



ASKGPO  
FEDERAL AGENCY USER  
TRAINING GUIDE

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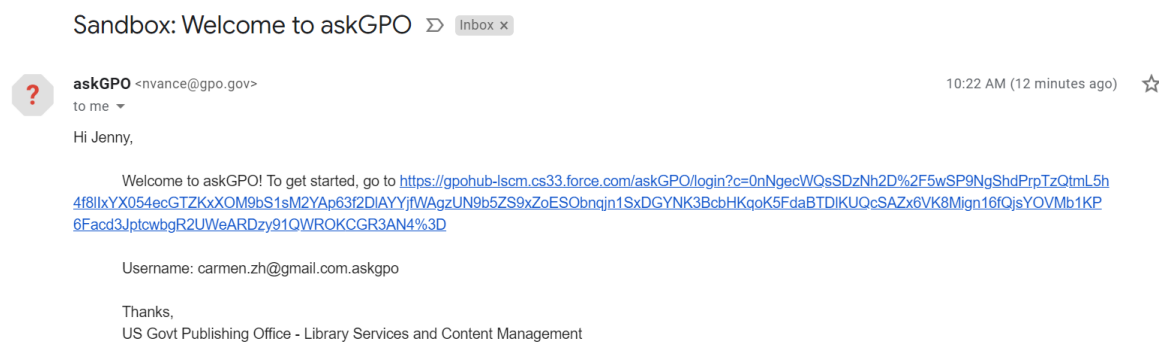
## About askGPO

Federal agencies can use askGPO (<https://ask.gpo.gov>) to submit questions, check the status of inquiries, and fulfill their statutory mandate to notify GPO of new Federal agency publications for inclusion in the Federal Depository Library Program (44 U.S.C. §§ 1710, 1902-1903).

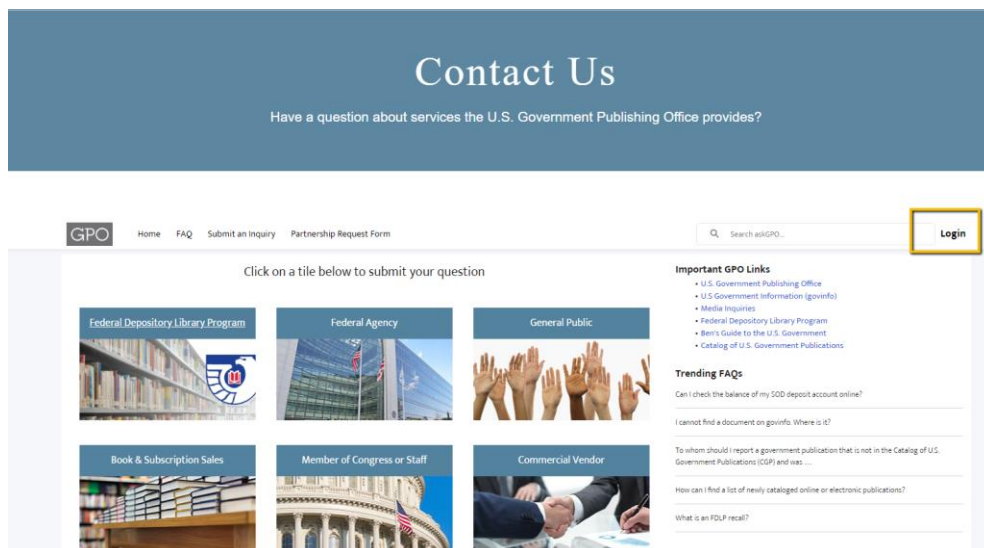
## Request Login (First Time User)

You do not need a login to submit an inquiry to askGPO. The benefit of having a login is a streamlined submission process with your contact information automatically populated, and the ability to maintain a record of your inquiries.

If you would like to request an account, visit <https://ask.gpo.gov> and select the Federal Agency tile to submit an inquiry. Select the Category Agency Publication Submissions/Document Discovery, and in the Inquiry field request an account for askGPO. You will receive a Welcome to askGPO email when your account has been created.

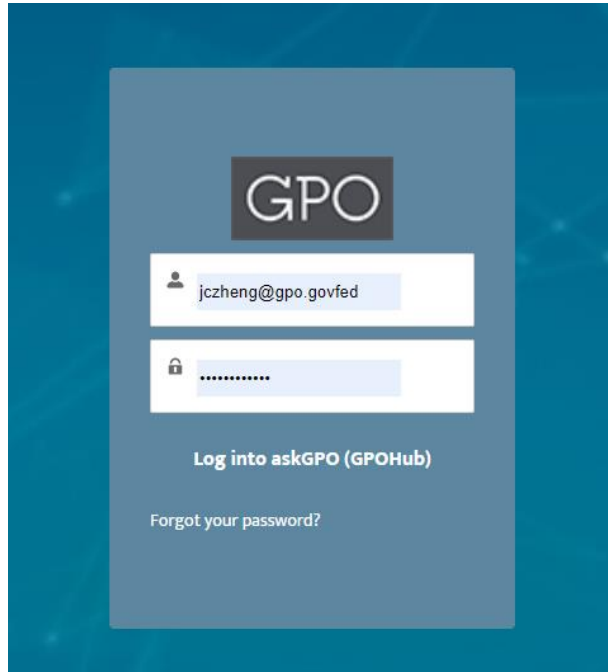


Once you have an authenticated user account, click the Login button on the right:



Alternatively, go to <https://usgpo.force.com/askGPO/s/login/> to enter your authenticated user credentials directly.

Enter your username and password, and click Log into askGPO.



GPO

**Log into askGPO (GPOHub)**

[Forgot your password?](#)

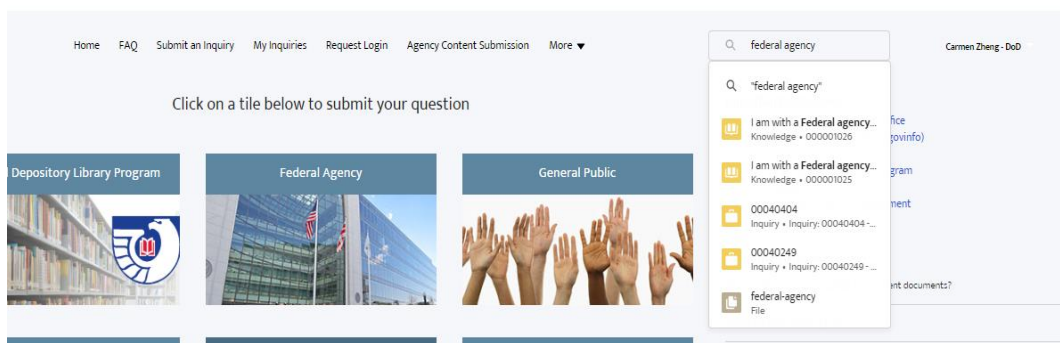
## Site Navigation

If you are logged into askGPO as an authenticated user you will see additional options on the homepage. Features include:

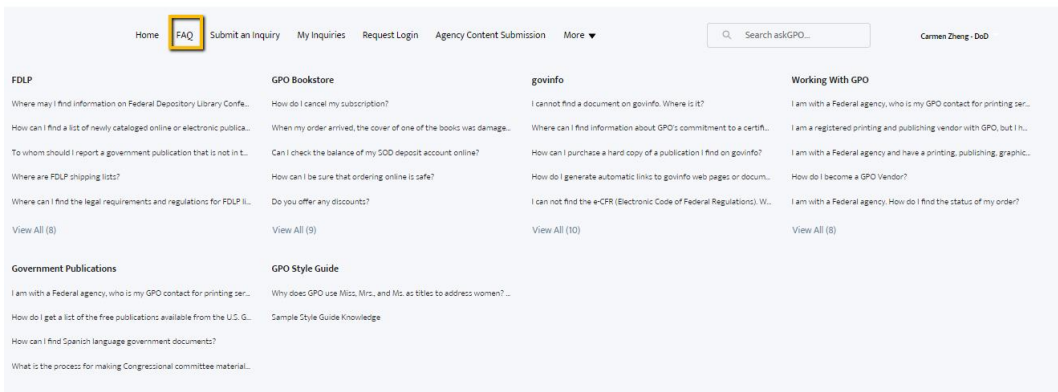
1. Quick links on the top panel
2. A menu bar
3. Six tiles for the user to submit inquiries based on their need or affiliation
4. Knowledge base articles covering frequently asked questions



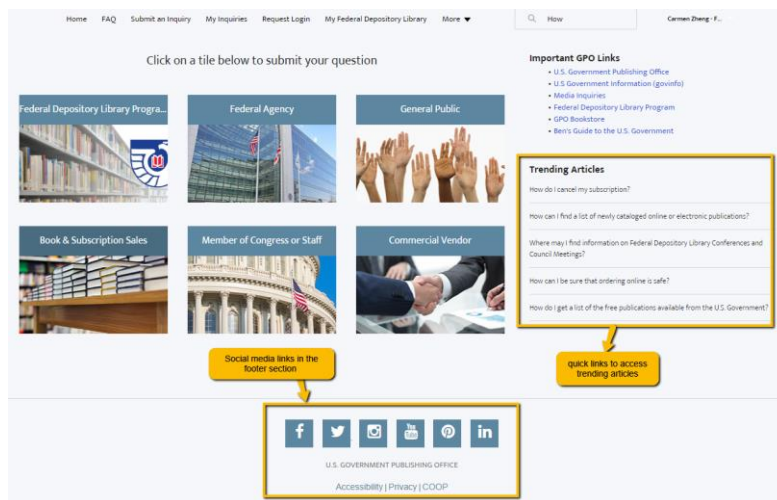
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.



The 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 links to GPO's social media accounts.



## Submit and Review an Inquiry as an Authenticated User

To submit an inquiry, you can click on Submit an Inquiry from the menu bar, or click on the Federal Agency tile on the homepage.

The screenshot shows the askGPO homepage. The navigation menu includes Home, FAQ, **Submit an Inquiry** (highlighted with a yellow box), My Inquiries, Request Login, Agency Content Submission, and More. A search bar is located on the right with the text "Search askGPO...". The user's name "Carmen Zheng - DoD" is displayed in the top right corner. Below the navigation, a central message reads "Click on a tile below to submit your question". A grid of six tiles is displayed, each with a title and an image: "Federal Depository Library Program" (bookshelves), "Federal Agency" (modern building), "General Public" (hands raised), "Book & Subscription Sales" (bookshelves), "Member of Congress or Staff" (Capitol building), and "Commercial Vendor" (handshake). To the right of the grid, there are sections for "Important GPO Links" (listing U.S. Government Publishing Office, U.S. Government Information (govinfo), Media Inquiries, Federal Depository Library Program, GPO Bookstore, and Ben's Guide to the U.S. Government) and "Trending Articles" (listing questions like "How do I cancel my subscription?", "How can I find a list of newly cataloged online or electronic publications?", "Where may I find information on Federal Depository Library Conferences and Court Meetings?", "How can I be sure that ordering online is safe?", and "How do I get a list of the free publications available from the U.S. Government?").

You will see an inquiry submission page, with your contact information automatically populated. Select an appropriate Category for your inquiry, and upload files as needed.

The screenshot shows the inquiry submission form. The navigation menu is the same as in the previous screenshot, with "Submit an Inquiry" highlighted. The user's name "Carmen Zheng - DoD" is displayed in the top right corner. Below the navigation, a central message reads "Please fill out the form below to submit an inquiry to our GPO staff". The form fields are as follows: "Type of Customer" (Federal Agency), "Agency/Bureau" (Department of Defense (DOD)), "First Name" (Carmen), "Last Name" (Zheng - DoD), "Email Address" (jczheng@gpo.gov), "Phone" (2024416206), "Select Category" (Agency Publication Submissions/Document Discovery), and "Enter your inquiry" (Enter your inquiry).

When your form is complete, click the “I’m not a robot” box, and then click Submit.

The screenshot shows a web form for submitting an inquiry. At the top, there is a text input field containing the number "2024416206". Below it is a dropdown menu labeled "\*Select Category" with the selected option "Agency Publication Submissions/Document Discovery". Underneath is another text input field labeled "\*Enter your inquiry" with the placeholder text "Enter your inquiry". A section titled "Upload Attachment" contains a dashed box with an "Upload Files" button and the text "Or drop files". Below this, it says "No File Selected..". A "Submit" button is located below the upload section. At the bottom of the form is a reCAPTCHA widget with a green checkmark and the text "I'm not a robot", along with a reCAPTCHA logo and links for "Privacy - Terms".

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.

This screenshot shows a confirmation message on a website. The top navigation bar includes links for Home, FAQ, Submit an Inquiry, My Inquiries, Request Login, Agency Content Submission, and More. A search bar and the user name "Carmen Zheng - DoD" are also visible. The main content area says: "Thank you for contacting the U.S. Government Publishing Office. Your question has been submitted, and the reference number for your question is [00023557](#). You should receive a response by email within 2 business days."

This screenshot shows the details of a submitted inquiry. The top navigation bar is the same as in the previous screenshot. The page title is "Inquiry Agency Publication Submissions/Document Discovery". A table shows the inquiry status:

Status	Inquiry Number
New	00023557

Below the table is a section titled "Form Contact Information" with the following fields:


Inquiry Number 00023557	First Name
Login Request Type	Last Name
Web Email <a href="mailto:jc Zheng@gpo.gov">jc Zheng@gpo.gov</a>	Home Phone

On the right side of the page, there is a "Files (0)" section with an "Upload Files" button and the text "Or drop files".



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

Sandbox: AskGPO: New Inquiry Submission

 **GPOHub** <noreplygpo@mail1.gpo.gov>  
Fri 6/26/2020 2:58 PM  
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 days.  
Reference Number: 00023557  
Question:  
Customer Type: Federal Agency  
Category: Agency Publication Submissions/Document Discovery  
Name: Carmen Zheng - DoD  
Email: jczheng@gpo.gov  
Phone: 2024416206  
Library Number:




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Any time the inquiry status is updated you will receive an email notification:

Sandbox: AskGPO: Inquiry Status Changed

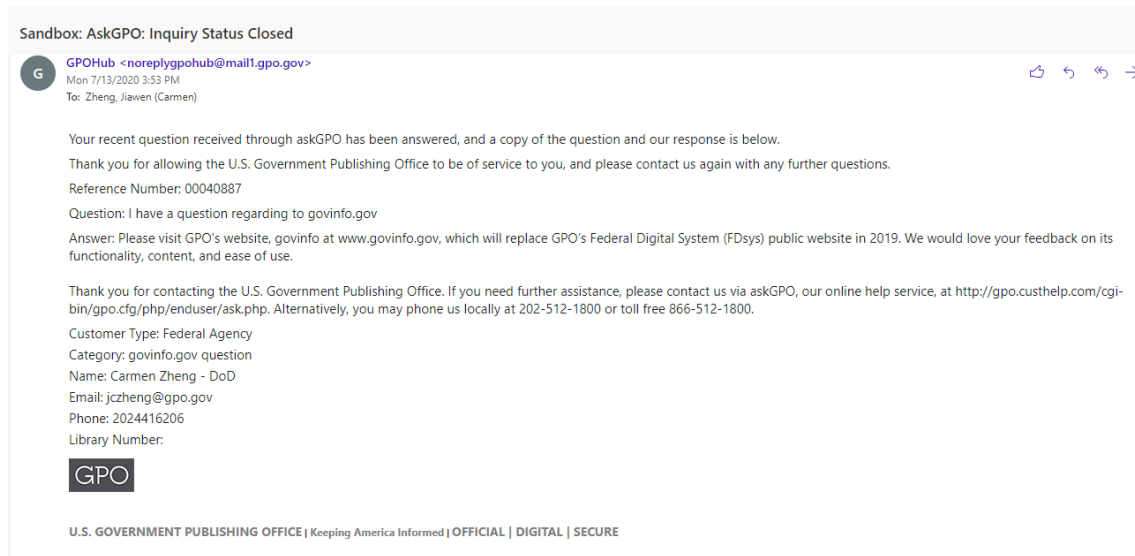
 **GPOHub** <noreplygpo@mail1.gpo.gov>  
Fri 6/26/2020 3:05 PM  
To: Zheng, Jiawen (Carmen)

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:  
Customer Type: Federal Agency  
Category: Agency Publication Submissions/Document Discovery  
Name: Carmen Zheng - DoD  
Email: jczheng@gpo.gov  
Phone: 2024416206  
Library Number:

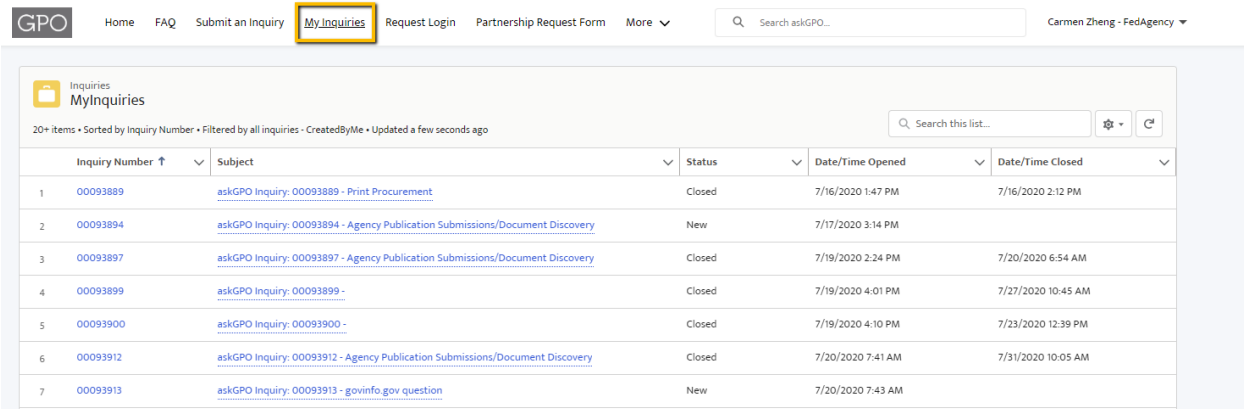


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When the inquiry status is updated to “Closed” you will receive an email that includes the answer to your question:



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 the inquiry number to review the question and see the answer if the inquiry has been closed.



## Submit and Review an Inquiry as a Non-Authenticated User

Access askGPO (<https://ask.gpo.gov>), and select the Federal Agency tile to submit an inquiry:

**Contact Us**  
Have a question about services the U.S. Government Publishing Office provides?

GPO Home FAQ Submit an Inquiry Partnership Request Form

Search askGPO... Login

Click on a tile below to submit your question

- Federal Depository Library Program
- Federal Agency**
- General Public
- Book & Subscription Sales
- Member of Congress or Staff
- Commercial Vendor

**Important GPO Links**

- U.S. Government Publishing Office
- U.S. Government Information (govinfo)
- Media Inquiries
- Federal Depository Library Program
- Ben's Guide to the U.S. Government
- Catalog of U.S. Government Publications

**Trending FAQs**

Can I check the balance of my SOD deposit account online?

I cannot find a document on govinfo. Where is it?

To whom should I report a government publication that is not in the Catalog of U.S. Government Publications (CGP) and was ...

How can I find a list of newly cataloged online or electronic publications?

What is an FDP recall?

Fill out the form with your contact information and select an appropriate Category. When you submit your inquiry you will receive a confirmation message and a reference number:

✓ Your inquiry has been successfully submitted! We will reach out to you as soon as possible. ✕

Home FAQ Submit an Inquiry Partnership Request Form

Search askGPO... Login

Thank you for contacting the U.S. Government Publishing Office.

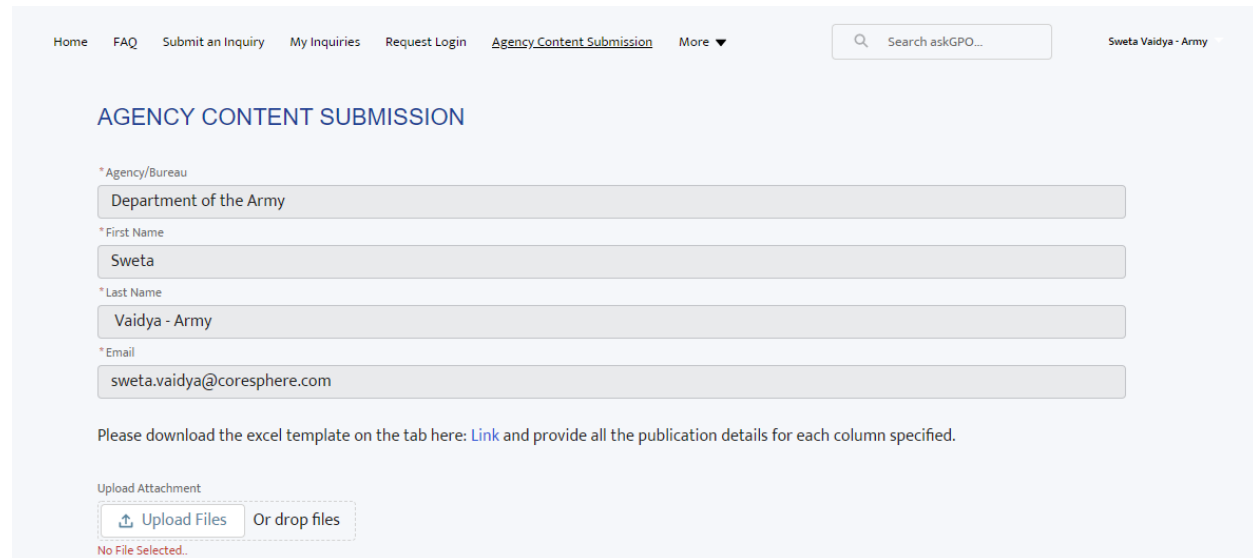
Your question has been submitted, and the reference number for your question is 00023543. You should receive a response by email within 2 business days.

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

## Agency Content Submission Form for Authenticated Federal Agency Users

Use the Agency Content Submission form to fulfill your statutory mandate to notify GPO of new Federal agency publications for inclusion in the Federal Depository Library Program (FDLP) or Cataloging and Indexing (C&I) Program (44 U.S.C. §§ 1710, 1902-1903). To access the Agency Content Submission form you must be logged in as an authenticated Federal agency user.

Contact information will be automatically populated, based on your user profile.



The screenshot shows the 'AGENCY CONTENT SUBMISSION' form. At the top, there is a navigation bar with links for Home, FAQ, Submit an Inquiry, My Inquiries, Request Login, Agency Content Submission, and More. A search bar is also present. The user is logged in as 'Sweta Vaidya - Army'. The form fields are pre-filled with the following information:

- \* Agency/Bureau: Department of the Army
- \* First Name: Sweta
- \* Last Name: Vaidya - Army
- \* Email: sweta.vaidya@coresphere.com

Below the form, there is a note: 'Please download the excel template on the tab here: [Link](#) and provide all the publication details for each column specified.'

At the bottom, there is an 'Upload Attachment' section with a button labeled 'Upload Files' and the text 'Or drop files'. Below this, it says 'No File Selected.'

Download the Excel template and provide publication details in the specified columns:

- Title (required)
- Publishing agency (required)
- Publication URL (required for online publications)
- Format (e.g., Online, Print, CD, DVD)
- Series Title and Number
- Report Number
- Publication date
- OCLC number
- Additional information (e.g., new edition, corrected, reprinted)

You will upload a spreadsheet for either a single publication (one row) or multiple publications. Upload your completed spreadsheet using the "Upload Files" button.

## Partnership Request Form

Authenticated users from Federal agencies, as well as any public user, can submit a Partnership Request Form.

Home   FAQ   Submit an Inquiry   My Inquiries   Request Login   **Partnership Request Form**   More ▾

Search askGPO...

Click on a tile below to submit your question

**Federal Depository Library Program**   **Federal Agency**   **General Public**

**Important GPO Links**

- U.S. Government Publishing Office
- U.S. Government Information (govinfo)
- Media Inquiries
- Federal Depository Library Program
- GPO Bookstore
- Ben's Guide to the U.S. Government
- Catalog of U.S. Government Publications

Provide your contact information and include a brief description of your partnership proposal in Comments. Once we receive your submission we will be in touch to discuss opportunities to partner with GPO.

Home   FAQ   Submit an Inquiry   My Inquiries   Request Login   Partnership Request Form   More ▾

Search askGPO...

### 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 - FedAgency

Institution/Library name  
Test Fed Agency

\* Email  
jczheng@gpo.gov

Subject  
Becoming an official GPO partner

Comments  
type here...

## Request Additional Logins for askGPO

Use the Request Login form to request a login on behalf of a team member who works at the same Federal agency. Fill out the form with the name and email of the team member you are requesting an account for.

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

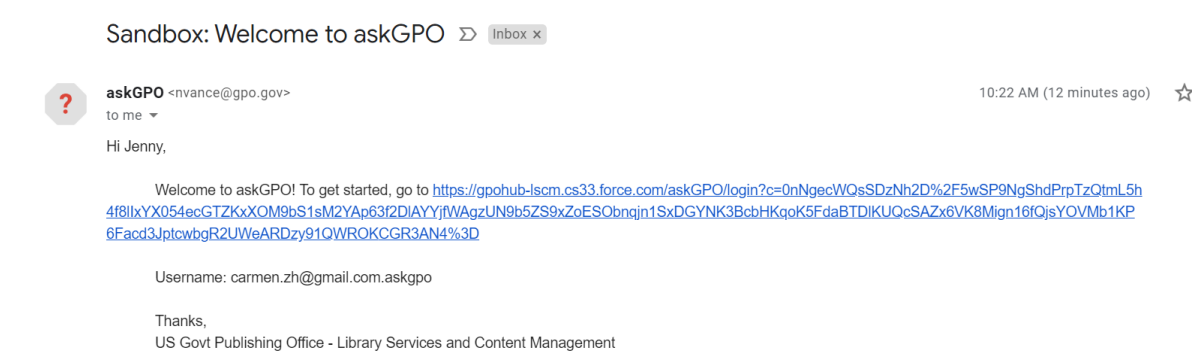
PostalCode Country

Home Phone

FDLR Account Number  
0221

I'm not a robot

Once GPO has confirmed your login request, the team member will receive a Welcome to askGPO email at the email address entered in the request:



When the recipient clicks through the link in the email they will be prompted 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