



ASKGPO FEDERAL DEPOSITORY LIBRARY  
PROGRAM (FDLP)  
USER TRAINING GUIDE

Includes:  
Release 1.3

## Contents

Salesforce Community Login.....	3
Community Navigation .....	4
Submit and Review an Inquiry (as an authenticated user).....	6
Federal Depository Library Directory .....	11
Request a login to askGPO Community Portal for additional staff .....	12
Access and Submit Webforms on Community.....	14
Submit and Review an Inquiry (as a non-authenticated user).....	17

## Salesforce Community Login

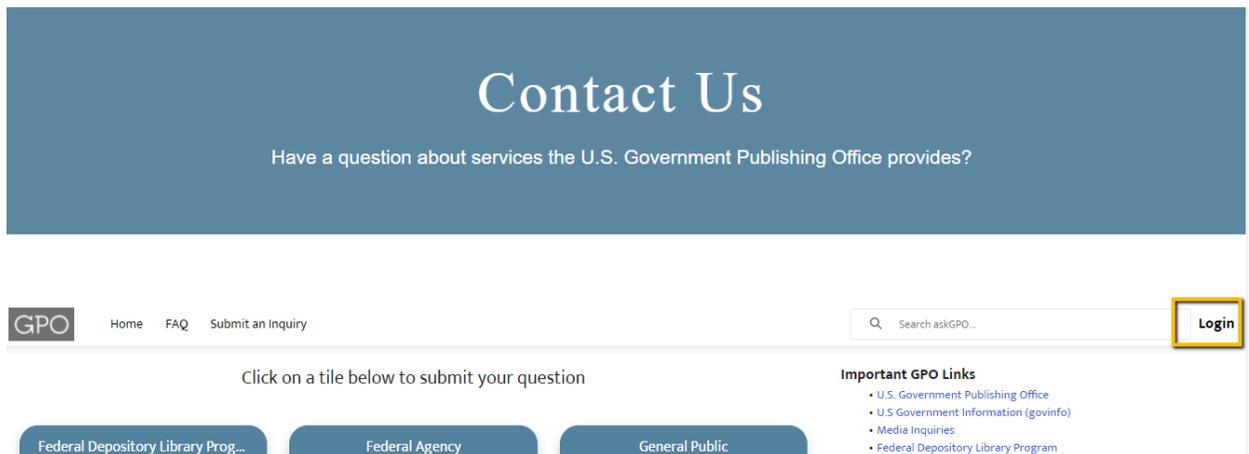
The askGPO webpage and community login will be used by Federal Depository Library Program staff to submit inquiries, check the status of inquiries, submit webforms and request additional login credentials for team members.

The designated depository coordinator will also be able to edit the Federal Depository Library Directory (FDLD) entry for their library.

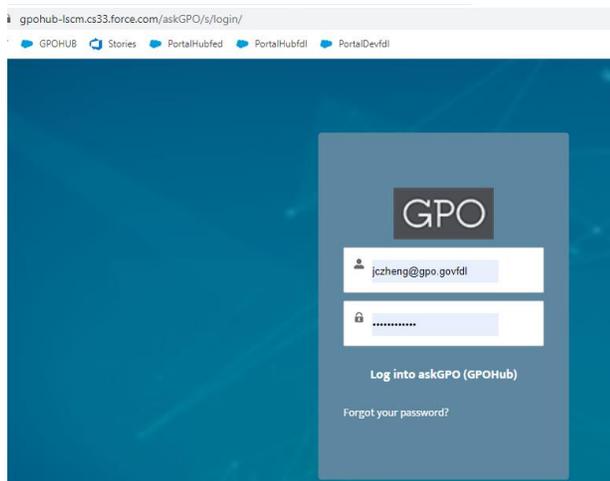
- Searching the FDLD will still be done through <https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp>

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/>



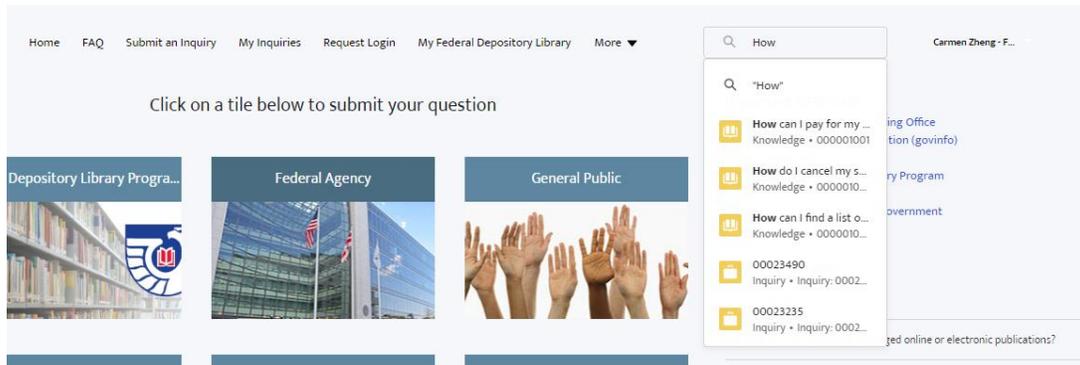
## Community Navigation

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:

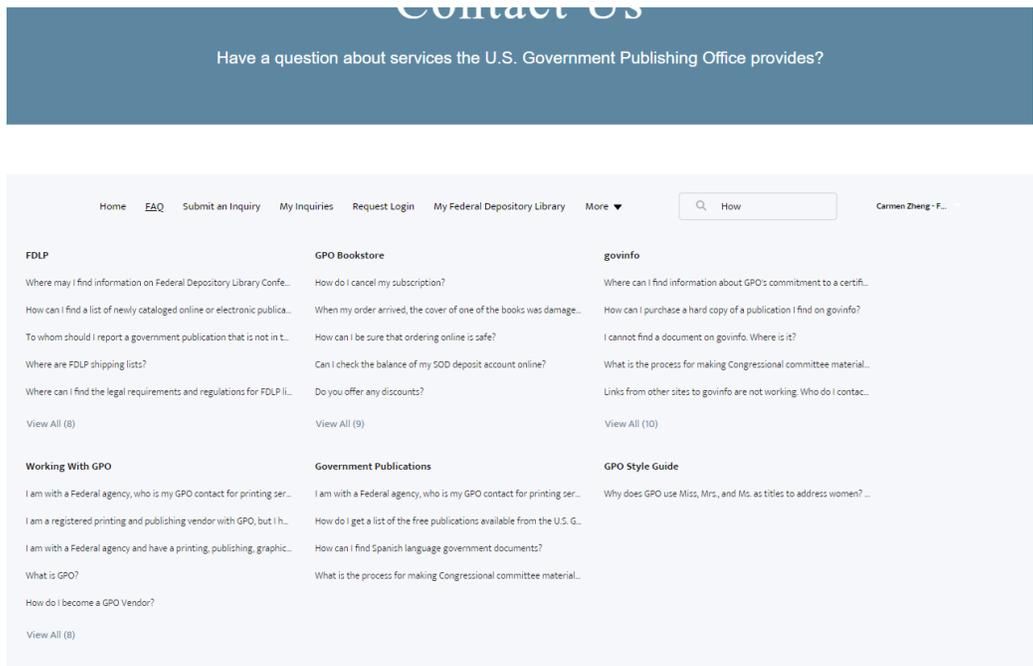
- Quick links on the top panel
- A menu bar
- Six tiles for the user to submit inquiries based on their need or affiliation
- Knowledge base articles covering frequently asked questions



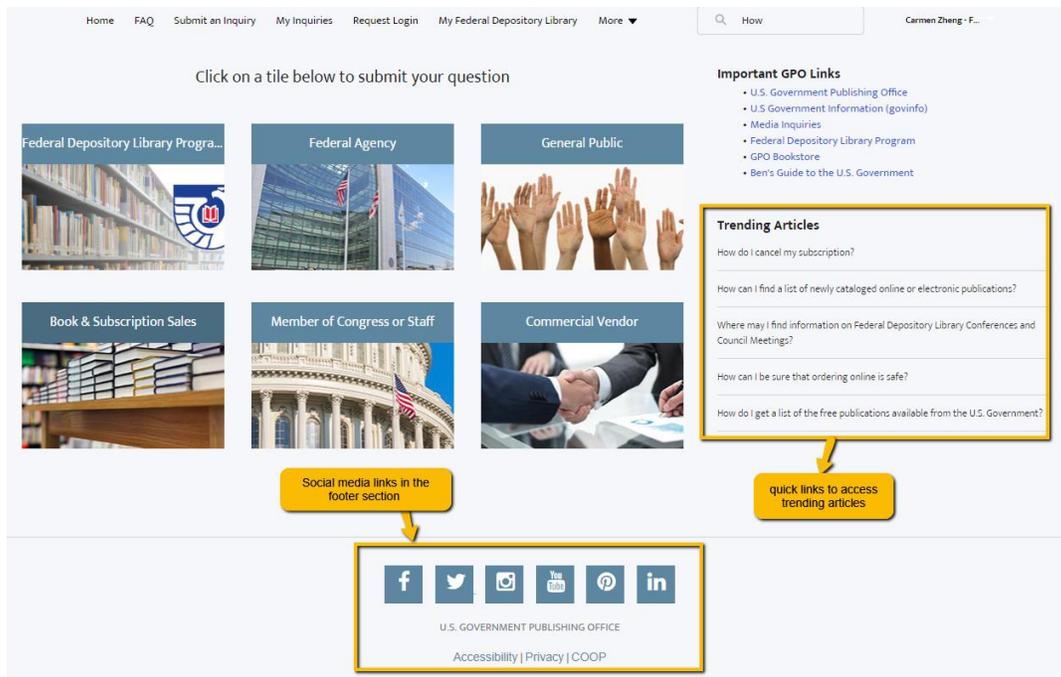
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.



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.

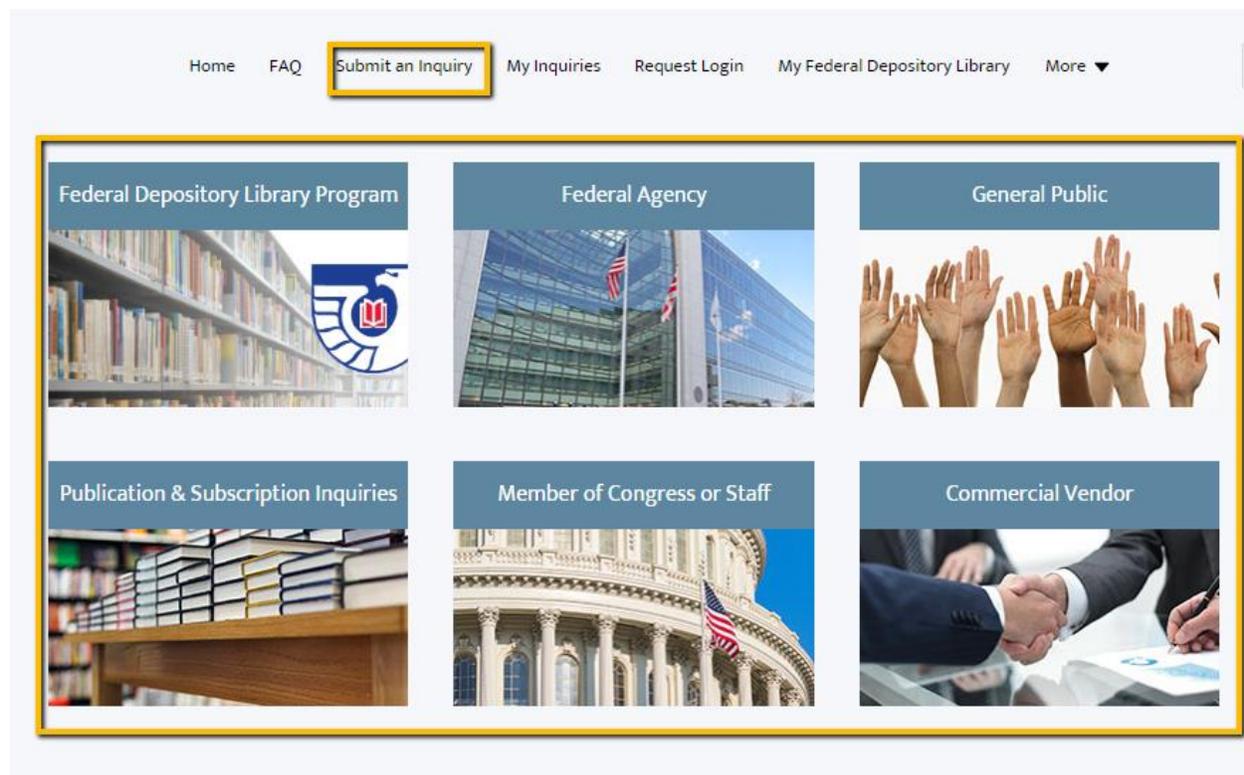


The most frequently viewed knowledge base articles appear in the "Trending Articles" list. At the bottom of the page are GPO's social media footer links.



## 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:

The screenshot shows the top navigation bar with links for Home, FAQ, [Submit an Inquiry](#), My Inquiries, Request Login, My Federal Depository Library, and More. A search bar on the right contains the text "Search askGPO...". The user's name "Carmen Zheng - FDL" is displayed in the top right corner. Below the navigation is a heading: "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 Depository Library"; "Institution/Library name" is "Law Library of Louisiana"; "Library Number" is "0221"; "First Name" is "Carmen"; "Last Name" is "Zheng - FDL"; "Email Address" is "jczheng@gpo.gov"; "Phone" is "4566787922"; "Select Category" is "Cataloging Record Distribution Program (CRDP)"; and "Enter your inquiry" is "Enter your inquiry".

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”

This close-up shows the bottom section of the form. The "Email Address" field contains "jczheng@gpo.gov", the "Phone" field contains "4566787922", and the "Select Category" dropdown is set to "Cataloging Record Distribution Program (CRDP)". The "Enter your inquiry" text area contains the word "Testing". Below this is the "Upload Attachment" section, which includes an "Upload Files" button and the text "Or drop files". A file named "Carmen.docx" is listed below. At the bottom of this section is a reCAPTCHA widget with a green checkmark and the text "I'm not a robot", along with a "reCAPTCHA Privacy - Terms" link. A "Submit" button is located at the very bottom of the form.

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   My Federal Depository Library   More ▾

Search askGPO...   Carmen Zheng - FDL

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](mailto:jczheng@gpo.gov)

▼ Additional Information

Inquiry Origin AskGPO	Type Question
CreatedByMe <input checked="" type="checkbox"/>	Priority Medium
Date/Time Opened 12/22/2020 1:29 PM	Date/Time Closed
Supplied Email <a href="mailto:jczheng@gpo.gov">jczheng@gpo.gov</a>	Supplied Phone 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:

**Sandbox: AskGPO: New Inquiry Submission**

 GPOHub <noreplygpo@mail1.gpo.gov>  
Thu 6/18/2020 11:23 AM  
To: Zheng, Jiawen (Carmen)

Thank you for contracting the U.S. Government Publishing Office.  
Your question has been received, and you should receive a response from us within 2 business day  
Reference Number: 00023535  
Question: Testing  
Customer Type: Federal Depository Library  
Category: Cataloging Record Distribution Program (CRDP)  
Name: Carmen Zheng - FDL  
Email: [jczheng@gpo.gov](mailto:jczheng@gpo.gov)  
Phone: 4566787922  
Library Number:



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

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

Sandbox: AskGPO: Inquiry Status Changed



GPOHub <noreplygpo@mail1.gpo.gov>

Mon 6/22/2020 1:40 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: Testing

Customer Type: Commercial Vendors

Category: Ask a Librarian

Name: Carmen Zheng - FDL

Email: jczheng@gpo.gov

Phone: 4566787922

Library Number:



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

When the inquiry status is updated to “Closed” by GPO staff, you will receive an email notification that includes the answer to your question

Sandbox: AskGPO: Inquiry Status **Closed**



GPOHub <noreplygpo@mail1.gpo.gov>

Wed 7/8/2020 11:45 AM

To: Zheng, Jiawen (Carmen)



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: 00040873

Question: this is a test

Answer: Hey Thank you

The U.S. Government Publishing Office has received your inquiry. However, the Federal Government is shut down due to a funding lapse. Consequently, the askGPO system is **closed** and will reopen after funding is restored. We apologize for any inconvenience this may cause

Customer Type: Federal Depository Library

Category: Claims

Name: Carmen Zheng - FDL

Email: jczheng@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 any inquiry number to review the question and see the answer if the inquiry has been closed.

Inquiries  
My askGPO Inquiries

17 items • Sorted by Inquiry Number • Filtered by All inquiries - CreatedByMe • Updated a few seconds ago

Search this list... [Settings] [Clear]

Inqu... ↑	Category	Subject	Sta...	Date/Time Ope...	Date/Time Clos...
1	00057086	Fugitive publications	<a href="#">askGPO Inquiry: 00057086 - Fugitive publications</a>	Closed	9/14/2020 2:21 PM 12/17/2020 9:43 AM
2	00057087	Suggestion: CGP technical enhancement/MetaLib Resource	<a href="#">askGPO Inquiry: 00057087 - Suggestion: CGP technical enhancement/Met...</a>	Closed	9/14/2020 3:35 PM 12/17/2020 9:45 AM
3	00057091	Marketing, social media, or promotional materials	<a href="#">askGPO Inquiry: 00057091 - Marketing, social media, or promotional mate...</a>	New	9/16/2020 12:55 PM
4	00057092	Report a disaster that impacted the depository collection	<a href="#">askGPO Inquiry: 00057092 - Report a disaster that impacted the depositor...</a>	New	9/16/2020 1:00 PM
5	00057093	Marketing, social media, or promotional materials	<a href="#">askGPO Inquiry: 00057093 - Marketing, social media, or promotional mate...</a>	New	9/16/2020 1:35 PM
6	00057121	FDLP.gov	<a href="#">askGPO Inquiry: 00057121 - FDLP.gov</a>	Closed	9/17/2020 9:53 AM 11/3/2020 10:34 AM
7	00057150	Report public access issues in a depository library	<a href="#">askGPO Inquiry: 00057150 - Report public access issues in a depository libr...</a>	New	9/25/2020 1:53 PM

## 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](mailto:fdlpoutreach@gpo.gov)

Home FAQ Submit an Inquiry My Inquiries Request Login **My Federal Depository Library** More

Search askGPO... Carmen Zheng - FDL

Account  
Louisiana Supreme Court **Edit**

Library Name	Depository Library Number	Depository Coordinator Name	Depository Coordinator Email	Depository Type	State
Law Library of Louisiana	0221	Francis Norton	<a href="mailto:fnorton@lasc.org">fnorton@lasc.org</a>	Selective	Louisiana

Library Information

Depository Library Number	0221	Library Status	Active FDL
Account Name	Law Library of Louisiana	County	
Public Notes	Notes test 5/28 and 5/28	City	New Orleans
Library Type	Highest State Court Library (SC)	State	Louisiana

Files (0)

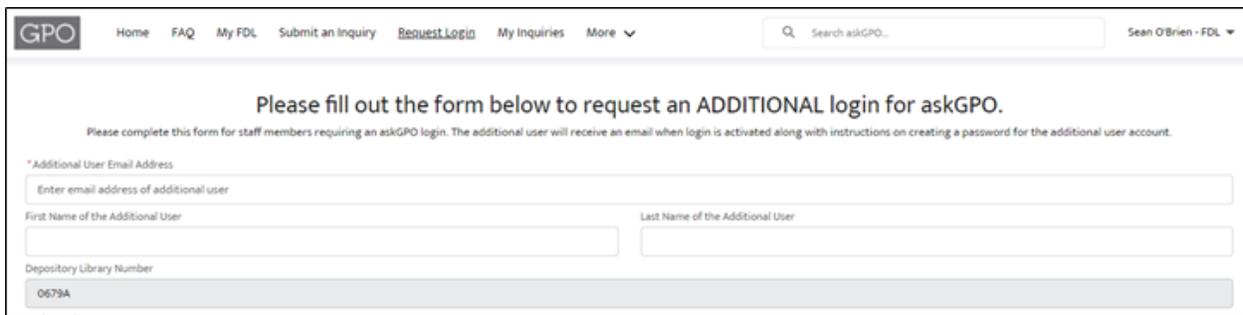
Upload Files

Or drop files

## Request a login to askGPO Community Portal for additional staff

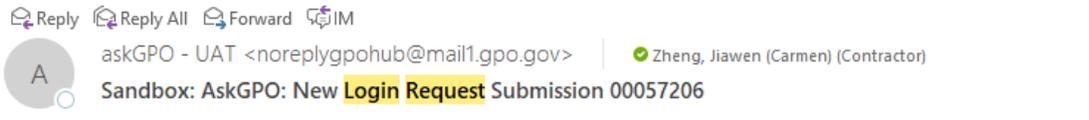
You do not need a login to use the askGPO site to submit a question for GPO staff. The benefit of having a login is a streamlined submission process, with your contact information auto-populated, and the ability to maintain a record of your submissions. If you work at a Federal Depository Library, you 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.



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 a sub-instruction: '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' entered).

Once the requester has submitted the login request, they will receive an email confirmation.



The email header shows the sender as 'askGPO - UAT <noreplygpohub@mail1.gpo.gov>' and the recipient as 'Zheng, Jiawen (Carmen) (Contractor)'. The subject line is 'Sandbox: AskGPO: New Login Request Submission 00057206'.

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

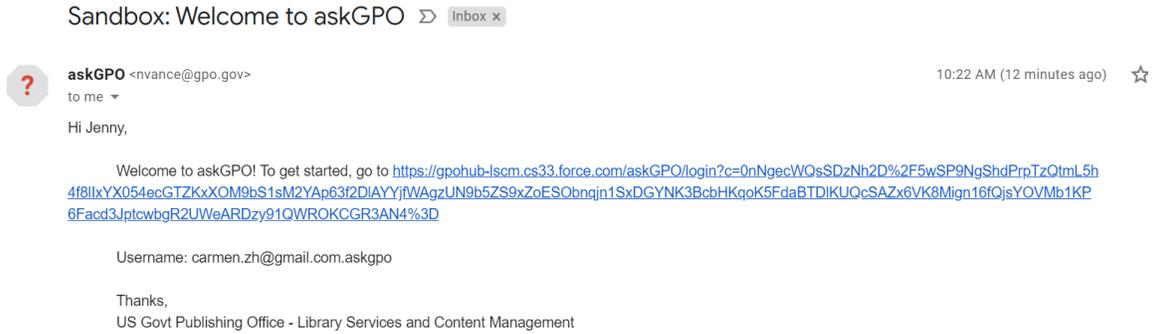
Email of the additional user: [jccheng@gpo.gov](mailto:jccheng@gpo.gov)



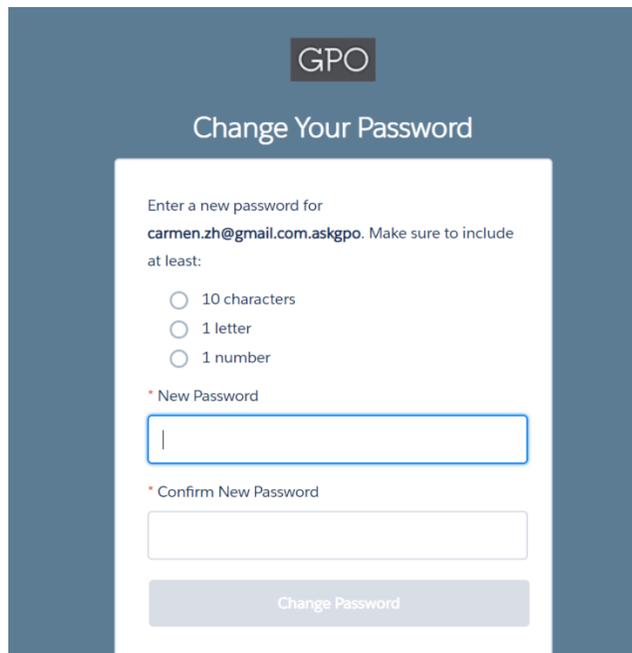
U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE

<https://www.gpo.gov>

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



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

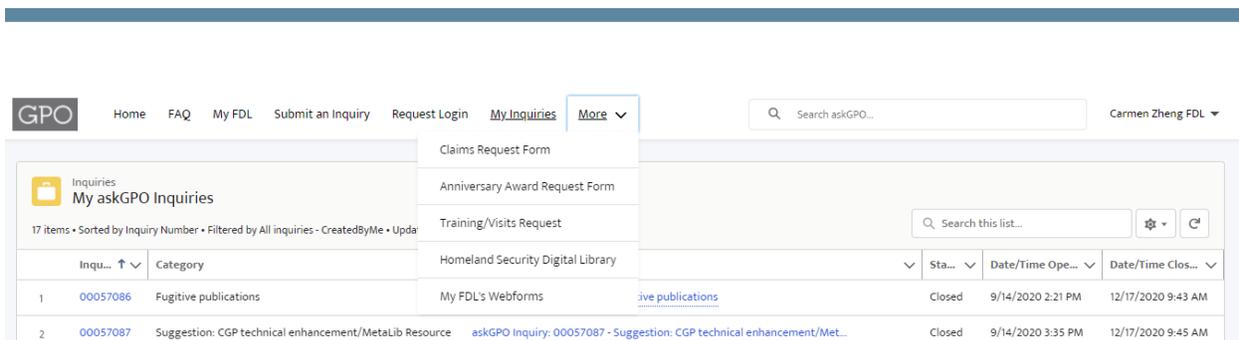


## Access and Submit Webforms on Community

The following webforms will be accessible for authenticated FDLs:

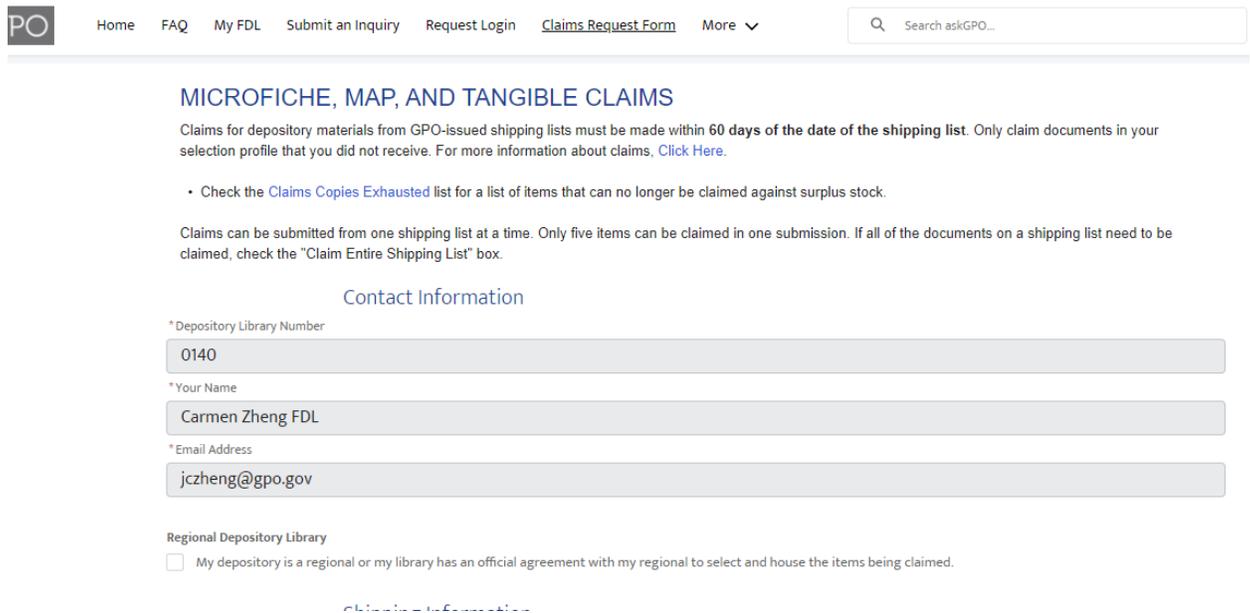
- 1) Claims form
- 2) Anniversary Award Request form
- 3) Training Form
- 4) Homeland Security Digital Library form

To submit a webform, navigate to the menu bar to select the “More” tab and select the webform from the dropdown menu.



The screenshot shows the GPO website's "My askGPO Inquiries" page. The navigation bar includes "Home", "FAQ", "My FDL", "Submit an Inquiry", "Request Login", "My Inquiries", and "More". The "More" dropdown menu is open, showing options: "Claims Request Form", "Anniversary Award Request Form", "Training/Visits Request", and "Homeland Security Digital Library". Below the menu, a table lists inquiries. The first row shows inquiry 00057086 for "Fugitive publications" with a status of "Closed" and dates from 9/14/2020 to 12/17/2020. The second row shows inquiry 00057087 for "Suggestion: CGP technical enhancement/MetaLib Resource" with a status of "Closed" and the same dates.

To submit a Claim Request Form, click “Claims Request Form” from the drop down menu and fill in all the required fields.



The screenshot shows the "MICROFICHE, MAP, AND TANGIBLE CLAIMS" form. The navigation bar includes "Home", "FAQ", "My FDL", "Submit an Inquiry", "Request Login", "Claims Request Form", and "More". The form content includes:

- MICROFICHE, MAP, AND TANGIBLE CLAIMS**
- Claims for depository materials from GPO-issued shipping lists must be made within **60 days of the date of the shipping list**. Only claim documents in your selection profile that you did not receive. For more information about claims, [Click Here](#).
- Check the [Claims Copies Exhausted](#) list for a list of items that can no longer be claimed against surplus stock.
- Claims can be submitted from one shipping list at a time. Only five items can be claimed in one submission. If all of the documents on a shipping list need to be claimed, check the "Claim Entire Shipping List" box.
- Contact Information**
- \* Depository Library Number:
- \* Your Name:
- \* Email Address:
- Regional Depository Library:  My depository is a regional or my library has an official agreement with my regional to select and house the items being claimed.

## 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)

**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 agencies 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 depository 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 organizations or individuals other than authorized library personnel.
- Allow organizations or individuals outside 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.

Webforms  
My FDL's Webforms

25+ items • Sorted by Webform ID • Filtered by All webforms • Updated a few seconds ago

Search this list...

Webform ID ↑	Reference Nu...	Record Type	Account	Contact	Created By	Created Date
1	WF-000000044	Anniversary Awards	Illinois State Library	Carmen Zheng FDL	Carmen Zheng FDL	9/14/2020 2:36 PM
2	WF-000000045	PR383-9046 Preservation	Illinois State Library	Carmen Zheng FDL	Carmen Zheng FDL	9/14/2020 3:13 PM
3	WF-000000046	PA882-9604 Partnership	Illinois State Library	Carmen Zheng FDL	Carmen Zheng FDL	9/14/2020 3:14 PM
4	WF-000000105	Claims	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:47 PM
5	WF-000000106	Anniversary Awards	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:48 PM
6	WF-000000107	Visits-Training Request	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:49 PM
7	WF-000000108	PR588-1843 Preservation	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:51 PM
8	WF-000000109	PA700-4808 Partnership	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:52 PM
9	WF-000000110	Homeland Security Digital Library	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:53 PM
10	WF-000000113	Claims	Illinois State Library	Kathy Carmichael - FDL	Kathy Carmichael - FDL	9/18/2020 9:36 AM
11	WF-000000114	Anniversary Awards	Illinois State Library	Kathy Carmichael - FDL	Kathy Carmichael - FDL	9/18/2020 9:39 AM
12	WF-000000116	Visits-Training Request	Illinois State Library	Kathy Carmichael - FDL	Kathy Carmichael - FDL	9/18/2020 9:40 AM

## 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

The screenshot shows the 'Contact Us' page of the askGPO website. The main heading is 'Contact Us' with the subtext 'Have a question about services the U.S. Government Publishing Office provides?'. Below the heading, there is a navigation bar with 'GPO', 'Home', 'FAQ', and 'Submit an Inquiry' (highlighted with a yellow box). To the right of the navigation bar is a search bar and a 'Login' link. Below the navigation bar, there is a section titled 'Click on a tile below to submit your question' with three tiles: 'Federal Depository Library Prog...', 'Federal Agency', and 'General Public'. To the right of these tiles is a section titled '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', and 'Congressional Relations'.

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](#)

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.