

ASKGPO FEDERAL AGENCY USER TRAINING GUIDE

July 2025

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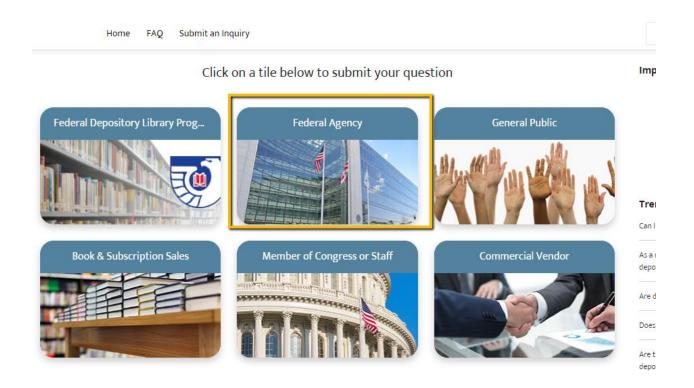
About askGPO

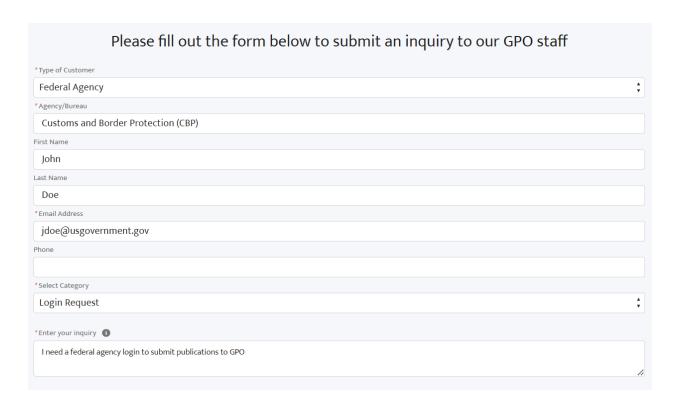
Federal agencies can use askGPO (https://ask.gpo.gov) to submit questions, check the status of inquiries, and fulfill their statutory mandate to notify GPO of new Federal agency publications for inclusion in the Federal Depository Library Program (44 U.S.C. §§ 1710, 1902-1903).

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.

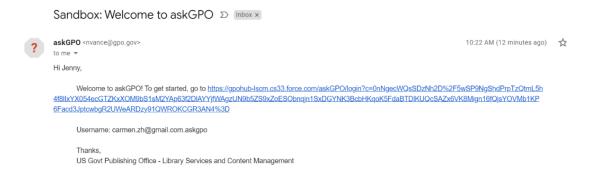




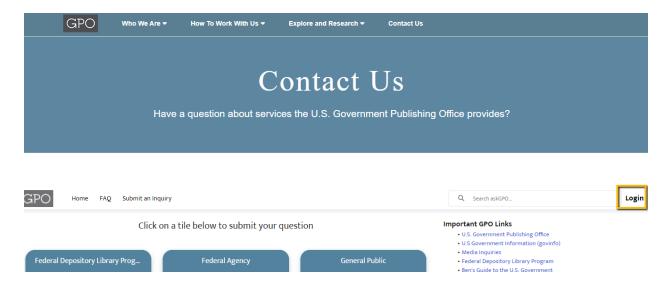
You will receive an email confirmation after submitting your login request:



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:

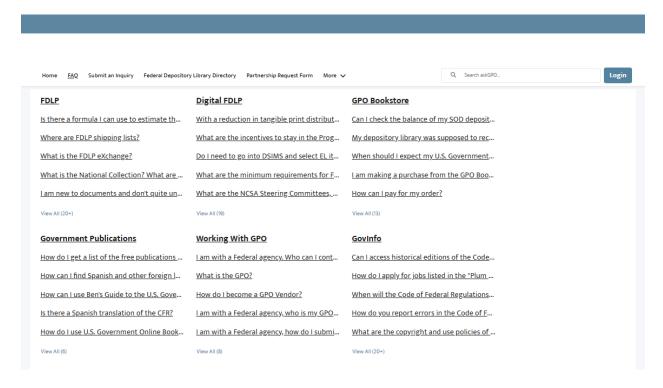
- 1. Quick links on the top panel
- 2. A menu bar
- 3. Six tiles for the user to submit inquiries based on their need or affiliation
- 4. Knowledge base articles covering frequently asked questions



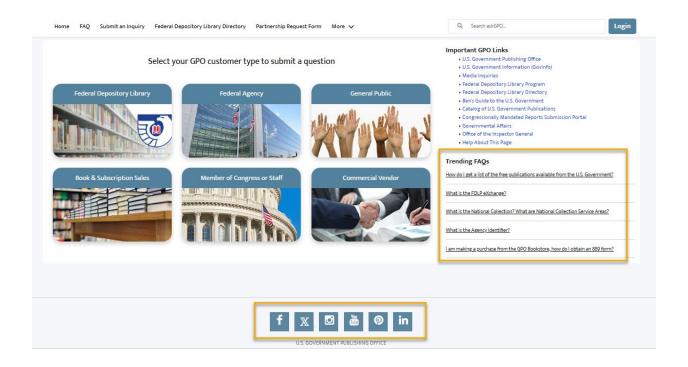
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.



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.

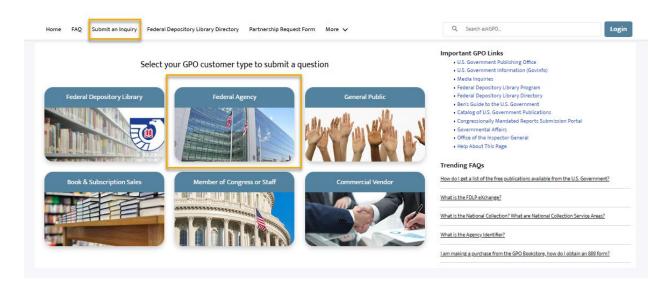


The most frequently viewed knowledge base articles appear in the Trending Articles list. At the bottom of the page are links to GPO's social media accounts.

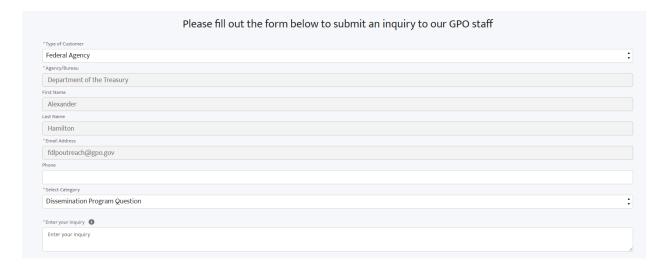


Submit and Review an Inquiry as an Authenticated User

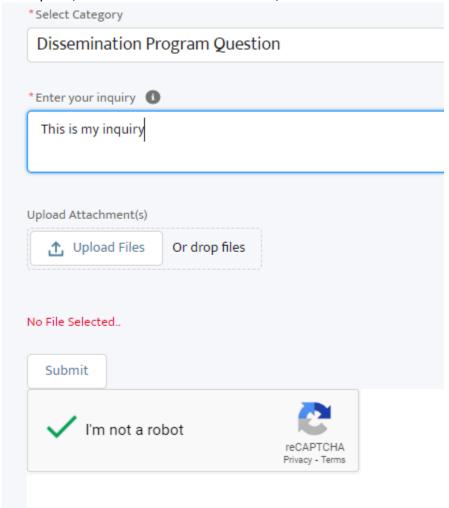
To submit an inquiry, you can click on Submit an Inquiry from the menu bar, or click on the Federal Agency tile on the homepage.



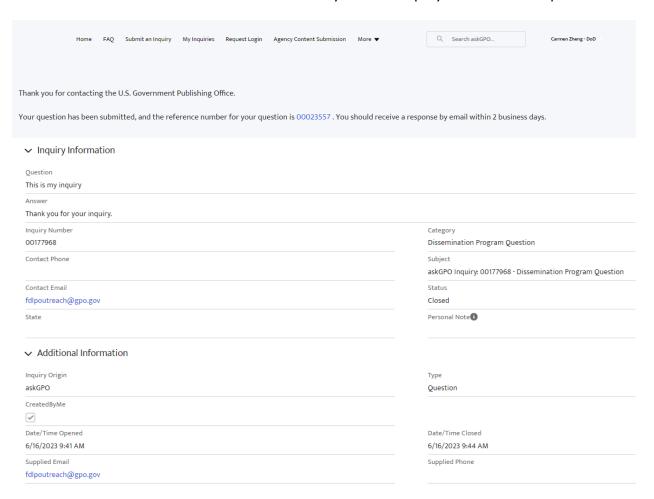
You will see an inquiry submission page, with your contact information automatically populated. Select an appropriate Category for your inquiry, and upload files as needed.



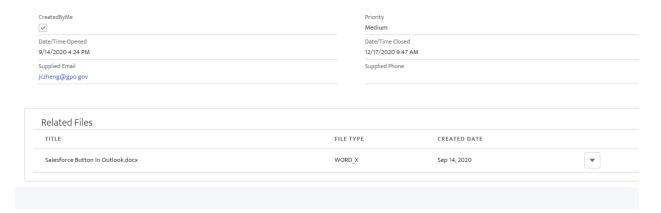
When your form is complete, click the "I'm not a robot" box, and then click Submit.



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.



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



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

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

Phone: ()--

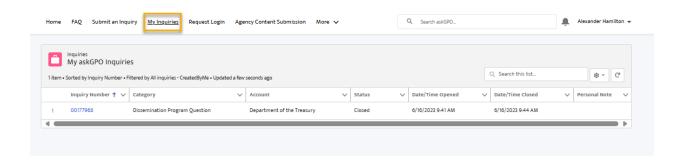
Agency/Bureau: Department of the Treasury



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

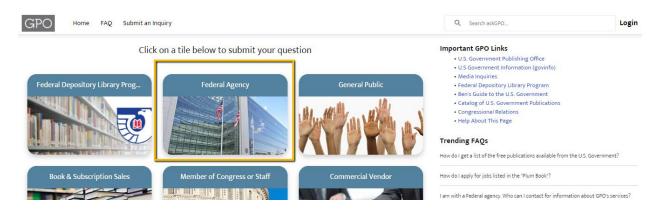


You can also click My Inquiries on the menu bar in order to see questions you have submitted. You can view and sort your questions by the date submitted or closed, and you can click on the inquiry number to review the question and see the answer if the inquiry has been closed.

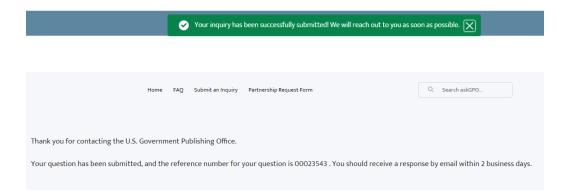


Submit and Review an Inquiry as a Non-Authenticated User

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



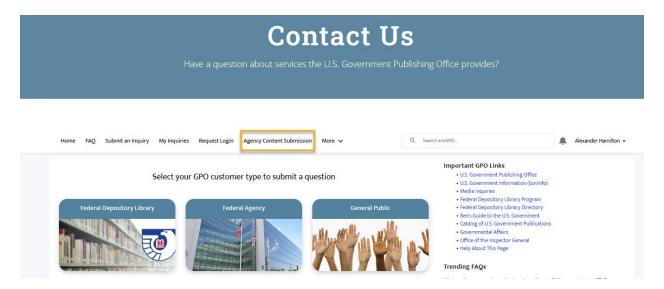
Fill out the form with your contact information and select an appropriate Category. When you submit your inquiry you will receive a confirmation message and a reference number:



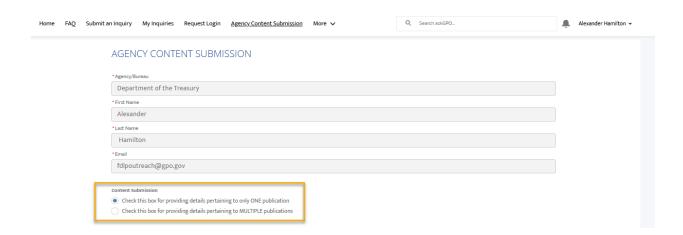
You will also receive an email confirmation from GPO with the inquiry details.

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.



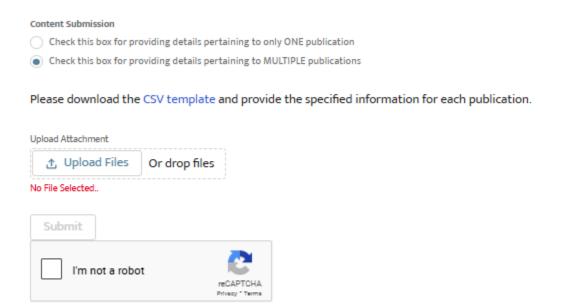
You can submit information for a single publication or for multiple publications. Choose the appropriate radio button:



AGENCY CONTENT SUBMISSION

"Agency/Bureau
Department of the Treasury
* First Name
Alexander
*Last Name
Hamilton
*Email
fdlpoutreach@gpo.gov
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
And the state of t
* Publication URL
Publication Year
Publication rear
Series Series
series
Report Number
OCLC Number
Additional Information
Submit
I'm not a robot

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.



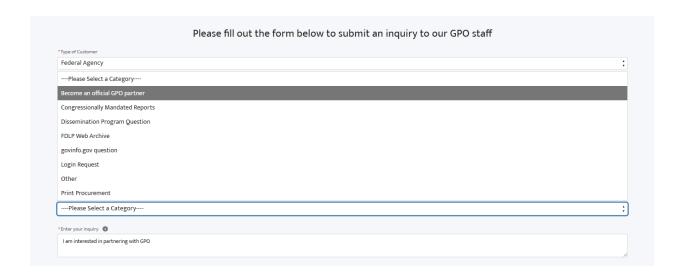
Download the template and provide publication details in the specified columns:

- 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)

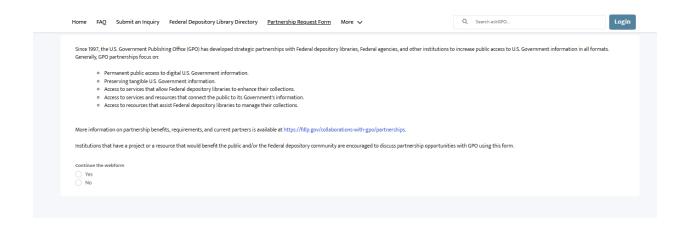
If you are interested in entering into a partnership with GPO, select the category "Become an official GPO partner" when submitting your inquiry.



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.



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

*Email

*Phone

Subject

Becoming an official GPO partner

*Description of Partnership idea

type here...

Submit

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

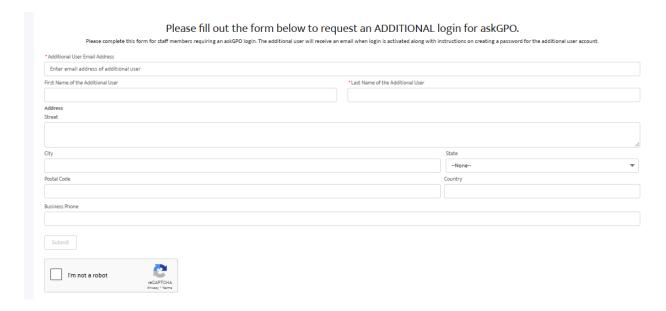
GPO

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

https://www.gpo.gov

Request Additional Logins for askGPO

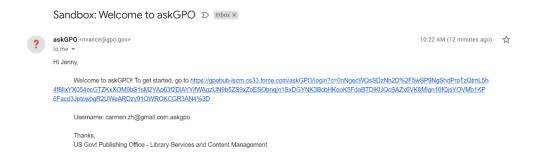
Use the Request Login form to request a login on behalf of a team member who works at the same Federal agency. Fill out the form with the name and email of the team member you are requesting an account for.



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 the link in the email they will be prompted to create a password:

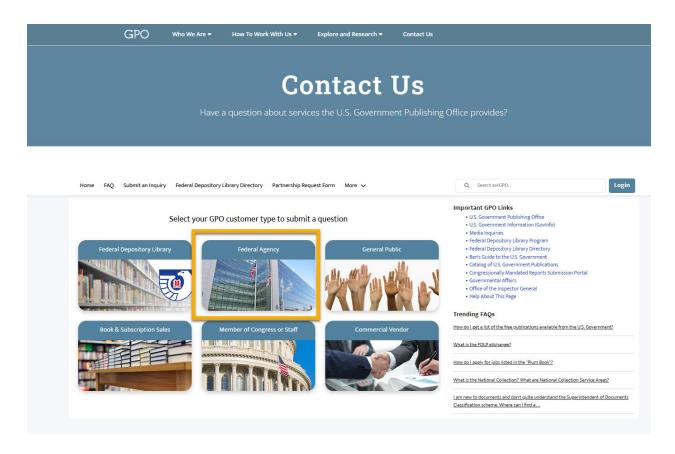


FDLP Web Archive inquiry submissions

Authenticated and non-authenticated community users of <u>ask.gpo.gov</u> are able to submit a FDLP Web Archive inquiry request form by visiting <u>ask.gpo.gov</u>.

Submitting an FDLP Web Archive inquiry as a non-authenticated user

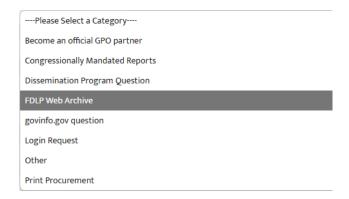
Visit <u>ask.gpo.gov</u> and select the Federal Agency customer type by clicking on the correct tile.



You will be directed to the inquiry submission form. Enter all the required details.

Click on the category drop down menu and select "FDLP Web Archive".





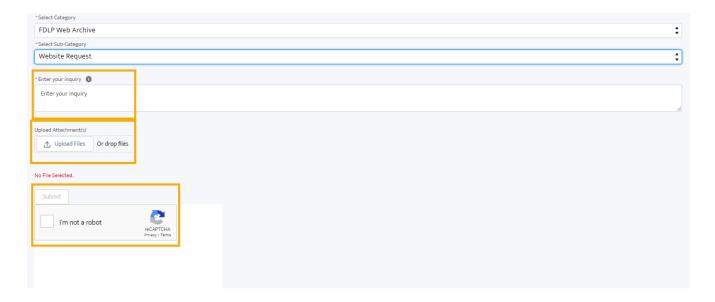
If you click on the drop down of the "Select Sub-Category" field, you will be able to choose from these options:

- Website Request
- Report an issue

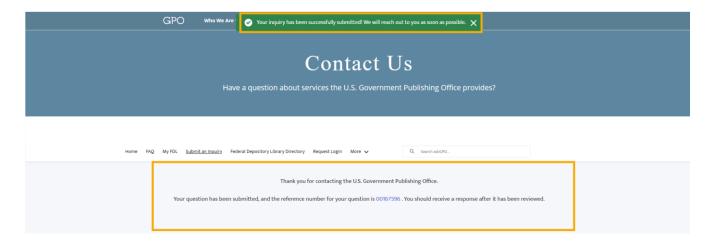


Enter more details in the 'Enter your inquiry' box. Upload any attachments if needed.

After completing the Re-Captcha, click Submit.



You will see a message when your inquiry is successfully submitted.

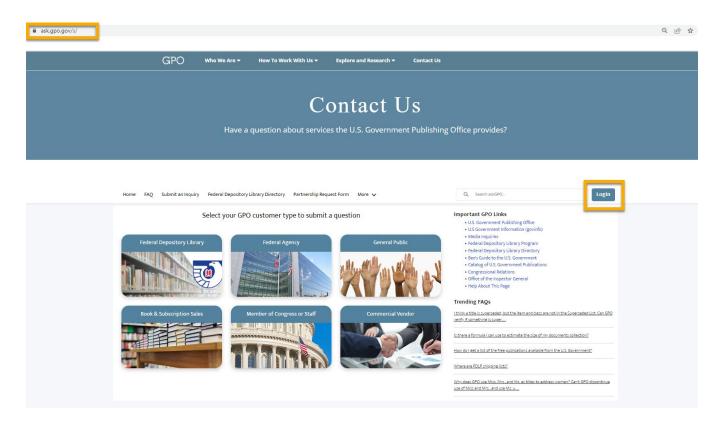


You will also receive an email notification after submitting an inquiry:



Submitting an FDLP Web Archive inquiry as an authenticated user

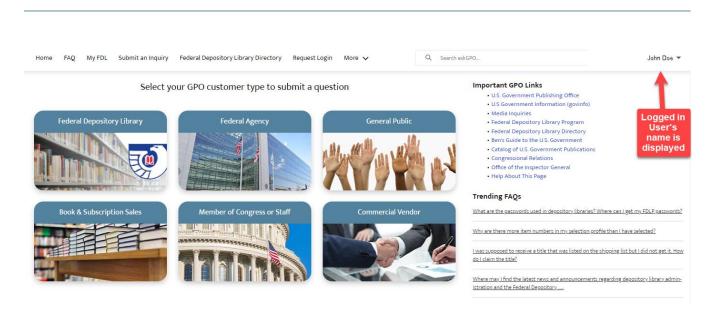
Visit <u>ask.GPO.gov</u> and click on the 'Login' button.



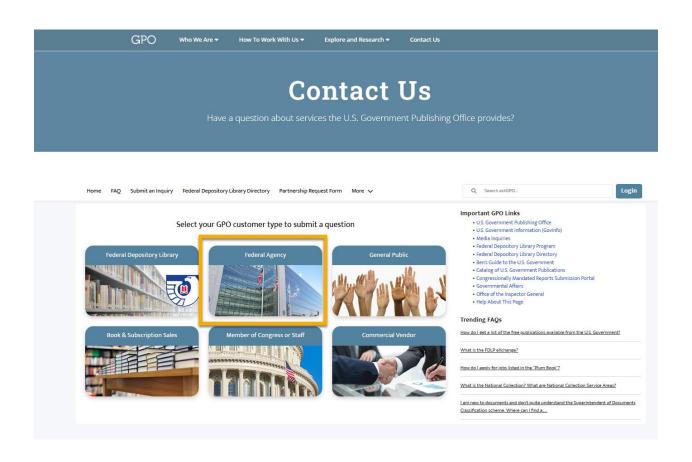
You will be directed to a login page. Enter your login credentials and click the 'Log into askGPO' button.



Your page refreshes to a logged-in user account page.

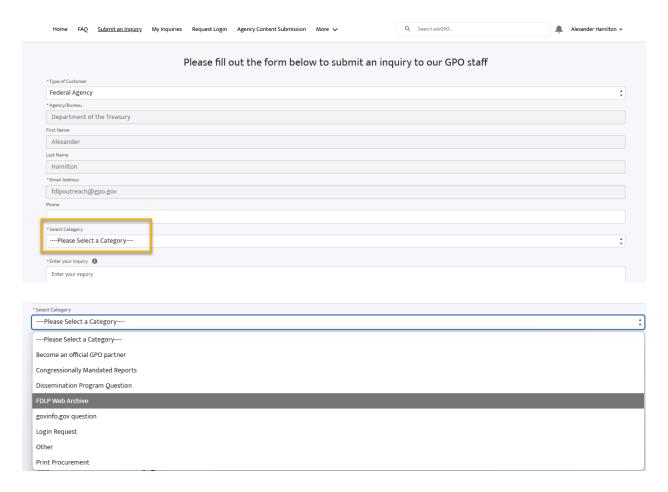


Select your GPO customer type by clicking the Federal Agency tile to submit an inquiry.



As a logged-in user, some fields will be auto populated.

Click the category drop down menu and select "FDLP Web Archive".



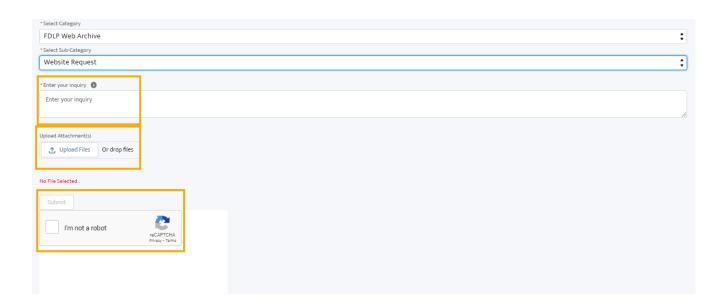
If you click on the drop down of the "Select Sub-Category" field, you will be able to choose from these options:

- Website Request
- Report an issue

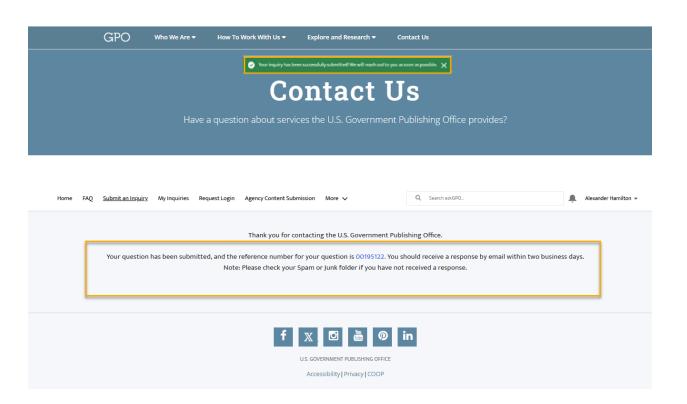


Enter more details in the 'Enter your inquiry' box. Upload any attachments if needed.

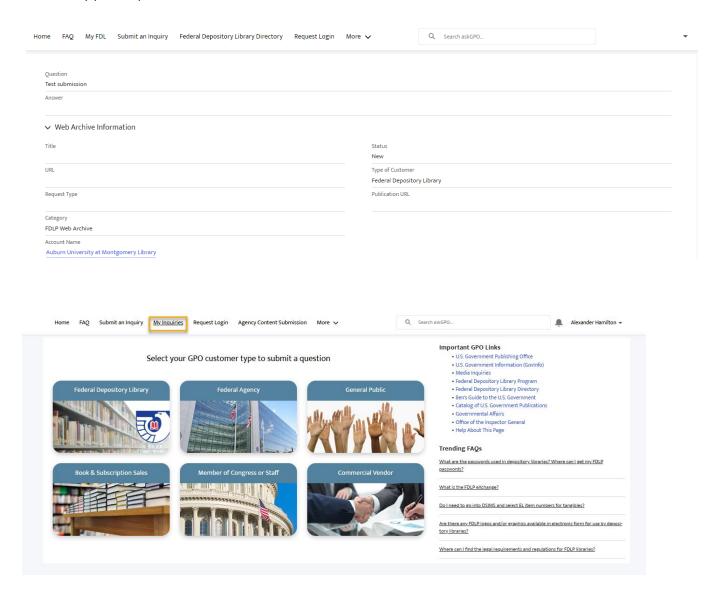
After completing the Re-Captcha, click Submit.



You will see a message when your inquiry is successfully submitted.



You can click on the inquiry number on the confirmation page or go to "My Inquiries" from the top menu to view any past inquiries submitted.



You will receive an email after submitting the inquiry:

AskGPO: New Web Archive Submission 00195122: FDLP Web Archive

askGPO <noreply-askgpo@mail1.gpo.gov>
To fdlpoutreach

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

Your inquiry has been received; you should receive a response after it has been reviewed.

Inquiry: 00195122

Reference Number: 00195122 Category: FDLP Web Archive

Name: Carper Buckley

Email: fdlpoutreach@gpo.gov

Phone:

Depository Library Number:

