# Sample GSA comms

## March 20 | [GSA Chat press release](https://www.gsa.gov/about-us/newsroom/news-releases/gsa-launches-early-stage-ai-tool-for-internal-use-seeks-staff-feedback-03202025)

# GSA launches early stage AI tool for internal use, seeks staff feedback

WASHINGTON — Today, the U.S. General Services Administration (GSA) announced the launch of a new artificial intelligence tool designed to support staff in their daily work, reinforcing the agency’s long-standing commitment to technological innovation and secure digital solutions. This tool is continuously being improved, and GSA is actively seeking feedback from staff to refine its capabilities and ensure it meets the agency’s high standards for performance. GSA is actively working towards offering the tool as a shared service to other federal agencies in the near future.

“GSA has always led the way in developing and testing new technologies that improve how the federal government operates,” said Stephen Ehikian, GSA’s Acting Administrator and Deputy Administrator. “This tool reflects our proactive approach to innovation and our commitment to providing secure and effective solutions tailored to the unique needs of government work. The opportunity to incorporate generative AI into Government work is akin to giving a personal computer to every worker. We are just at the start of our journey using this new tool, but the demand for this technology exists across GSA and the broader government.”

The development of the tool, which features a chat function and application programming interface (API), was driven by staff feedback and concerns about the risks of using commercially available AI tools that may not meet the security and privacy requirements necessary for government use. By creating an in-house solution, GSA aims to provide staff with a secure and reliable alternative that enhances productivity while protecting sensitive information.

“This is a start, and we’ll be continually making improvements,” said Zach Whitman, GSA’s Chief AI Officer and Chief Data Officer (CDO). “That’s why staff input is essential. We want to understand how this tool fits into day-to-day workflows and where adjustments are needed to maximize its value.”

GSA is encouraging all staff to test the tool and provide feedback. The agency will use this input to refine the tool’s functionality and ensure it aligns with the evolving needs of its employees.

“This launch is just the beginning,” added Whitman. “Our goal is to build a tool that supports the expertise and insights of our workforce while upholding the highest standards for safety, quality, and performance.”

## March 20 | GSA internal launch

# Start using GSA’s new AI-powered chat today!

I’m excited to announce the rollout of a **new AI-powered chat at GSA** to help you work more effectively. This has been a massive effort among teams across GSA, including FAS, GSA IT, and OSC. I am extremely grateful to everyone’s hard work to make this project happen.

This tool has been developed ***by* GSA***,* ***for* GSA**. We are excited to release it, but also to receive your feedback to improve it.

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 **Get started**

* On your government computer, go to **chat.gsa.gov**.
* Do NOT include personally identifiable information or controlled unclassified information when entering prompts.

 **Tell me more!**

* The layout is similar to other generative AI chatbots.
* This is the first version. We’ll continue adding features to make the tool more powerful.
* You can use it for many work-related projects, including:
  + Drafting emails
  + Creating talking points
  + Summarizing text
  + Writing code
  + And much more!

 **Tell us what you think**

* Are the responses helpful?
  + Rate the quality of responses with  or  directly in the tool.
  + Select your satisfaction level from 1 to 10.
  + Find a mistake? Leave the correct response in the comment field.
* How do you like the tool?
  + Take our short survey to share your feedback.

 **Where can I learn more?**

* Visit our AI InSite page for videos, guides, and tips.
* Questions? Contact us at **chat@gsa.gov.**

## April 1 | IT newsletter

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# The things you can do with an AI tool!

| **smiling man at laptop giving two thumbs up gestures.**  *GSA’s new AI-powered chat* is now available for ALL GSA employees and contractors. The chatbot was **built by GSA, for GSA**, and designed to support GSA’s daily work! 💪  *GSA’s AI-powered chat* can help you:   * Draft emails * Summarize text * Write code * Create talking points, and more!   🥈 When you use the tool, be sure to give it a 👍 or 👎 so it can be improved.  🥇 Did you find a mistake in one of its responses? Leave a comment! Use GSA's AI-powered chat |
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# Prompt writing 101

| **man typing at laptop keyboard.**  New to using AI tools? Confused by the jargon? 🤔 When using AI tools, here are **two terms you need to know**:  ❓ **Prompt**: The question, request, or instruction you input into a generative AI tool.  💬 **Response**: The feedback the AI tool gives you.  Check out our InSite page to get started with **prompt writing**. Visit *Prompt writing* on InSite |
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# Get the most out of AI results

| **smiling woman seated at laptop, while writing on a sheet of paper.**  *GSA AI-powered chat* can give you fast and long responses, but the **results may not always be 100% accurate**.  To get the best results, iterate on your prompt - like in a conversation. The tool can’t do *everything* at once. When using *GSA’s AI-powered chat*:  💼 Keep your prompts professional  🤏 Break down your requests into bite-sized chunks  ✅ Double-check those responses  🧐 ALWAYS make sure you review the output  Use these tips to avoid those "wait, what?" moments within the tool. Let our InSite page be your guide. View AI dos and don'ts |
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# But wait, there’s more… Chat resources!

| **laptop showing a man delivering online training.**  Ready to bring *GSA's AI-powered* chat into your daily work? Our resources can help you get started. 🙌  📃 Check out the **Chat user guide** to learn how to interact with chat, start a new chat, and more!  🎥 Watch the **Chat videos** to learn best practices for using AI, plus capabilities and limitations.  Today, begin your journey from a novice to a skilled AI user. Explore *Chat resources* on InSite |
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## April 3 | IT newsletter

# Can’t write code yet? Consider GSA Chat!

| **hands typing on a laptop displaying the words, GSA Chat on the screen.**  Got a repetitive task you wanna automate, but don’t know how to code? *GSA’s AI-powered chat* can **help write scripts for you!** 🙌  If you’re comfortable troubleshooting spreadsheet formulas (and have a little patience), you can **prompt *GSA AI-powered chat* to write you a script**. For example:  💬 Write a Google app script to **create a custom menu** in a spreadsheet  💬 Write a Google app script to **email a weekly summary** of a spreadsheet  💡 **BEST PRACTICE:** When you get code from one AI model, ask a different model to check that code for errors. Use GSA AI-powered chat |
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## June 5 | IT newsletter

# Upload your documents to GSA Chat!

| **Happy robot dancing**  The most requested GSA chat feature has arrived! You can now **upload documents** as part of your prompts. ⬆️  GSA’s AI-powered chat can read certain documents to analyze and extract information. No more pasting tons of text anymore! 🙌🏻 Additionally:  ✅ You can now include Controlled Unclassified Information (**CUI**) in your prompts.  ❌ Personally Identifiable Information **(PII) is still prohibited** from being entered in prompts.  Enjoy the new feature to help make your work easier! 🤩 View *Upload documents* on Insite |
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## July 17 | IT newsletter

# Research

GSA Chat now has Web Search!

To get started, toggle on the web search feature and receive **real-time info** and **links** to online sources directly in your chats. 💬

Select the ➕ on the left side of the chat box to search away - without opening a separate browser tab! 🚀

### Use *Web Search* in GSA Chat

| **Demo of toggling web search option in GSA Chat** |
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# Regenerate

What do you do if you enter a prompt and the response doesn’t hit the mark? 😑

Do you:

⌨️ Retype with different words

☘️ Assume you are out of luck

🆕 Regenerate to get a new response

If you want a different answer to the same prompt, you can select the option to **regenerate** and GSA Chat will give you a new response - without having to retype anything!

Under the response, select the arrow icons to regenerate. 🔄

| Demo of how to use regenerate in GSA Chat |
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# Reuse

Did you have a killer prompt? Want to pick up where you left off on a previous GSA Chat conversation? ***You can reuse your previous conversations in GSA Chat***. 💬

GSA Chat saves your recent conversations so you don’t have to start from a blank slate every time. You can even rename your conversations so you know which one is which.

On the left-hand panel, hover over the conversation you want to rename, select the 3 dots for *More > Rename*. ✅

Don’t create new conversations for the same topic - reuse! ♻️

| Demo of renaming GSA Chat conversations |
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# Review

Even if you get a fabulous response to your prompt, always compare results with different AI models to verify accuracy. ✅ At GSA, ***you don’t have to use a separate chatbot to test your prompts***: You can compare different models’ responses directly in GSA Chat! 🤖

And lucky for you, GSA added several models this week - with more to come! 🍀

When you want to compare a response, use the dropdown arrow 🔽 to choose a different model and see what you get! 👀

| Demo of how to select different models in GSA Chat |
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## August 14 | IT newsletter

# ⚡ Find formulas in a flash

| **Winking robot pointing to a spreadsheet with GSA Chat logo**  Is your spreadsheet giving you a headache? 😢 You know a formula could fix your problem, but *you can’t figure out how to write it*! 😭  GSA Chat to the rescue! Upload a screenshot of your sheet, explain what you're trying to do, and watch the magic happen. 🪄 GSA Chat will:   * Tell you the exact formula you need * Write it for you - even the super complex ones * Walk you through where to put it   No more formula fumbling! Just copy, paste, and *voila*! ✨  💡 *To check out the prompt below, make sure you authenticate into GSA Chat*. Prompt: *Find a formula* |
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# 🧑‍🏫 Teach GSA Chat to write like YOU

| **Woman talking to a robot**  Ever read AI-generated text that sounds very un-human? 😑 You don’t have to settle for “robot-speak” - you can **train GSA Chat to match your writing style** with a technique called **few-shot learning**. 👨‍🎓  Here’s how it works:  ✍️ Enter a prompt with examples of your writing.  🌟 GSA Chat will analyze and copy your particular style.  ➕ The more examples you share, the better GSA Chat can mimic your style.  🤖 No more robot-speak!  💡 Pro tip: Pin the chat thread! Once you've trained GSA Chat on your style, you can return to the same conversation when you want something drafted in “your voice”. No need to start from scratch each time. 🎯 Prompt: *Few-shot learning* |
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## August 14 | [USAi launch press release](https://www.gsa.gov/about-us/newsroom/news-releases/gsa-launches-usai-to-advance-white-house-americas-ai-action-plan-08142025)

# GSA Launches USAi to Advance White House “America’s AI Action Plan”

*New Platform will Deliver Mission-Ready Innovation to Every Federal Agency*

WASHINGTON – Today, the U.S. General Services Administration (GSA) announced the launch of USAi, a secure generative artificial intelligence evaluation suite that enables federal agencies to experiment with and adopt artificial intelligence at scale—faster, safer, and at no cost to them. Now available at [USAi.gov](https://usai.gov/), the platform puts powerful tools such as chat-based AI, code generation, and document summarization directly into the hands of government users within a trusted, standards-aligned environment.

This launch directly supports the priorities laid out in the White House’s [*America’s AI Action Plan*](https://www.whitehouse.gov/wp-content/uploads/2025/07/Americas-AI-Action-Plan.pdf), a national strategy to strengthen U.S. leadership in AI through smarter infrastructure, streamlined adoption, and coordinated federal action. USAi reflects GSA’s commitment to delivering secure, scalable digital capabilities that help agencies modernize mission delivery and drive better outcomes for the American public.

“USAi means more than access—it’s about delivering a competitive advantage to the American people,” said GSA Deputy Administrator Stephen Ehikian. “The launch of USAi shows how GSA is translating President Trump’s AI strategy into action and accelerating AI adoption across government. USAi will put mission-ready tools directly into the hands of agencies to modernize faster, boost security, and lead globally.”

By enabling organizations to explore capabilities, measure performance, and identify strengths and limitations across different AI systems, this solution empowers teams to make informed decisions about adoption, customization, and integration. The AI Evaluation Suite not only fosters transparency and trust in emerging technologies, but also accelerates responsible innovation across the federal government.

“GSA is proud to be on the frontlines of delivering on President Trump’s call to accelerate AI adoption in government and help empower agencies to deliver enhanced services to the American public,” said FAS Commissioner Josh Gruenbaum. “USAi provides a secure and collaborative environment for government employees to explore cutting-edge AI models that will make day-to-day workflows more efficient and help discover innovative solutions prior to making procurement decisions.”

USAi expands the federal government’s AI infrastructure by providing a shared services platform where agencies can test and evaluate emerging technologies without duplicating resources. Its secure, cloud-based environment accelerates agency AI experimentation and supports the creation of scalable, interoperable solutions that align with federal priorities.

“USAi isn’t just another tool, it’s infrastructure for America’s AI future,” said GSA Chief Information Officer David Shive. “USAi helps the government cut costs, improve efficiency, and deliver better services to the public, while maintaining the trust and security the American people expect.”

USAi further advances workforce readiness by providing dashboards and usage analytics that help agencies track performance, measure maturity, and guide adoption strategies. By offering a centralized environment for experimentation, the platform supports both workforce upskilling and agency-level digital transformation.

USAi is available today to all federal agencies. To request access or learn more, visit [USAi.gov](https://usai.gov/) or contact partnerships@usai.gov.