ASKGPO
FEDERAL AGENCY USER TRAINING GUIDE

Includes:
Release 1.4
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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:

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

Category: Agency Publication Submissions/Document Discovery

Name: Carmen FED Zheng

Email: jczhang@gpo.gov

Phone: ()--

Agency/Bureau: Department of the Treasury

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

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.

Category: Agency Publication Submissions/Document Discovery

Name: Carmen FED Zheng

Email: jczhang@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:

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: jczeng@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.
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: Sean

* Last Name: O'Brien

* 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.

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

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

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: jzcheng@gpo.gov

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: