GPO

ASKGPO
FEDERAL AGENCY USER
TRAINING GUIDE

Includes:
Release 1.3

Contents

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.
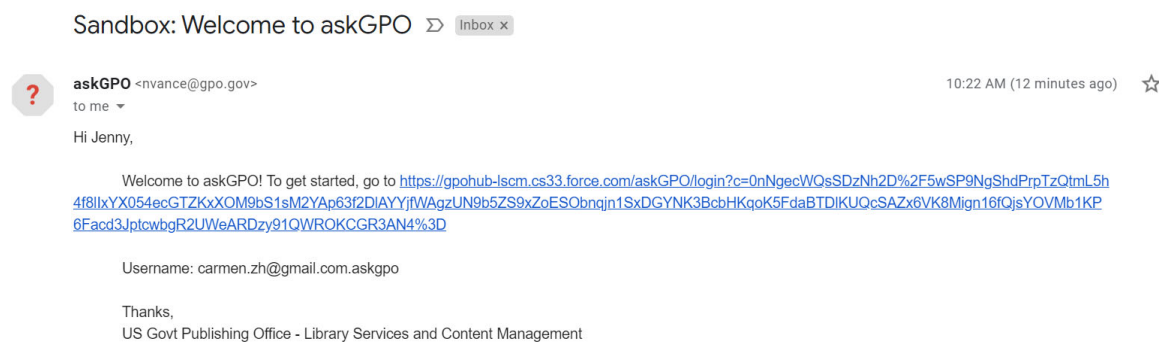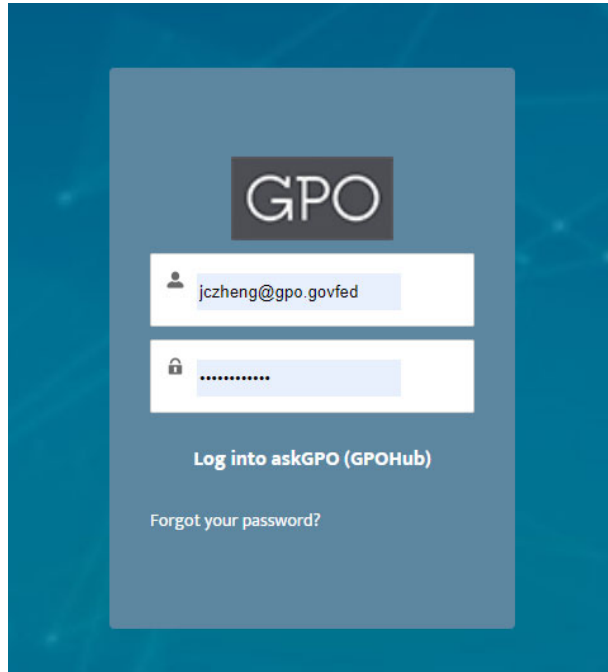

Once you have an authenticated user account, click the Login button on the right:

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
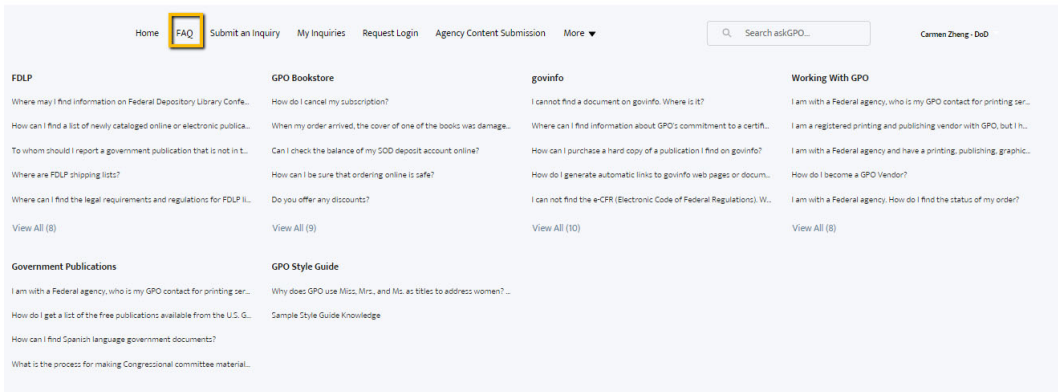4. Knowledge base articles covering frequently asked questions

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.
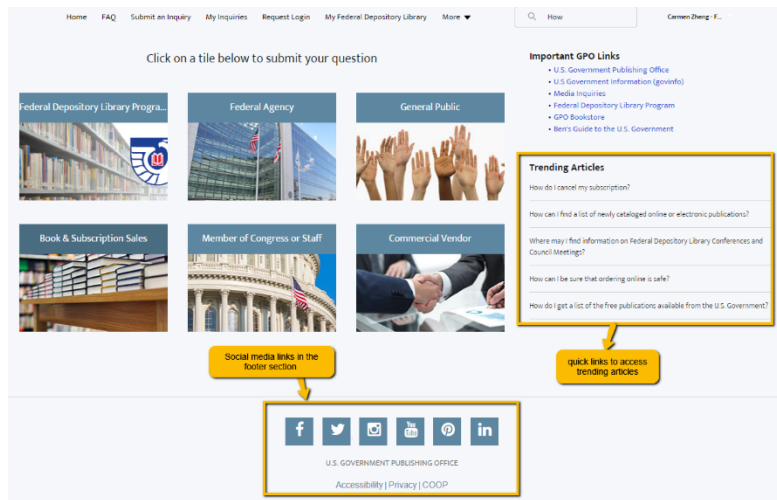
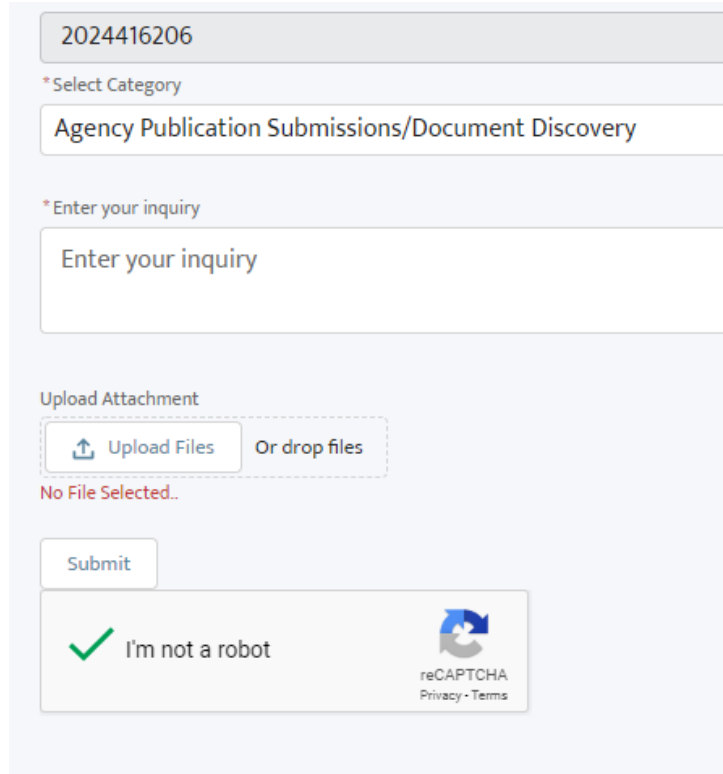## Submit and Review an Inquiry as an Authenticated User

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.

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.

When your form is complete, click the "I'm not a robot" box, and then click Submit.

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.

Inquiry Information

Question
TESTING

Answer
Spam inquiry

Inquiry Number
00057089

Subject
askGPO Inquiry: 00057089 - Withdrawal/Recall

Category
Withdrawal/Recall

Status
Closed

Contact Name
Carmen Zheng FED

Contact Phone

Contact Email
jczheng@gpo.gov

Additional Information

Inquiry Origin
AskGPO

Type
Question

You can review or download attachments from the "Related Files" list:

CreatedByMe
☑

Priority
Medium

Date/Time Opened
9/14/2020 4:24 PM

Date/Time Closed
12/17/2020 9:47 AM

Supplied Email
jczheng@gpo.gov

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:

> **Reply** **Reply All** **Forward** **IM**
>
> N 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: jczheng@gpo.gov
> Phone: 456-678-7922
> Agency/Bureau: U.S. Trade and Development Agency
>
> **GPO**
>
> 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:

> **Reply** **Reply All** **Forward** **IM**
>
> A askGPO - UAT <noreplygpohub@mail1.gpo.gov> ○ Zheng, Jiawen (Carmen) (Contractor)
>
> **Sandbox: AskGPO: Inquiry Status Changed 00057321**
>
> 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
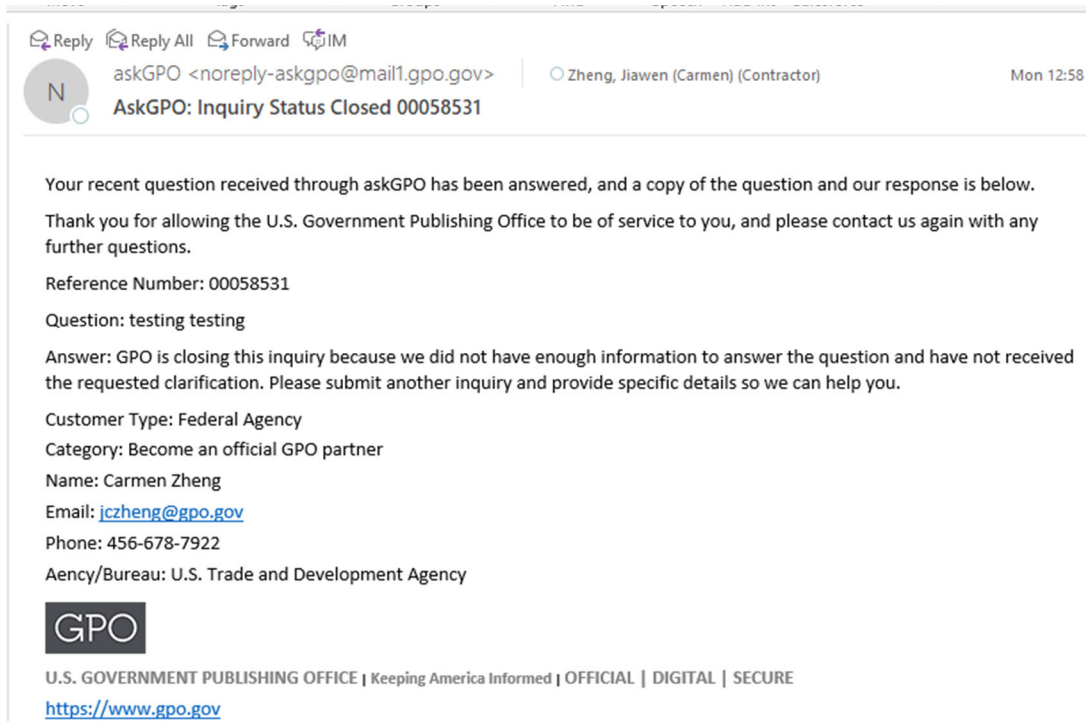> Email: jczheng@gpo.gov
> Phone: ()--
> Agency/Bureau: Department of Defense (DOD)
>
> **GPO**
>
> U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE
> https://www.gpo.gov

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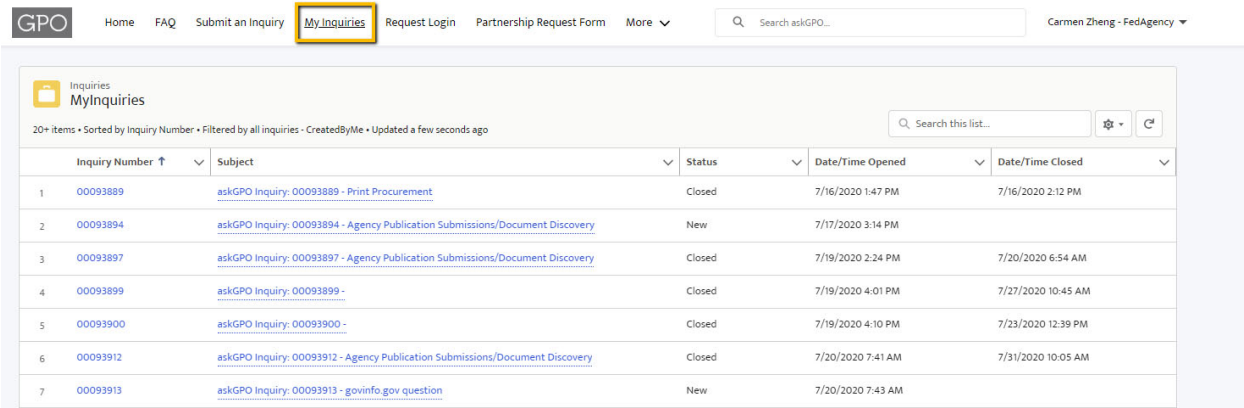
Submit and Review an Inquiry as a Non-Authenticated User

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

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:
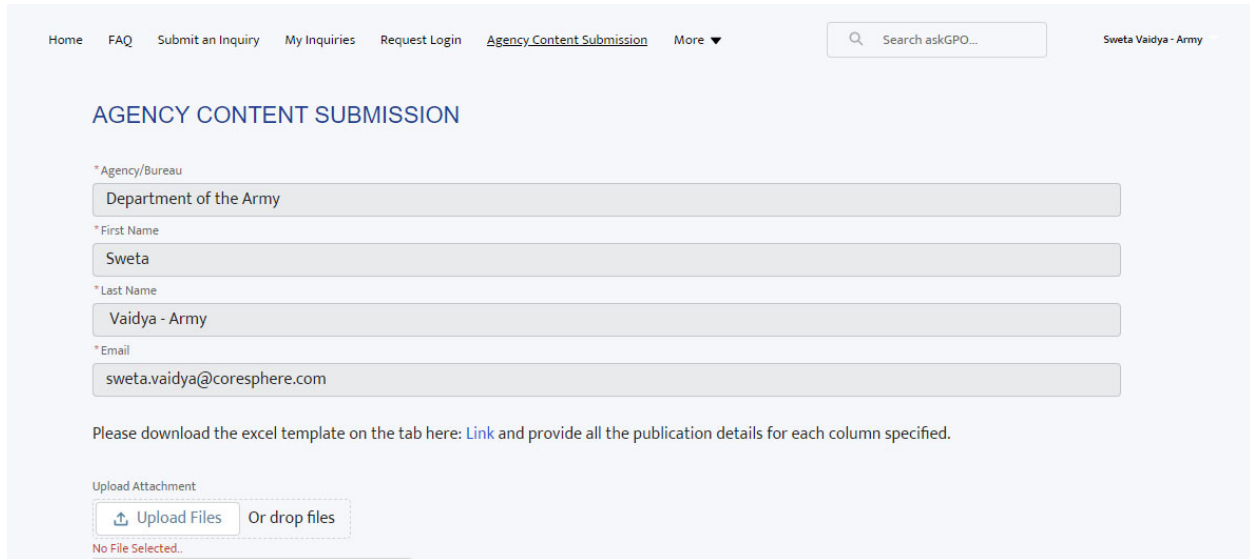

You will also receive an email confirmation from GPO with the inquiry details.

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.

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.
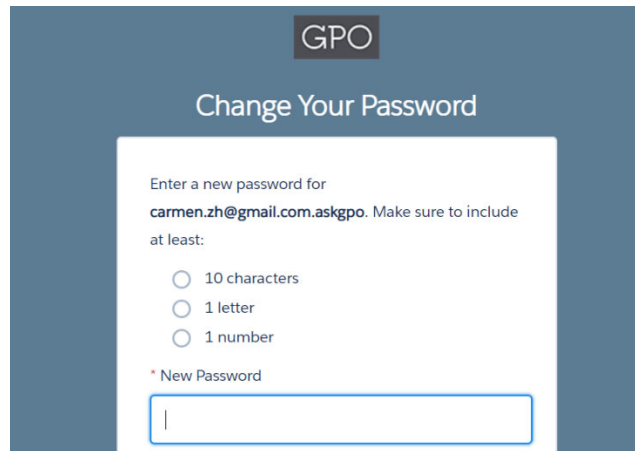

Request Additional Logins for askGPO

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: