ASKGPO FEDERAL DEPOSITORY LIBRARY PROGRAM (FDLP)
USER TRAINING GUIDE

Includes:
Release 1.3

Contents

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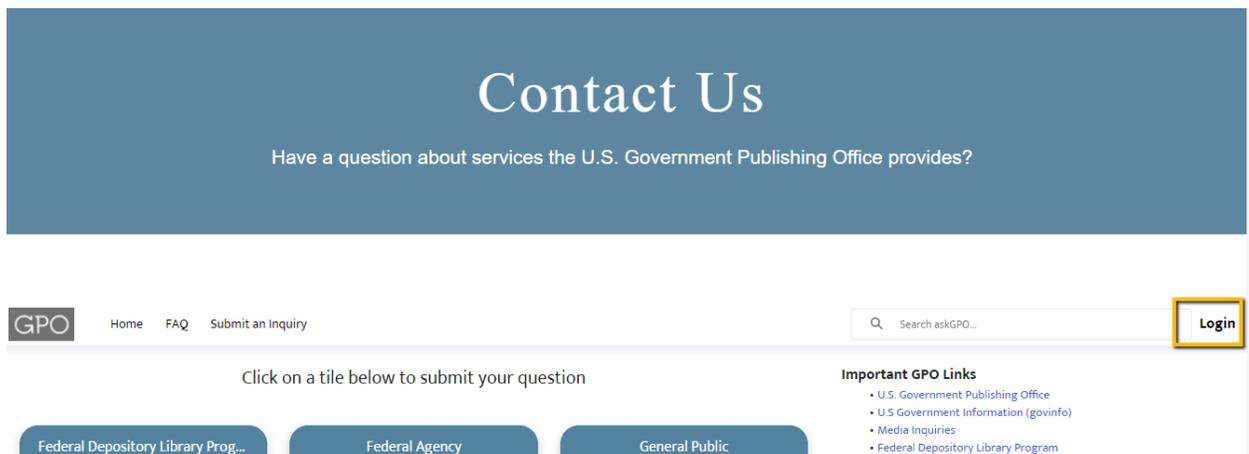
Alternatively, use this link to enter your credentials directly. Enter your user name and password and click on "Log into askGPO": https://usgpo.force.com/askGPO/s/login/
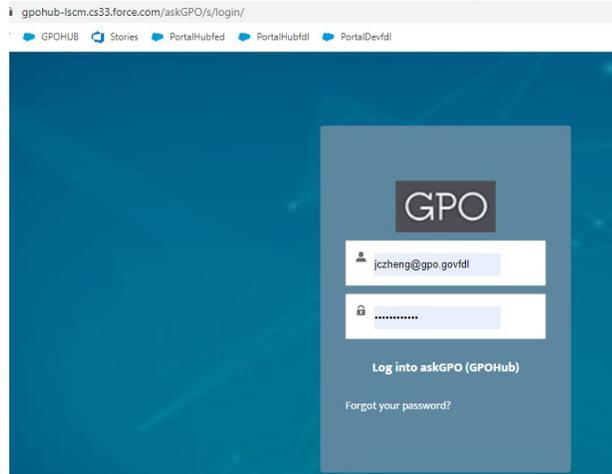
Community Navigation

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

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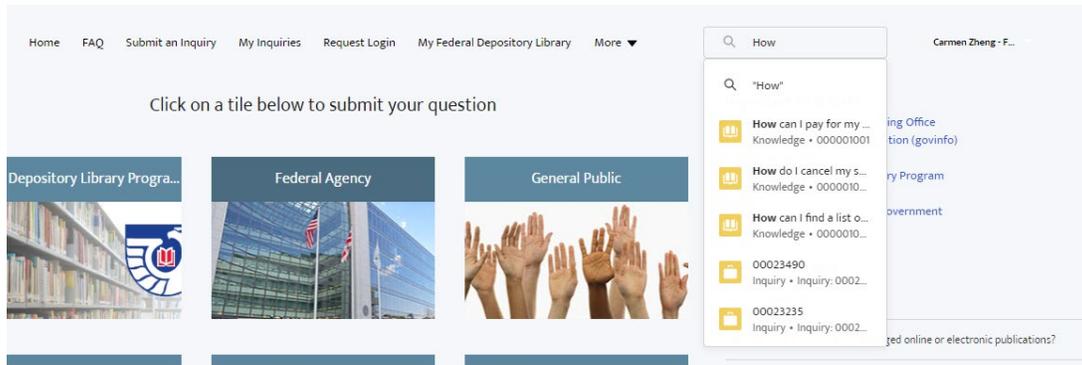
The FAQ tab lists all the published knowledge articles. Look here to see if an answer to your question has already been published before submitting an inquiry.
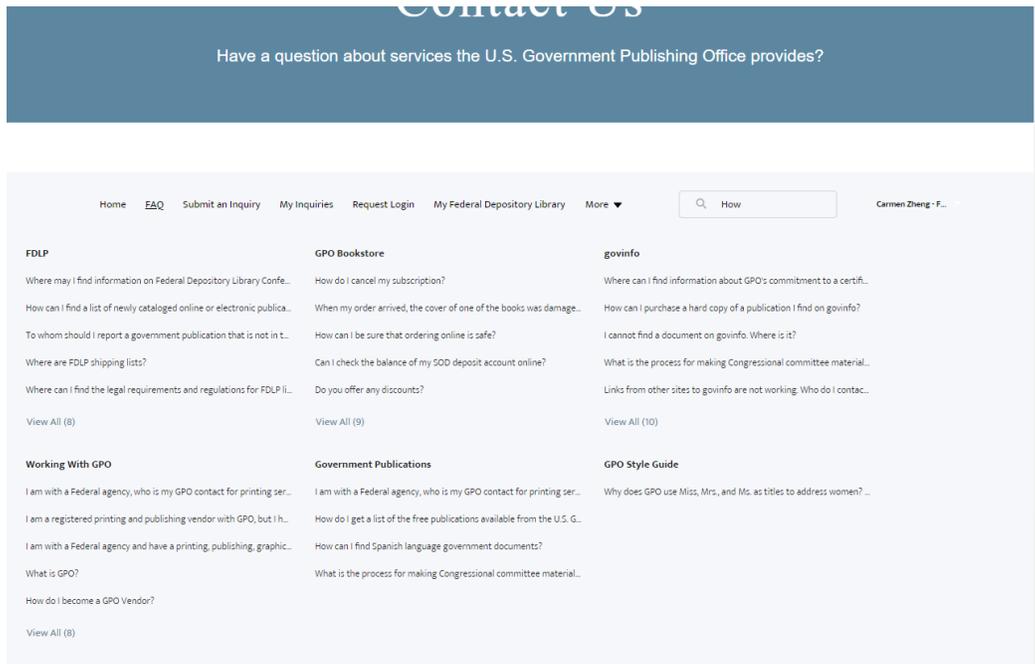

The most frequently viewed knowledge base articles appear in the "Trending Articles" list. At the bottom of the page are GPO's social media footer links.
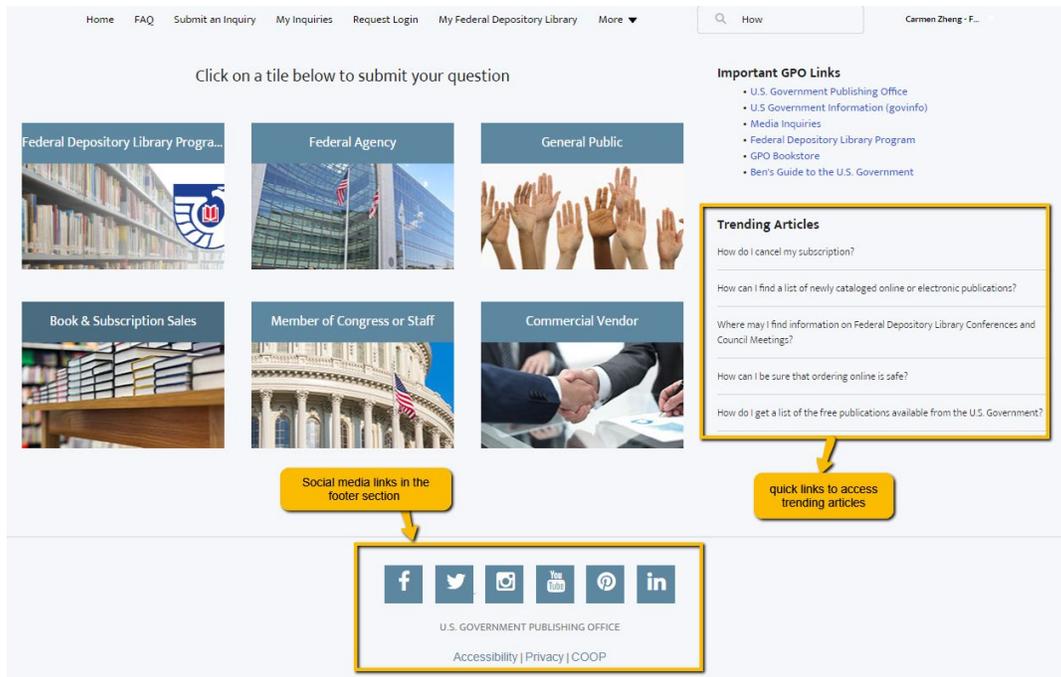
Submit and Review an Inquiry (as an authenticated user)

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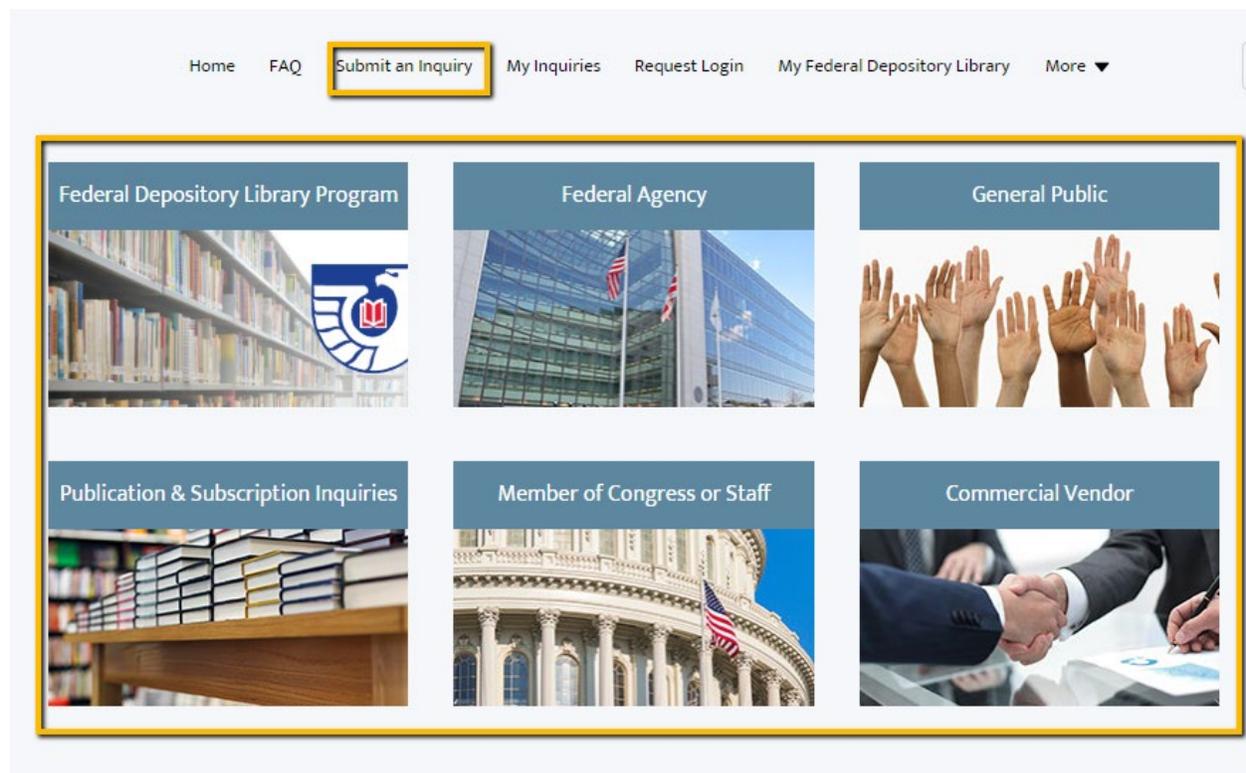
You will see an inquiry submission page, with some of your own information pre-populated in the form:

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"

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

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

Your question has been submitted, and the reference number for your question is 00023535 . You should receive a response by email within 2 business days.

On the inquiry record, you can review the "Related files" section to access and download any attachments.

(456) 678-7922

Contact Email
jczheng@gpo.gov

∨ Additional Information

Inquiry Origin	Type
AskGPO	Question
CreatedByMe	Priority
☑	Medium
Date/Time Opened	Date/Time Closed
12/22/2020 1:29 PM	
Supplied Email	Supplied Phone
jczheng@gpo.gov	4566787922

Related Files

TITLE	FILE TYPE	CREATED DATE	
FugitivesSubmsns_Fields_Template_20201221	CSV	Dec 22, 2020	▼

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

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

AskGPO: New Inquiry Submission 00059349: Other depository library question or issue

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

Your question has been received, and you should receive a response from us within two business days.

Reference Number: 00059349

Question: testing

Category: Other depository library question or issue

Name: Carmen Zheng
Email: jczheng@gpo.gov
Phone: 456-678-7922
Library Number: 0295

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https://www.gpo.gov

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

When the inquiry status is updated to "Closed" by GPO staff, you will receive an email notification 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 any inquiry number to review the question and see the answer if the inquiry has been closed.

Submit a Fugitive Publication Inquiry

- The fugitive publication inquiry category leads to a slightly different type of input form. You will choose a radio button to indicate whether you are reporting only one fugitive publication or multiple publications. The form will look different depending on which option you choose. If you are submitting multiple publications, you will need to upload a CSV spreadsheet with publication information.

- Sample form when submitting one publication:

- Sample form when submitting multiple publications (you will need to upload a spreadsheet):

Federal Depository Library Directory

To view and search the entire Federal Depository Library Directory, users will still use this site: https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp. 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.

- Click on the "My FDL" 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

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 additional first/last name and email of the person you want to request an account for, not your own.
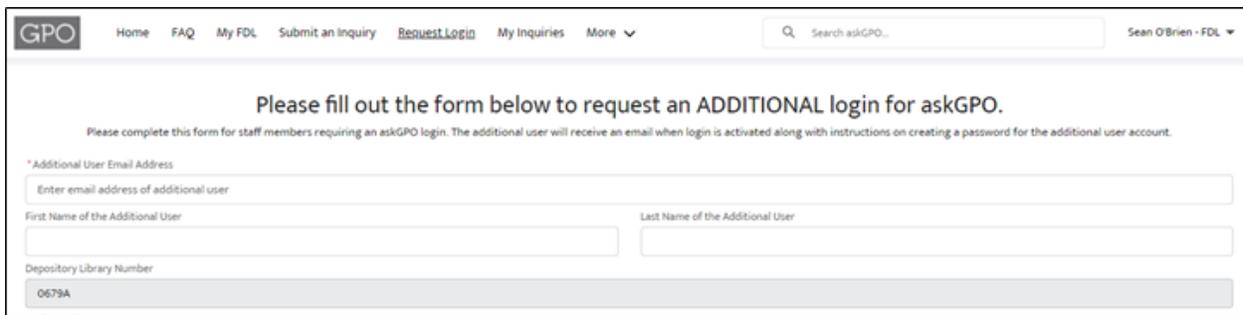
Once the requester has submitted the login request, they will receive an email confirmation.

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

Your login request has been received. The additional user will receive an email when the login is activated along with instructions on creating a password for the additional user account.

Reference Number: 00057206

Name of the additional user: Jenny Zheng

Email of the additional user: jczheng@gpo.gov

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https://www.gpo.gov

Once GPO staff have confirmed the login request, the additional user will receive a "Welcome to askGPO" email:

Sandbox: Welcome to askGPO ⅀ Inbox ×

askGPO <nvance@gpo.gov>   10:22 AM (12 minutes ago)   ☆
to me ▾

Hi Jenny,

   Welcome to askGPO! To get started, go to https://gpohub-lscm.cs33.force.com/askGPO/login?c=0nNgecWQsSDzNh2D%2F5wSP9NgShdPrpTzQtmL5h
4f8IlxYX054ecGTZKxXOM9bS1sM2YAp63f2DlAYYjfWAgzUN9b5ZS9xZoESObnqjn1SxDGYNK3BcbHKqoK5FdaBTDlKUQcSAZx6VK8Mign16fQjsYOVMb1KP
6Facd3JptcwbgR2UWeARDzy91QWROKCGR3AN4%3D

   Username: carmen.zh@gmail.com.askgpo

   Thanks,
   US Govt Publishing Office - Library Services and Content Management

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

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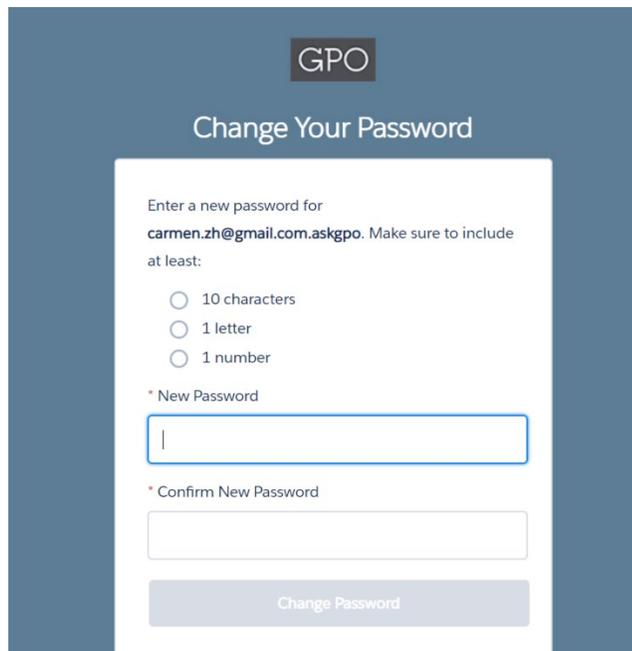
Access and Submit Webforms on Community

The following webforms will be accessible for authenticated FDLs:

1) Claims form
2) Anniversary Award Request form
3) Training Form
4) 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 "Claims Request Form" from the drop down menu and fill in all the required fields.

Shipping Information

*Shipping List Number (Please provide one shipping list number per claim submission)

[   ]

☐ I certify that I am missing all publications on this shipping list and need to claim them all.

Publication(s) to be Claimed (Up to 5 claims items per submission)

Claim # 1

Item Number

[   ]

Title

[   ]

Add another Claim

Comments and Confirmation

Comment (Please do not claim materials using the comment box below)

[type here...   ]

Legitimate Claim

☐ I certify that my claim is based on my depository active item selection profile.

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 agencie 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

jczheng@gpo.gov

Institution Information

Depository Library Number

0001A

Institution Name

Test FDL2

Address 1

Address 2

City

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 despository 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 orgnaizations 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

To review all the webforms submitted by your depository library, click "My FDL's Webforms" from the "More" drop down list. The list view displays all the webforms submitted by the staff at your library.

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.

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...

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.