



# ASKGPO FEDERAL AGENCY USER TRAINING GUIDE

Includes:  
Release 1.3

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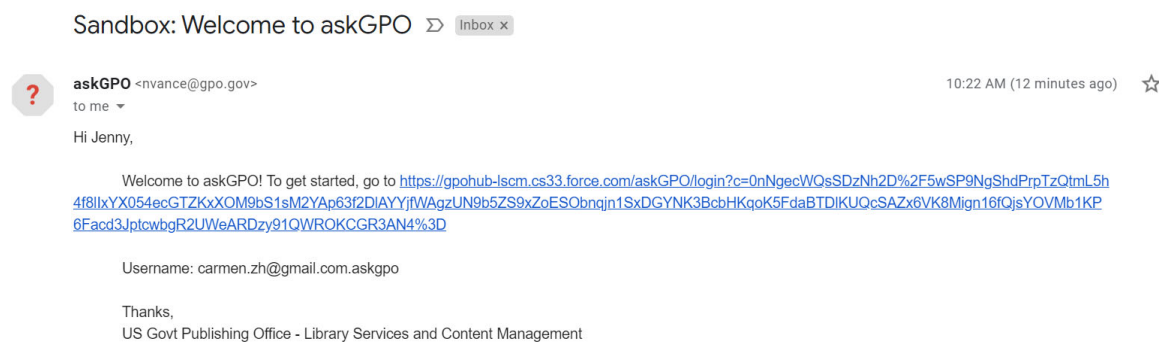
## About askGPO

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.

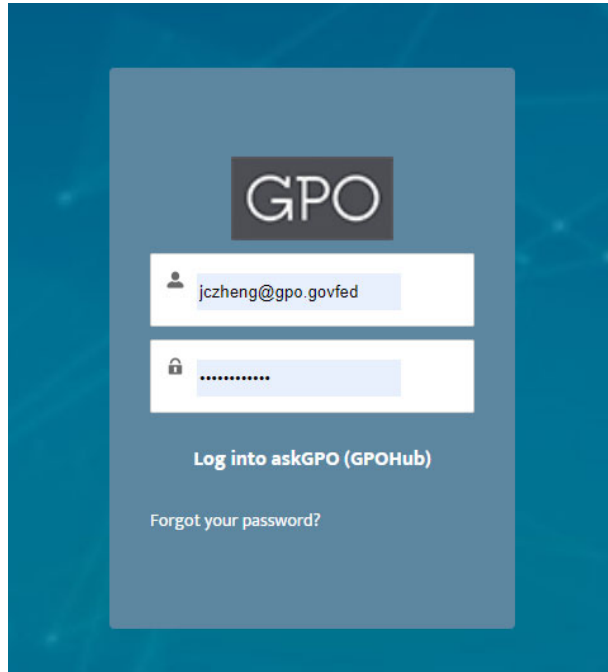


Once you have an authenticated user account, click the Login button on the right:



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.



## 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

The screenshot shows the askGPO homepage with several annotations in yellow boxes:

- 1. Hover over the header to view the drop down lists with the related GPO links:** Points to the top navigation bar containing "Who We Are", "How To Work With Us", "Explore and Research", and "Contact Us".
- 2. Menu bar: To access FAQ articles, submit and view inquiries, submit login request, content submission, and webforms:** Points to the secondary navigation bar with links like "Home", "FAQ", "Submit an Inquiry", "My Inquiries", "Request Login", "Agency Content Submission", and "More".
- 3. User can click the "Federal Agency" tile to submit a inquiry:** Points to the "Federal Agency" tile in the inquiry submission section.
- 4. Enter keywords to search for knowledge articles:** Points to the search box labeled "Search askGPO...".

The main content area features a "Contact Us" header, a search box, a menu bar, and three inquiry tiles: "Federal Depository Library Program", "Federal Agency", and "General Public". There are also sections for "Important GPO Links" and "Trending Articles".

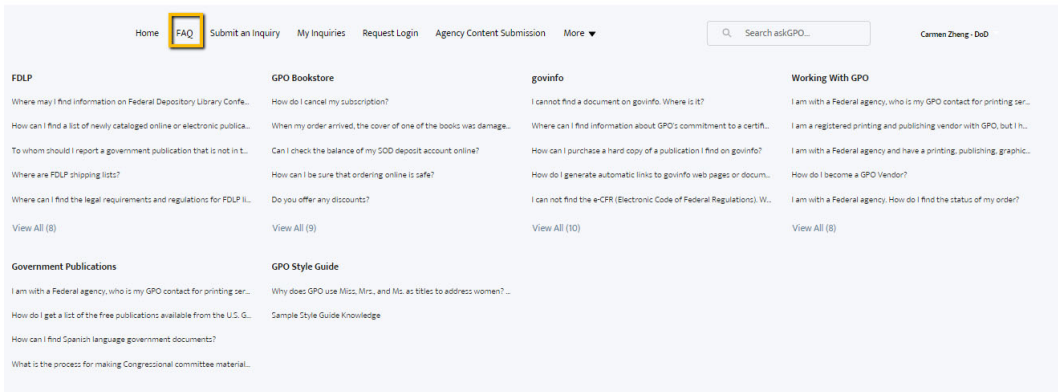
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.

The screenshot shows the search results for the query "federal agency". The search bar at the top right contains the text "federal agency". Below the search bar, a dropdown menu displays the following results:

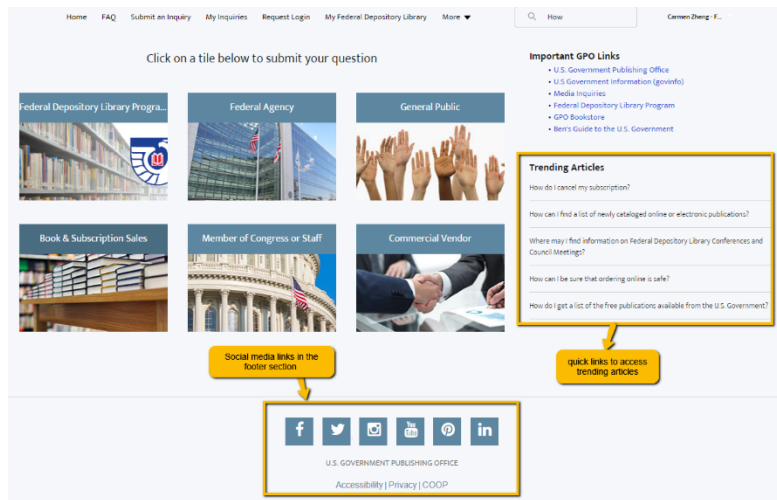
- Knowledge • 00001026: I am with a Federal agency...
- Knowledge • 00001025: I am with a Federal agency...
- Inquiry • Inquiry: 00040404 ...: 00040404
- Inquiry • Inquiry: 00040249 ...: 00040249
- File: federal-agency

The main content area shows the same three inquiry tiles as in the previous screenshot, but the "Federal Agency" tile is highlighted with a yellow border, indicating it is the selected result.

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

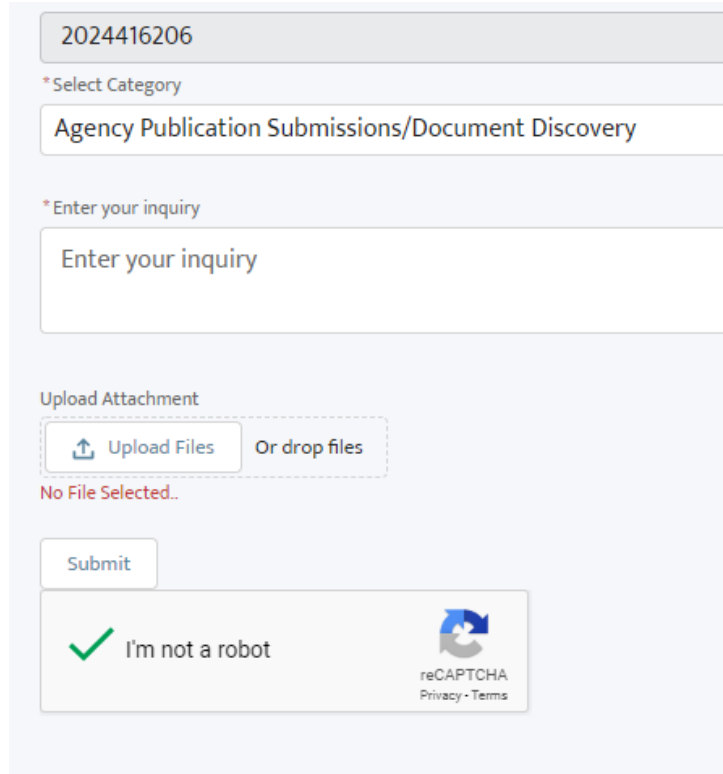
To submit an inquiry, you can click on Submit an Inquiry from the menu bar, or click on the Federal Agency tile on the homepage.

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. The form title is "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).

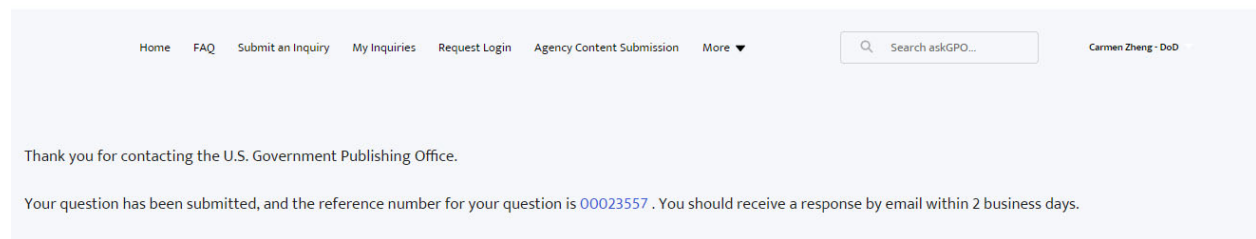
When your form is complete, click the “I’m not a robot” box, and then click Submit.



The screenshot shows a web form with the following elements:

- A text input field containing the number "2024416206".
- A dropdown menu labeled "\*Select Category" with the selected option "Agency Publication Submissions/Document Discovery".
- A text input field labeled "\*Enter your inquiry" with the placeholder text "Enter your inquiry".
- An "Upload Attachment" section with a dashed border containing an "Upload Files" button (with an upload icon) and the text "Or drop files". Below this is the text "No File Selected..".
- A "Submit" button.
- A reCAPTCHA widget with a green checkmark and the text "I'm not a robot". To the right is the reCAPTCHA logo and the text "reCAPTCHA 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.



The screenshot shows a confirmation message with the following elements:

- A navigation bar at the top with links: Home, FAQ, Submit an Inquiry, My Inquiries, Request Login, Agency Content Submission, and More (with a dropdown arrow).
- A search bar on the right with the placeholder text "Search askGPO..." and the user name "Carmen Zheng - DoD".
- The main message text: "Thank you for contacting the U.S. Government Publishing Office." followed by "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."



∨ Inquiry Information

Question <b>TESTING</b>	
Answer <b>Spam inquiry</b>	
Inquiry Number <b>00057089</b>	Subject <b>askGPO Inquiry: 00057089 - Withdrawal/Recall</b>
Category <b>Withdrawal/Recall</b>	Status <b>Closed</b>
Contact Name <a href="#">Carmen Zheng FED</a>	
Contact Phone	
Contact Email <a href="mailto:jczheng@gpo.gov">jczheng@gpo.gov</a>	

∨ Additional Information

Inquiry Origin <b>AskGPO</b>	Type <b>Question</b>
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You can review or download attachments from the “Related Files” list:


CreatedByMe <input checked="" type="checkbox"/>	Priority <b>Medium</b>
Date/Time Opened <b>9/14/2020 4:24 PM</b>	Date/Time Closed <b>12/17/2020 9:47 AM</b>
Supplied Email <a href="mailto:jczheng@gpo.gov">jczheng@gpo.gov</a>	Supplied Phone

Related Files		
TITLE	FILE TYPE	CREATED DATE
Salesforce Button In Outlook.docx	WORD_X	Sep 14, 2020


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

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Reply Reply All Forward IM

 askGPO <noreply-askgpo@mail1.gpo.gov> | Zheng, Jiawen (Carmen) (Contractor)

**AskGPO: New Inquiry Submission 00058531**

 You forwarded this message on 12/23/2020 10:04 AM.

---

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

Your inquiry has been received and you can expect a response within two business days.

Reference Number: 00058531

Question: testing testing

Customer Type: Federal Agency

Category: Become an official GPO partner

Name: Carmen Zheng

Email: [jccheng@gpo.gov](mailto:jccheng@gpo.gov)

Phone: 456-678-7922

Agency/Bureau: U.S. Trade and Development Agency




U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE

<https://www.gpo.gov>

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

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Reply Reply All Forward IM

 askGPO - UAT <noreplygpo@hub@mail1.gpo.gov> | Zheng, Jiawen (Carmen) (Contractor)

**Sandbox: AskGPO: Inquiry Status Changed 00057321**

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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: Federal Agency

Category: govinfo.gov question

Name: Carmen Zheng FED

Email: [jccheng@gpo.gov](mailto:jccheng@gpo.gov)

Phone: ()-

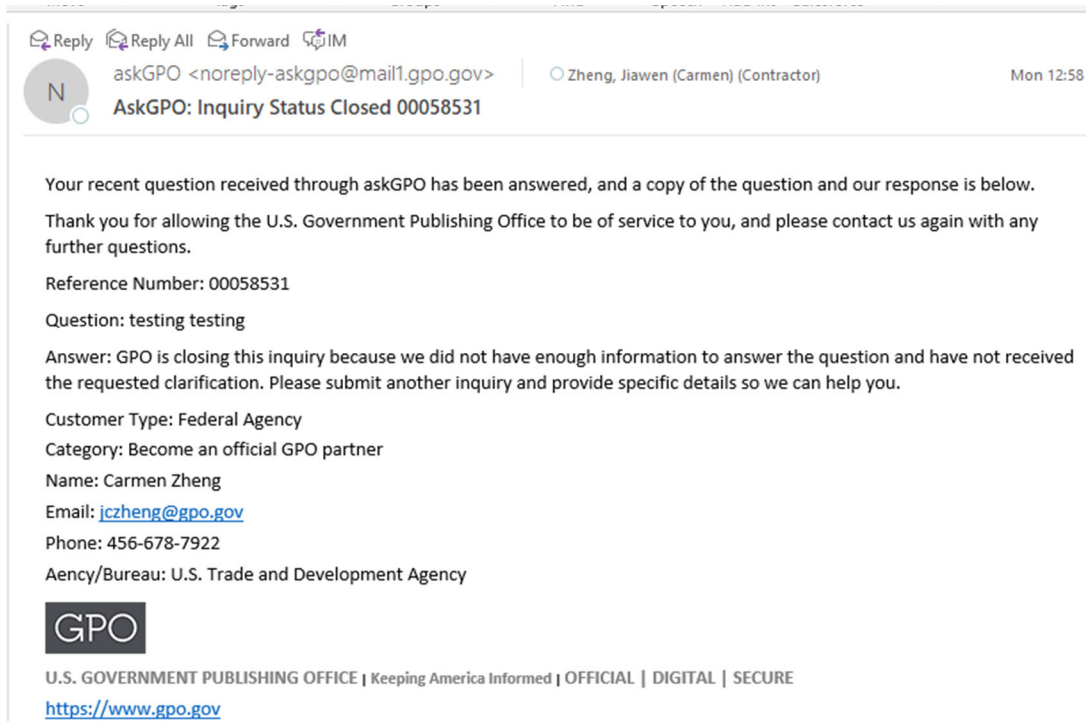
Agency/Bureau: Department of Defense (DOD)



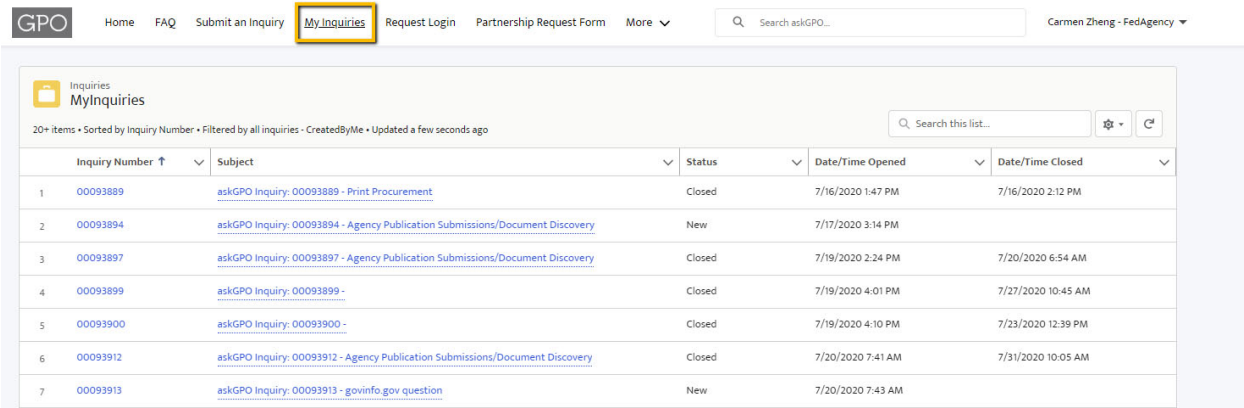
U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE

<https://www.gpo.gov>

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:

The screenshot shows the askGPO website interface. At the top, there is a navigation bar with 'GPO' logo, 'Home', 'FAQ', and 'Submit an Inquiry' links. A search bar is located on the right with the placeholder text 'Search askGPO...' and a 'Login' button. Below the navigation bar, a central message reads 'Click on a tile below to submit your question'. There are six tiles arranged in a 2x3 grid: 'Federal Depository Library Prog...', 'Federal Agency' (highlighted with a yellow border), 'General Public', 'Book & Subscription Sales', 'Member of Congress or Staff', and 'Commercial Vendor'. To the right of the tiles, there are two sections: 'Important GPO Links' with a list of links including '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', 'Congressional Relations', and 'Help About This Page'; and 'Trending FAQs' with three questions: 'How do I get a list of the free publications available from the U.S. Government?', 'How do I apply for jobs listed in the "Plum Book"?', and 'I am with a Federal agency. Who can I contact for information about GPO's services?'.

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:

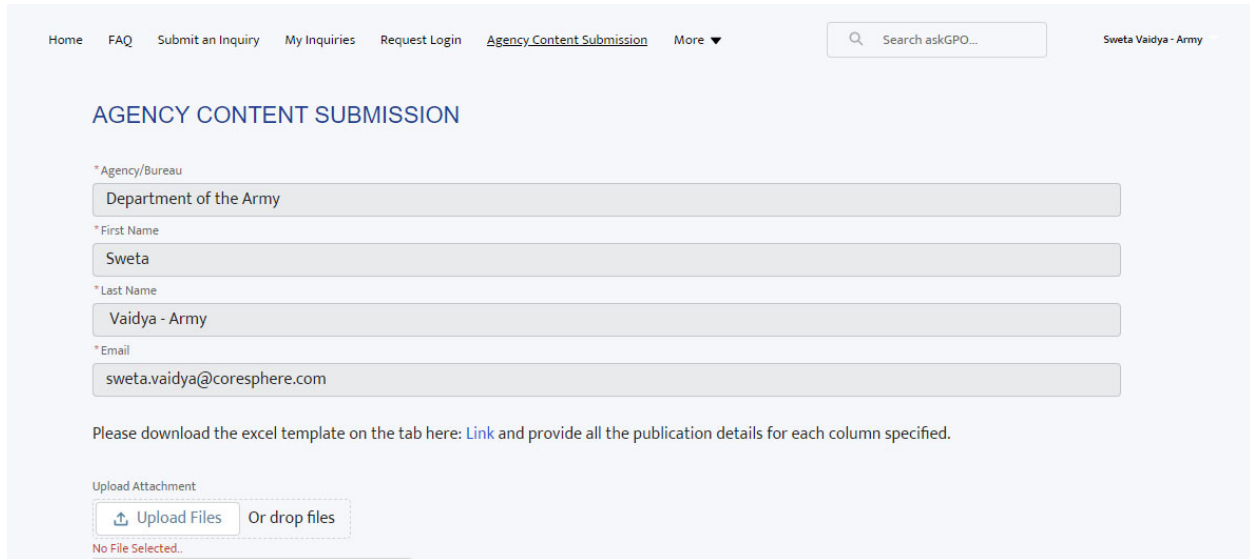
The screenshot shows a confirmation message on the askGPO website. At the top, there is a green banner with a white checkmark icon and the text 'Your inquiry has been successfully submitted! We will reach out to you as soon as possible.' with a close button (X). Below the banner, there is a light blue box containing the text: '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.' The navigation bar at the top of the page includes 'Home', 'FAQ', 'Submit an Inquiry', and 'Partnership Request Form' links, along with a search bar and a 'Login' button.

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: Home, FAQ, Submit an Inquiry, My Inquiries, Request Login, Agency Content Submission (underlined), and More. A search bar on the right contains the text 'Search askGPO...'. The user's name 'Sweta Vaidya - Army' is displayed in the top right corner. The form fields are as follows:

- \* 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.'

Under the 'Upload Attachment' section, there is a button labeled 'Upload Files' with a file icon, 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.

## Submit a Partnership Request Inquiry

If you are interested in entering into a partnership with GPO, select the category “Become an official GPO partner” when submitting your inquiry.

\*Type of Customer  
Federal Agency

\*Agency/Bureau

First Name

Last Name

\*Email Address  
Please enter your Email

Phone

\*Select Category  
----Please Select a Category----  
----Please Select a Category----  
Agency Publication Submissions/Document Discovery  
**Become an official GPO partner**  
govinfo.gov question  
Other  
Print Procurement

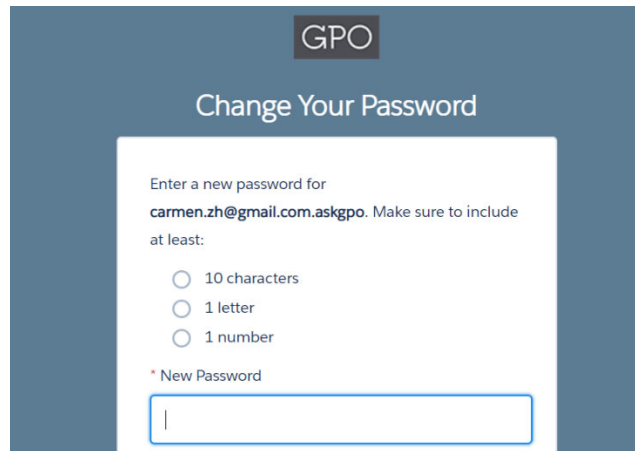
## Request Additional Logins for askGPO

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.

Once the requester has submitted the login request, the requester will receive an email confirmation as below:

Once GPO has confirmed your login request, the additional user 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