Ohio Attorney General's

MOUNT VERNON PROJECT
The
School of Public Service

The Mount Vernon Project:
School of Public Service User Guide

DAVE YOST
OHIO ATTORNEY GENERAL

Contents

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

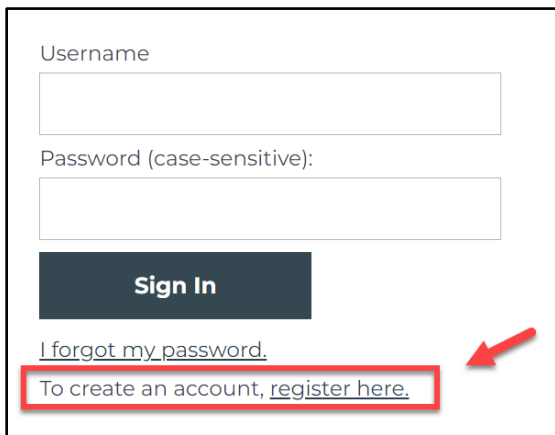After completing all courses, you will receive a completion certificate.

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

THE MOUNT VERNON PROJECT LOCATION

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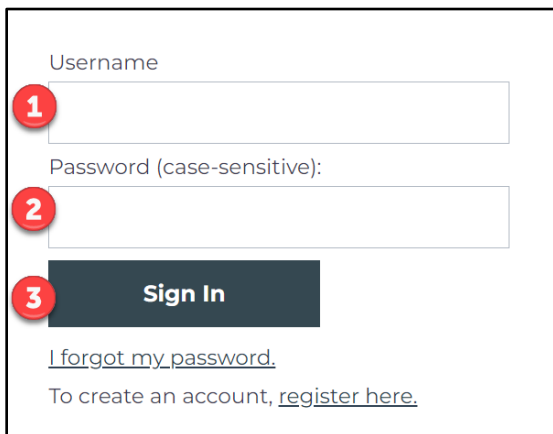
CREATE AN ACCOUNT

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.

Username

Password (case-sensitive):

Sign In

I forgot my password.

To create an account, register here.

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.
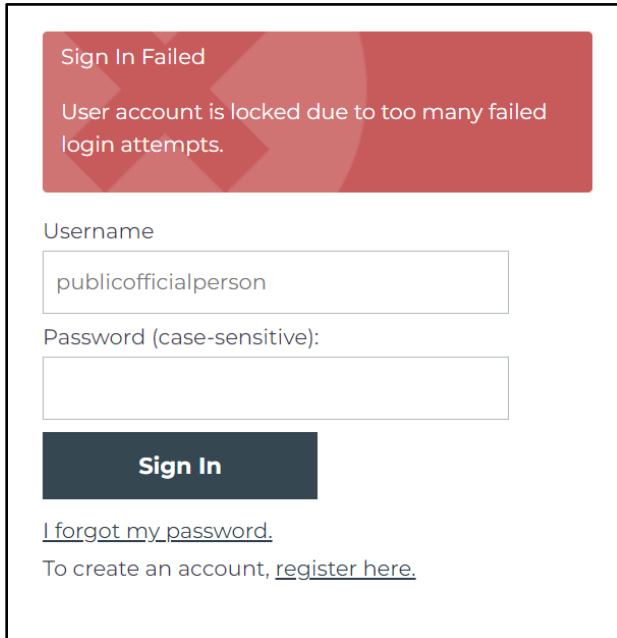
Username

①

Password (case-sensitive):

②

③ **Sign In**

I forgot my password.

To create an account, register here.

If you are using the correct username and password but still cannot login, email ITSSupport@OhioAGO.gov.

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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.

Sign In Failed

User account is locked due to too many failed login attempts.
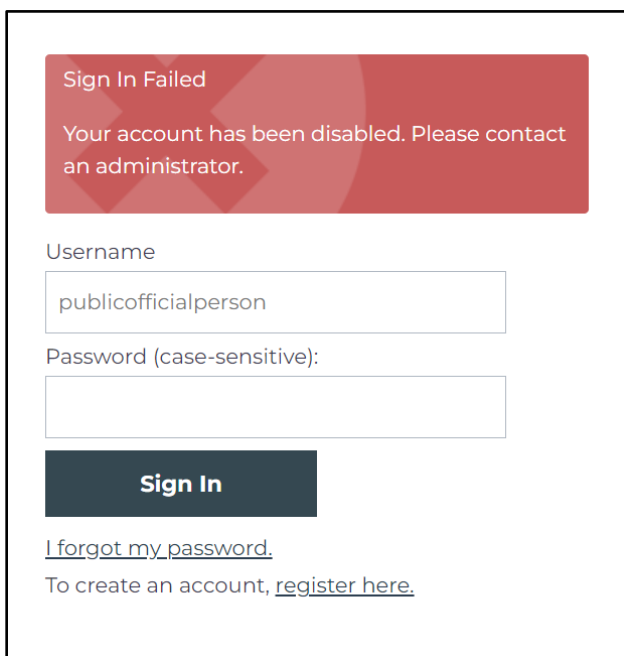
Username

publicofficialperson

Password (case-sensitive):

Sign In

I forgot my password.

To create an account, register here.

If you receive an error message that your account has been disabled (see below), email ITSSupport@OhioAGO.gov to request that your account be enabled.

Sign In Failed

Your account has been disabled. Please contact an administrator.

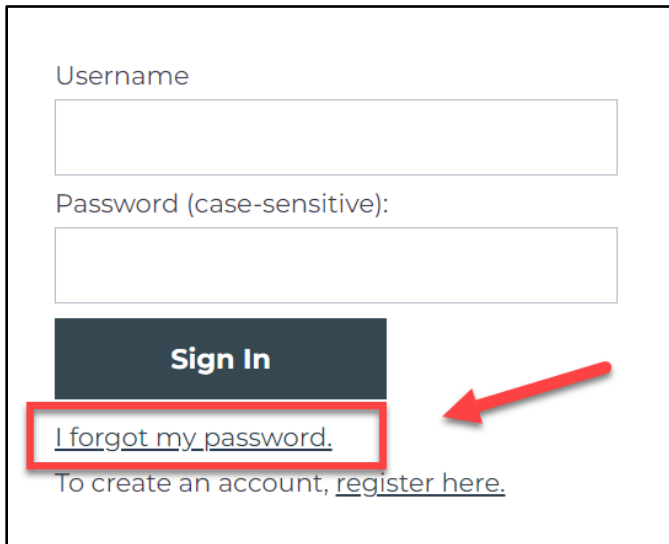Username

publicofficialperson

Password (case-sensitive):

Sign In

I forgot my password.

To create an account, register here.

RESET YOUR PASSWORD

If you have forgotten your password, you can reset it using the 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.


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.

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 Dashboard tab shows all enrollments and the status of each course.
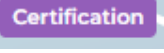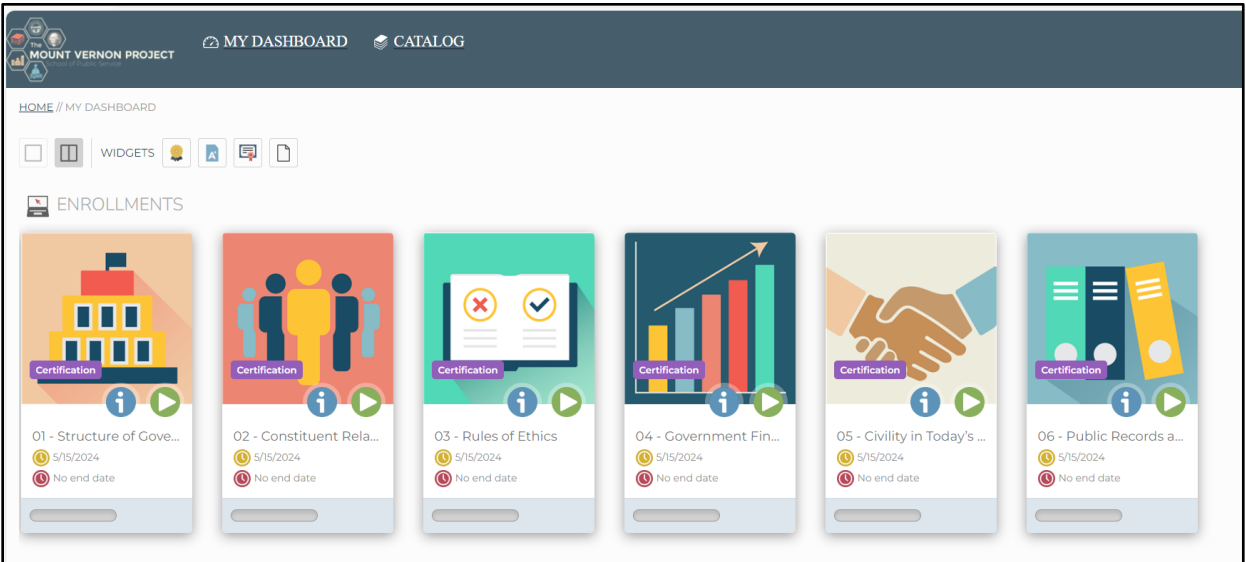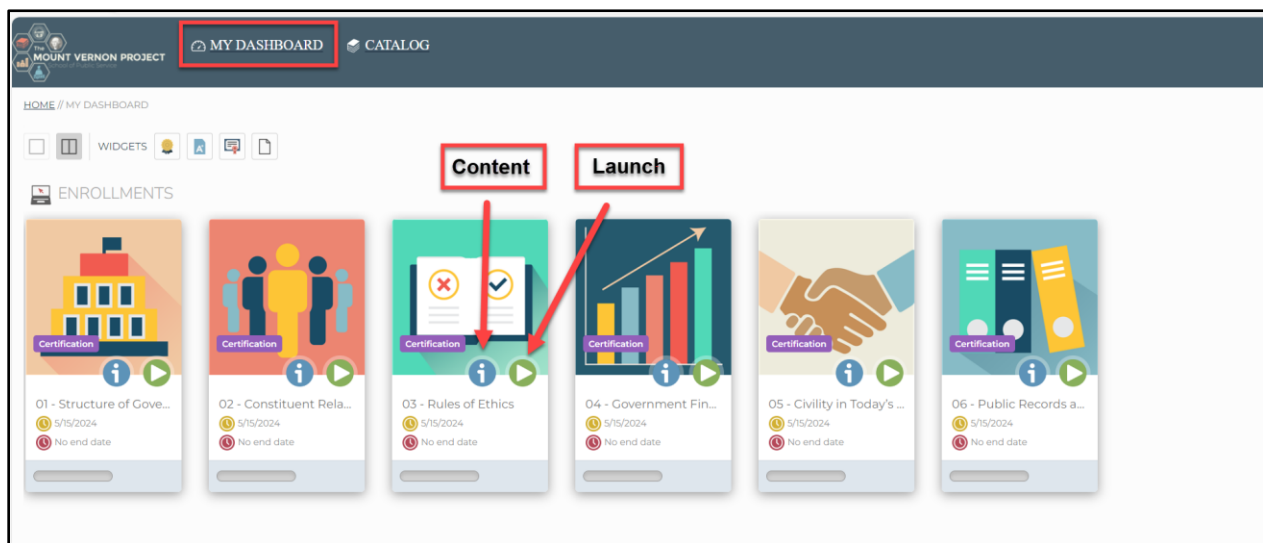
ACCESS AND TAKE A COURSE

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

Click " to see course content.

Click to launch the course.

Note: The label indicates the Mount Vernon Project Certification courses that need to be taken to earn a certificate of completion.

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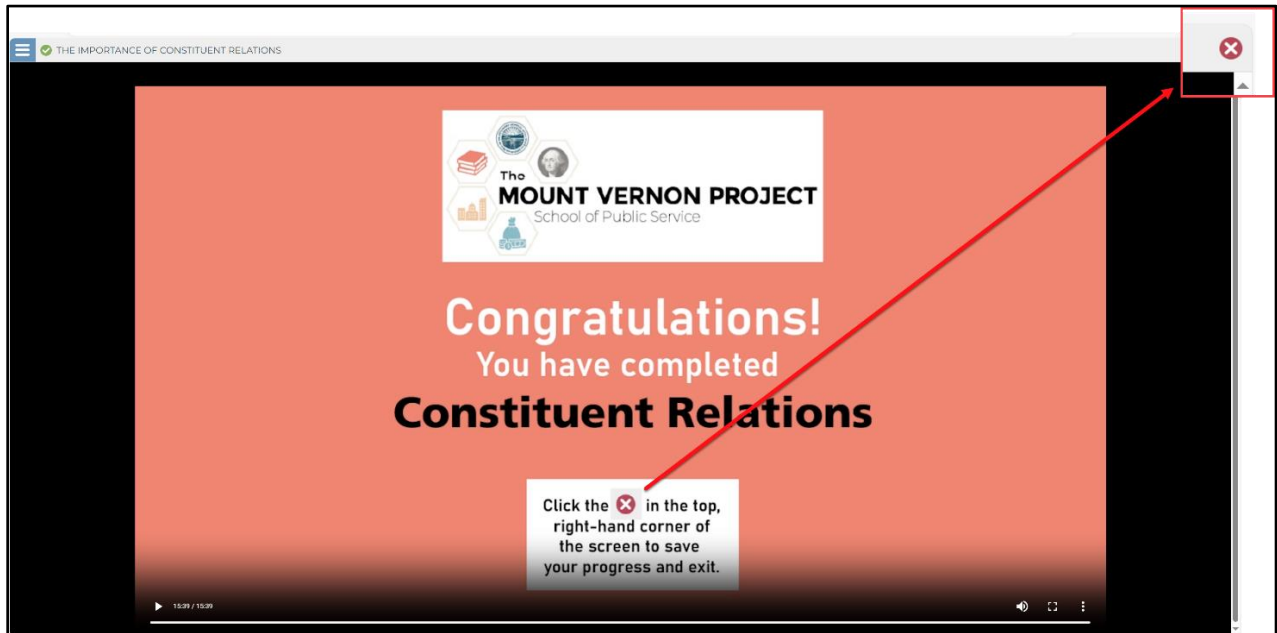
After clicking the red X, you should see a "Saving data" message before the system takes you to the course details page.
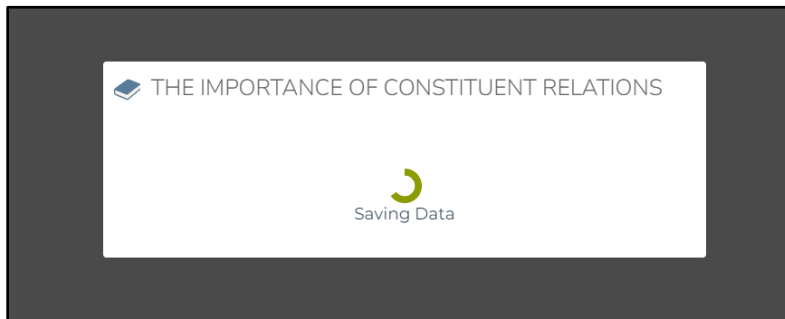

COURSE IS NOT RESTARTING AT THE POINT WHERE I LEFT OFF

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 pick up 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.

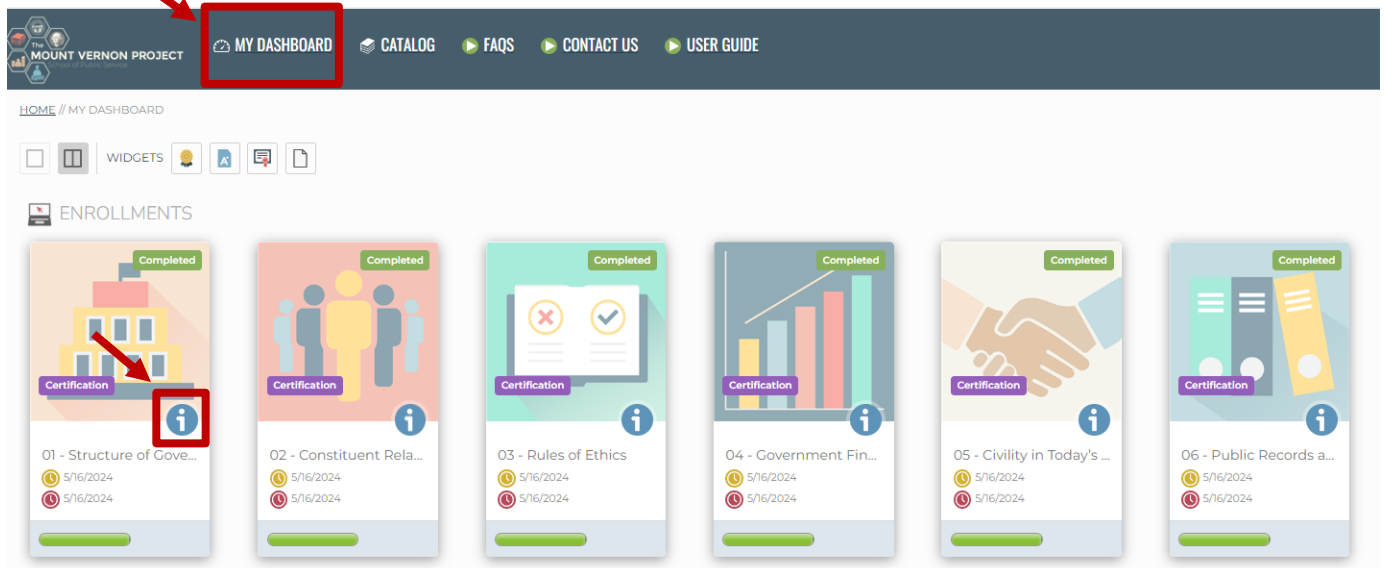## COMPLETED COURSE IS NOT SHOWING AS "COMPLETED"

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 Dashboard, launch the course again and make sure to click on the red X after completion.
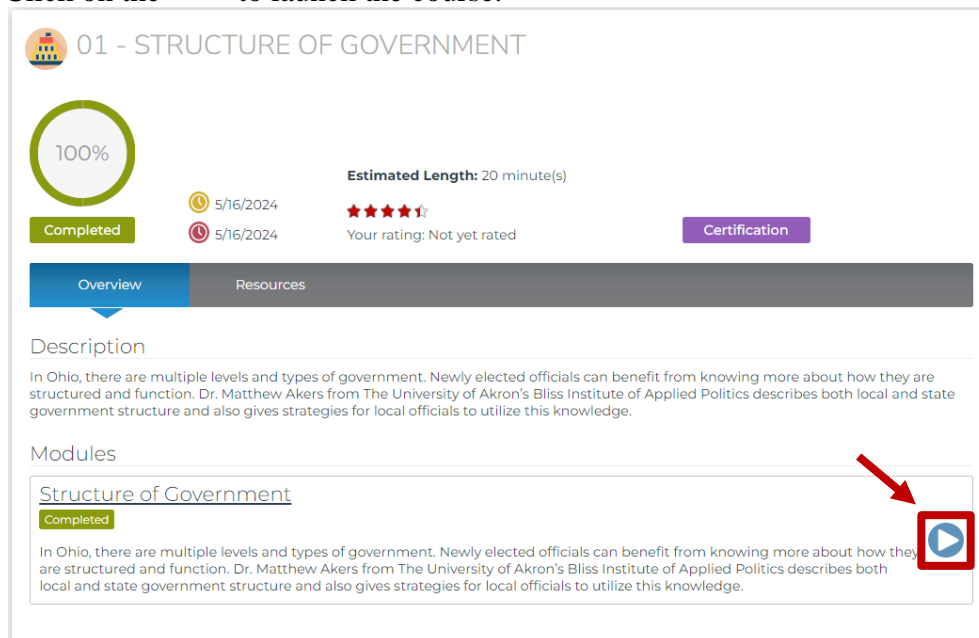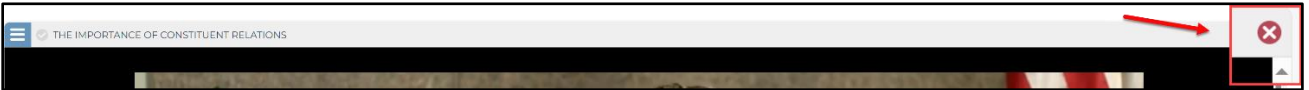
REPLAY A COMPLETED COURSE

Follow the steps below to replay a completed course.

1. Go to My Dashboard. Find the course you wish to replay and click on the ⓘ.

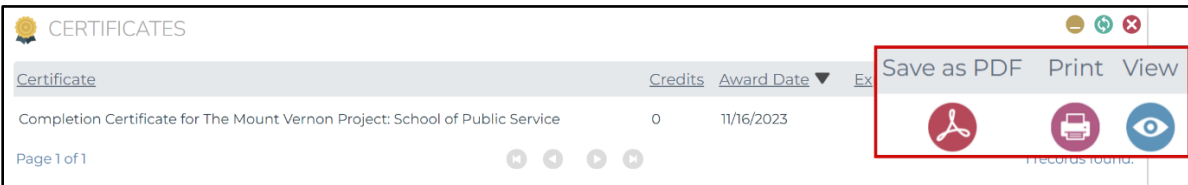2. Click on the ▶ to launch the course.

SECTION 4: CERTIFICATES

VIEW / PRINT A CERTIFICATE

To save, print, and/or view a certificate, click [icon] under My Dashboard.
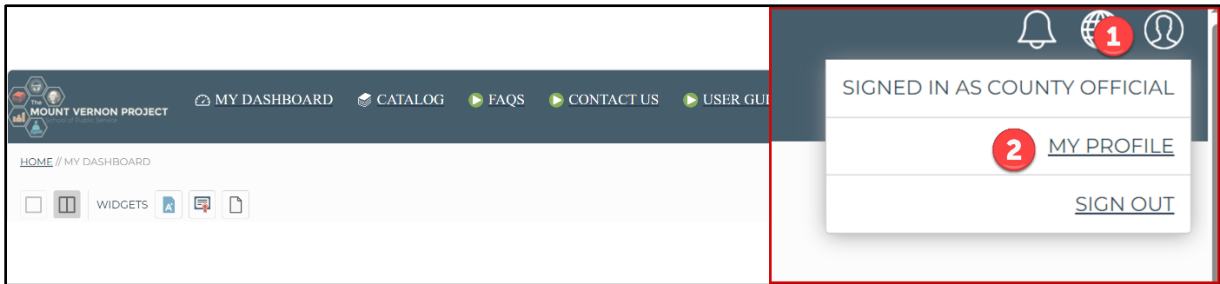

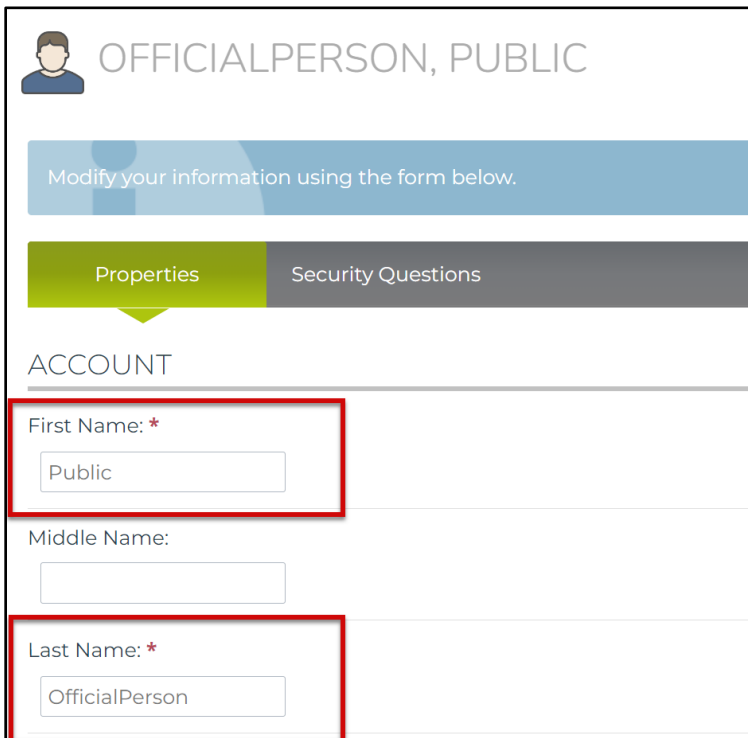Click on the appropriate icon to save, print, or view the certificate.

CERTIFICATE IS SHOWING THE WRONG NAME

Click the [icon] in the top right of the top menu, then click the My Profile link.

Ensure that your account information accurately reflects the first and last name you want on your certificate. After you change any information, be sure to click "Save Changes" 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 certificates.
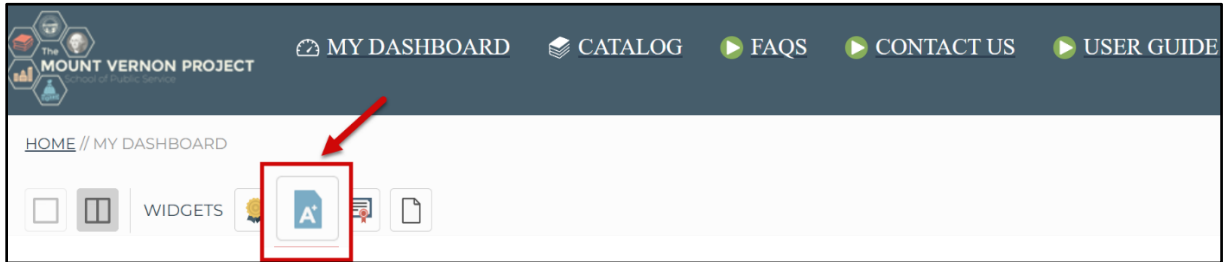
If your account information is correct but you still experience the problem on your certificate, email ITSSupport@OhioAGO.gov.

SECTION 5: TRANSCRIPTS
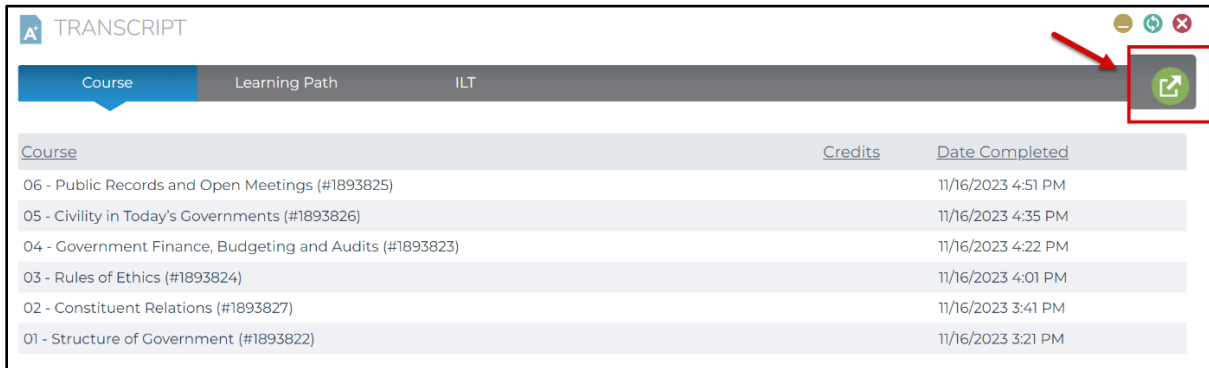
VIEW / PRINT A TRANSCRIPT

To view your transcript, click the [icon] under My Dashboard.

Once the Transcripts widget appears, you may sort your transcript based on Course (alphabetically), Credits (numerically), and/or Date Completed (chronologically). Please note that the widget will display only a limited portion of your transcript.

To view your full transcript, click on the [icon] in the top right corner of the Transcript widget [pictured below]. This will open a pop-up window where you can use the scroll bar at right to view your entire transcript.
Here, you may sort your transcript based on Course (alphabetically), Credits (numerically) and/or Date Completed (chronologically) as well as by Course Status (alphabetically), Module (alphabetically), and Module Status (alphabetically).

To print your transcript, click the in the top right corner of the pop-up window. You may choose to print the current tab or the entire transcript.

Click the to close the pop-up window and return to your My Dashboard page.

SECTION 6: USER ACCOUNT INFORMATION

VIEW / EDIT YOUR USER ACCOUNT

Click in the top right of the top menu, then click the My Profile link. After you change any information, be sure to click "Save Changes" 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 as safe senders. If you continue to experience issues with not receiving these notifications, email ITSSupport@OhioAGO.gov.

SECTION 7: THE MOUNT VERNON PROJECT COMPLETION CERTIFICATE

THE MOUNT VERNON PROJECT COMPLETION CERTIFICATE REQUIREMENTS

In order 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
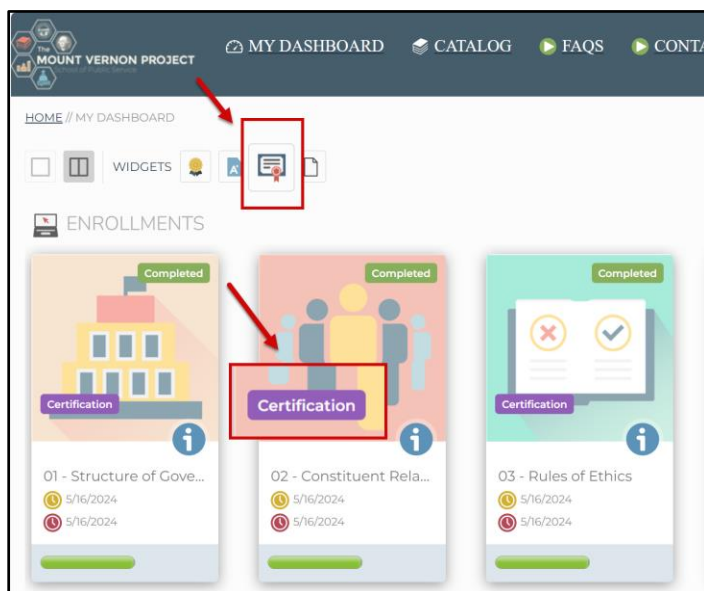- Public Records

CHECK YOUR PROGRESS

1. Go to My Dashboard
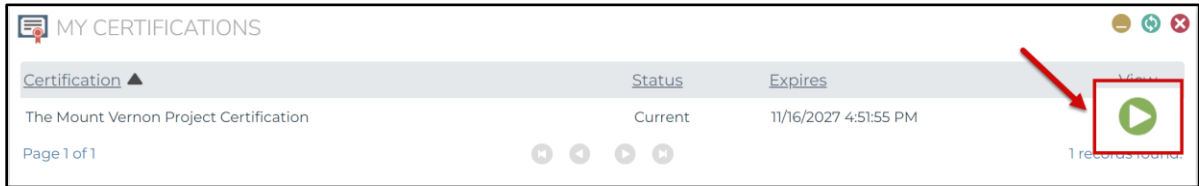   All courses you are enrolled in and/or completed are displayed.
   The Mount Vernon Project Completion Certificate courses are identified by a "Certification" icon

2. Click on the "My Certifications" widget

3. Click on the View icon (green circle with white right arrow) for *The Mount Vernon Project Completion Certificate*

4. Click on the **Initial** Tab.
   The Initial Tab displays the requirements for The Mount Vernon Project Completion Certificate
   - If the "Initial Requirements" field has a green check mark beside it => you have The Mount Vernon Project Certification completed!
     o The Mount Vernon Project Certification outlines the six (6) Courses required for completion.
     o If the check mark is greyed out => it has not been completed.
     o If the check mark is green => it has been completed.