



ASKGPO  
FEDERAL AGENCY USER  
TRAINING GUIDE

Release 1.5

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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.

You can request an agency login by navigating to <https://www.ask.gpo.gov>. Click on the Federal Agency tile, and choose “Login Request” as the question category.

Home    FAQ    Submit an Inquiry

Click on a tile below to submit your question

Imp

Federal Depository Library Prog...

Federal Agency

General Public

Book & Subscription Sales

Member of Congress or Staff

Commercial Vendor

Tre

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

\* Type of Customer  
Federal Agency

\* Agency/Bureau  
US Customs and Border Protection

First Name  
John

Last Name  
Doe

\* Email Address  
jdoe@gmail.com

Phone

\* Select Category  
Login Request

\* Enter your inquiry  
I need to federal agency login

You will receive an email confirmation after submitting your login request:

No Reply - askGPO UAT <noreply-askgpo@mail1.gpo.gov> | Zheng, Jiawen (Carmen) (Contractor) 2:03  
Sandbox: AskGPO: New Login Request Submission 00058798

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

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

**Reference Number:** 00058798

**Name:** John Doe

**Email:** [jczheng@gpo.gov](mailto:jczheng@gpo.gov)



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<https://www.gpo.gov>

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

Sandbox: Welcome to askGPO ▾ Inbox x

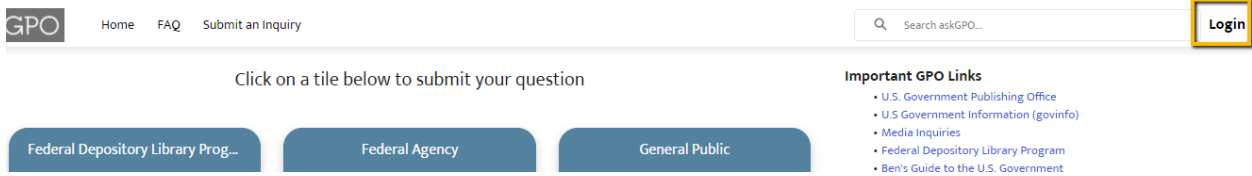
askGPO <nvance@gpo.gov> 10:22 AM (12 minutes ago) ☆  
to me ▾  
Hi Jenny,

Welcome to askGPO! To get started, go to <https://gpohub-lscm.cs33.force.com/askGPO/login?c=0nNgecWOsSDzNh2D%2F5wSP9NgShdPrpTzQtmL5h4f8llxYX054ecGTZKxXOM9bS1sM2YA63f2DIAYYfjWAgzUN9b5ZS9xZoESObnqj1tSxDGYNK3BcbHKqK5FdaBTDIKUQcSAZx6VK8Mign16fQjsYQVMb1KP6Facd3JptcwbgrR2UWeARDzy91QWR0KCGR3AN4%3D>

Username: carmen.zh@gmail.com.askgpo

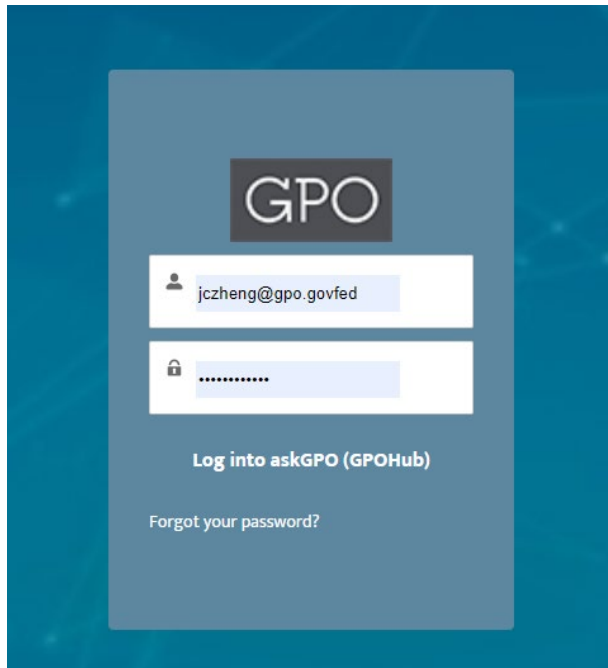
Thanks,  
US Govt Publishing Office - Library Services and Content Management

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.



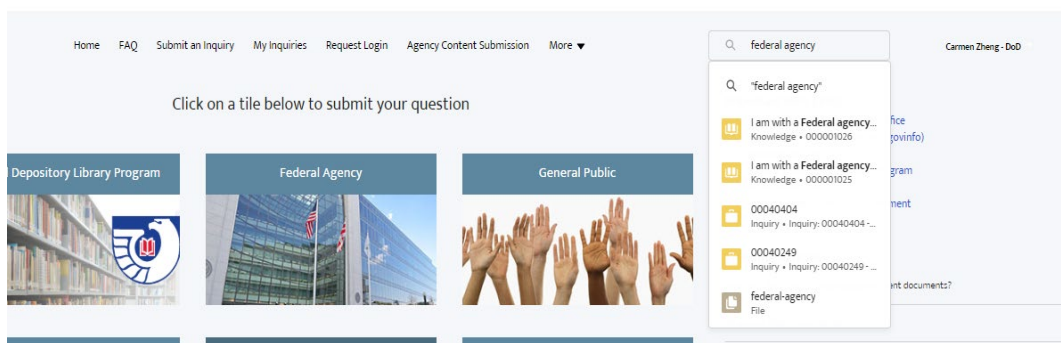
## Site Navigation

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

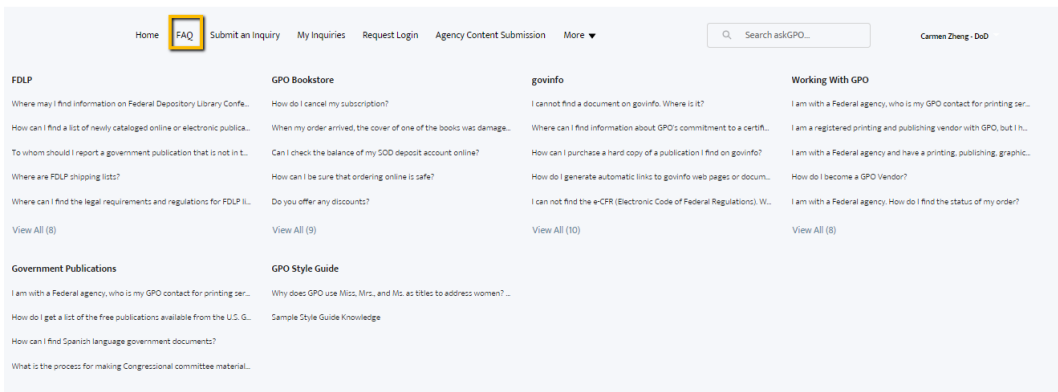
1. Quick links on the top panel
2. A menu bar
3. Six tiles for the user to submit inquiries based on their need or affiliation
4. Knowledge base articles covering frequently asked questions



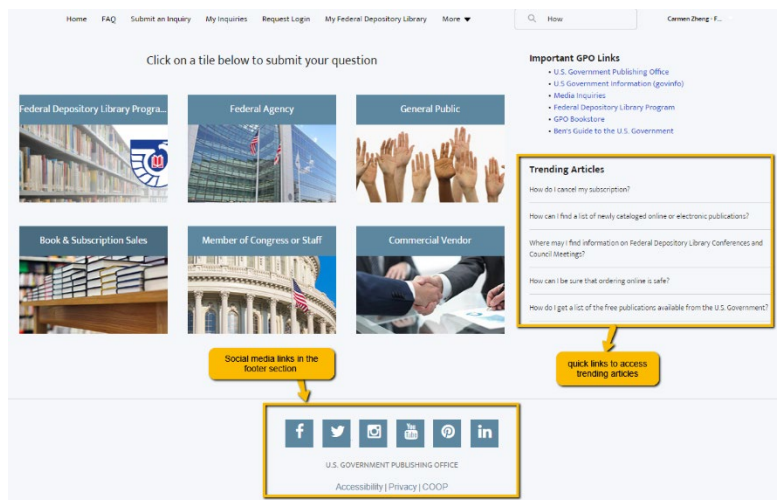
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.



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.

The screenshot shows the askGPO homepage. The navigation menu at the top includes 'Home', 'FAQ', 'Submit an Inquiry' (highlighted with a yellow box), 'My Inquiries', 'Request Login', 'Agency Content Submission', and 'More'. A search bar on the right contains the text 'Search askGPO...' and the user name 'Carmen Zheng - DoD' is displayed. Below the navigation, a central message reads 'Click on a tile below to submit your question'. A grid of six tiles is shown, each with a title and a representative image: 'Federal Depository Library Program' (bookshelves), 'Federal Agency' (modern building), 'General Public' (hands raised), 'Book & Subscription Sales' (stacks of books), 'Member of Congress or Staff' (Capitol building), and 'Commercial Vendor' (handshake). To the right, there are sections for 'Important GPO Links' (listing U.S. Government Publishing Office, govinfo, Media Inquiries, etc.) and 'Trending Articles' (with questions like 'How do I cancel my subscription?').

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. The main heading reads 'Please fill out the form below to submit an inquiry to our GPO staff'. The form fields are as follows: 'Type of Customer' is 'Federal Agency'; 'Agency/Bureau' is 'Department of Defense (DOD)'; 'First Name' is 'Carmen'; 'Last Name' is 'Zheng - DoD'; 'Email Address' is 'jczheng@gpo.gov'; 'Phone' is '2024416206'; 'Select Category' is 'Agency Publication Submissions/Document Discovery'; and the 'Enter your inquiry' field is empty.



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

2024416206

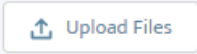
\*Select Category

Agency Publication Submissions/Document Discovery

\*Enter your inquiry

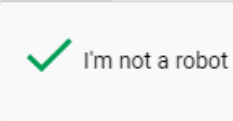

Enter your inquiry

Upload Attachment

 Upload Files [Or drop files](#)

No File Selected..

Submit

 I'm not a robot   
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.

Home   FAQ   Submit an Inquiry   My Inquiries   Request Login   Agency Content Submission   More ▼

Search askGPO...   Carmen Zheng - DoD

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.

▼ Inquiry Information

Question <b>TESTING</b>	
Answer Spam inquiry	
Inquiry Number 00057089	Subject askGPO Inquiry: 00057089 - Withdrawal/Recall
Category Withdrawal/Recall	Status Closed
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 AskGPO	Type Question
--------------------------	------------------

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

CreatedByMe <input checked="" type="checkbox"/>	Priority Medium
Date/Time Opened 9/14/2020 4:24 PM	Date/Time Closed 12/17/2020 9:47 AM
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:

---

 No Reply - askGPO UAT <noreply-askgpo@mail1.gpo.gov> | Zheng, Jiawen (Carmen) (Contractor)  
Sandbox: AskGPO: New Inquiry Submission 00058797: Agency Publication Submissions/Document Discovery

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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:** 00058797

**Question:** testing

**Category:** Agency Publication Submissions/Document Discovery

**Name:** Carmen FED Zheng

**Email:** [jczheng@gpo.gov](mailto:jczheng@gpo.gov)

**Phone:** ()--

**Agency/Bureau:** Department of the Treasury




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<https://www.gpo.gov>

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

---

 No Reply - askGPO UAT <noreply-askgpo@mail1.gpo.gov> | Zheng, Jiawen (Carmen) (Contractor)  
Sandbox: AskGPO: Inquiry Status Changed 00058797: Agency Publication Submissions/Document Discovery

---

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

**Category:** Agency Publication Submissions/Document Discovery

**Name:** Carmen FED Zheng

**Email:** [jczheng@gpo.gov](mailto:jczheng@gpo.gov)

**Phone:** ()--

**Agency/Bureau:** Department of the Treasury



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<https://www.gpo.gov>

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

No Reply - askGPO UAT <noreply-askgpo@mail1.gpo.gov> Zheng, Jiawen (Carmen) (Contractor)  
 Sandbox: AskGPO: Inquiry Status Closed 00058797: Agency Publication Submissions/Document Discovery

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:** 00058797

**Question:** testing

**Answer:**

**GPO values your input and appreciates the time and effort it takes for you to notify GPO of your suggestion to help improve MetaLib.** GPO reviews all sub individually to each suggestion submitted. The decision to implement a suggestion is based upon system capabilities, time and resources necessary to imple

Thank you for helping GPO make MetaLib a better product.


**Category:** Agency Publication Submissions/Document Discovery

**Name:** Carmen FED Zheng

**Email:** [jczheng@gpo.gov](mailto:jczheng@gpo.gov)

**Phone:** ()--

**Agency/Bureau:** Department of the Treasury



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<https://www.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 the inquiry number to review the question and see the answer if the inquiry has been closed.

GPO Home FAQ Submit an Inquiry **My Inquiries** Request Login Partnership Request Form More ▾ Search askGPO... Carmen Zheng - FedAgency ▾

Inquiries MyInquiries  
 20+ items • Sorted by Inquiry Number • Filtered by all inquiries • Created by Me • Updated a few seconds ago

Inquiry Number ↑	Subject	Status	Date/Time Opened	Date/Time Closed
1	<a href="#">askGPO Inquiry: 00093889 - Print Procurement</a>	Closed	7/16/2020 1:47 PM	7/16/2020 2:12 PM
2	<a href="#">askGPO Inquiry: 00093894 - Agency Publication Submissions/Document Discovery</a>	New	7/17/2020 3:14 PM	
3	<a href="#">askGPO Inquiry: 00093897 - Agency Publication Submissions/Document Discovery</a>	Closed	7/19/2020 2:24 PM	7/20/2020 6:54 AM
4	<a href="#">askGPO Inquiry: 00093899 -</a>	Closed	7/19/2020 4:01 PM	7/27/2020 10:45 AM
5	<a href="#">askGPO Inquiry: 00093900 -</a>	Closed	7/19/2020 4:10 PM	7/23/2020 12:39 PM
6	<a href="#">askGPO Inquiry: 00093912 - Agency Publication Submissions/Document Discovery</a>	Closed	7/20/2020 7:41 AM	7/31/2020 10:05 AM
7	<a href="#">askGPO Inquiry: 00093913 - govinfo.gov question</a>	New	7/20/2020 7:43 AM	

## 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 left is the GPO logo and navigation links for Home, FAQ, and Submit an Inquiry. A search bar is located at the top right with the text 'Search askGPO...' and a 'Login' button. Below the navigation is a prompt: '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 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 at the top: 'Your inquiry has been successfully submitted! We will reach out to you as soon as possible.' Below this is a thank you message: '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 links at the top include Home, FAQ, Submit an Inquiry, and Partnership Request Form. A search bar is also present at the top right.

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 Us**

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

GPO Home FAQ Submit an Inquiry My Inquiries Request Login **Agency Content Submission** Search askGPO... Carmen Zheng FED

Click on a tile below to submit your question

**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

You can submit information for a single publication or for multiple publications. Choose the appropriate radio button:

Home FAQ Submit an Inquiry My Inquiries Request Login Agency Content Submission Search askGPO... Carr

### AGENCY CONTENT SUBMISSION

\*Agency/Bureau  
Department of the Treasury

\*First Name  
Carmen

\*Last Name  
FED Zheng

\*Email  
carmen.zheng@coresphere.com

**Content Submission**

Check this box for providing details pertaining to only ONE publication

Check this box for providing details pertaining to MULTIPLE publications

\*Title  
[Empty text box]

## AGENCY CONTENT SUBMISSION

\* Agency/Bureau  
Department of the Treasury

\* First Name  
SeanFed

\* Last Name  
OBrienFed

\* Email  
sean.obrien@coresphere.com

### Content Submission

- Check this box for providing details pertaining to only ONE publication
- Check this box for providing details pertaining to MULTIPLE publications

\* Title  
\_\_\_\_\_

\* Publishing Agency  
\_\_\_\_\_

\* Publication URL  
\_\_\_\_\_

Publication Year  
\_\_\_\_\_

Series  
\_\_\_\_\_

Report Number  
\_\_\_\_\_

OCLC Number  
\_\_\_\_\_

Additional Information  
\_\_\_\_\_

Submit

When submitting multiple publications, you must download a CSV template, fill in the information, and upload the completed spreadsheet before you can complete the online form.

The screenshot shows a web form with the following elements:

- A text input field containing "FED Zheng".
- A label "\*Email" above a text input field containing "carmen.zheng@coresphere.com".
- A section titled "Content Submission" with two radio button options:
  - Check this box for providing details pertaining to only ONE publication
  - Check this box for providing details pertaining to MULTIPLE publications
- A text instruction: "Please download the [CSV template](#) and provide the specified information for each publication."
- An "Upload Attachment" section with a dashed border containing:
  - An "Upload Files" button with an upload icon.
  - The text "Or drop files".
  - Below the dashed border, the text "No File Selected..".
- A "Submit" button.
- A reCAPTCHA widget with the text "I'm not a robot" and a checkbox, and the reCAPTCHA logo with "reCAPTCHA Privacy - Terms" below it.

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

- Title (required)
- Publishing agency (required)
- Publication URL (required)
- Publication Year
- Series
- Report Number
- OCLC number
- Additional information (e.g., new edition, corrected, reprinted)

Upload your completed spreadsheet using the "Upload Files" button.



Submit a Partnership Request Inquiry (authenticated users)

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

## Submit a Partnership Request Form (non-authenticated users)

You can also submit a Partnership Request Form without being logged in. Click on “Partnership Request Form” from the menu bar.

The page will ask you to confirm if you would like to continue with the webform. If you click yes, you will be directed to the form. If you click no, you will be redirected to the askGPO home page.

---

Home   FAQ   Submit an Inquiry   Partnership Request Form

Q Search askGPO...

---

Since 1997, the U.S. Government Publishing Office (GPO) has developed strategic partnerships with Federal depository libraries, Federal agencies, and other institutions to increase public access to U.S. Government information in all formats. Generally, GPO partnerships focus on:

- Permanent public access to digital U.S. Government information.
- Preserving tangible U.S. Government information.
- Access to services that allow Federal depository libraries to enhance their collections.
- Access to services and resources that connect the public to its Government's information.
- Access to resources that assist Federal depository libraries to manage their collections.

More information on partnership benefits, requirements, and current partners is available at <https://www.fdlp.gov/about-the-fdlp/partnerships>.

Institutions that have a project or a resource that would benefit the public and/or the Federal depository community are encouraged to discuss partnership opportunities with GPO using this form.

Continue the webform

Yes

No

On the partnership request form, fill in all the required fields. You will receive an email notification when the form is submitted successfully.

## 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

Institution/Library name


Depository Library Number

\* Email

\* Phone

Subject

\* Description of Partnership Idea

I'm not a robot 

[EXTERNAL] Sandbox: AskGPO: New Inquiry Submission 00058879: Become an official GPO partner

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:** 00058879

**Question:** I am interested in becoming a GPO partner

**Category:** Become an official GPO partner

**Name:** Carmen Zheng

**Email:** carmen.zheng@coresphere.com

**Phone:** 6783452311

**Depository Library Number:** 56452



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<https://www.gpo.gov>

## Request Additional Logins for askGPO

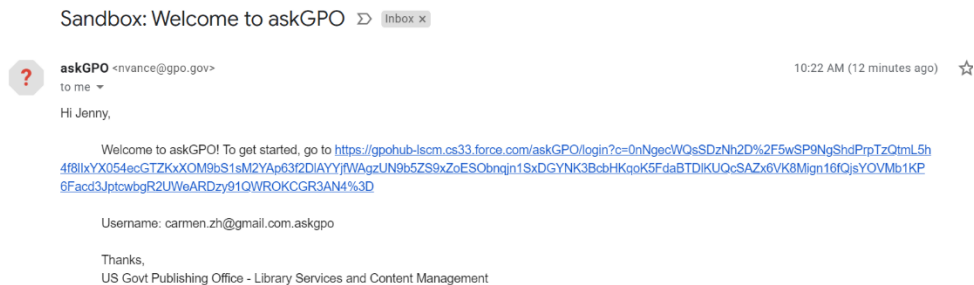
Use the Request Login form to request a login on behalf of a team member who works at the same Federal agency. Fill out the form with the name and email of the team member you are requesting an account for.

The screenshot shows the 'Request Login' form on the askGPO website. The form is titled 'Please fill out the form below to request an ADDITIONAL login for askGPO.' and includes instructions: 'Please complete this form for staff members requiring an askGPO login. The additional user will receive an email when login is activated along with instructions on creating a password for the additional user account.' The form fields are: 'Additional User Email Address' (with a placeholder 'Enter email address of additional user'), 'First Name of the Additional User', 'Last Name of the Additional User', and 'Depository Library Number' (with the value '0679A'). The website header includes the GPO logo, navigation links (Home, FAQ, My FDL, Submit an Inquiry, Request Login, My Inquiries, More), a search bar, and the user name 'Sean O'Brien - FDL'.

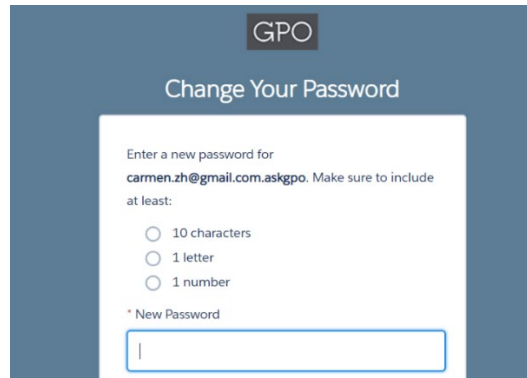
Once the requester has submitted the login request, the requester will receive an email confirmation as below:



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:



The image shows a screenshot of a web form titled "Change Your Password" with the GPO logo at the top. The form is set against a dark blue background. The text inside the form reads: "Enter a new password for **carmen.zh@gmail.com.askgpo**. Make sure to include at least:" followed by three radio button options: "10 characters", "1 letter", and "1 number". Below these options is a label "\* New Password" and a text input field with a vertical cursor.