



The  
**MOUNT VERNON PROJECT**  
School of Public Service

The Mount Vernon Project:  
School of Public Service User Guide



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# The Mount Vernon Project: School of Public Service User Guide

## Table of Contents

SECTION 1: INTRODUCTION.....	3
GENERAL INFORMATION ABOUT THE MOUNT VERNON PROJECT.....	3
SECTION 2: HOW TO LOG ON TO THE MOUNT VERNON PROJECT .....	4
FIND THE MOUNT VERNON PROJECT .....	4
CREATE AN ACCOUNT .....	4
LOG INTO THE MOUNT VERNON PROJECT.....	4
USER ACCOUNT IS LOCKED OR DISABLED .....	5
RESET YOUR PASSWORD .....	6
OTHER TECHNICAL SUPPORT .....	6
SECTION 3: ENROLL AND TAKE A COURSE.....	7
ENROLLMENT INTO COURSES .....	7
ACCESS AND TAKE A COURSE .....	8
COURSE IS NOT RESTARTING AT THE POINT WHERE I LEFT OFF .....	9
COMPLETED COURSE IS NOT SHOWING AS “COMPLETED” .....	10
REPLAY A COMPLETED COURSE .....	11
SECTION 4: CERTIFICATES.....	12
VIEW /PRINT A CERTIFICATE.....	12
CERTIFICATE IS SHOWING THE WRONG NAME.....	13
SECTION 5: TRANSCRIPTS .....	14
VIEW / PRINT A TRANSCRIPT .....	14
SECTION 6: USER ACCOUNT INFORMATION .....	15
VIEW / EDIT YOUR USER ACCOUNT .....	15
NOT RECEIVING AUTOMATIC EMAIL NOTIFICATIONS .....	15
SECTION 7: THE MOUNT VERNON PROJECT COMPLETION CERTIFICATE .....	16
THE MOUNT VERNON PROJECT COMPLETION CERTIFICATE REQUIREMENTS.....	16
CHECK YOUR PROGRESS .....	16

## SECTION 1: INTRODUCTION

### GENERAL INFORMATION ABOUT THE MOUNT VERNON PROJECT

The Ohio Attorney General's Office and their partners have put together a series of video-based courses that we call The Mount Vernon Project: School of Public Service. Each video explains an important topic of interest for newly elected public officials.

Our aim with The Mount Vernon Project is to help you successfully navigate your first term in office and provide guidance in:

- Structure of Local and State Government
- Constituent Relations
- Ethics
- Government Finance
- Civility
- Public Records

After completing all courses, you will receive a completion certificate.

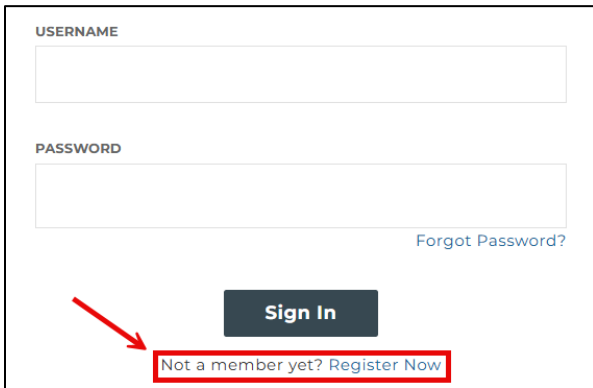
## SECTION 2: HOW TO LOG ON TO THE MOUNT VERNON PROJECT

### FIND THE MOUNT VERNON PROJECT

From any web browser, visit <https://mountvernonproject.inquisiqlms.com/Default.aspx> to log in or create a new account (directions for both are below).

### CREATE AN ACCOUNT

You can create an account by using the registration link in the login box on the home page (see below). You will receive a confirmation email after successfully creating an account.

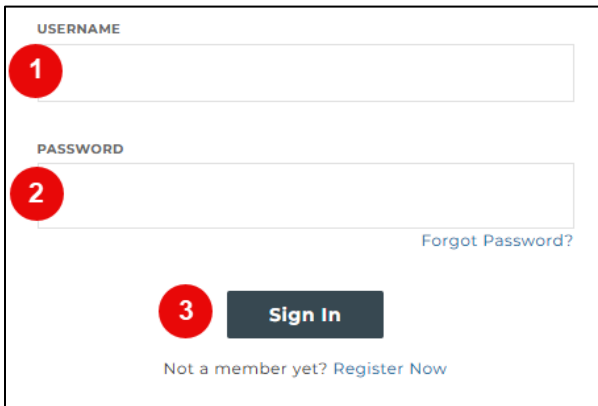


A screenshot of a login form. It features two input fields: 'USERNAME' and 'PASSWORD'. Below the password field is a link that says 'Forgot Password?'. At the bottom center is a dark grey button labeled 'Sign In'. Below the 'Sign In' button is a link that says 'Not a member yet? Register Now'. A red arrow points from the bottom left towards the 'Register Now' link, which is enclosed in a red rectangular box.

### LOG INTO THE MOUNT VERNON PROJECT

Enter your username and password, then click the “Sign In” button. Your username is the unique email address you included when you registered. Your password is the one you created at the time of registration.

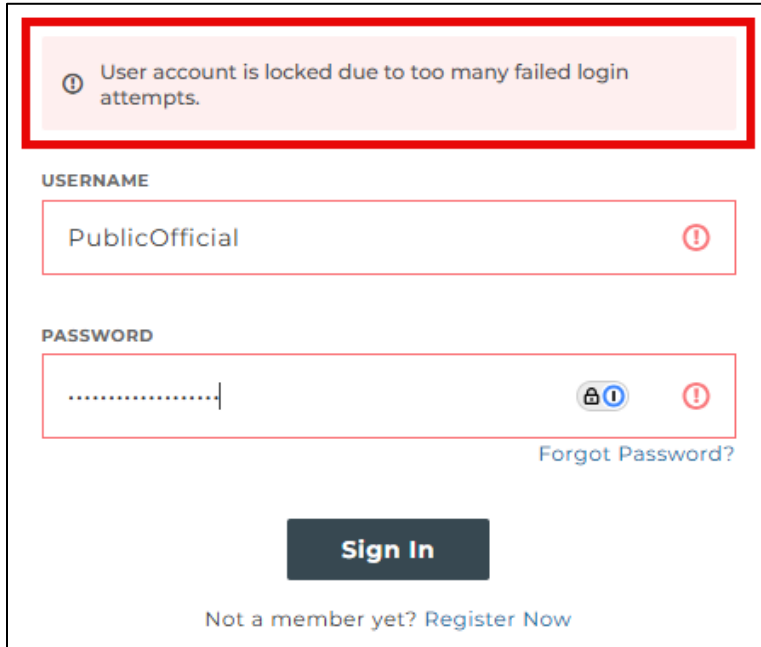
If you are using the correct username and password but still cannot login, email [ITSSupport@OhioAGO.gov](mailto:ITSSupport@OhioAGO.gov).



A screenshot of the same login form as above. It includes the 'USERNAME' and 'PASSWORD' fields, the 'Forgot Password?' link, the 'Sign In' button, and the 'Not a member yet? Register Now' link. Three red circles with white numbers are overlaid on the form to indicate steps: '1' is in the top left corner of the username field, '2' is in the top left corner of the password field, and '3' is in the top left corner of the 'Sign In' button.

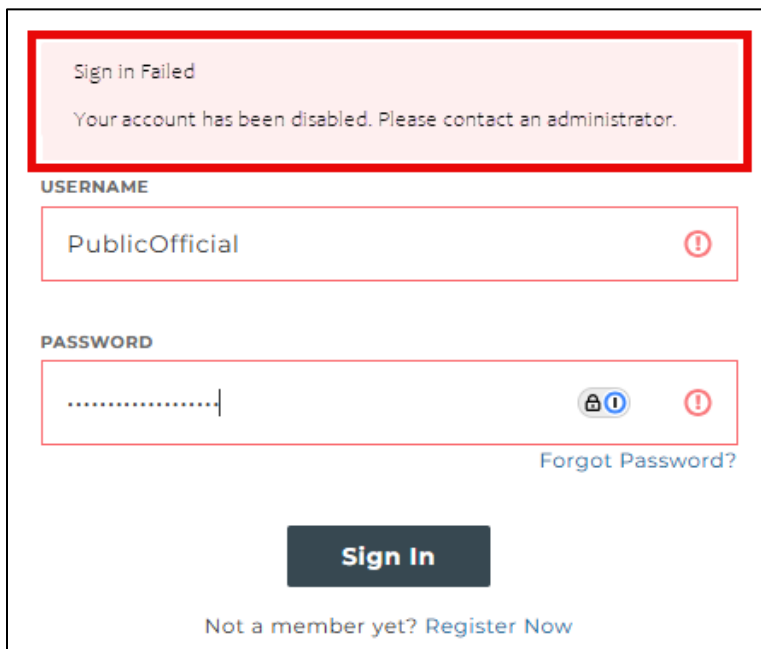
## USER ACCOUNT IS LOCKED OR DISABLED

If you receive a message that your user account is locked due to too many failed login attempts, wait 15 minutes then try to log in again.



The screenshot shows a login interface with a red-bordered error message at the top: "User account is locked due to too many failed login attempts." Below this, the "USERNAME" field contains "PublicOfficial" and the "PASSWORD" field is masked with dots. Both fields have a red exclamation mark icon. A "Forgot Password?" link is visible below the password field. A dark "Sign In" button is centered below the fields, and a link "Not a member yet? Register Now" is at the bottom.

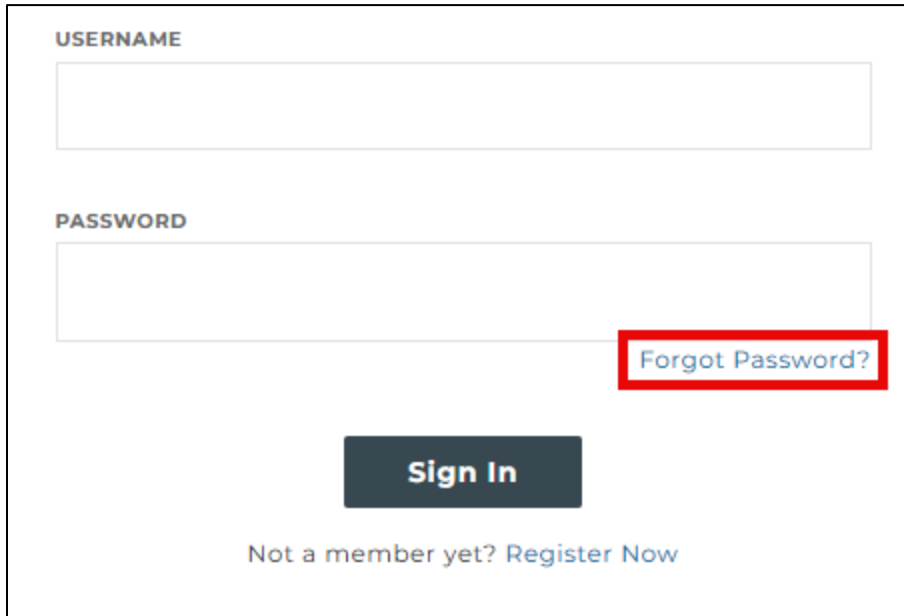
If you receive an error message that your account has been disabled (see below), email [ITSupport@OhioAGO.gov](mailto:ITSupport@OhioAGO.gov) to request that your account be re-enabled.



The screenshot shows a login interface with a red-bordered error message at the top: "Sign in Failed" followed by "Your account has been disabled. Please contact an administrator." Below this, the "USERNAME" field contains "PublicOfficial" and the "PASSWORD" field is masked with dots. Both fields have a red exclamation mark icon. A "Forgot Password?" link is visible below the password field. A dark "Sign In" button is centered below the fields, and a link "Not a member yet? Register Now" is at the bottom.

## RESET YOUR PASSWORD

If you have forgotten your password, you can reset it using the Forgot Password link in the login box on the home page (see below). You should receive an email with a link to reset your password momentarily. If you don't receive this message within 15 minutes, email [ITSSupport@OhioAGO.gov](mailto:ITSSupport@OhioAGO.gov).



The image shows a login form with two input fields: 'USERNAME' and 'PASSWORD'. Below the 'PASSWORD' field is a red-bordered button labeled 'Forgot Password?'. Below the button is a dark grey 'Sign In' button. At the bottom of the form is the text 'Not a member yet? Register Now'.

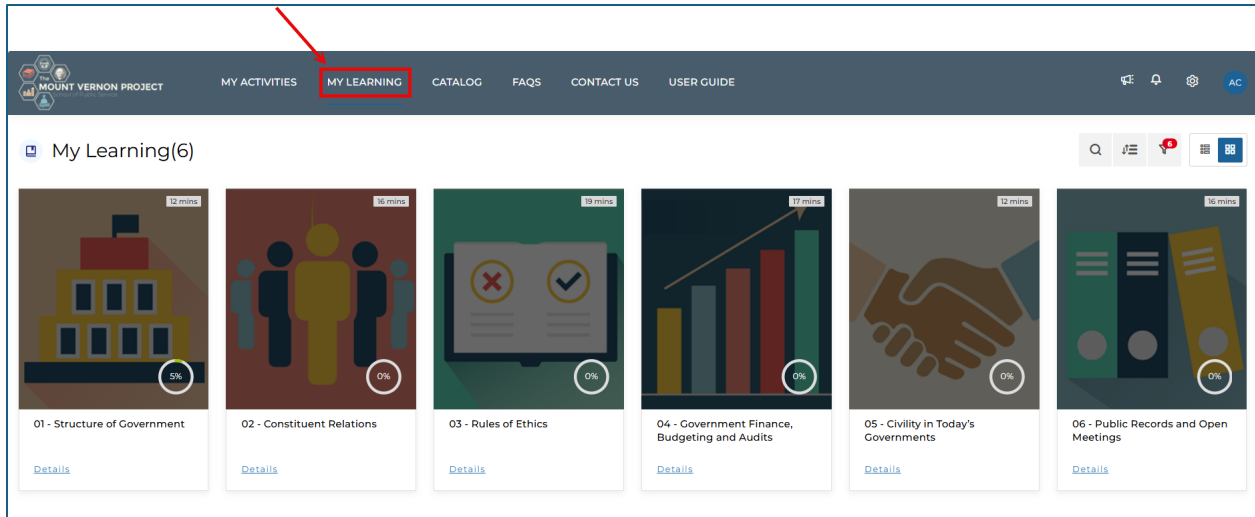
## OTHER TECHNICAL SUPPORT

If you experience issues with the website – for example, you cannot access a course or print a certificate – send a message to [ITSSupport@OhioAGO.gov](mailto:ITSSupport@OhioAGO.gov).

## SECTION 3: ENROLL AND TAKE A COURSE

### ENROLLMENT INTO COURSES

When you create an account, you will automatically be enrolled in all courses required for a completion certificate. The My Learning tab shows all enrollments and the status of each course.



The screenshot displays the 'My Learning' dashboard. At the top, a navigation bar includes 'MOUNT VERNON PROJECT', 'MY ACTIVITIES', 'MY LEARNING' (highlighted with a red box and a red arrow), 'CATALOG', 'FAQS', 'CONTACT US', and 'USER GUIDE'. Below the navigation bar, the dashboard title is 'My Learning(6)'. The main content area features six course cards, each with a unique icon, a duration, a completion percentage, and a 'Details' link.

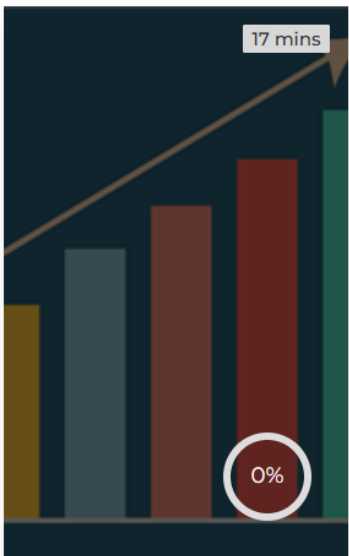
Course ID	Course Title	Duration	Completion Status
01	Structure of Government	12 mins	5%
02	Constituent Relations	16 mins	0%
03	Rules of Ethics	19 mins	0%
04	Government Finance, Budgeting and Audits	17 mins	0%
05	Civility in Today's Governments	12 mins	0%
06	Public Records and Open Meetings	16 mins	0%

## ACCESS AND TAKE A COURSE

You can access your courses from the My Learning tab in The Mount Vernon Project: School of Public Service.

Simply click on a course tile to launch it.

Click on [Details](#) to learn more about the course contents.

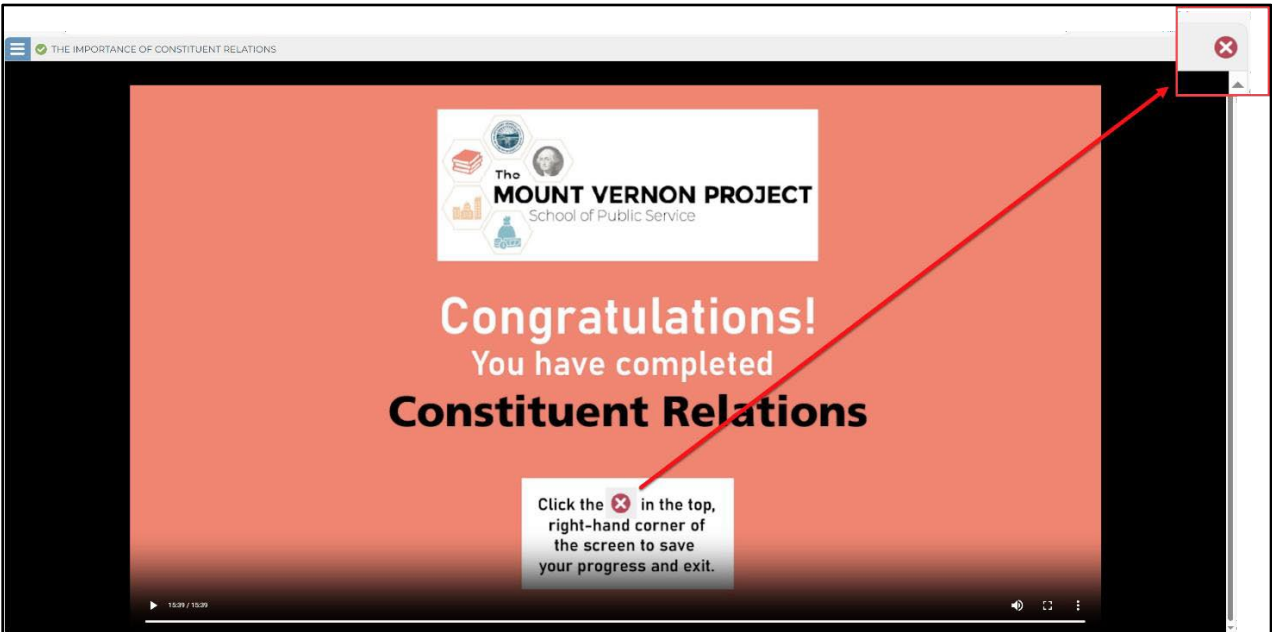


The image shows a course tile with a dark blue background. At the top right, there is a white box with a brown arrow pointing to the right, containing the text '17 mins'. Below this is a bar chart with five bars of increasing height from left to right, colored in shades of brown, grey, and green. A white circle with a red border and the text '0%' is overlaid on the chart. Below the chart, the text '04 - Government Finance, Budgeting and Audits' is displayed in white. At the bottom, there is a red-bordered button with the text 'Details' in blue.

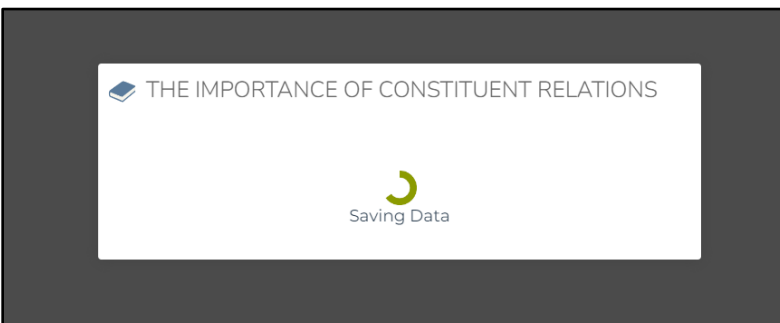
04 - Government  
Finance, Budgeting  
and Audits

[Details](#)

Please note that, at the end of each course, **you must click the red X in the top right corner of the screen to save your data** to the system. If you do not click this red X you may need to restart the course.



After clicking the red X, you should see a “Saving data” message before the system takes you to the course details page.



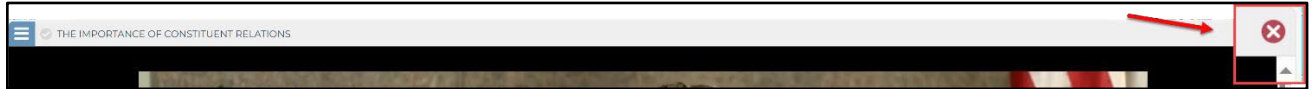
### COURSE IS NOT RESTARTING AT THE POINT WHERE I LEFT OFF

If you need to stop the course before it is finished, you can click the red X in the top right corner of the screen – this saves your data to the system. When you relaunch the course, it will resume where you left off. Make sure to click the red X every time you complete or leave a course to save your progress in the system.



## COMPLETED COURSE IS NOT SHOWING AS “COMPLETED”

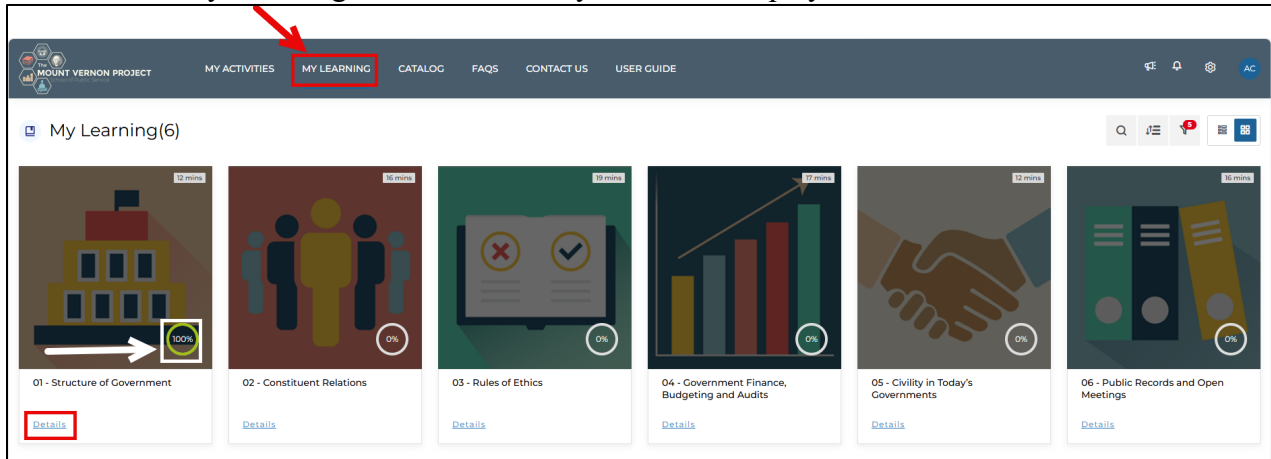
If you have not clicked on the red X after the course is complete, the data will not save to the system. You will need to return to My Learning, launch the course again and make sure to click on the red X after completion.



## REPLAY A COMPLETED COURSE

Follow the steps below to replay a completed course.

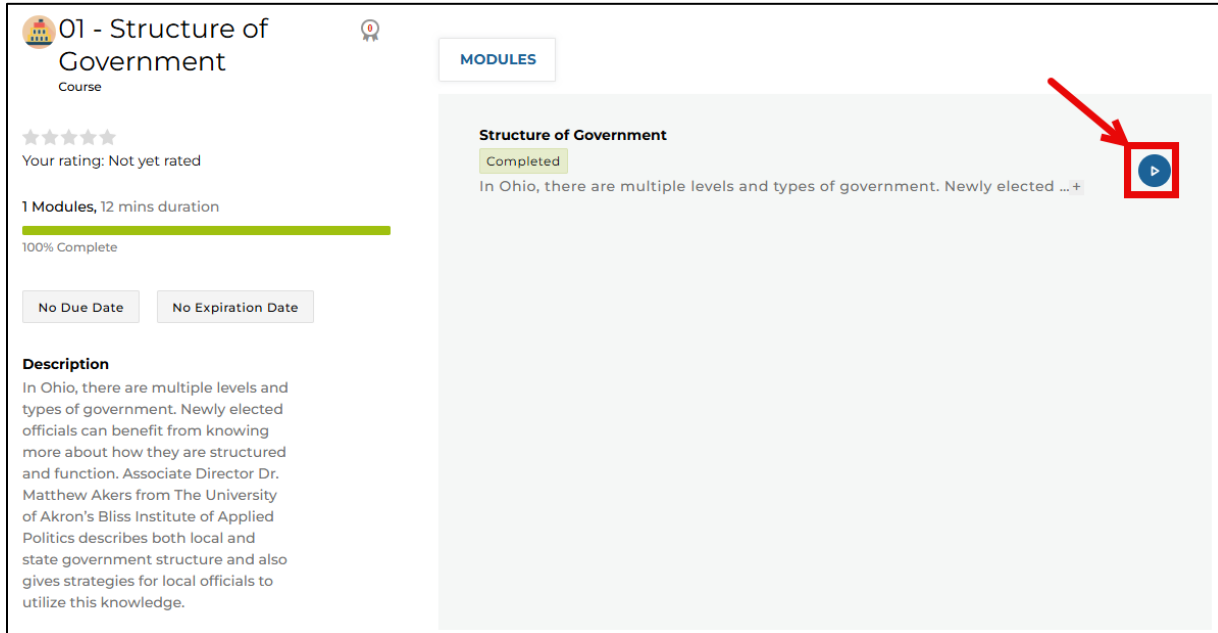
1. Go to My Learning. Find the course you wish to re-play and click on [Details](#).



The screenshot shows the 'My Learning' interface. At the top, the navigation bar includes 'MY LEARNING' (highlighted with a red box and arrow), 'CATALOG', 'FAQS', 'CONTACT US', and 'USER GUIDE'. Below the navigation bar, the page title is 'My Learning(6)'. A search bar and utility icons are on the right. The main content area displays six course cards:

- 01 - Structure of Government (12 mins, 100% complete, 'Details' link highlighted with a red box)
- 02 - Constituent Relations (16 mins, 0% complete)
- 03 - Rules of Ethics (19 mins, 0% complete)
- 04 - Government Finance, Budgeting and Audits (17 mins, 0% complete)
- 05 - Civility in Today's Governments (12 mins, 0% complete)
- 06 - Public Records and Open Meetings (16 mins, 0% complete)

2. Click on the  to launch the course.



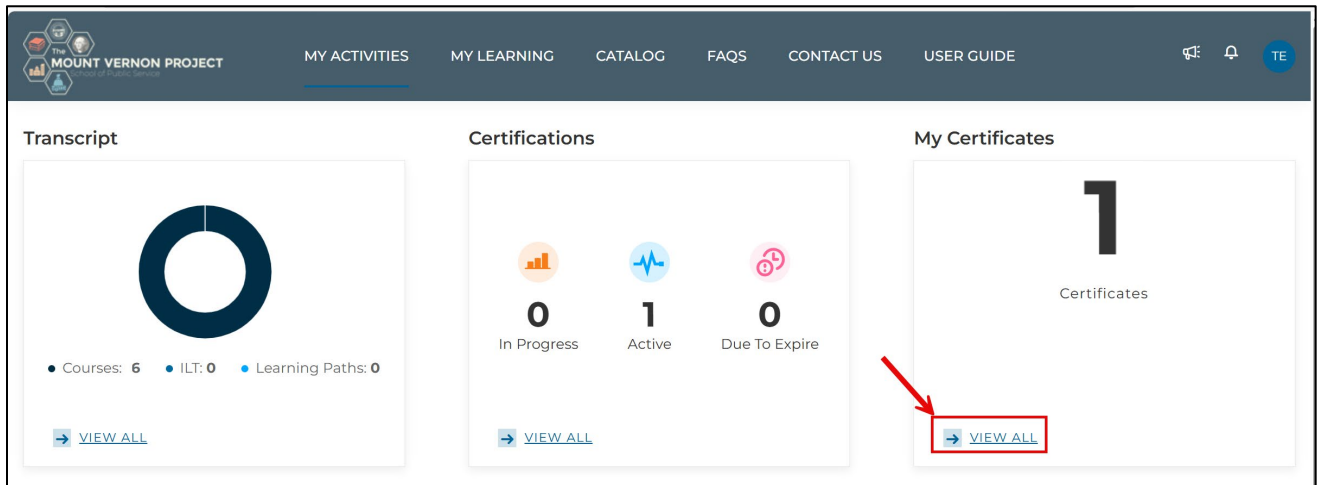
The screenshot shows the course details for '01 - Structure of Government'. The course is marked as 'Completed' and has a play button icon (highlighted with a red box and arrow) in the top right corner of the content area. The course description reads: 'In Ohio, there are multiple levels and types of government. Newly elected officials can benefit from knowing more about how they are structured and function. Associate Director Dr. Matthew Akers from The University of Akron's Bliss Institute of Applied Politics describes both local and state government structure and also gives strategies for local officials to utilize this knowledge.'

## SECTION 4: CERTIFICATES

### VIEW /PRINT A CERTIFICATE

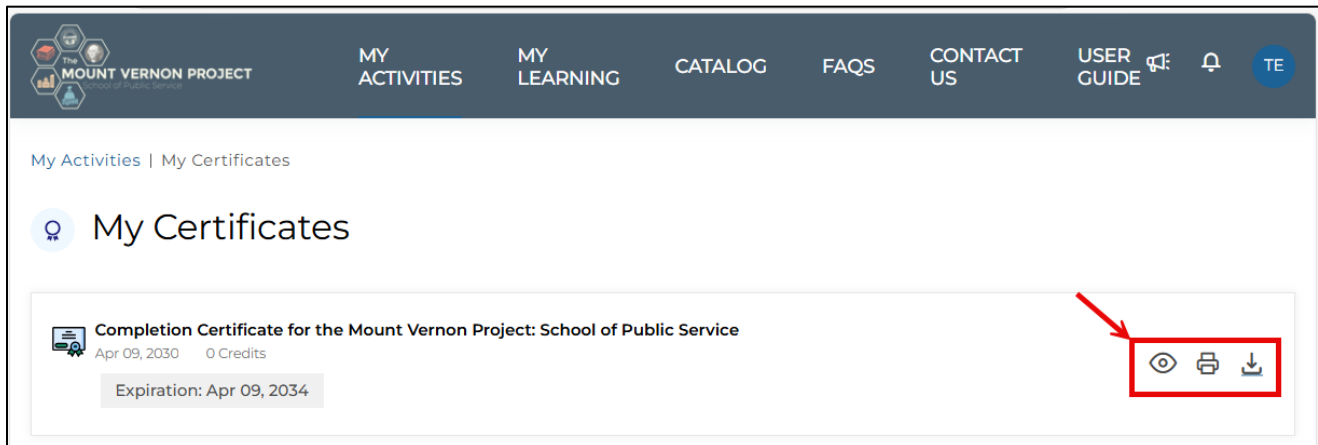
Follow these steps to save, print, and/or view a certificate.

1. Go to My Activities, and under My Certificates, click “VIEW ALL”.




The screenshot shows the dashboard for The Mount Vernon Project, School of Public Service. The navigation bar includes links for MY ACTIVITIES, MY LEARNING, CATALOG, FAQs, CONTACT US, and USER GUIDE. The main content area is divided into three sections: Transcript, Certifications, and My Certificates. The My Certificates section displays a large number '1' and the text 'Certificates'. A red box highlights the 'VIEW ALL' button in the bottom right corner of the My Certificates section, with a red arrow pointing to it.

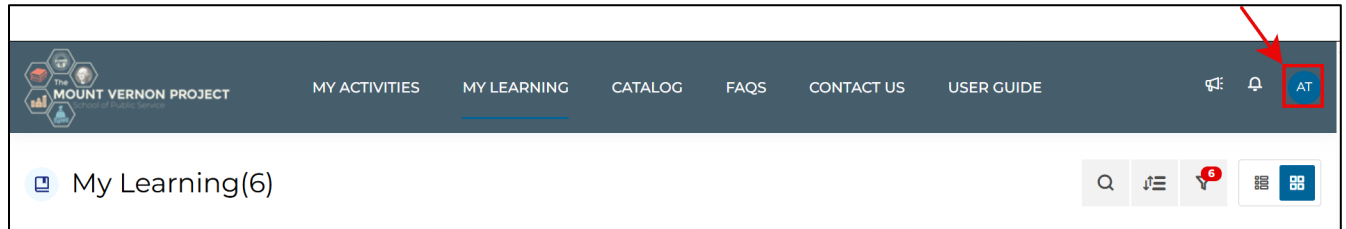
2. Click on the appropriate icon to view, print, or download the certificate.



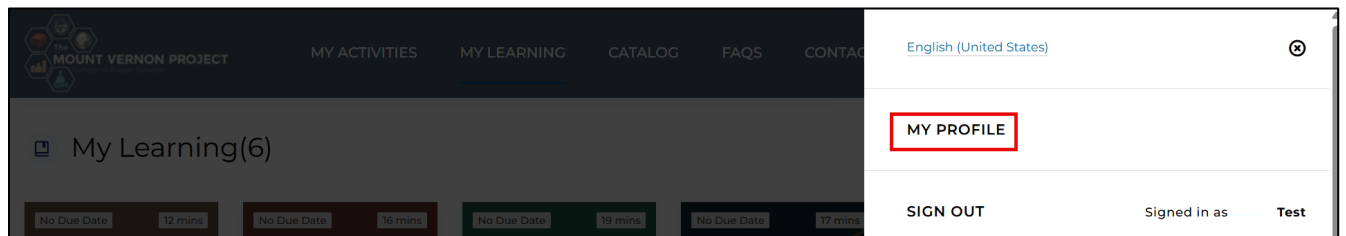
The screenshot shows the 'My Certificates' page. The breadcrumb trail is 'My Activities | My Certificates'. The page title is 'My Certificates'. A certificate entry is displayed with the title 'Completion Certificate for the Mount Vernon Project: School of Public Service', the date 'Apr 09, 2030', and '0 Credits'. The expiration date is 'Expiration: Apr 09, 2034'. A red box highlights the icons for view, print, and download in the bottom right corner of the certificate entry, with a red arrow pointing to it.

## CERTIFICATE IS SHOWING THE WRONG NAME

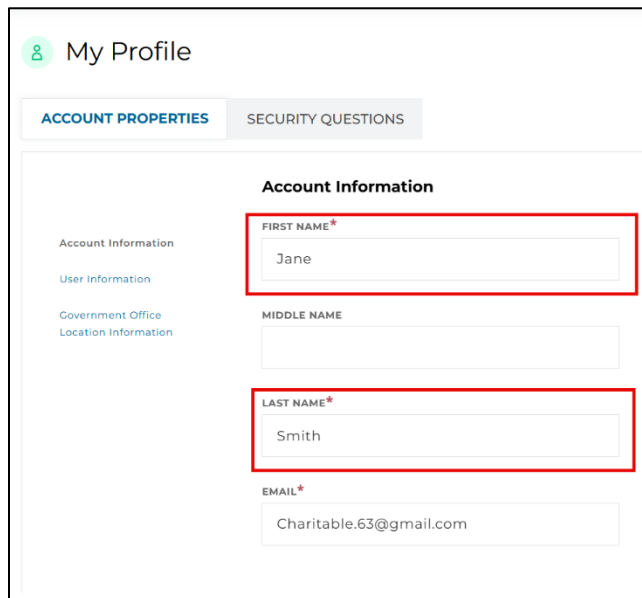
1. Click your initials  in the top right of the top menu,



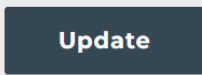
2. Then select My Profile.



3. Ensure that your account information accurately reflects the first and last name you want on your certificate.



The screenshot shows the 'My Profile' page. The 'ACCOUNT PROPERTIES' tab is selected. Under 'Account Information', the 'FIRST NAME\*' field contains 'Jane' and the 'LAST NAME\*' field contains 'Smith'. Both fields are highlighted with red boxes. The 'EMAIL\*' field contains 'Charitable.63@gmail.com'. There are also links for 'User Information', 'Government Office', and 'Location Information'.

4. After you change any information, be sure to click  at the bottom of the profile page. If you make changes, it might take a few minutes for them to take effect and see the results on your certificate. If your account information is correct but you still see the wrong name on your certificate, email [ITSSupport@OhioAGO.gov](mailto:ITSSupport@OhioAGO.gov).

## SECTION 5: TRANSCRIPTS

### VIEW / PRINT A TRANSCRIPT

To view your transcript, go to “My Activities” and under Transcript, click “VIEW ALL”.

The screenshot shows the dashboard for 'The Mount Vernon Project'. The top navigation bar includes 'MY ACTIVITIES', 'MY LEARNING', 'CATALOG', 'FAQS', 'CONTACT US', 'USER GUIDE', and 'AC'. The 'MY ACTIVITIES' section is active, showing three cards: 'Transcript', 'Certifications', and 'My Certificates'. The 'Transcript' card features a donut chart with the following data: Courses: 1, ILT: 0, Learning Paths: 0. A 'VIEW ALL' button is located at the bottom of the 'Transcript' card. The 'Certifications' card shows 1 In Progress, 0 Active, and 0 Due To Expire. The 'My Certificates' card shows 0 Certificates. Red annotations highlight the 'MY ACTIVITIES' menu item and the 'VIEW ALL' button in the Transcript card.

Once your transcript opens, you can sort by Course (alphabetically), and/or Date Completed. Scroll down to see more courses.


The screenshot shows the 'Transcripts' page with a table of courses. The table has columns for NAME, CODE, COMPLETION DATE, and CREDITS. The courses listed are: 05 - Civility in Today's Governments, 04 - Government Finance, Budgeting and Audits, 01 - Structure of Government, and 03 - Rules of Ethics. A 'Print' button is visible in the top right corner.

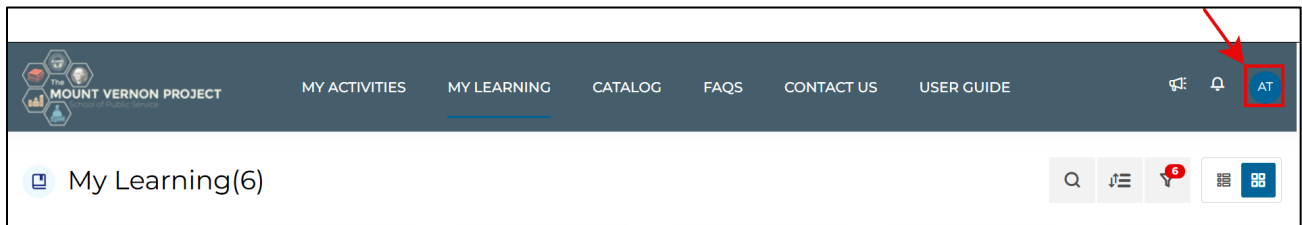
NAME	CODE	COMPLETION DATE	CREDITS
05 - Civility in Today's Governments		Apr 11, 2026	-
04 - Government Finance, Budgeting and Audits		Apr 11, 2026	-
01 - Structure of Government		Apr 11, 2026	-
03 - Rules of Ethics		Apr 10, 2026	-

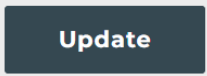
Ohio Attorney General's Office [MountVernonProject@OhioAGO.gov](mailto:MountVernonProject@OhioAGO.gov) | [www.ohioattorneygeneral.gov](http://www.ohioattorneygeneral.gov)

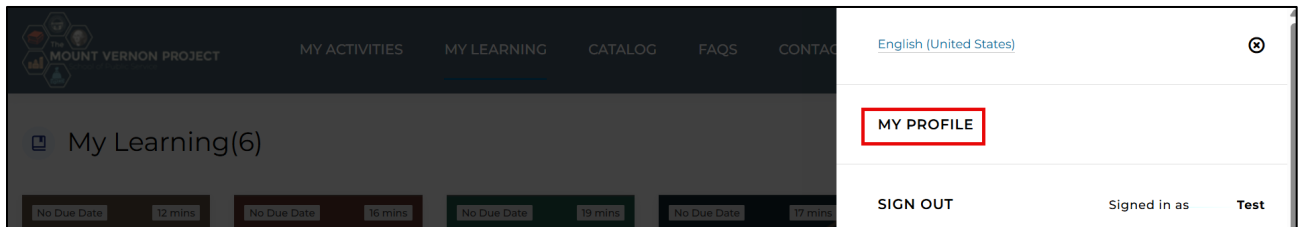
## SECTION 6: USER ACCOUNT INFORMATION

### VIEW / EDIT YOUR USER ACCOUNT

1. Click your initials  in the top right of the top menu.



2. Select My Profile. After you change any information, be sure to click  at the bottom of the profile page.



### NOT RECEIVING AUTOMATIC EMAIL NOTIFICATIONS

Check your junk or spam folder to ensure the messages, such as confirmations of course enrollments and completions, were not routed there. If so, mark [no-reply@inquisiqlms.com](mailto:no-reply@inquisiqlms.com) as safe senders. If you continue to experience issues with not receiving these notifications, email [ITSSupport@OhioAGO.gov](mailto:ITSSupport@OhioAGO.gov).

## SECTION 7: THE MOUNT VERNON PROJECT COMPLETION CERTIFICATE

### THE MOUNT VERNON PROJECT COMPLETION CERTIFICATE REQUIREMENTS

To successfully complete the training requirements of The Mount Vernon Project: School of Public Service, you will need to complete all six courses.

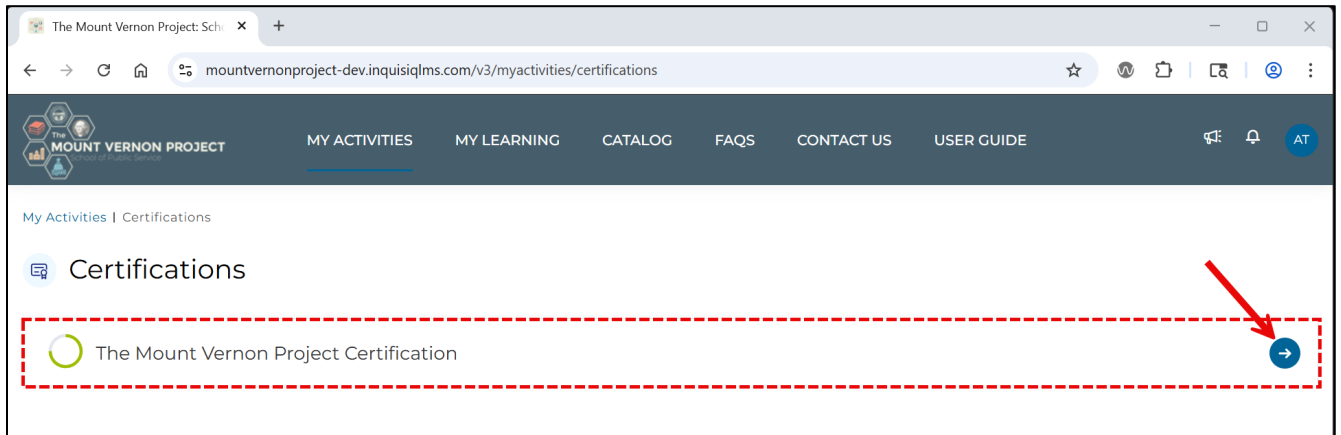
- Structure of Local and State Government
- Constituent Relations
- Ethics
- Government Finance
- Civility
- Public Records

### CHECK YOUR PROGRESS



1. Go to My Activities
2. Under “Certifications”, click “VIEW ALL”.

The screenshot displays a user dashboard with a dark blue header. The header contains the logo for 'THE MOUNT VERNON PROJECT' and several navigation links: 'MY ACTIVITIES', 'MY LEARNING', 'CATALOG', 'FAQS', 'CONTACT US', and 'USER GUIDE'. The 'MY ACTIVITIES' link is highlighted with a red box and a red arrow pointing to it. Below the header, the dashboard is divided into several sections. The 'Transcript' section shows a donut chart and statistics for Courses (0), ILT (0), and Learning Paths (0), with a 'VIEW ALL' button. The 'Certifications' section is highlighted with a red box and contains three cards: 'In Progress' (1), 'Active' (0), and 'Due To Expire' (0). A 'VIEW ALL' button is located at the bottom of this section, with a red arrow pointing to it. The 'My Courses' section shows statistics for Enrolled (6), Overdue (0), and Expired (0), with a 'VIEW ALL' button. The 'My Certificates' section shows a large '0' and the text 'Certificates', with a 'VIEW ALL' button.

3. Click the arrow next to “*The Mount Vernon Project Completion Certificate*” to see the certification status.



4. You will see the list of Required Courses and your progress toward completion.

- Any courses with a  are completed.
- If you see a  next to the **Unit: The Mount Vernon Project Certification Unit**, you have The Mount Vernon Project Certification completed!

