may no longer be worth it. Your standard deduction may be more than your total itemized deductions now.

Year	Taxable Income	Standard Deduction
2017	\$10,000	\$6,500
2018	\$10,000	\$12,000

The maximum Child Tax Credit has doubled to \$2,000. (Tax credits reduce your tax bill dollar-for-dollar.)

- More families will qualify as income limits increase to \$200,000 for individual filers and \$400,000 for married filing jointly.
- Even if you don't owe any tax, you can still get refunded up to \$1,400 per child when you claim the child tax credit on your return.

Year	Maximum Credit
2017	\$1,000
2018	\$2,000

There's a new \$500 credit for other dependents. Claim it for your children age 17 and older, including college students, and other qualifying relatives in your household.

Find Affordable Rental Housing

If you have a low income and need affordable rental housing, government programs may help. Public housing agencies use federal funds to run housing programs locally, working with building owners to subsidize rent for eligible people.

Federal Funds → Housing Agency → Low-Income People

Privately-Owned Subsidized Housing

The government gives some property owners money to provide low-rent apartments. Apply at a property's rental office. Learn more and search low-rent apartments at USA.gov/finding-home.

To be eligible:

- You must be within the income limit set for the location and size of your family.
- You may have to meet other requirements set by the property owner.

Low-Rent Apartments

Housing Choice Vouchers and Public Housing

Housing Choice Vouchers (Section 8)

You find your own housing. The government pays your landlord the amount allowed by your voucher each month. You pay the difference, if any.

- You can rent an apartment, townhouse, or single-family home.
- The property must meet health and safety standards.
- Your voucher amount is based on your income, family composition, and local housing costs.

Public Housing

You rent housing from the local public housing agency based on your gross annual income.

- Housing may include apartments, townhouses, or single-family homes.
- The housing agency will contact your current and past landlords, and may visit you at your current home to determine your suitability as a tenant.

Housing Vouchers Public Housing

Videos

Video: How to Become President of the USA

Explains the presidential election process from beginning to end.

START
Requirements for a Presidential Candidate:
- NATURAL BORN CITIZEN
- 35 YEARS
- 14 YEARS U.S. RESIDENT

STEP 1 - NATIONAL CONVENTIONS
The presidential candidates campaign throughout the country to earn the support of the general population. At each convention, the presidential candidate chooses a winning motto (2016 Presidential candidates). Each party holds a national convention to select a final presidential nominee.

STEP 2 - GENERAL ELECTION
People in every state across the country vote for one President and Vice President. When people cast their vote, they are actually voting for a group of people called electors.

STEP 3 - ELECTORAL COLLEGE
In the electoral college system, each state gets a certain number of electors based on its representation in Congress. Each elector casts one vote following the general election, and the candidate who gets more than half (270) wins. The newly elected President and Vice President are inaugurated in January.

DEFINITIONS
Caucus: A meeting of the local members of a political party to select delegates to the national party convention. A caucus is a substitute for a primary election.
Delegate: A person authorized by members of a party as an elected representative to a political party conference.

Based on 2016 Census

Show the Video Transcript +

Video: requisitos para ser presidente de Estados Unidos

Explicación del proceso electoral presidencial de principio a fin.

Requisitos para ser presidente de los Estados Unidos

Mostrar la transcripción del video +

Featured articles

English

Novedades

Lea y publique nuestros últimos artículos bilingües con información confiable, actual e importante del Gobierno.



Cómo recuperarse después de un huracán

El huracán Dorian afectó en distintos grados a las poblaciones de varios estados del sureste del país. Si usted fue uno de los afectados, siga estos consejos y pasos a seguir para recuperarse después de un huracán.



USAGov en Español: su guía de información y servicios del Gobierno

Conozca USAGov en Español y encuentre información general sobre el Gobierno y sus distintos programas y beneficios. Visite nuestro sitio web, nuestras redes sociales, suscríbese a nuestro email o llame a nuestro centro de contacto.



5 consejos de USAGov en Español para iniciar el año escolar 2019

Las vacaciones de verano ya están a punto de terminar y el inicio del año escolar se acerca a pasos agigantados.

Español

Features

Read and use our articles in English and in Spanish which highlight timely and valuable government information.



Be More Travel Savvy: Join Us for a Travel Twitter Chat on 9/24

Join us on Tuesday September 24 at 1PM ET to learn about travel preparation. Bring your questions about passports, applications, airport lines, vaccines before traveling, and more.



Apply for a Passport in Person at an Event Near You

Getting ready to travel abroad in 2020? Before you book flights, look for attractions, and explore places to eat during your trip, be sure you have a passport.



Caring for Caregivers: Resources from USAGov Help in Difficult Times

It's easy to feel overwhelmed when you're caring for a parent, spouse, or child with medical needs.

Individual featured articles

This Valentine's Day Help Someone Experiencing Abuse

Date: February 6, 2018

The greeting card aisle crams with shoppers, struggling to find the right sentiment. Buyers line up at the register with heart-shaped boxes of chocolate and keep florists busy juggling orders for beautiful bouquets. It's all part of the excitement and romance of Valentine's Day. But for someone who's recovering from sexual assault or living with domestic violence, all of the cards and roses in the world can't make up for the pain.



Brought to you by 

If you want to support a friend in this difficult situation, or if you need support yourself, [USAGov](#) has gathered these resources to help:

When your friend needs you

"You really don't know unless you've been there." From the outside, it can be hard to understand why people hesitate to report a sexual assault or [stay in abusive relationships](#). But there are a lot of reasons: fear that no one would believe them--especially if the attacker is respected in the

Cómo recuperarse después de un huracán

Fecha: 12 de septiembre de 2019

El huracán Dorian causó fuertes vientos, lluvia e inundaciones en algunas partes del país. Si se encuentra en un área que fue afectada por esta tormenta, le recomendamos los siguientes consejos y enlaces.

- **Volver a casa tras un desastre.**

Regresar a casa luego de haber evacuado podría ser peligroso si las condiciones aún no son las propicias. Siga siempre las instrucciones de los oficiales del Gobierno estatal y local. [No regrese a su casa hasta que las autoridades locales le informen que ya es seguro hacerlo](#). No entre si percibe algún riesgo como olor a gas, agua de inundación alrededor de la vivienda o líneas eléctricas caídas.

- **Voluntariado y donaciones.** Luego de un desastre como un huracán, muchas personas quieren ayudar a los damnificados, trabajando de voluntarios o realizando algún tipo de donación. [La forma más responsable de colaborar es enviando dinero en efectivo a organizaciones de confianza y reconocidas](#). El envío de dinero no conlleva las dificultades logísticas de trasladar donaciones en especies y, además, ayuda a la recuperación de la economía local al permitir que se realicen compras en las comunidades afectadas.

Si quieres ayudar a los damnificados después de un huracán, sigue estos consejos:



¡Ten cuidado con las estafas!
Dona siempre a organizaciones conocidas y confiables.



Indica claramente a quién quieres donar tu dinero.




Nunca abras enlaces adjuntos en un correo electrónico de un remitente desconocido.

Presentado por  en español

Voting information


An official website of the United States government [Here's how you know](#)

 Search All Government 1-844-USA-GOV1

All Topics and Services | About the U.S. | Benefits, Grants, Loans | Government Agencies and Elected Officials | Jobs and Unemployment | Money and Credit | Travel and Immigration

[Español](#)

Voting and Elections


Find answers to common questions about voting in the United States.

- How do I ...
 - Register to vote
 - Update my voter registration
 - Find out about state or local elections

Common Voting and Election Terms
This is a glossary with definitions of common voting and elections terms.

Congressional, State, and Local Elections
Congressional elections take place between presidential elections. State and local races happen yearly. Learn about upcoming elections near you.

Find My State or Local Election Office Website
Visit your state's election office website for state-wide voting guidance.

Voting and Election Laws and History
Know the laws that protect your right to vote and govern the elections process. Find results of past federal elections. Learn how voting methods and habits have evolved.

How to Vote or Register to Vote
Find information on registering to vote, confirming or updating your registration information, absentee and early voting, and voting on Election Day.

Presidential Election Process
Learn about the presidential election process, including the Electoral College, caucuses and primaries, and the national conventions.

[Explore All Topics and Services on USA.gov >](#)

An official website of the United States government [Español](#)

vote.gov

Register to vote

Where do you live? (To live somewhere is to make that place your permanent home.)


Select your state or territory


[Find out how to register](#)

Already registered?

Explore our [voting and election resources on USA.gov](#).

- Voting on election day
- Voter ID requirements
- Election process



PRIVACY POLICY 

Accessible Content

Accessibility

- How we make our content accessible
- Why was the “Disability Services” section added to our website

We make our content accessible

We make sure that any functionality and content on our websites are accessible and available to everyone. To do this, we:

- Provide meaningful descriptions for images, audio files, videos, and all other non-text elements
- Provide a complete transcript of any infographic
- Use bullets when appropriate, as it's easier for scanning
- Make sure our content is accessible to individuals who use assistive technologies like screen readers, magnifiers, or special keyboards
- Include transcripts and audio description tracks for all audio and video content
- Use keywords at the beginning of headings so people can quickly grasp the content in a given section

New Disability Services section

Disability Services



Find information for people with disabilities.

How do I ...

- Get financial help
- Know what benefits I qualify for
- Find help for caregivers

Benefits and Insurance

Discover disability benefits and insurance options that you may qualify for.

Caregiver Support

Get tips and information to help you care for your loved one with special medical needs.

Financial Assistance and Support Services

Explore programs for people with disabilities to help with housing, taxes, medical bills, and more.

Government and Local Disability Programs

Find programs and services from the government and around your community to help you or a family member live with a disability.

Jobs and Education

Find resources about jobs and education for persons with disabilities.

Veterans Disability Benefits

Learn about types of benefits available to some veterans with disabilities.

Your Legal Disability Rights

Learn about federal laws that define and protect the rights of people with disabilities.

Social Media
Web Chat
Email Subscriptions

Social media, web chat service, & email subscriptions

- Facebook, Twitter, Instagram, and YouTube
- Web chat
- Email subscriptions
- USAGov Blog


Facebook, Twitter, Instagram, YouTube

Our followers can:


- Have real-time and historic access to government information where and when they want it
- Get answers to questions by commenting on posts or sending direct messages
- Join the conversation within a topic of their interest through hashtags



Facebook post

 **USAGov** October 14 at 7:00 PM · 🌐

Traveling internationally soon? Explore Global Entry that allows expedited clearance for pre-approved, low-risk travelers upon arrival in the U.S.
<http://bit.ly/30UEdNx>



👍❤️👎 70 12 Comments 7 Shares

👍 Like 💬 Comment ➦ Share

Twitter post

 **USAGov en Español** @USAGovEspanol · Sep 26

Si tu hijo es menor de 16 años y necesita un pasaporte, deberás acompañarlo para hacer el trámite. Sigue estos simples pasos que te explican qué documentos necesitas y adónde debes ir. bit.ly/305ed50

8 Pasos para tramitar el pasaporte de menores de edad



-  **1** Complete el formulario DS-11 (no lo firme).
-  **2** Presente su acta de nacimiento u otra prueba de ciudadanía estadounidense.
-  **3** Verifique que el acta de nacimiento incluya los nombres de los padres para comprobar el parentesco.
-  **4** Presente un documento de identidad vigente de los padres/tutores legales.
-  **5** Fotocopie el acta de nacimiento y los documentos de identidad por ambos lados.
-  **6** Encuentre una oficina que acepte solicitudes de pasaporte en afab.travel.state.gov.
-  **7** Presente todos los documentos en persona con el menor de edad.
-  **8** Realice el pago con dos cheques o giros por separado.

Para mayor información visite travel.state.gov/pasaporte. Es mejor tramitar el pasaporte con suficiente antelación.

💬 ↻ ❤️

Instagram

The screenshot shows the Instagram profile for usagov. At the top, there's a search bar and 'Log In' and 'Sign Up' buttons. The profile header includes the usagov logo, a 'Follow' button, and statistics: 322 posts, 8,975 followers, and 133 following. The bio states: 'USAGov We help deliver official, timely and needed U.S. government information and services anytime, anywhere. 🇺🇸 www.usa.gov/features/be-more-travel-savvy-join-us-for-a-travel-twitter-chat-...'. Below the bio are six featured posts: 'Fat Bear W...', '#WSPD', 'Hurr. Dorian', 'National P...', 'B2S 2019', and 'Apollo 50th'. The main feed shows a grid of posts, including a baseball field, a voter registration graphic, and a mosque.

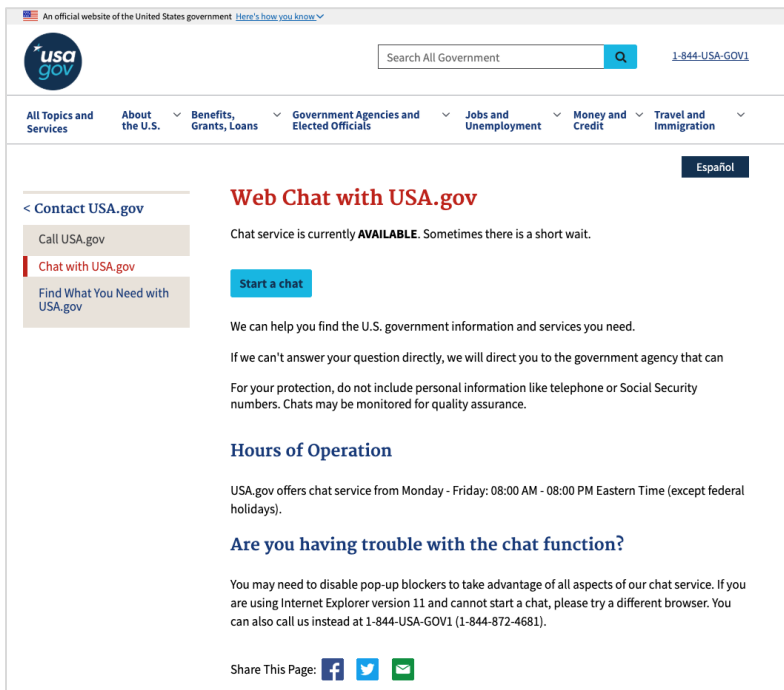
The screenshot shows a post from usagov. The post features a photo of a family at an airport with a woman on a luggage cart. The text overlay reads: '... Passport Month 2019 ... → Unlock lasting memories with a passport. #BeginYourJourney'. Below the photo are icons for likes, comments, and shares, followed by '50 likes' and the caption: 'usagov Are you ready to explore the world on a family adventure? Your long-anticipated girls trip? To get to the conference you've been waiting for... more View all 3 comments September 27'. At the bottom of the post is a blue banner with the text 'Register to vote'. The bottom navigation bar of the app is visible.

YouTube channels

The screenshot shows the USAgov YouTube channel page. The channel name is "USAgov" with 6.56K subscribers. The page is divided into several sections: "Uploads" featuring three videos: "Ways to Contact USAgov" (0:47), "Check Your Voter Registration" (1:49), and "First Time Voter" (1:03); "Career Spotlight" with a video series about government jobs; and "Featured Channels" including "USAgov/archive" and "USAgov en Español". The left sidebar contains navigation options like Home, Trending, Subscriptions, Library, History, Watch later, Liked videos, Subscriptions, and More from YouTube.

The screenshot shows the USAgov en Español YouTube channel page. The channel name is "USAgov en Español" with 4.33K subscribers. The page features a large video titled "Comenzaremos en unos minutos" with the USAgov and Social Security Administration logos. Below this is a video titled "Salud, prevención y nutrición" with a description about protecting health and nutrition. The "Uploads" section includes "Conversación con la Administración" (2,085 views) and "Nuestro Facebook Live de septiembre 18, 2018." The "Featured Channels" section lists "USAgov/archive", "USAgov", "The White House", "NASA", and "IRVideosmultilingu". The left sidebar is identical to the USAgov channel page.

Web chat service



An official website of the United States government [Here's how you know](#)

usa.gov Search All Government 1-844-USA-GOV1

All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Credit Travel and Immigration

Español

< Contact USA.gov

Call USA.gov

Chat with USA.gov

Find What You Need with USA.gov

Web Chat with USA.gov

Chat service is currently **AVAILABLE**. Sometimes there is a short wait.

[Start a chat](#)

We can help you find the U.S. government information and services you need.

If we can't answer your question directly, we will direct you to the government agency that can

For your protection, do not include personal information like telephone or Social Security numbers. Chats may be monitored for quality assurance.

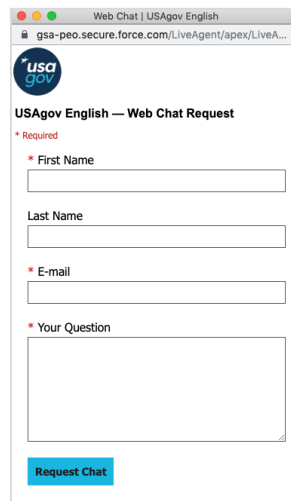
Hours of Operation

USA.gov offers chat service from Monday - Friday: 08:00 AM - 08:00 PM Eastern Time (except federal holidays).

Are you having trouble with the chat function?

You may need to disable pop-up blockers to take advantage of all aspects of our chat service. If you are using Internet Explorer version 11 and cannot start a chat, please try a different browser. You can also call us instead at 1-844-USA-GOV1 (1-844-872-4681).

Share This Page: [Facebook](#) [Twitter](#) [Email](#)



Web Chat | USAgov English

gsa-peo.secure.force.com/LiveAgent/apex/LiveA...

usa.gov

USAgov English — Web Chat Request

* Required

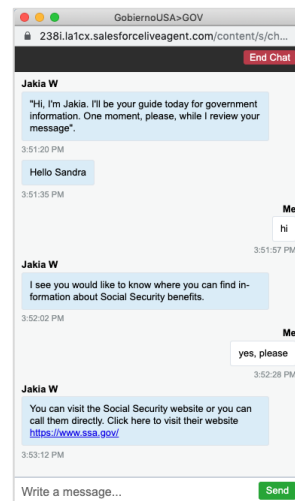
First Name

Last Name

* E-mail

* Your Question

[Request Chat](#)



GobiernoUSA>GOV

2381.ia1cx.salesforceliveagent.com/content/s/ch... [End Chat](#)

Jakia W

"Hi, I'm Jakia. I'll be your guide today for government information. One moment, please, while I review your message".

3:51:20 PM

Hello Sandra

3:51:36 PM

Me

hi

3:51:57 PM

Jakia W

I see you would like to know where you can find information about Social Security benefits.

3:52:02 PM

Me

yes, please

3:52:28 PM

Jakia W

You can visit the Social Security website or you can call them directly. Click here to visit their website <https://www.ssa.gov>

3:53:12 PM

Write a message... [Send](#)

<https://www.usa.gov/chat>

Email subscriptions

Our goal with email messaging is to communicate:

- Information that people need (for example, how to renew your passport)
- Messages that people want to read (for example, how to display the American flag)
- Essential information that affects people's lives (for example, food recalls)
- Emergency information - subscribers have the option to provide their state or ZIP Code to get timely emergency related emails



Compre sin pagar impuestos

En determinadas fechas del año, algunos estados no aplican el impuesto sobre las ventas a ciertos productos ("tax holiday"). Programe y aproveche para hacer sus compras en esos días. En las próximas semanas, por ejemplo, la exención estará orientada a artículos como calzado, ropa y material para el regreso a la escuela. Conozca cuándo será el "tax holiday" en su estado y qué productos estarán incluidos.

[Ahorre dinero con el tax holiday](#)

¿Recibió este email de otra persona?

[¡Quiero Suscribirme!](#)

Comparta esta información a través de:



Plan for Your Future With SSA's Benefits Calculator

Do you need help understanding your Social Security benefits as you plan for your financial future? The Social Security Administration offers a benefits planning tool for those who are looking to retire, are disabled, or have suffered the loss of a family member. Use the online calculators to get an instant estimate on your future retirement, disability, and survivors benefits.

[Help Me Plan My Social Security Benefits](#)



Did you get this email from a friend?

[Subscribe me!](#)


Share this message via:



The USA.gov blog: sharing best practices




USA.gov Blog



USAGov's Tips to Kickstart your Video Strategy

Right now, the common denominator across all online platforms seems to be video. Whether it's breaking news or information about a long existing government program, video content is a powerful way to present information.


September 10, 2019 [Read More >](#)



Adopting a Content Design Mindset

Over the years, the structure and the volume of content on USA.gov has changed as the Internet has matured and user needs have evolved.

August 27, 2019 [Read More >](#)



Asking More About Our Email Audience: Survey Project Results

Earlier this year, we shared a [blog post](#) about our methods for

Enter Search Term(s):
 [q](#)

About the USA.gov Blog

USA.gov is working to create the digital front door for the United States government. Follow our progress and help us learn as we go!

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Email*

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Posts by Tag

- Marketing (35)
- Content (34)



Adopting a Content Design Mindset

August 27, 2019 Posted by: Jessica Milcetic

[Tweet](#) [Share](#)



About the USA.gov Blog

USA.gov is working to create the digital front door for the United States government. Follow our progress and help us learn as we go!

Sign Up for Updates

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[Subscribe](#)

Posts by Tag

Over the years, the structure and the volume of content on USA.gov has changed as the Internet has matured and user needs have evolved.

As technology makes it easier than ever to find an answer to a question, our users have increasingly higher expectations of the services and information we deliver. As a result, we've pivoted our approach to producing content.

Instead of writing content, we now design content!

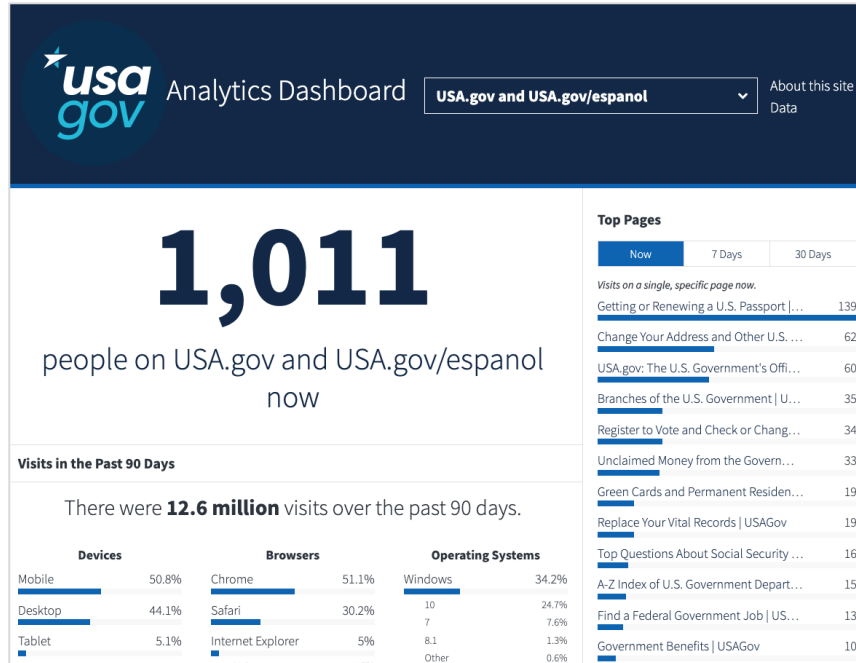
What's the difference you might ask? Sarah Richards, the former head of content design for the Government Digital Service in the UK, describes it best in her blog post [Content Design vs Editorial](#):

If you approach a new piece of web content with 'how shall I write this?', that's writing or editorial. If you approach it from 'how am I going to get this across to the audience in the best way possible?', that's content design.

Enter Search Term(s):
 [q](#)

Website Analytics

Website analytics dashboard



<https://www.usa.gov/website-analytics>

Built using the same code as the government-wide

<https://analytics.usa.gov/>

Search



Search

- USAGov government-only search engine
- Search engine code
- Business keyword search

USAGov's search engine



Searches all *.govs* and all *.mils*

USA An official website of the United States government [Here's how you know](#)



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USA Un sitio oficial del Gobierno de Estados Unidos [Así es como usted puede verificarlo](#)

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[Todos los temas y servicios](#) [Ayuda financiera y beneficios](#) [Ciudadanía, inmigración y viajes](#) [Dinero y crédito](#) [Directorios del Gobierno](#) [Temas del consumidor](#) [Trabajo y desempleo](#)

[All Government](#) [Images](#) [Videos](#)

Recommended by USA.gov

Change Your Address Online
<https://moversguide.usps.com/>
Change your address online with the USPS for a \$1.05 fee. You must have a credit or debit card and valid e-mail **address**.

Change Your Address and Other U.S. Post Office Services ...
www.usa.gov/post-office
Change Your Address with Other Government Agencies. Other federal and state agencies to contact when changing your **address** include: Internal Revenue ...

Change of Address
www.dmv.ca.gov/portal/dmv/detail/online/coa/welcome
Welcome to the DMV **Change of Address** (COA) System. Note: In order to complete the application, you must use the latest version of DMV's recommended ...

Change of Address! Social Security Administration
www.ssa.gov/myaccount/change-of-address.html
Change your Address and Telephone number online . Are you moving, currently receiving benefits or enrolled in Medicare and want to know how to **change** ...

Change Your Name or Address - dmv.pa.gov
www.dmv.pa.gov/Driver-Services/Driver-Licensing/Pages/Change-Your-Name-or-Address.aspx
Change Your Name or Address **Change Your Name** Driver's License or Learner's Permit. If your name has changed due to marriage, divorce or another ...

Using government-only search (code)

Insert our search box on your library's website.

```
<form accept-charset="UTF-8" action="http://search.usa.gov/search" id="search_form" method="get"><div style="margin:0;padding:0;display:inline"><input name="utf8" type="hidden" value="&#x2713;" /></div>  
  
<input id="affiliate" name="affiliate" type="hidden" value="usagov" />  
  
<label for="query">Enter Search Term(s):</label>  
  
<input autocomplete="off" class="usagov-search-autocomplete" id="query" name="query" type="text" />  
  
<input name="commit" type="submit" value="Search" />  
  
</form>
```

Business keyword search

An off GSA SecureAuth Token Generation <https://secureauth.gsa.gov/secureauth14/> [Here's how you know](#) ✓

usa.gov Search All Government 1-844-USA-GOV1

All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Credit Travel and Immigration

< Small Business

- Business Keyword Search
- Business Tax Information
- Finance Your Business
- Importing and Exporting
- Introduction to Federal Government Contracting
- Start Your Own Business
- Starting a Nonprofit Organization
- State Business Resources

Search for Information Helpful to Small Business Owners

Search information that can help current or future small business owners start and run their businesses. All of the content is from twenty-four handpicked official U.S. government websites.

Find Tools and Resources for Small Businesses

Enter keywords or a topic to get results from federal agencies and programs that work with small businesses.

Search Government Sites on Business

To ensure better results, the box will automatically add the word "business" when you submit your search terms. You can change it on the results page if you wish.

Hide List of Websites +

This search box returns results from websites by the following U.S. agencies, divisions, and programs:

- Centers for Medicare & Medicaid Services
- Employment and Training Administration
- Federal Trade Commission
- General Services Administration
- GovLoans
- Internal Revenue Service

Improving User Experience

Improving USAGov's user experience

- Surveys
- Search terms
- Content: what we keep, what we don't
- Where do people click the most?
- Improvement to overall navigation
 - Mobile Menu
 - Sticky Navigations
 - Content in accordions

Getting feedback from the Public - Surveys

An official website of the United States government [Here's how you know](#)

usa.gov Search All Government [1-844-USA-GOV1](#)

All Topics and Services **About the U.S.** **Benefits, Grants, Loans** **Government Agencies and Elected Officials** **Jobs and Unemployment** **Money and Credit** **Travel and Immigration** **Español**

< Scams and Frauds

- Common Scams and Frauds
- Housing Scams**
- Identity Theft
- IRS Scams
- Online Safety
- Privacy
- Report Scams and Frauds

Housing Scams

Beware of these frauds and scams when buying or foreclosing on a home.

After you are done, help us improve USA.gov!

Choose "Yes, I'll help" to open a new survey window. When you are ready, go there to give us your feedback.

The survey should take less than three minutes.

Thank you!

Yes, I'll help **No Thanks**

usa.gov

Form Approved OMB#3090-0297 Exp. Date 07/31/2019

- Ask you to sign a blank contract in advance

What you think matters!

Was this page helpful?

Yes No

Next >

Form Approved OMB#3090-0297 Exp. Date 08/31/2019

¡Su opinión es importante para nosotros!

¿Le ha sido útil esta página?

Sí No

Continúe >

Cuestionario aprobado OMB#3090-0297 Fecha de vencimiento 07/31/2019

	H	J	K	L	M	N	O
1	Originally exported Date and Time	Page URL	Was this page helpful?	I found this page helpful because it ...	I did NOT find this page helpful because it ...	Thank you! How can we make this page more helpful?	Flag
12268	02/16/19 12:44	https://www.usa.gov/passport-problems	Yes	Other		No information about what a US Citizen could carry out of US and bring it back without any problems.	Informative
12750	02/18/19 22:19	https://www.usa.gov/passport-problems	Yes	Was easy to understand, Other		show/tell me where to get form ds-82.	Informative
12842	02/19/19 10:57	https://www.usa.gov/passport	Yes	Had the information I needed, Was		Need current fees for each passport application Thank you	Informative
12939	02/19/19 14:58	https://www.usa.gov/passport-problems	Yes	Had the information I needed, Was		I found all the information I needed on the page which was a phone number. I do not see any recommendations needed.	Informative
12956	02/19/19 15:32	https://www.usa.gov/passport	No		Other	It says in once place you can "apply online" and then another lines says you "fill it out online but must present or mail"	Informative
13279	02/20/19 16:05	https://www.usa.gov/americans-abroad	No		Has too little info	I cannot believe the us department of state does not know if a visa is required for U.S. citizens visiting other countries. This list should easily be available, saving U.S. citizens valuable time	Informative
13614	02/21/19 16:46	https://www.usa.gov/passport	No		Has too much inf	This page should be made simpler. There is too much information, and in some cases redundant information. First impression is confusion. Could simplify presentation by collapsing or linking the special circumstances information (e.g., expedited, minors).	Informative
13656	02/21/19 19:17	https://www.usa.gov/passport	Yes	Was easy to understand		How to print DS-11 FORM	Informative
13801	02/22/19 10:17	https://www.usa.gov/passport-problems	No		Has too much inf	Simplify the basics questions. I just wanted to know how much to renew my passport. i do not need to know ALL THE FACTORS INVOLVED.	Informative

Getting feedback from the Public - Search terms

< [Passports and International Travel](#)

Getting or Renewing a U.S. Passport

[International Travel Issues](#)

[Issues with Family Outside the U.S.](#)

[Travel Complaints](#)

[U.S. Passport Fees](#)

Getting or Renewing a U.S. Passport

How to apply, renew, or quickly get a passport. Also, learn how to get a passport for a child, check the status of your application, and how much it costs to get a passport.

On This Page

- [Infographic: How to Get or Renew a U.S. Passport](#)
- [Apply for a U.S. Passport](#)
- [Renew a U.S. Passport](#)
- [Get a Passport Quickly](#)

Referring Search Terms from google.com

Search Query	Acquisition			
	Impressions	Clicks	CTR	Average Position
	8,412,425 <small>% of Total: 3.31% (152,675,406)</small>	328,198 <small>% of Total: 13.39% (2,451,921)</small>	3.90% <small>Avg for View: 1.61% (142.93%)</small>	7.3 <small>Avg for View: 9.8 (24.77%)</small>
1. passport renewal	480,038 (12.23%)	38,163 (13.37%)	7.95%	4.8
2. passport application	421,534 (10.74%)	4,080 (1.43%)	0.97%	7.5
3. us passport	390,941 (9.96%)	5,446 (1.91%)	1.39%	2.6
4. passport	292,839 (7.46%)	2,822 (0.99%)	0.96%	6.7
5. how much is a passport	131,750 (3.36%)	380 (0.13%)	0.29%	7.0
6. renew passport	112,206 (2.86%)	18,098 (6.34%)	16.13%	3.4
7. us passport renewal	100,782 (2.57%)	26,243 (9.19%)	26.04%	2.4
8. how to get a passport	90,560 (2.31%)	5,409 (1.89%)	5.97%	3.7
9. us passport application	82,701 (2.11%)	3,701 (1.30%)	4.48%	5.3
10. how long does it take to get a passport	72,391 (1.84%)	499 (0.17%)	0.69%	9.0

Terms searched on our pages

Search Term	Total Unique Searches	Results Pageviews / Search	% Search Exits	% Search Refinements
	7,189 <small>% of Total: 3.18% (225,956)</small>	1.02 <small>Avg for View: 1.61 (36.26%)</small>	63.12% <small>Avg for View: 49.49% (27.55%)</small>	10.48% <small>Avg for View: 23.48% (55.36%)</small>
1. form ds-82	591 (8.22%)	1.03	70.22%	6.58%
2. ds-82 form application	558 (7.76%)	1.04	63.26%	7.96%
3. ds-82	436 (6.06%)	1.02	69.50%	10.09%
4. ds-11 form	403 (5.61%)	1.02	66.00%	4.84%
5. form ds-11	254 (3.53%)	1.02	66.14%	5.81%
6. ds-82 form	228 (3.17%)	1.03	65.79%	7.69%
7. ds-11	210 (2.92%)	1.01	62.38%	15.96%
8. lost passport	165 (2.30%)	1.04	84.85%	1.17%
9. passport card	141 (1.96%)	1.06	76.60%	2.01%
10. ds 82	126 (1.75%)	1.01	73.02%	3.94%

Content: what we keep, what we don't

	A	B	C	D	E	F	G	H	I	J	K
1	"Asset Node Id"	Title	Year of "Created Date"	Month of "Created Date"	"For Use By"	"Type of Asset"	Fixed Roll up Usage along Table (Down)	% of Total Fixed Anchor Click Math along Table (Down)	Fixed Anchor Click Math	% of Total Fixed SF Math along Table (Down)	Fixed SF Math
2							Total	Website	Website	Salesforce	Salesforce
28	212669	Passport Fees	2016	March	USAGov	English Text Asset	0.6741%	1.31%	206,559	0.04%	71
29	35882	Apply for Unemployment Benefits	2015	January	USAGov	English Text Asset	0.6608%	0.62%	98,206	0.70%	1,376
30	35997	Steps to File a Complaint Against a Co	2015	January	USAGov	English Text Asset	0.6600%	0.20%	30,832	1.12%	2,217
31	36647	Vital Records Issued in the United Sta	2015	January	USAGov	English Text Asset	0.6584%	1.06%	167,064	0.26%	504
32	35357	Request Military Records	2015	January	USAGov	English Text Asset	0.6069%	0.44%	69,898	0.77%	1,518
33	37577	Find ZIP Codes and Post Offices	2015	January	USAGov	English Text Asset	0.5984%	0.05%	7,364	1.15%	2,268
34	34757	Help with Home Repairs and Modificat	2015	January	USAGov	English Text Asset	0.5747%	0.33%	52,579	0.82%	1,608
35	212655	Passports for Minors Under the Age of	2016	March	USAGov	English Text Asset	0.5653%	0.64%	99,979	0.50%	977
36	35412	Minimum Wage, Overtime, and Miscla	2015	January	USAGov	English Text Asset	0.5557%	0.08%	12,029	1.03%	2,041
37	36212	U.S. Citizenship through Naturalizatio	2015	January	USAGov	English Text Asset	0.5394%	0.38%	59,492	0.70%	1,382
38	211567	Locate a Federal Inmate	2015	May	USAGov	English Text Asset	0.5385%	1.03%	161,949	0.05%	95
39	35442	Check Your Federal Tax Refund Statu	2015	January	USAGov	English Text Asset	0.5070%	0.20%	32,134	0.81%	1,597
40	213803	Government Grant Scams	2017	December	USAGov	English Text Asset	0.5065%	0.03%	4,140	0.99%	1,946
41	35277	Wrongful Discharge/Termination of Em	2015	January	USAGov	English Text Asset	0.4998%	0.11%	16,693	0.89%	1,762
42	37337	Absentee Voting, or Voting by Mail	2015	January	USAGov	English Text Asset	0.4827%	0.55%	85,882	0.42%	828
43	35087	Credit Reports	2015	January	USAGov	English Text Asset	0.4788%	0.72%	113,868	0.23%	462
44	36427	Civil Service Retirement	2015	January	USAGov	English Text Asset	0.4749%	0.07%	10,613	0.88%	1,740
45	35672	How to Locate U.S. Military Personnel	2015	January	USAGov	English Text Asset	0.4721%	0.75%	118,766	0.19%	374
46	37267	Foreign Nationals Driving in the Unitec	2015	January	USAGov	English Text Asset	0.4581%	0.32%	50,685	0.59%	1,172
47	35462	Medicaid and Children-s Health Insura	2015	January	USAGov	English Text Asset	0.4539%	0.19%	30,358	0.72%	1,410
48	35812	Find Affordable Rental Housing	2015	January	USAGov	English Text Asset	0.4455%	0.34%	53,976	0.55%	1,081
49	37232	Internet Fraud	2015	January	USAGov	English Text Asset	0.4424%	0.09%	14,122	0.80%	1,568

Where do people click the most?

An official website of the United States government [Here's how you know](#)

usa.gov

Search All Government GOV

Government Agencies and Elected Officials | Jobs and Unemployment | Money and Credit | Travel and Immigration

Spanish

Register to Vote and Check or Change Registration

Learn if you're eligible to vote, how to register, check, or change your information, and the deadline to register to vote in your state.

On This Page

- [Register to Vote](#)
- [Check or Change Your Voter Registration](#)
- [Video: Guide for the New Voter](#)
- [Voter Registration Deadlines](#)
- [Video: Guide for Checking Your Registration](#)
- [Voting Rules in the U.S. Are Different in Every State](#)
- [Who Can and Who Can't Vote](#)

Register to Vote

If you need to register to vote, visit [Vote.gov](#). Depending on your state's voter registration rules, the site can help you

- Register online. This is available for [38 states plus the District of Columbia](#).

usa.gov Español MENU

< Housing

Find Affordable Rental Housing

Learn about government programs that help people find affordable rental housing. Subsidized housing, public housing, and vouchers - is different. Get the details on who is eligible, and how to apply.

On This Page

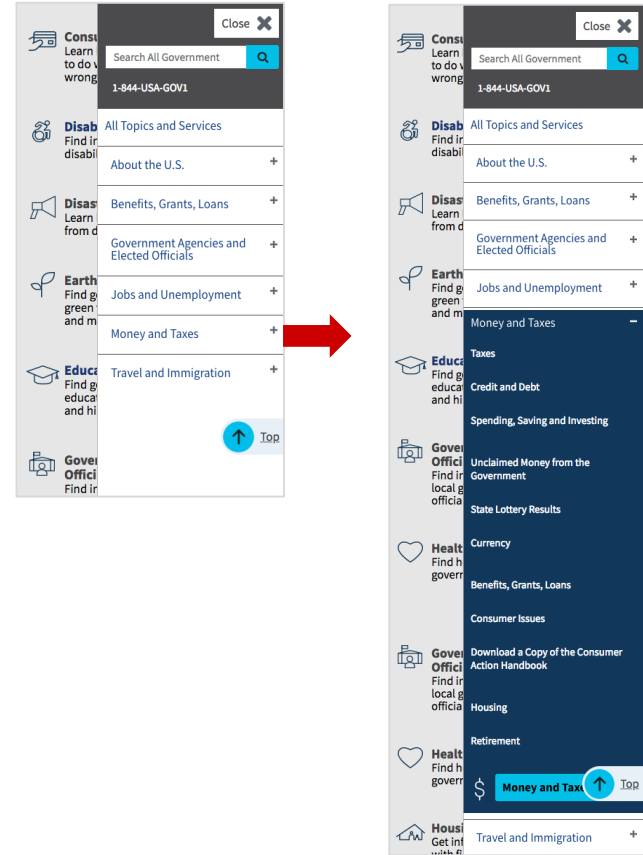
- [Infographic: Find Affordable Rental Housing](#)
- [Find Affordable Rental Housing](#)
- [How to Get Help Paying Rent](#)
- [Housing Choice Voucher Program \(Formerly Section 8\)](#)
- [Public Housing](#)
- [Identify and Complain about Housing Discrimination](#)

Infographic: Find Affordable Rental Housing

Government programs help low-income people find affordable rental housing. This infographic explains how they work.

Old mobile menu

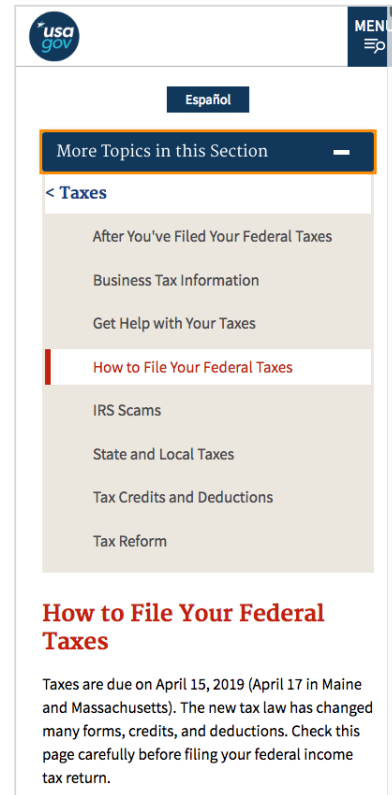
- Reflected only **6 topics** (out of 17)
- Users could only drill down **2 levels deep** in our IA
- All second level topics would expand in the **same window**, making it hard to navigate (specially for keyboard users)
- The interaction with the navigation was **overwhelming** and at times **confusing** for users



Old mobile sub-menu

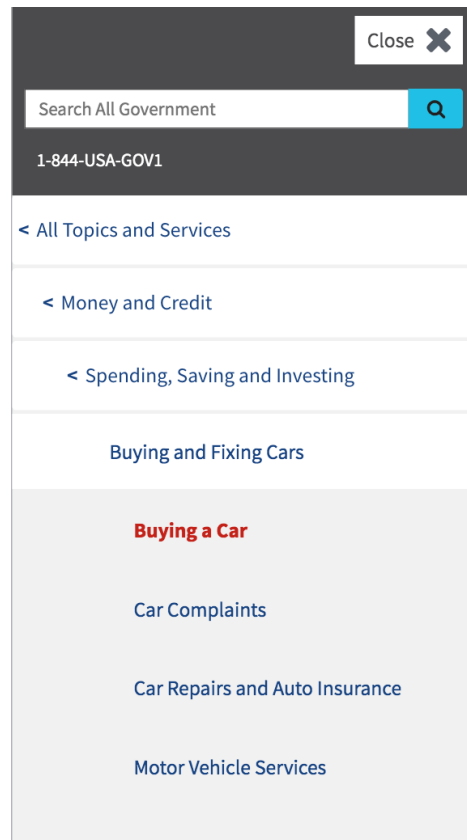
“More Topics on this Section”

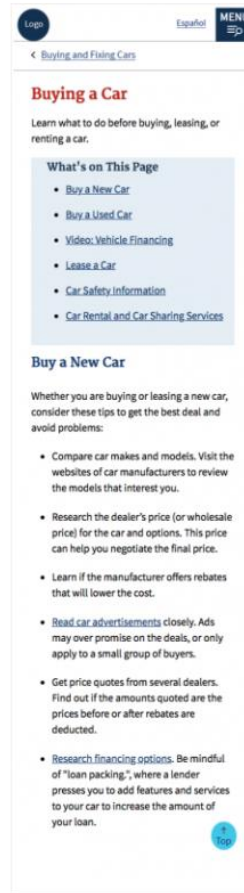
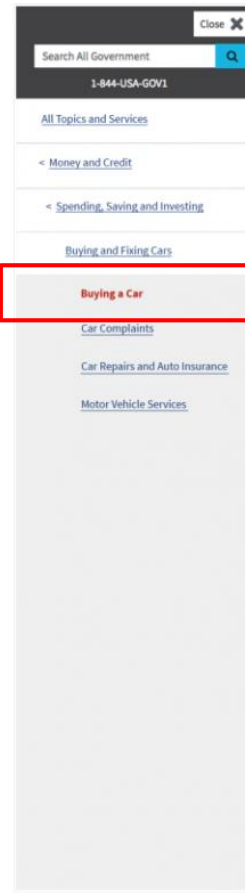
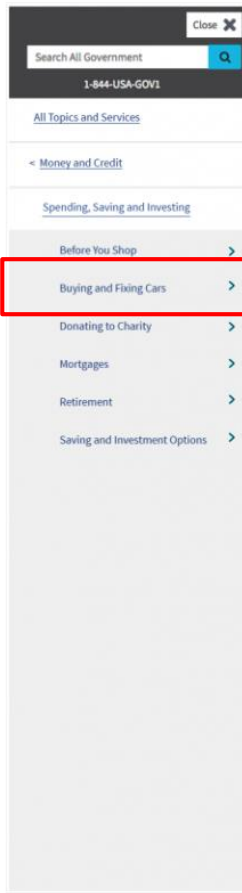
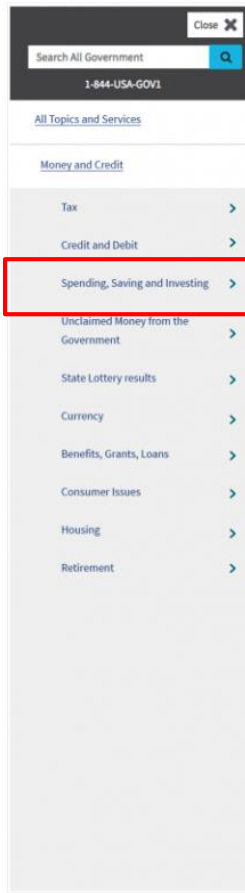
- This section was added to our site to supplement the **lack of topics not shown** in the main MENU navigation
- Data told us that this **section was barely clicked on**
- When conducting usability tests, we observed visitors **using mostly the “MENU” button** as their main form of navigation



New Mobile Menu

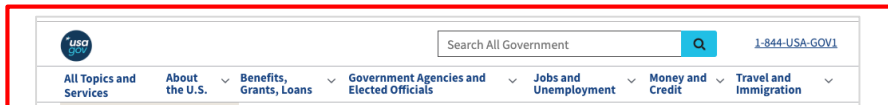
- It shows all topics on the first screen in menu
- Users can drill down to any level of the IA (up to 5) without leaving the menu
- It indicates the page a user is currently on
- Menu expands the full width of device giving room for long link labels and wrapping



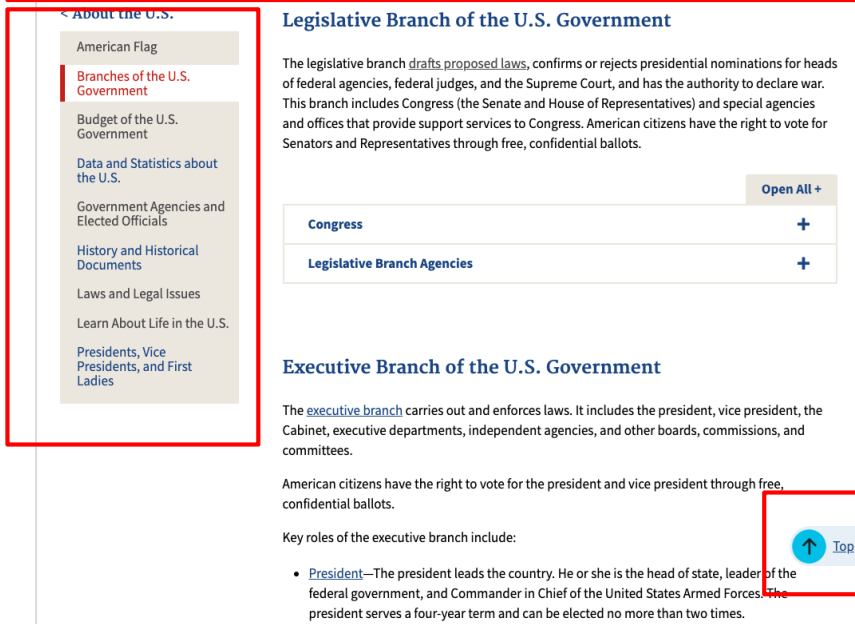


Sticky navigations

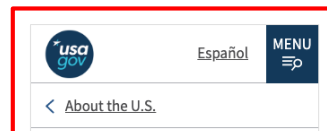
1



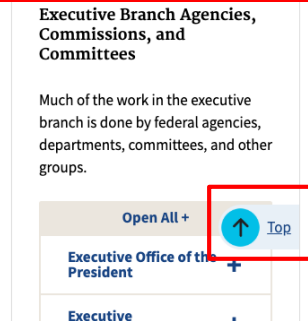
3



1



2



- 1 Main navigation
- 2 Back to top
- 3 Left navigation in desktop

Content in accordion style

usa.gov Search All Government 1-844-USA-GOV1

All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Credit Travel and Immigration

< Housing

- Affordable Rental Housing
- Foreclosure
- Help Buying a Home
- Housing Help
- Housing Scams
- Housing-Related Complaints
- Mortgages
- Moving
- Property Insurance
- Repairing and Improving a Home**
- U.S. Postal Service Issues

Repairing and Improving a Home

Look for help with repairing or making improvements to your home.

On This Page

- [Help with Home Repairs and Modifications](#)
- [Home Equity Loans](#)
- [Get Help with Your Home Energy Bill](#)
- [Weatherization Assistance Program \(WAP\)](#)

Help with Home Repairs and Modifications

If you plan to repair or renovate your home, government programs may make it easier for you to afford those home improvements.

What Financial Help is Available for Home Repairs?	+
Am I Eligible for Home Repair Assistance?	+
How Do I Apply for Home Improvement Programs?	+
What Else Do I Need to Know Before Starting a Home Repair?	+

Open All +

usa.gov Search All Government 1-844-USA-GOV1

All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Credit Travel and Immigration

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- Property Insurance
- Repairing and Improving a Home**
- U.S. Postal Service Issues

Open All +

What Financial Help is Available for Home Repairs?

The most common type of financial help from the government for home repairs or modifications is through [home improvement loans programs](#) backed by the government. Some programs are available nationwide, while others are only available at the state or county level.

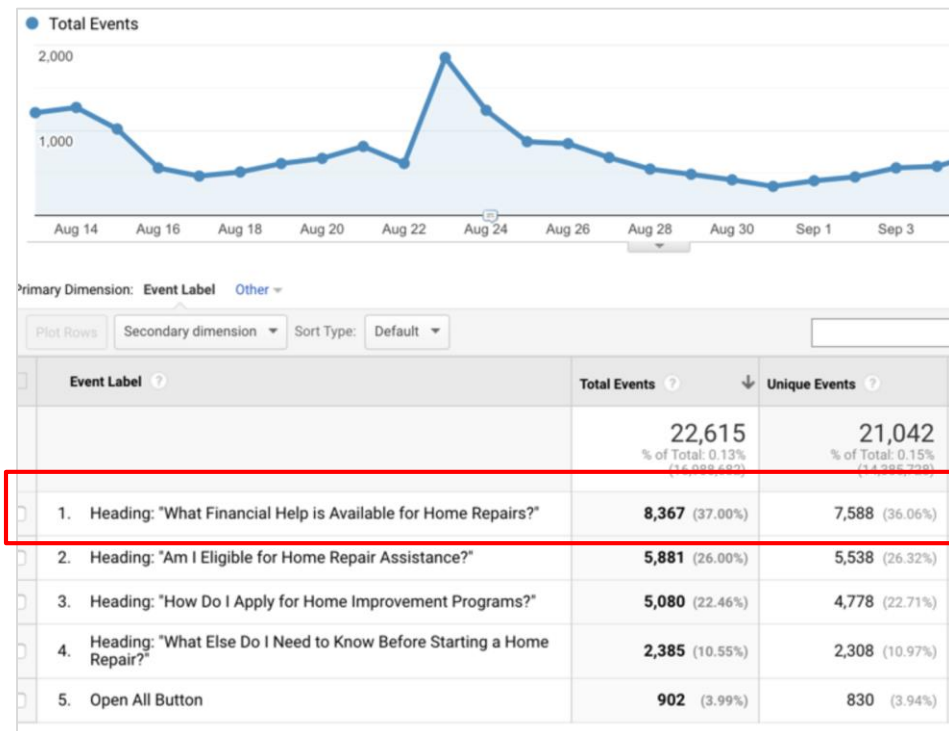
Find Loans and Other Incentives

- Learn about the [HUD Title 1 Property Improvement Loan](#) program. Loan amount and repayment terms are limited based on the type of property.
- Find out about the [203\(k\) Rehabilitation Mortgage Insurance Program](#). This type of mortgage covers the cost of purchasing or refinancing and rehabilitating a home that is at least a year old.
- Contact your [state Department of Housing and Urban Development \(HUD\)](#) office or your [local or county government housing department](#) for programs in your community.
- Find information about [energy efficient modification loans](#) or incentives in your state.
- Review a [list of FAQs about tax credits and rebates](#) for Energy Star products and energy efficiency home improvements.

Help for Certain Demographic Groups

- Veterans can contact the [Department of Veterans Affairs Home Loans Service](#) about a loan or about [specially adapted housing grants](#).

Content in accordion style - data



Help with Home Repairs and Modifications

If you plan to repair or renovate your home, government programs may make it easier for you to afford those home improvements.

Open All +

What Financial Help is Available for Home Repairs?	+
Am I Eligible for Home Repair Assistance?	+
How Do I Apply for Home Improvement Programs?	+
What Else Do I Need to Know Before Starting a Home Repair?	+

Experimental Projects

Experimental projects

- Tooltips
- FAQ style pages from Google
- Chatbot

Tooltips

What is a Typical Presidential Election Cycle?

The presidential election process follows a typical cycle:

- Spring of the year before an election – Candidates announce their intentions to run.
- Summer of the year before an election through spring of the election year – Primary and caucus [?] debates take place.
.....
- January to June of election year – States and parties hold primaries [?] and caucuses.
.....
- July to early September – Parties hold nominating conventions to select their candidates.
- September and October – Candidates participate in presidential debates.
- Early November – Election Day
- December – Electors [?] cast their votes in the Electoral College.
.....
- Early January of the next calendar year – Congress counts the electoral votes.
- January 20 – Inauguration Day

Primary: an election held to determine which of a party's candidates will receive that party's nomination and be their sole candidate later in the general election.

FAQ style pages for Google

We are experimenting with FAQ page schema markup that is [supported by Google](#) for providing content to their rich results.

The screenshot shows the 'Page is eligible for rich results' notification in Google Search Console. It includes a 'Preview Search Result' and 'View Rendered HTML' button. Below, the 'Detected Items' section shows an FAQ entry with the following structured data:

FAQ	
Unnamed item	^
type	FAQPage
mainEntity	
type	Question
name	Get Help Paying for Telephone Service
acceptedAnswer	
type	Answer
text	<h3>What help is available to pay for

The 'Rendered HTML' section shows the corresponding HTML code for the FAQPage and Question/Answer schema.

The screenshot shows a Google search result for 'how to get help with bills'. The rich results include:

- Help with Bills | USAGov**
<https://www.usa.gov/help-with-bills>
Jump to **Get Help with Your Home Energy Bill** - If you can't afford to pay your home heating or cooling bill, you may be able to get help from the ...
- Get Help Paying for Telephone Service
- Get Help with Your Home Energy Bill
- If you can't afford to pay your home heating or cooling bill, you may be able to get help from the government or your local social services agency or nonprofit.
- What help is available for my home energy bill?**
The **Low Income Home Energy Assistance Program (LIHEAP)** may be able to help with:
 - Assistance to pay your heating or cooling bills
 - Emergency services in cases of energy crisis, such as utility shutoffs
 - Low-cost home improvements, known as **weatherization**, that make your home more energy efficient and lower your utility bills.LIHEAP funds may not be used to pay water and sewer bills.
- Am I eligible for LIHEAP?**
This chart from **Benefits.gov** shows the average LIHEAP eligibility requirements. Actual requirements may vary by state, city, or region. Each local LIHEAP office sets its own eligibility requirements.
 - A person or family participating in certain other benefit programs, such as the Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Temporary Assistance... [More](#)
- Help with Medical Bills
- Help with Prescription Drug Costs
- Welfare or Temporary Assistance for Needy Families (TANF)

Chatbot

An official website of the United States government
[Here's how you know](#) ✓

usa gov Español MENU

< Scams and Frauds

Common Scams and Frauds

Find information on common scams and frauds

Got any questions? I'm happy to help.

- [Equifax Data Breach](#)
- [Telephone Scams](#)
- [Banking Scams](#)

An official website of the United States government [Here's how you know](#) ✓

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All Topics and Services About the U.S. Benefits, Grants, Loans Government Agencies and Elected Officials Jobs and Unemployment Money and Finance Travel and Transportation

Common Scams and Frauds

Find information on common scams and frauds

On This Page

- [Equifax Data Breach](#)
- [Banking Scams](#)
- [Ticket Scams](#)
- [Pyramid Schemes](#)
- [Census Related Fraud](#)
- [Government Grant Scams](#)

October 10

Got any questions? I'm happy to help.

I'm the USA.gov chatbot, a bot that can help you find information about scams and frauds. Select a button below if any of the topics sound like what you're looking for!

Report a scam complaint Is this a scam?

Scam prevention info

Can I get my money back?

Some other reason

Write a message

Thanks for listening!
Any Questions?

Resources

Resources

- <https://www.usa.gov/complaint-letter-wizard>
- <https://www.usa.gov/business-search>
- <https://www.usa.gov/contact>
- <https://www.usa.gov/federal-agencies/a>
- <https://www.usa.gov/agencies>
- <https://www.usa.gov/branches-of-government>
- <https://platform-api.usa.gov/>
- <https://www.data.gov/>
- <https://analytics.usa.gov/>
- <https://search.gov/>

Demo time!