ASKGPO FEDERAL DEPOSITORY LIBRARY PROGRAM (FDLP) USER TRAINING GUIDE
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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.
After submitting a question, you will receive a confirmation message from GPO, along with the inquiry details:

```plaintext
GPOHub <noreplygphub@mail1.gpo.gov>
Thu 6/18/2020 11:23 AM
To: Zheng, Javen (Carmen)

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

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

```plaintext
Sandbox: AskGPO: Inquiry Status Changed

GPOHub <noreplygphub@mail1.gpo.gov>
Mon 6/22/2020 1:40 PM
To: Zheng, Javen (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:
```

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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.
Federal Depository Library Directory

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.

- To view and search the entire Federal Depository Library Directory, users will still use this site: [https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp](https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp) Click on the “My Federal Depository Library” 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 name and email of the person you want to request an account for, not your own.

Once GPO staff have confirmed the login request, the email address you entered 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) Preservation Request form
5) Partnership Request form
6) 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 “Claim Request From” from the drop down menu and fill in all the required fields.
To submit an Anniversary Award Request Form, click “Anniversary Award Request Form” from the drop down menu and fill in all the required fields.
To submit a Training/Visits Request Form, click “Training/Visits Request” from the drop down menu and fill in all the required fields.

To submit a Preservation Request Form, click “Preservation Request Form” from the drop down menu, confirm the name, library, and email have been auto populated, and fill in the required fields.
To submit a Partnership Request Form, click “Partnership Request Form” from the drop down menu, confirm the name, library, and email have been auto populated, and fill in the required fields.

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.
If you work at a Federal Depository Library but do not have a login for askGPO, you can access the following webform: Partnership Request Form
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.