



ASKGPO FEDERAL DEPOSITORY LIBRARY
PROGRAM (FDLP)
USER TRAINING GUIDE

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Salesforce Community Login

The askGPO webpage and community login will be used by Federal Depository Library Program staff to submit inquiries, check the status of inquiries, submit webforms and request additional login credentials for team members.

The designated depository coordinator will also be able to edit the Federal Depository Library Directory (FDLD) entry for their library.

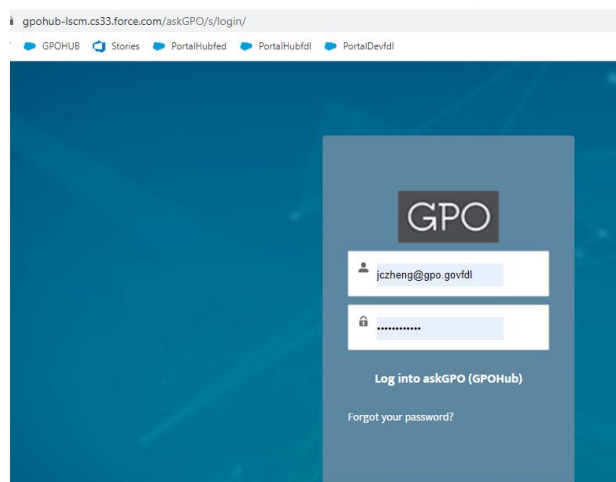
- Searching the FDLD will still be done through <https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp>

The benefit of authenticating with a login is that you will be able to view all your past submitted inquiries, and information on many forms will be populated automatically.

Access the askGPO Community webpage at <https://ask.gpo.gov>. If necessary, click the login button from the right hand corner:



Alternatively, use this link to enter your credentials directly. Enter your user name and password and click on "Log into askGPO": <https://usgpo.force.com/askGPO/s/login/>



Community Navigation

Once logged into the community as an authenticated user, the home page will be displayed as below. Some of the features of the webpage include:

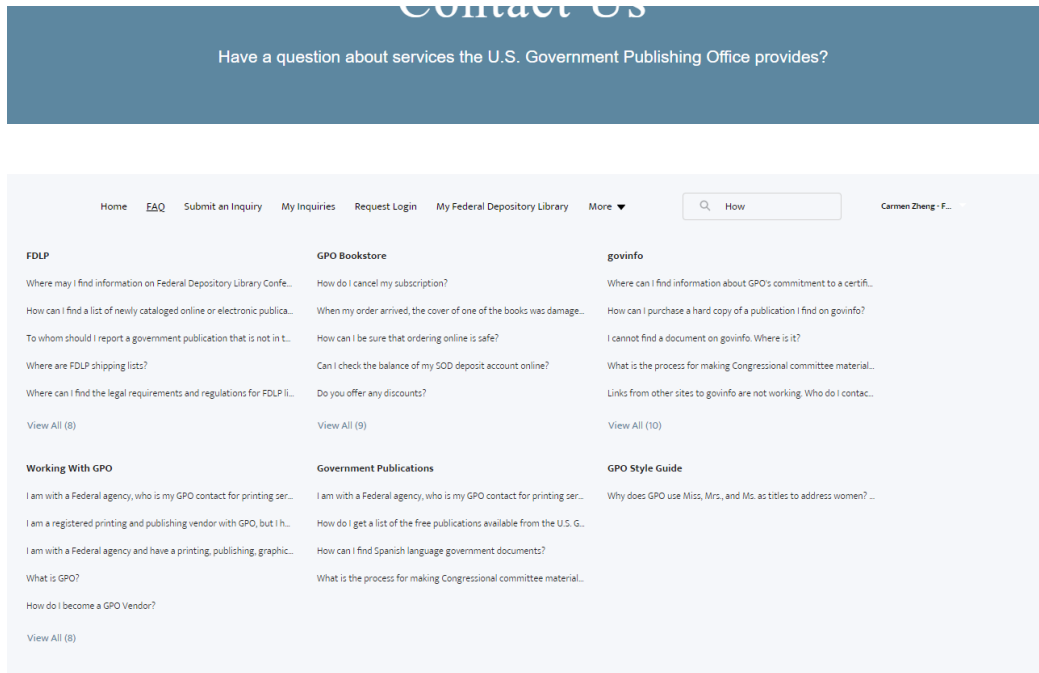
- Quick links on the top panel
- A menu bar
- Six tiles for the user to submit inquiries based on their need or affiliation
- Knowledge base articles covering frequently asked questions

The screenshot shows the 'Contact Us' page of the U.S. Government Publishing Office (GPO). The page has a dark blue header with the GPO logo and navigation links: 'Who We Are', 'How To Work With Us', 'Explore and Research', and 'Contact Us'. Below the header is a large blue banner with the text 'Contact Us' and 'Have a question about services the U.S. Government Publishing Office provides?'. A search bar is located on the right side of the banner. Below the banner is a white navigation bar with links: 'Home', 'FAQ', 'Submit an Inquiry', 'My Inquiries', 'Request Login', 'My Federal Depository Library', and 'More'. The main content area features a heading 'Click on a tile below to submit your question' and three large tiles: 'Federal Depository Library Program', 'Federal Agency', and 'General Public'. To the right of the tiles are sections for 'Important GPO Links' and 'Trending Articles'. Numbered callouts point to various features: 1. 'Hover over the header to view the drop down list with the related GPO links' points to the top navigation bar. 2. 'Menu bar: To access FAQ articles, submit and view inquiries, request login, submit webforms and view FDLP account' points to the white navigation bar. 3. 'User can click the "Federal Depository Library Program" tile to submit a inquiry' points to the first tile. 4. 'Enter keywords to search for knowledge articles' points to the search bar.

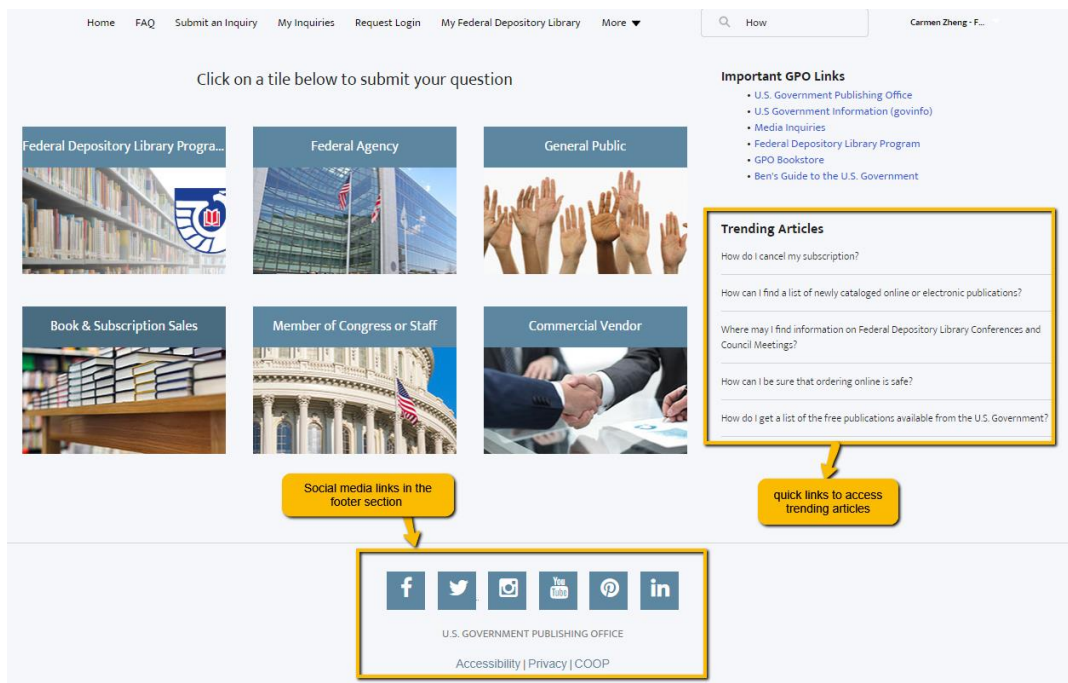
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.

The screenshot shows the search results page for the keyword 'How'. The page has a white background with a dark blue header. The search bar is at the top right, showing the keyword 'How'. Below the search bar is a list of search results. The first result is 'How can I pay for my... Knowledge - 000001001'. The second result is 'How do I cancel my s... Knowledge - 0000010...'. The third result is 'How can I find a list o... Knowledge - 0000010...'. Below the search results are three large tiles: 'Depository Library Progra...', 'Federal Agency', and 'General Public'. The page also features a navigation bar with links: 'Home', 'FAQ', 'Submit an Inquiry', 'My Inquiries', 'Request Login', 'My Federal Depository Library', and 'More'. The search results are displayed in a list format with a search bar at the top right.

The FAQ tab lists all the published knowledge articles. Look here to see if an answer to your question has already been published before submitting an inquiry.

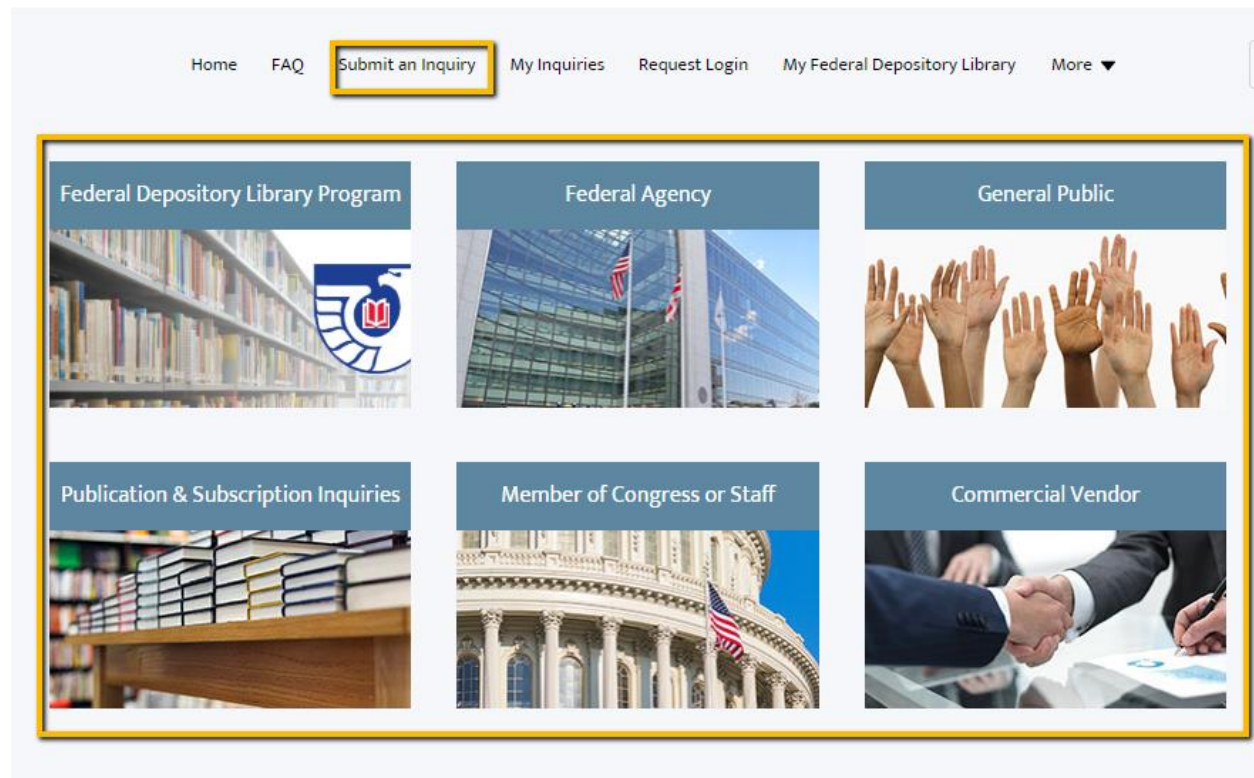


The most frequently viewed knowledge base articles appear in the "Trending Articles" list. At the bottom of the page are GPO's social media footer links.



Submit and Review an Inquiry (as an authenticated user)

To submit an inquiry, you can click on “Submit an inquiry” from the menu bar (recommended), or click on a tile on the home page (use the tile that corresponds to the type of user you are).



You will see an inquiry submission page, with some of your own information pre-populated in the form:

The screenshot shows the inquiry submission form with the following pre-populated information:

Please fill out the form below to submit an inquiry to our GPO staff

*Type of Customer: Federal Depository Library

*Institution/Library name: Law Library of Louisiana

Library Number: 0221

First Name: Carmen

*Last Name: Zheng - FDL

*Email Address: jc Zheng@gpo.gov

Phone: 4566787922

*Select Category: Cataloging Record Distribution Program (CRDP)

*Enter your inquiry: Enter your inquiry

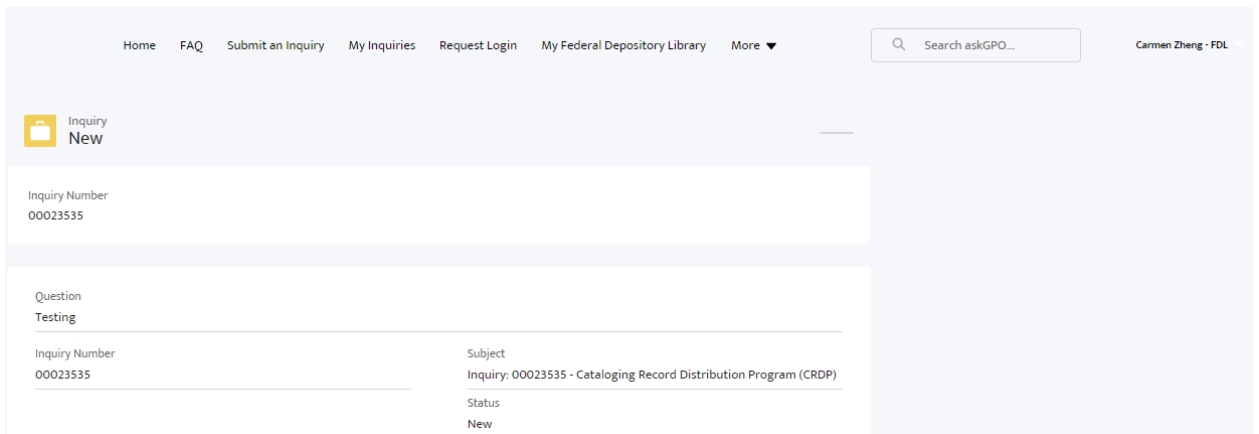
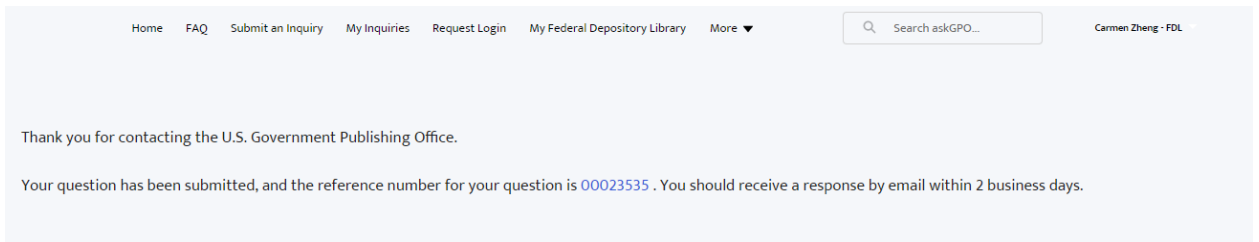
You have the option to upload files if needed.

When your form is complete, click the “I am not a robot” box, then click “Submit”

The screenshot shows a web form for submitting an inquiry. The fields are as follows:


- * Email Address:** jczheng@gpo.gov
- Phone:** 4566787922
- * Select Category:** Cataloging Record Distribution Program (CRDP)
- * Enter your inquiry:** Testing
- Upload Attachment:** A button labeled "Upload Files" with a plus icon and "Or drop files" next to it. Below this, the file "Carmen.docx" is listed.
- reCAPTCHA:** A box with a green checkmark and the text "I'm not a robot". To the right is the reCAPTCHA logo and links for "Privacy" and "Terms".
- Submit:** A button at the bottom of the form.

You will receive a confirmation message and a reference number. For authenticated users, the reference number is a clickable link that will take you to an inquiry record for that question




After submitting a question, you will receive a confirmation message from GPO, along with the inquiry details:

Sandbox: AskGPO: New Inquiry Submission

 GPOHub <noreplygpo@mail1.gpo.gov>
Thu 6/18/2020 11:23 AM
To: Zheng, Jiawen (Carmen)


Thank you for contacting the U.S. Government Publishing Office.
Your question has been received, and you should receive a response from us within 2 business day
Reference Number: 00023535
Question: Testing
Customer Type: Federal Depository Library
Category: Cataloging Record Distribution Program (CRDP)
Name: Carmen Zheng - FDL
Email: jczheng@gpo.gov
Phone: 4566787922
Library Number:




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When the inquiry status is updated by GPO staff, you will receive the following email:

Sandbox: AskGPO: Inquiry Status Changed

 GPOHub <noreplygpo@mail1.gpo.gov>
Mon 6/22/2020 1:40 PM
To: Zheng, Jiawen (Carmen)

Recently you requested assistance through askGPO.
We are continuing to work on your issue, and will let you know as soon as it is resolved.
Question: Testing
Customer Type: Commercial Vendors
Category: Ask a Librarian
Name: Carmen Zheng - FDL
Email: jczheng@gpo.gov
Phone: 4566787922
Library Number:



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When the inquiry status is updated to “Closed” by GPO staff, you will receive an email notification that includes the answer to your question

Sandbox: AskGPO: Inquiry Status **Closed**

GPOHub <noreplygpo@mail1.gpo.gov>
Wed 7/8/2020 11:45 AM
To: Zheng, Jiawen (Carmen)

Your recent question received through askGPO has been answered, and a copy of the question and our response is below.

Thank you for allowing the U.S. Government Publishing Office to be of service to you, and please contact us again with any further questions.

Reference Number: 00040873

Question: this is a test

Answer: Hey Thank you

The U.S. Government Publishing Office has received your inquiry. However, the Federal Government is shut down due to a funding lapse. Consequently, the askGPO system is **closed** and will reopen after funding is restored. We apologize for any inconvenience this may cause

Customer Type: Federal Depository Library
Category: Claims
Name: Carmen Zheng - FDL
Email: jczheng@gpo.gov

You can also click “My inquiries” on the menu bar in order to see questions you have submitted. You can view and sort your questions by the date submitted or closed, and you can click on any inquiry number to review the question and see the answer if the inquiry has been closed.

Home FAQ Submit an Inquiry **My Inquiries** Request Login My Federal Depository Library More Search askGPO... Carmen Zheng - FDL

Inquiries MyInquiries

4 items • Sorted by Inquiry Number • Filtered by all inquiries • CreatedByMe • Updated 4 minutes ago Search this list...

Inquiry Nu...	Subject	Status	Date/Time Opened	Date/Time Closed	Owner Name
1 00012796	Inquiry: 00012796 - Cataloging/Metadata (Policy and Records)	Closed	6/11/2020 1:43 PM	6/18/2020 10:37 AM	Library Technical Services
2 00012797	Inquiry: 00012797 - Cataloging/Metadata (Policy and Records)	Closed	6/11/2020 1:46 PM	6/11/2020 1:51 PM	Library Technical Services
3 00012800	Inquiry: 00012800 - Fugitive publications/LostDocs	New	6/15/2020 2:52 PM		Dennis Woods
4 00023535	Inquiry: 00023535 - Cataloging Record Distribution Program (CR...	New	6/18/2020 10:23 AM		Outreach and Support

Federal Depository Library Directory

As of August 10, 2020, depository library coordinators and staff should make all changes to the Federal Depository Library Directory information for their library through the askGPO community site.

- To view and search the entire Federal Depository Library Directory, users will still use this site: <https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp> Click on the “My Federal Depository Library” link on the menu bar to view the Directory information about your library.
- If the FDL user is the Depository coordinator, he/she will have the ability to edit some fields (those with a pencil icon visible).
- The FDL coordinator can click on the “Edit” button or click on the pencil icon to edit allowable fields.
- If you need to edit a field that you do not have permission for, email fdlpoutreach@gpo.gov

Home FAQ Submit an Inquiry My Inquiries Request Login **My Federal Depository Library** More ▼ Search askGPO... Carmen Zheng - FDL

Account Louisiana Supreme Court **Edit**

Library Name	Depository Library Number	Depository Coordinator Name	Depository Coordinator Email	Depository Type	State
Law Library of Louisiana	0221	Francis Norton	fnorton@lasc.org	Selective	Louisiana

Library Information

Depository Library Number	Library Status
0221	Active FDL
Account Name	County
Law Library of Louisiana	
Public Notes	City
Notes test 5/28 and 5/28	New Orleans
Library Type	State
Highest State Court Library (SC)	Louisiana

Files (0)

Upload Files

Or drop files

Request a login to askGPO community Portal for additional staff

You do not need a login to use the askGPO site to submit a question for GPO staff. The benefit of having a login is a streamlined submission process, with your contact information auto-populated, and the ability to maintain a record of your submissions. If you work at a Federal Depository Library, you can submit a request for a login on behalf of another person who works at the same library.

To submit a login request, click on “Request Login” on the menu bar, fill out the form, and submit the request. Enter the name and email of the person you want to request an account for, not your own.

Please fill out the form below to request a login for askGPO.
Upon approval, you will receive an email when your login is activated.

* Email Address
Please enter your Email

First Name Last Name

Address
Street


City State

PostalCode Country

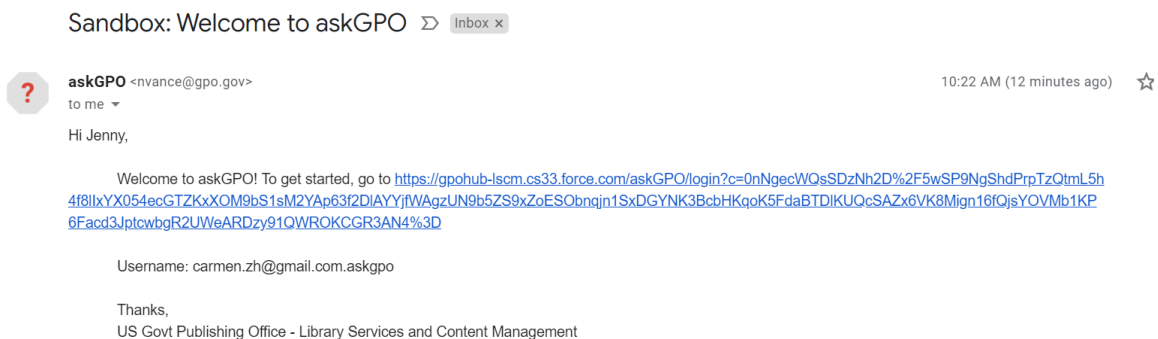
Home Phone

FDP Account Number

0221

I'm not a robot 

Once GPO staff have confirmed the login request, the email address you entered will receive a “Welcome to askGPO” email:



When the user first clicks on the link, they will need to create a password

GPO

Change Your Password

Enter a new password for **carmen.zh@gmail.com.askgpo**. Make sure to include at least:

- 10 characters
- 1 letter
- 1 number

* New Password

* Confirm New Password

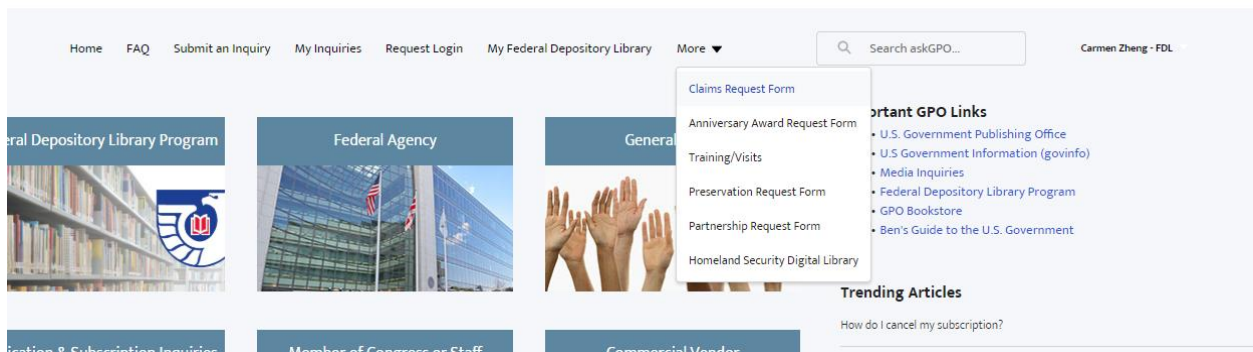
Change Password

Access and Submit Webforms on Community

The following webforms will be accessible for authenticated FDLs:

- 1) Claims form
- 2) Anniversary Award Request form
- 3) Training Form
- 4) Preservation Request form
- 5) Partnership Request form
- 6) Homeland Security Digital Library form

To submit a webform, navigate to the menu bar to select the “More” tab and select the webform from the dropdown menu.



To submit a Claim Request Form, click “Claim Request From” from the drop down menu and fill in all the required fields.

Contact Information

* Depository Library Number
0001A

* Your Name
Carmen Zheng FDL

* Email Address
jczheng@gpo.gov

Regional Depository Library
 My depository is a regional or my library has an official agreement with my regional to select and house the items being claimed.

Shipping Information

* Shipping List Number

Claim Entire Shipping List
 I certify that I am missing all publications on this shipping list and need to claim them all.

Publication(s) to be Claimed

Claim # 1

Item Number

SuDocs Number

Title

[Add another Claim](#)

Comments and Confirmation

Comment
type here...

To submit an Anniversary Award Request Form, click “Anniversary Award Request Form” from the drop down menu and fill in all the required fields.

The institution and library name entered in the form will be used to customize the award.

Award Request

* Type of award(s)
Certificate-non-milestone award

* Years as a FDL

* Depository Library Number
0001A

* Designation Date

* Institution Name

* Library Name
Test FDL2

* Special Instructions

Requestor's Contact Information

* Requestor's Name
Carmen Zheng FDL

* Phone Number
9876543212

* E-mail

To submit a Training/Visits Request Form, click “Training/Visits Request” from the drop down menu and fill in all the required fields.

Request for FDLP Training and Use of GPO's Virtual Training Room

Use this form to:

- Volunteer to present FDLP virtual training
- Request to use GPO's virtual training room for your event
- Request a specific topic be presented via the FDLP Academy

FDLP Academy educational webinars are created through collaboration between the U.S. Government Publishing Office (GPO), Federal depository libraries, and other Federal agencies. You will be better engaged and empowered with Federal Government information. Use this form if you are an [agency](#) or a [library staff](#) member that wants to present a webinar on FDLP. You can also use this form to request use of GPO's virtual training room to hold a meeting or share information with a certain subset of Federal depository libraries.

Finally, you can use this form to request that GPO present or host training on a specific aspect of U.S. Government information, Federal Depository Library Program issues, or deposit other general training questions can be submitted by using [askGPO](#). Select "Federal Depository Libraries" and "Conference /Training" as the sub-category.

Fields marked with (*) are required.

* Name
Carmen Zheng FDL

Phone
9876543212

* Email Address
jc Zheng@gpo.gov

Institution Information

Depository Library Number
0001A

Institution Name
Test FDL2

Address 1

Address 2

City

To submit a Preservation Request Form, click “Preservation Request Form” from the drop down menu, confirm the name, library, and email have been auto populated, and fill in the required fields.

CONTACT PRESERVATION SERVICES

Use this form to:

- Submit a request related to Preservation Services. This form is applicable ONLY for Libraries

* Name
Carmen Zheng FDL

* Depository Library Number
0001A

* Email
jc Zheng@gpo.gov


* Phone

Subject
Collection care and preservation

Message
type here...

Submit Reset

I'm not a robot

 reCAPTCHA
Privacy - Terms

To submit a Partnership Request Form, click “Partnership Request Form” from the drop down menu, confirm the name, library, and email have been auto populated, and fill in the required fields.

PARTNERSHIP INQUIRY FORM

The U.S. Government Publishing Office (GPO) encourages new partnerships and ideas, particularly those that ensure permanent public access of Federal Government Information. Tell us about your idea and a GPO representative will contact you to discuss the details.

* Name
Carmen Zheng FDL

Institution/Library name
Test FDL2


* Depository Library Number
0001A

* Email
jczheng@gpo.gov

* Phone

Subject
Becoming an official GPO partner

Comments
type here...

I'm not a robot  [Privacy](#) - [Terms](#)

To submit a Homeland Security Digital Library Form, click “Homeland Security Digital Library” from the drop down menu and fill in all the required fields.

HOMELAND SECURITY DIGITAL LIBRARY

This validation form authorizes your depository library to have electronic access to the Homeland Security Digital Library. This service is available for free public access under the Federal Depository Library Program (FDLP). It is a violation of the terms of this agreement to:

- Release the usernames or passwords to organizations or individuals other than authorized library personnel.
- Allow organizations or individuals out side of your library to connect via your library's computer network.

Depository Information

* Depository Library Number
0001A

* Library Name
Test FDL2

* Address 1

* City

* State
--None--

* Zip Code

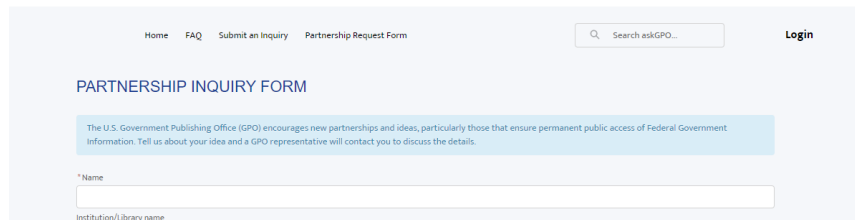
Depository Coordinator Information

* Name

* Phone

* Email Address

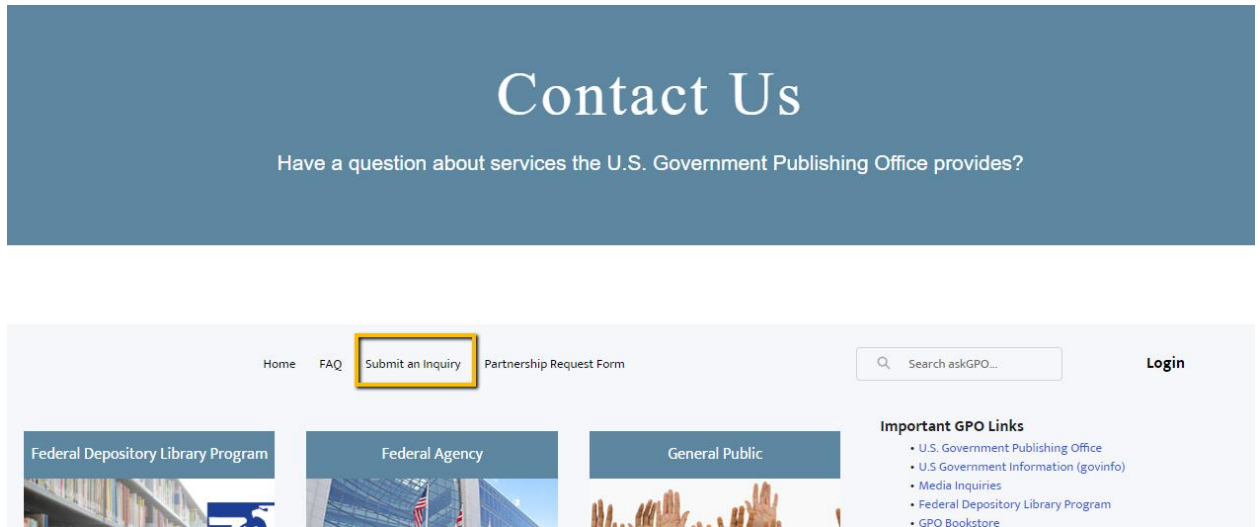
If you work at a Federal Depository Library but do not have a login for askGPO, you can access the following webform: Partnership Request Form



Submit and Review an Inquiry (as a non-authenticated user)

Access the askGPO Community Portal as a non-authenticated user here: <https://ask.gpo.gov>

Click “Submit an inquiry” on the menu bar



Fill out the inquiry details and submit the inquiry.

You will receive a confirmation message and a reference number as shown below.

You will also receive an email confirmation message from GPO with the inquiry details.

