



ASKGPO  
FEDERAL AGENCY USER  
TRAINING GUIDE

June 2023

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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

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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  
Customs and Border Protection (CBP)

First Name  
John

Last Name  
Doe

\* Email Address  
jdoe@usgovernment.gov

Phone

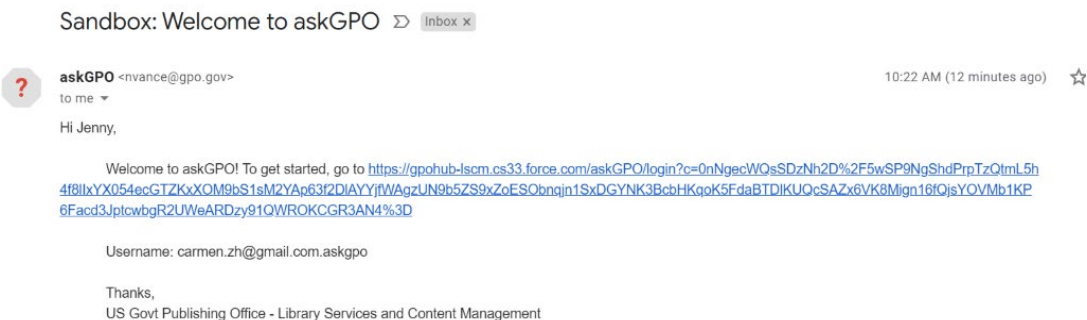
\* Select Category  
Login Request

\* Enter your inquiry ⓘ  
I need a federal agency login to submit publications to GPO

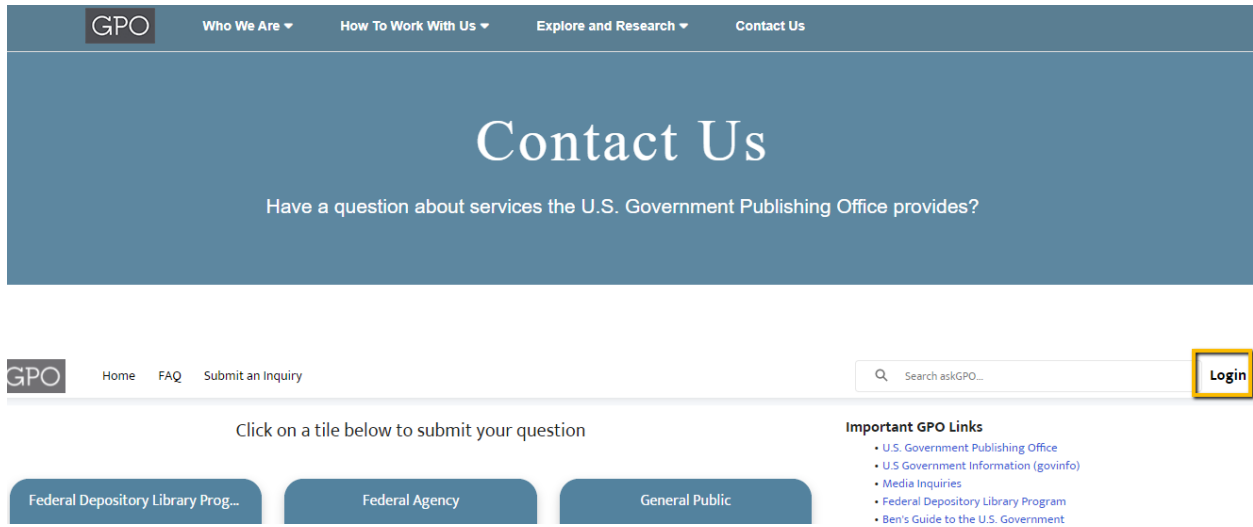
You will receive an email confirmation after submitting your login request:



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

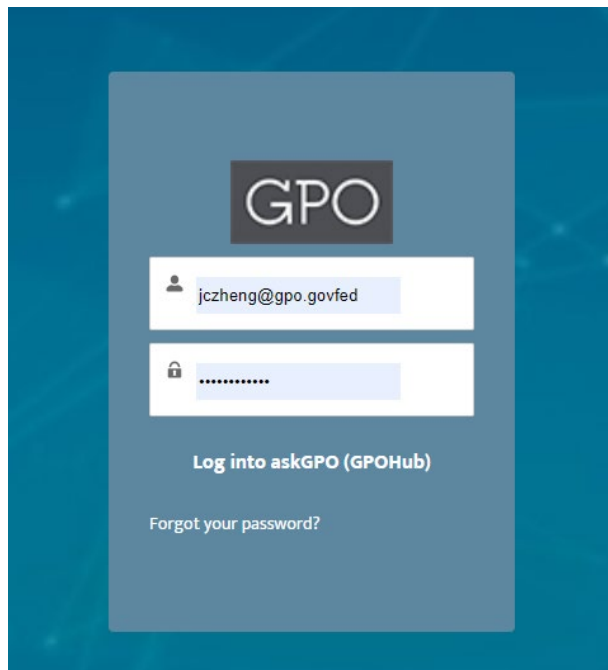


Once you have an authenticated user account, click the Login button on the right:



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.



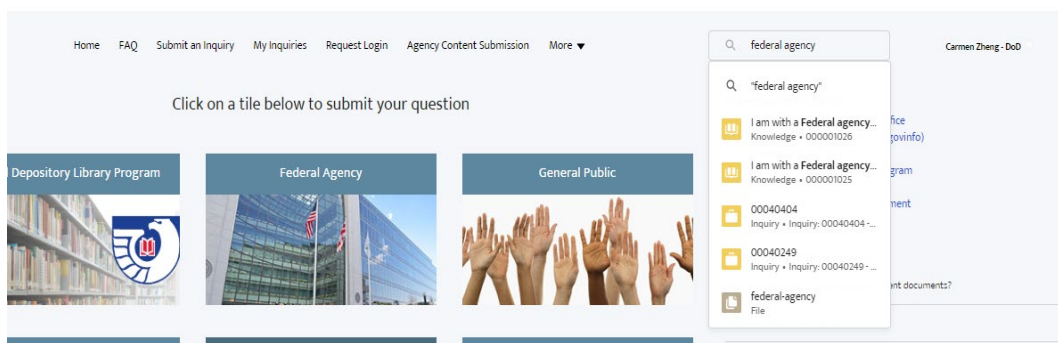
## Site Navigation

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

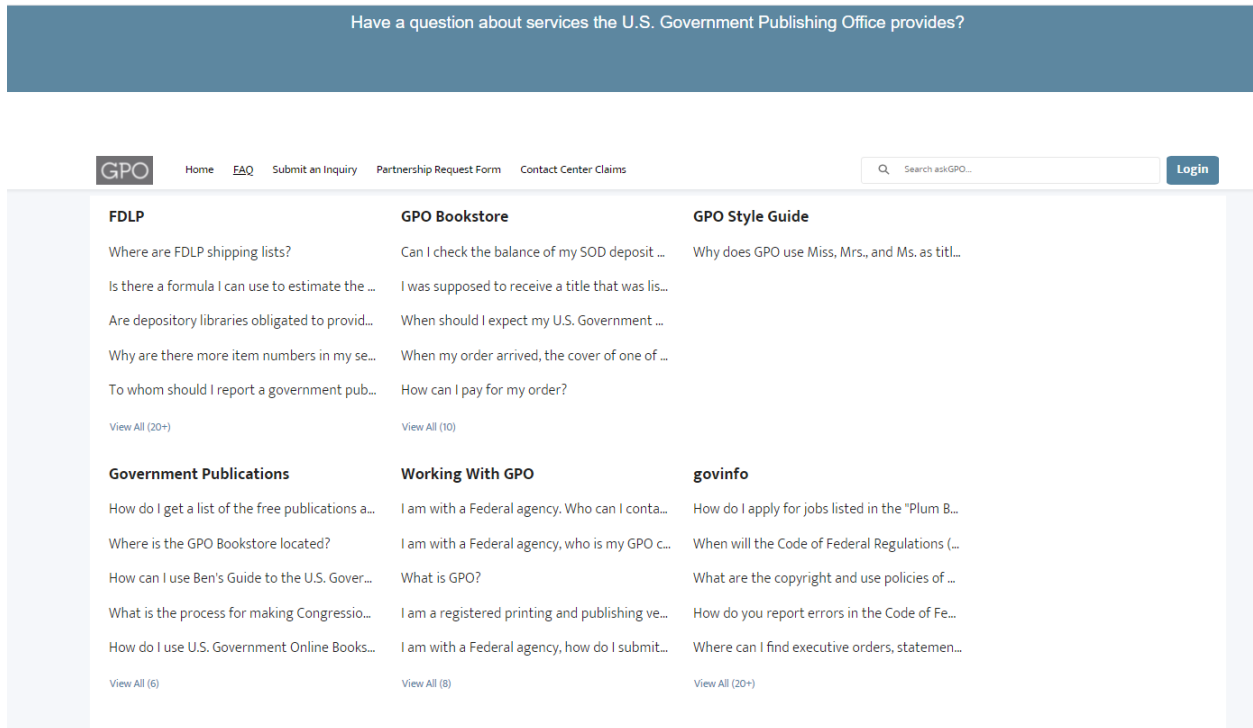
1. Quick links on the top panel
2. A menu bar
3. Six tiles for the user to submit inquiries based on their need or affiliation
4. Knowledge base articles covering frequently asked questions



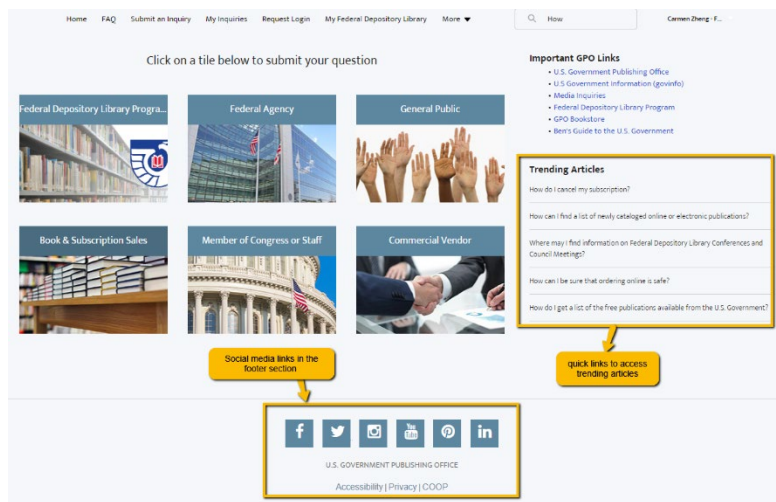
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.



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.

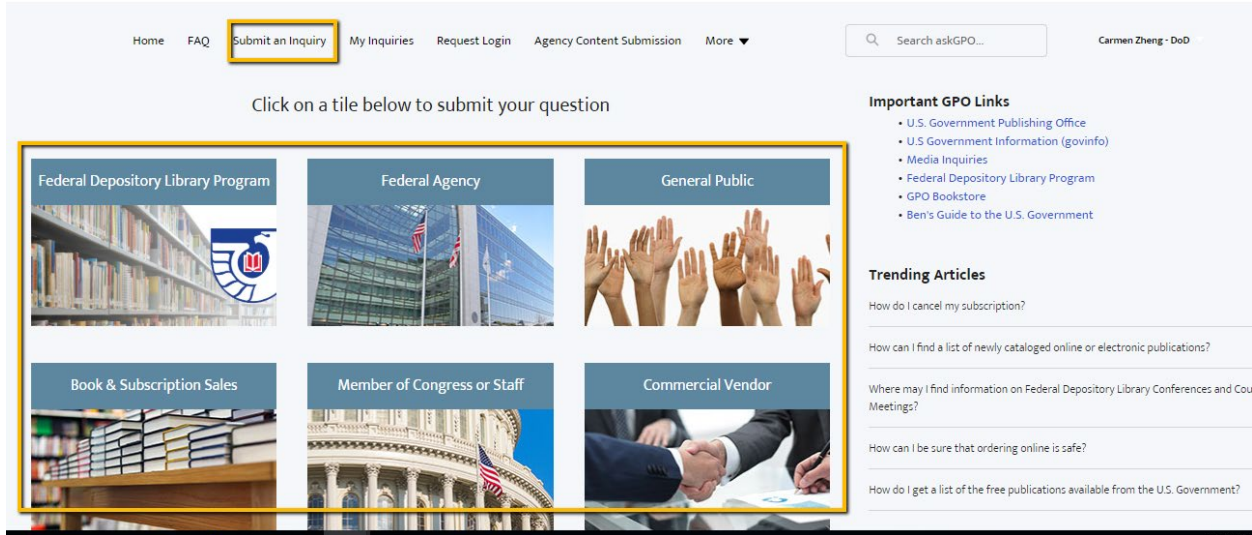


The most frequently viewed knowledge base articles appear in the Trending Articles list. At the bottom of the page are links to GPO’s social media accounts.



## 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.

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

\*Type of Customer  
Federal Agency

\*Agency/Bureau  
Department of the Treasury

First Name  
Alexander

Last Name  
Hamilton

\*Email Address  
fdlpoutreach@gpo.gov

Phone

\*Select Category  
Dissemination Program Question

\*Enter your inquiry  
Enter your inquiry



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


\*Select Category

Dissemination Program Question

\*Enter your inquiry ⓘ


This is my inquiry


Upload Attachment(s)

 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	This is my inquiry
Answer	Thank you for your inquiry.
Inquiry Number	00177968
Contact Phone	
Contact Email	<a href="mailto:fdlpoutreach@gpo.gov">fdlpoutreach@gpo.gov</a>
State	
Category	Dissemination Program Question
Subject	askGPO Inquiry: 00177968 - Dissemination Program Question
Status	Closed
Personal Note	1

▼ Additional Information

Inquiry Origin	askGPO	Type	Question
CreatedByMe	<input checked="" type="checkbox"/>	Date/Time Closed	6/16/2023 9:44 AM
Date/Time Opened	6/16/2023 9:41 AM	Supplied Phone	
Supplied Email	<a href="mailto:fdlpoutreach@gpo.gov">fdlpoutreach@gpo.gov</a>		

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:

askGPO <noreply-askgpo@mail1.gpo.gov> | fdlpoutreach  
**AskGPO: New Inquiry Submission 00177968: Dissemination Program Question**

---

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:** 00177968  
**Question:** This is my inquiry  
**Answer:**  
**Category:** Dissemination Program Question  
**Name:** Alexander Hamilton  
**Email:** [fdlpoutreach@gpo.gov](mailto:fdlpoutreach@gpo.gov)  
**Phone:** ()--  
**Agency/Bureau:** Department of the Treasury



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

askGPO <noreply-askgpo@mail1.gpo.gov> | fdlpoutreach  
**AskGPO: Inquiry Status Changed 00177968: Dissemination Program Question**

---

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:** This is my inquiry  
**Category:** Dissemination Program Question  
**Name:** Alexander Hamilton  
**Email:** [fdlpoutreach@gpo.gov](mailto:fdlpoutreach@gpo.gov)  
**Phone:** ()--  
**Agency/Bureau:** Department of the Treasury



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

askGPO <noreply-askgpo@mail1.gpo.gov> | fdlpoutreach  
AskGPO: Inquiry Status Closed 00177968: Dissemination Program Question

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:** 00177968  
**Question:** This is my inquiry  
**Answer :** Thank you for your inquiry.  
**Category:** Dissemination Program Question  
**Name:** Alexander Hamilton  
**Email:** [fdlpoutreach@gpo.gov](mailto:fdlpoutreach@gpo.gov)  
**Phone:** ()--  
**Agency/Bureau:** Department of the Treasury



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.

The screenshot shows the askGPO website interface. The navigation bar includes 'GPO', 'Home', 'FAQ', 'Submit an Inquiry', 'My Inquiries' (highlighted with a yellow box), 'Request Login', 'Partnership Request Form', and 'More'. A search bar and user profile 'Carmen Zheng - FedAgency' are also visible. Below the navigation bar, the 'My Inquiries' section displays a table of 20+ items, sorted by Inquiry Number. The table has columns for Inquiry Number, Subject, Status, Date/Time Opened, and Date/Time Closed.

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, there is a navigation bar with 'GPO', 'Home', 'FAQ', and 'Submit an inquiry'. A search bar on the right contains the 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 at the top: 'Your inquiry has been successfully submitted! We will reach out to you as soon as possible.' Below this, there 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 bar at the top of this section includes 'Home', 'FAQ', 'Submit an Inquiry', and 'Partnership Request Form', along with a search bar.

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

Federal Depository Library Prog... Federal Agency General Public

**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 buttons, 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.

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

\* Type of Customer  
Federal Agency

\* Agency/Bureau  
Customs and Border Protection (CBP)

First Name

----Please Select a Category----

- Become an official GPO partner
- Dissemination Program Question
- FDLP Web Archive
- govinfo.gov question
- Login Request
- Other
- Print Procurement

Become an official GPO partner

\* Enter your inquiry ⓘ  
I am interested in partnering with GPO

## 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

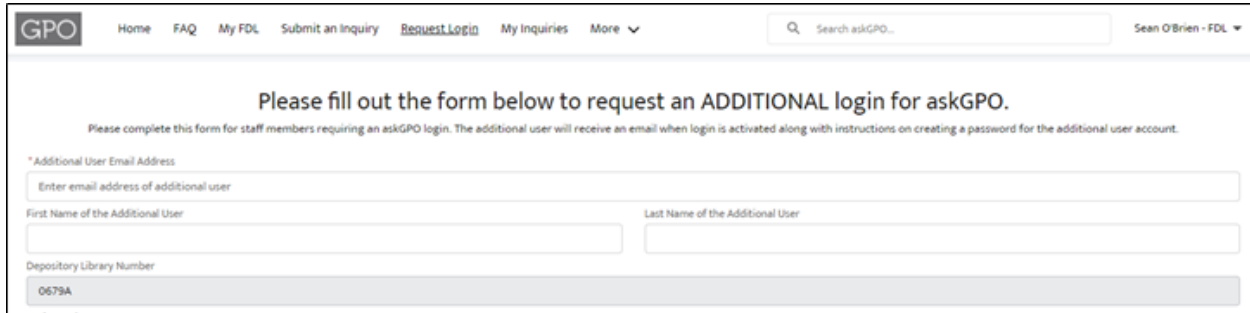


U.S. GOVERNMENT PUBLISHING OFFICE | Keeping America Informed | OFFICIAL | DIGITAL | SECURE

<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.

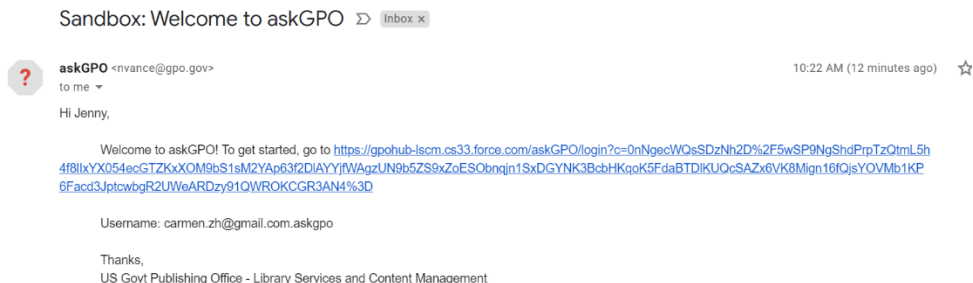


The screenshot shows the 'Request Login' form on the askGPO website. The form is titled 'Please fill out the form below to request an ADDITIONAL login for askGPO.' and includes instructions: 'Please complete this form for staff members requiring an askGPO login. The additional user will receive an email 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 top navigation bar includes links for Home, FAQ, My FDL, Submit an Inquiry, Request Login, My Inquiries, and More. A search bar and a user profile for Sean O'Brien - FDL are also visible.

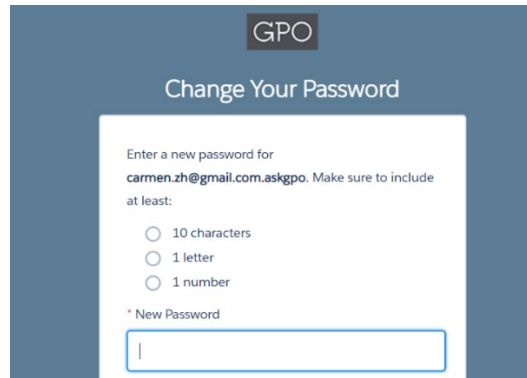
Once the requester has submitted the login request, the requester will receive an email confirmation as below:



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.askskpo**. Make sure to include at least:

- 10 characters
- 1 letter
- 1 number

\* New Password