

Ohio Attorney General's



The Mount Vernon Project: School of Public Service User Guide



DAVE YOST
OHIO ATTORNEY GENERAL

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
The Mount Vernon Project location	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.

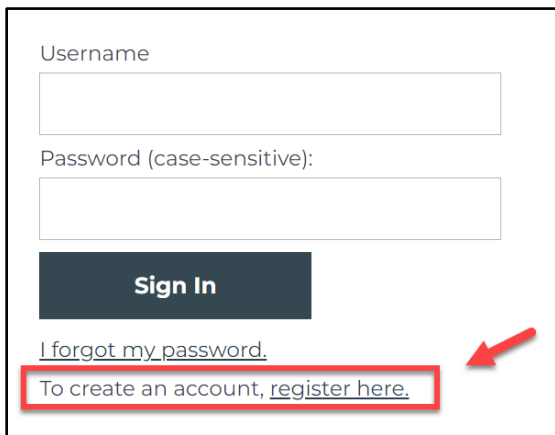
SECTION 2: HOW TO LOG ON TO THE MOUNT VERNON PROJECT

THE MOUNT VERNON PROJECT LOCATION

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

CREATE AN ACCOUNT

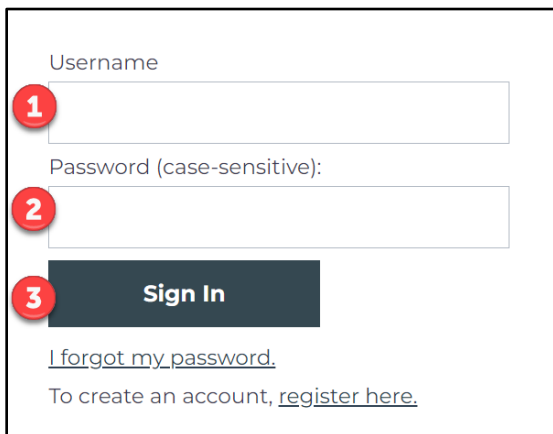
You can create an account by using the registration link in the login box on the home page (see below). You will receive a confirmation email after successfully creating an account.



A screenshot of a login form. It contains two input fields: "Username" and "Password (case-sensitive)". Below the password field is a dark grey "Sign In" button. Underneath the button are two links: "I forgot my password." and "To create an account, [register here.](#)". A red box highlights the "register here" link, and a red arrow points to it from the right.

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.

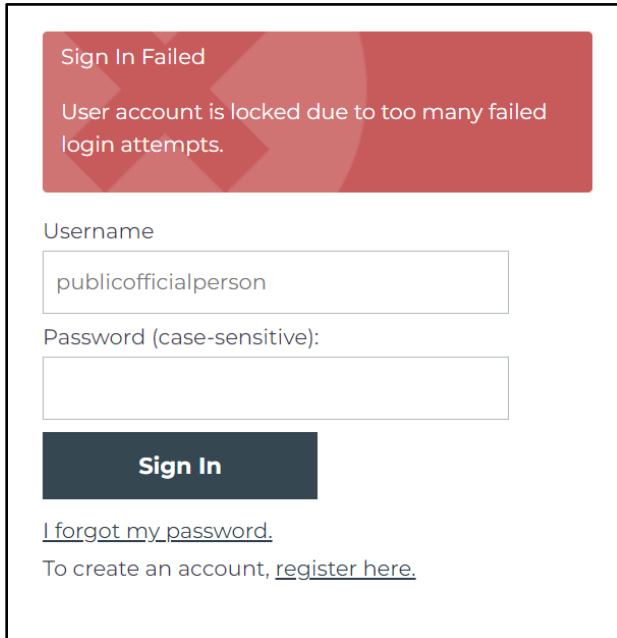


A screenshot of the same login form as above. Red circles with numbers 1, 2, and 3 are overlaid on the form to indicate steps: 1 is on the Username field, 2 is on the Password field, and 3 is on the Sign In button. The "register here" link is also visible at the bottom.

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

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

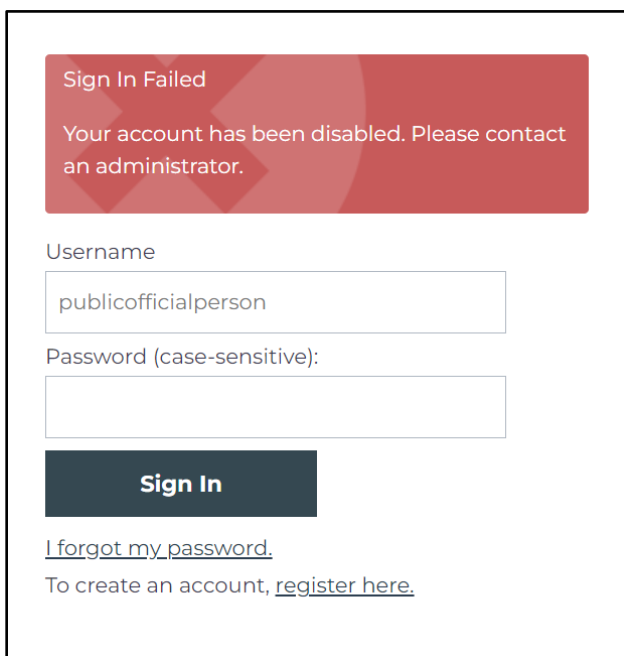
Password (case-sensitive):

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

Password (case-sensitive):

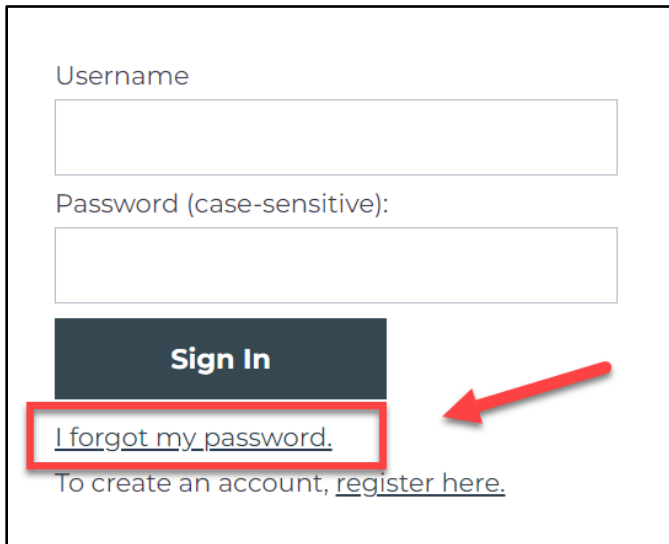
Sign In

[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.



Username

Password (case-sensitive):

Sign In

[I forgot my password.](#)

To create an account, [register here.](#)

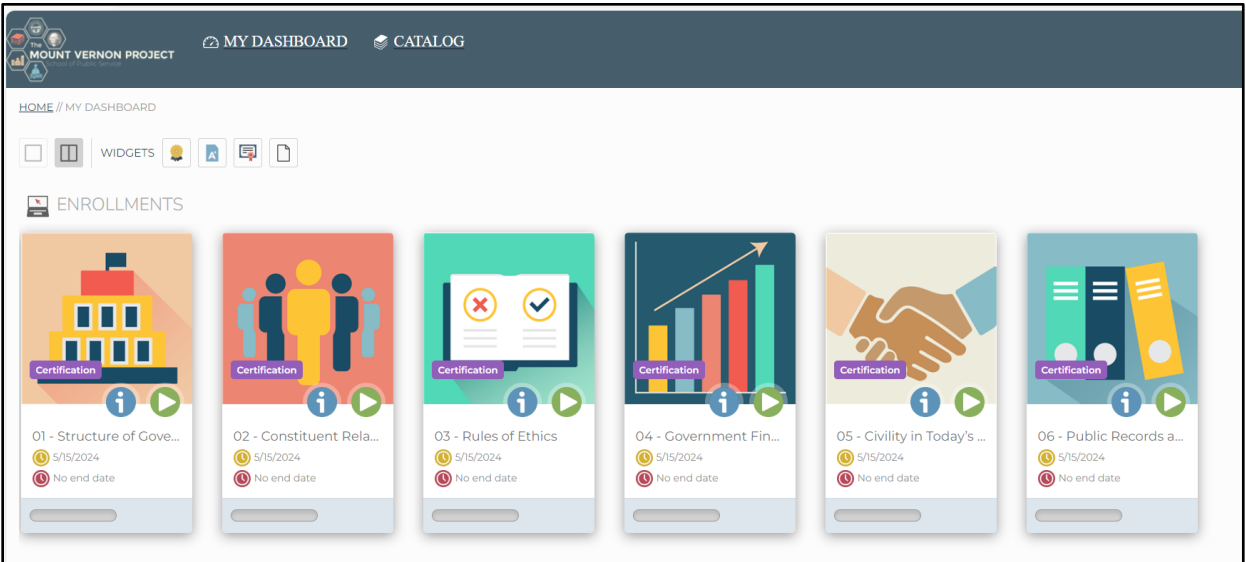
OTHER TECHNICAL SUPPORT

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.

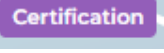


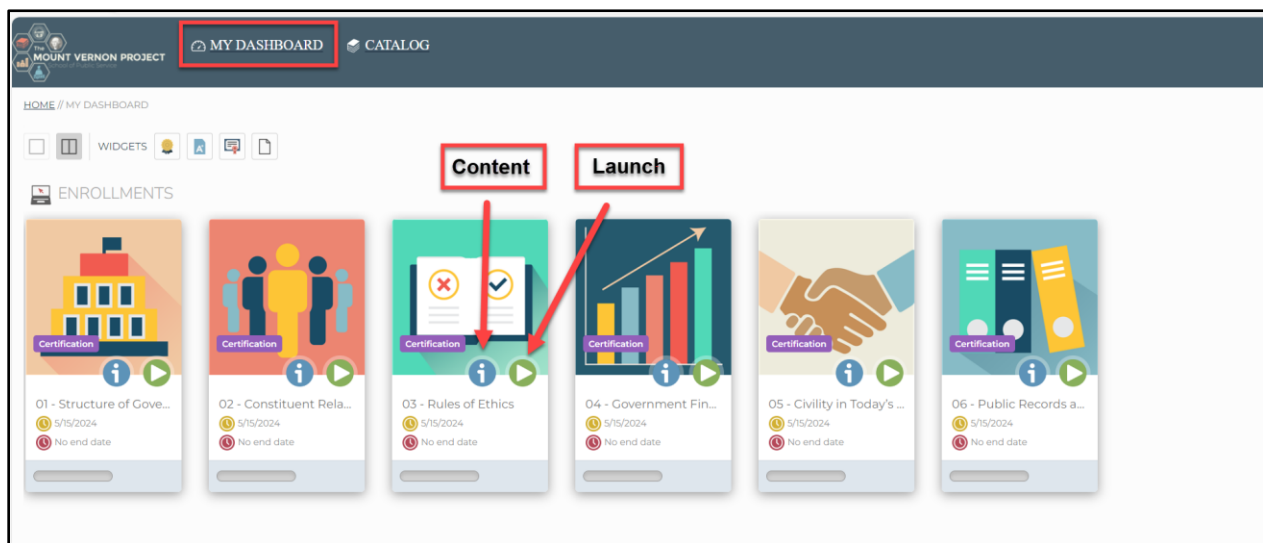
ACCESS AND TAKE A COURSE

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

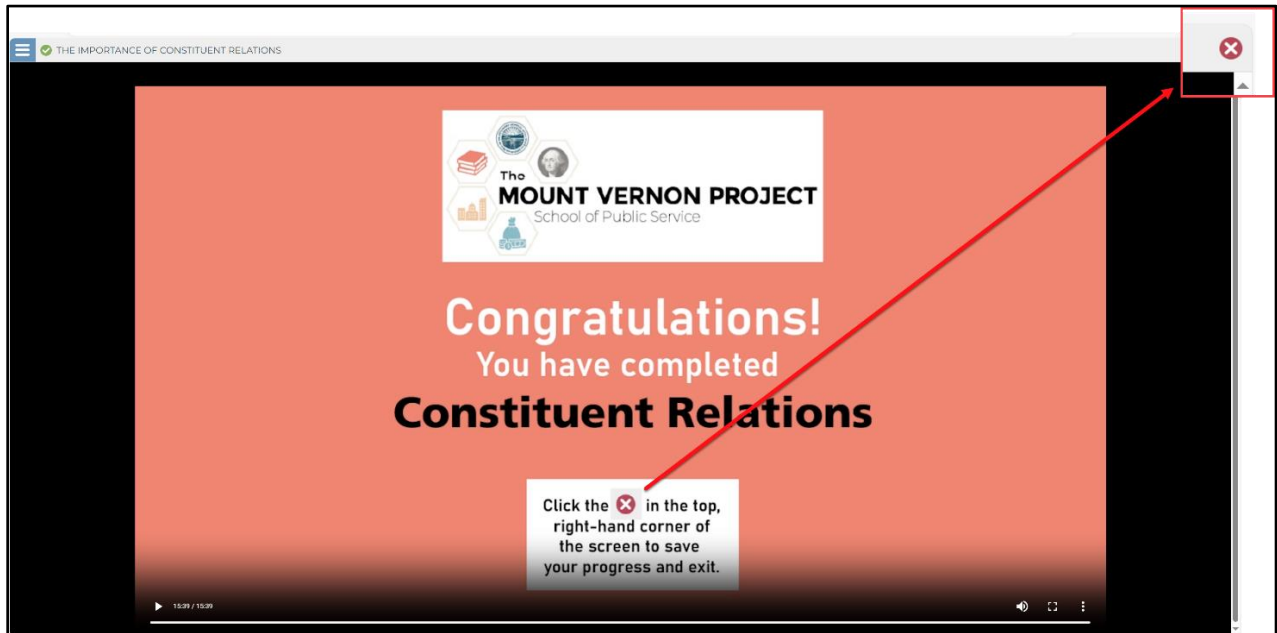
Click  to see course content.

Click  to launch the course.

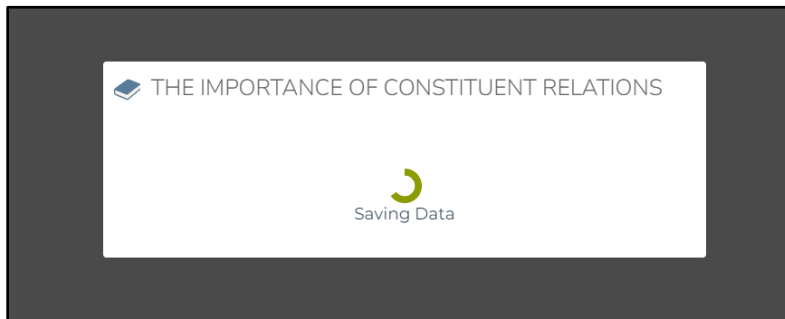
Note: The  label indicates the Mount Vernon Project Certification courses that need to be taken to earn a certificate of completion.



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.



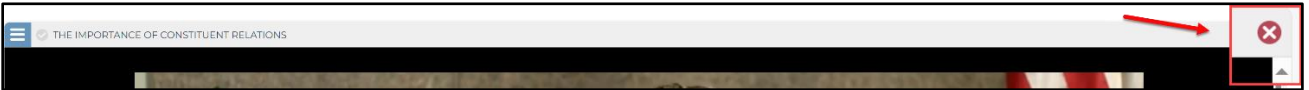
COURSE IS NOT RESTARTING AT THE POINT WHERE I LEFT OFF

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”

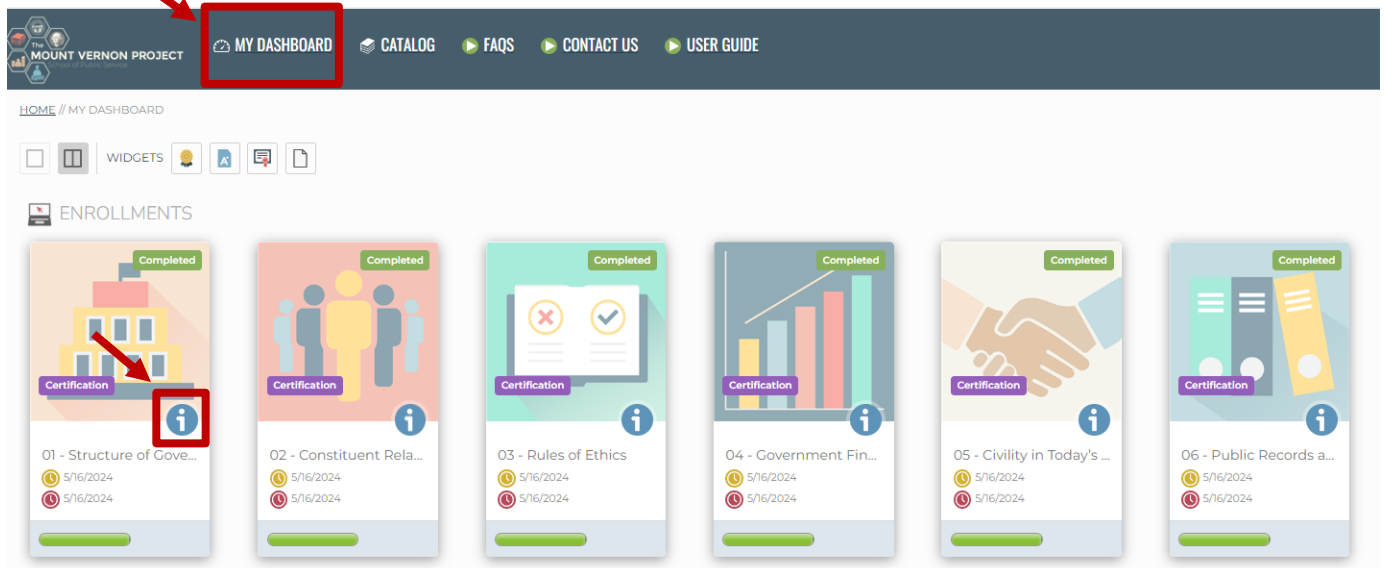
If you have not clicked on the red X after the course is complete, the data will not save to the system. You will need to return to My Dashboard, launch the course again and make sure to click on the red X after completion.



REPLAY A COMPLETED COURSE

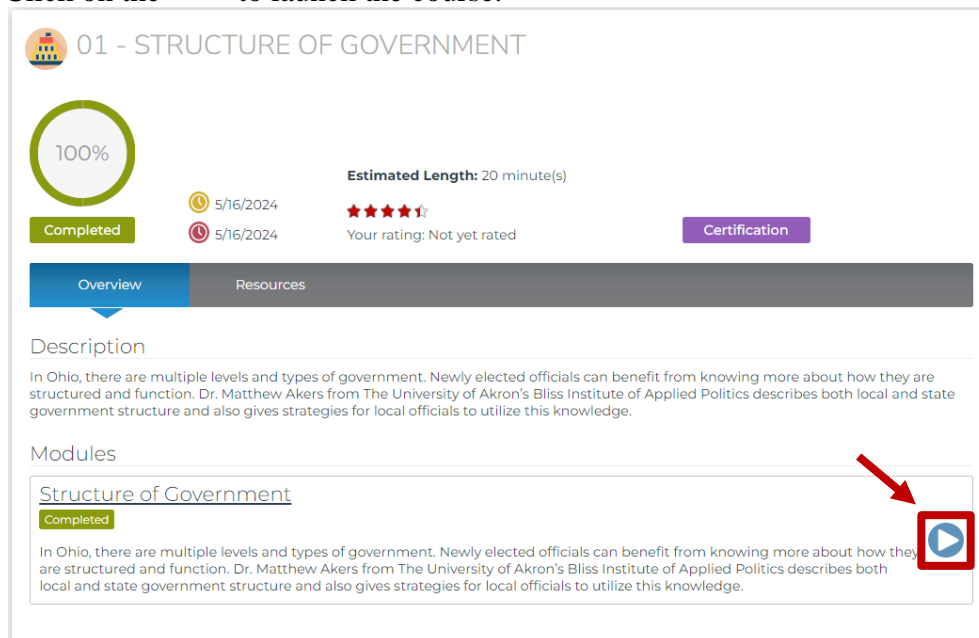
Follow the steps below to replay a completed course.

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



The screenshot shows the 'MY DASHBOARD' page. The top navigation bar includes 'MY DASHBOARD', 'CATALOG', 'FAQS', 'CONTACT US', and 'USER GUIDE'. Below the navigation bar, there are 'WIDGETS' and 'ENROLLMENTS' sections. The 'ENROLLMENTS' section displays a grid of course cards. The first card, '01 - Structure of Government', is highlighted with a red box around its info icon, with a red arrow pointing to it.


2. Click on the  to launch the course.



The screenshot shows the course page for '01 - STRUCTURE OF GOVERNMENT'. The page displays a 100% completion status, estimated length of 20 minutes, and a 'Certification' button. The 'Modules' section is visible, with the first module 'Structure of Government' highlighted with a red box around its play button icon, with a red arrow pointing to it.

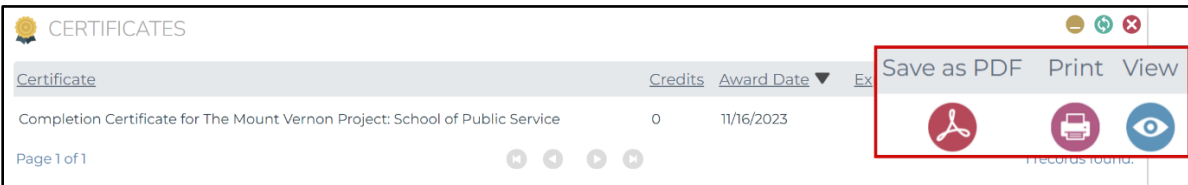
SECTION 4: CERTIFICATES

VIEW / PRINT A CERTIFICATE


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

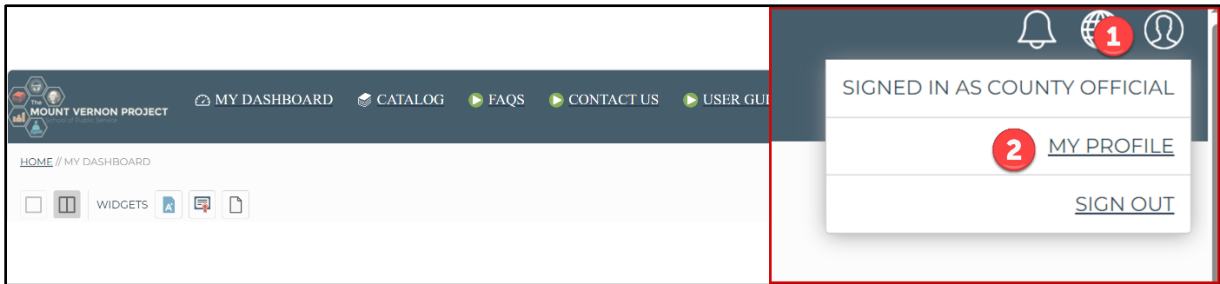


Click on the appropriate icon to save, print, or view the certificate.



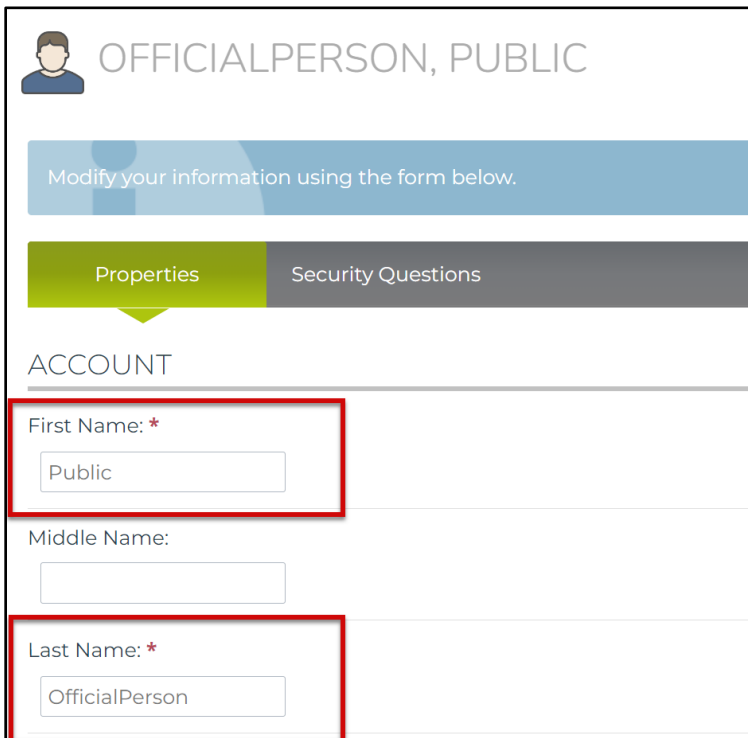
CERTIFICATE IS SHOWING THE WRONG NAME

Click the  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.

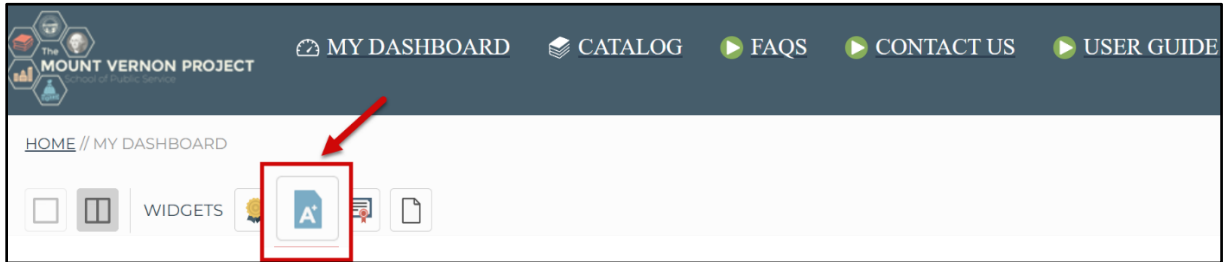
If your account information is correct but you still experience the problem on your certificate, email ITSSupport@OhioAGO.gov.

A screenshot of a user profile page. At the top, there is a user icon and the text 'OFFICIALPERSON, PUBLIC'. Below this is a blue banner that says 'Modify your information using the form below.' There are two tabs: 'Properties' (highlighted in green) and 'Security Questions'. Under the 'Properties' tab, the 'ACCOUNT' section is visible. It contains three input fields: 'First Name: *' with the value 'Public', 'Middle Name:' with an empty field, and 'Last Name: *' with the value 'OfficialPerson'. The 'First Name' and 'Last Name' fields are highlighted with red boxes.


SECTION 5: TRANSCRIPTS

VIEW / PRINT A TRANSCRIPT

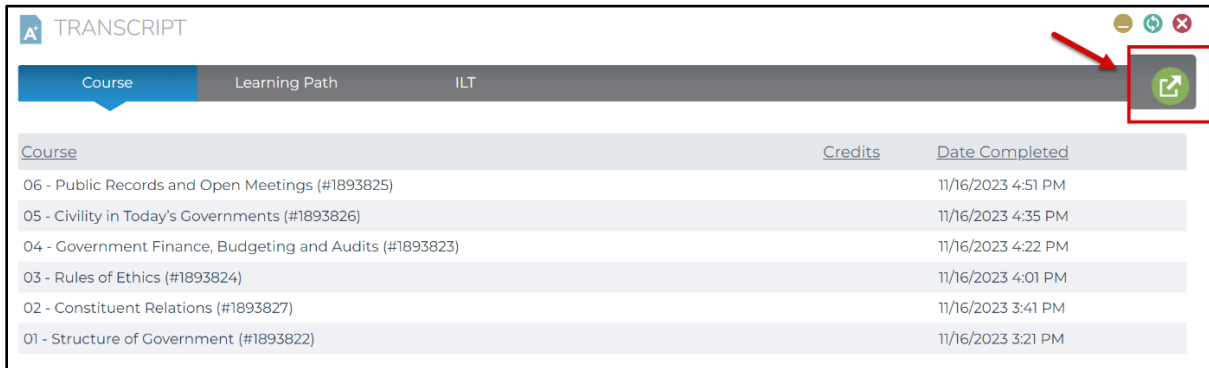
To view your transcript, click the  under My Dashboard.



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  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).



The screenshot shows a pop-up window titled 'TRANSCRIPT'. It has a dark header with three tabs: 'Course' (selected), 'Learning Path', and 'ILT'. Below the header is a table with three columns: 'Course', 'Credits', and 'Date Completed'. The table contains six rows of data. In the top right corner of the window, there is a green square icon with a white arrow pointing outwards, which is highlighted with a red box and a red arrow.

Course	Credits	Date Completed
06 - Public Records and Open Meetings (#1893825)		11/16/2023 4:51 PM
05 - Civility in Today's Governments (#1893826)		11/16/2023 4:35 PM
04 - Government Finance, Budgeting and Audits (#1893823)		11/16/2023 4:22 PM
03 - Rules of Ethics (#1893824)		11/16/2023 4:01 PM
02 - Constituent Relations (#1893827)		11/16/2023 3:41 PM
01 - Structure of Government (#1893822)		11/16/2023 3:21 PM


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.

Course	Credits	Course Status	Date Completed	Module
06 - Public Records and Open Meetings (#1893825)		Completed	11/16/2023 4:51 PM	Public Records & Open Meetings
05 - Civility in Today's Governments (#1893826)		Completed	11/16/2023 4:35 PM	Civility
04 - Government Finance, Budgeting and Audits (#1893823)		Completed	11/16/2023 4:22 PM	Government Finance, Budgeting and Audits
03 - Rules of Ethics (#1893824)		Completed	11/16/2023 4:01 PM	Rules of Ethics
02 - Constituent Relations (#1893827)		Completed	11/16/2023 3:41 PM	The Importance of Constituent Relations
01 - Structure of Government (#1893822)		Completed	11/16/2023 3:21 PM	Structure of Government

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.

Navigation: MY DASHBOARD, CATALOG, FAQs, CONTACT US, USER GUI

HOME // MY DASHBOARD

WIDGETS

SIGNED IN AS COUNTY OFFICIAL

MY PROFILE

SIGN OUT

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@inquisiqms.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

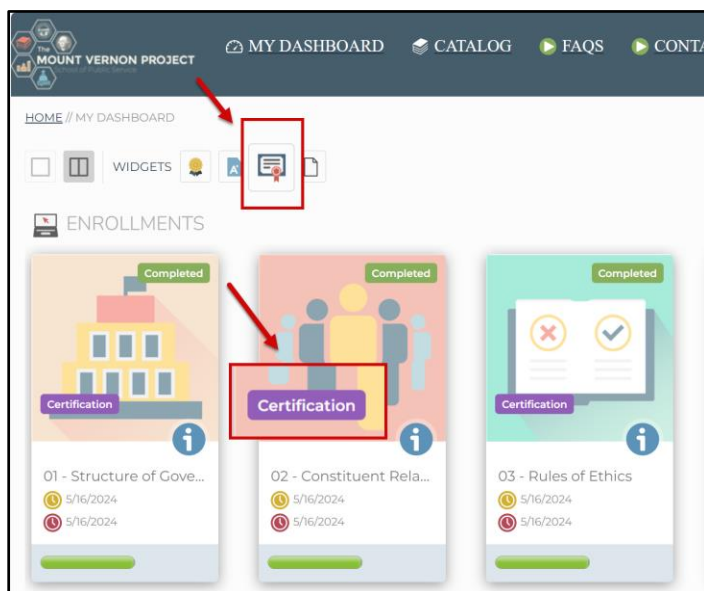
1. Go to My Dashboard

All courses you are enrolled in and/or completed are displayed.

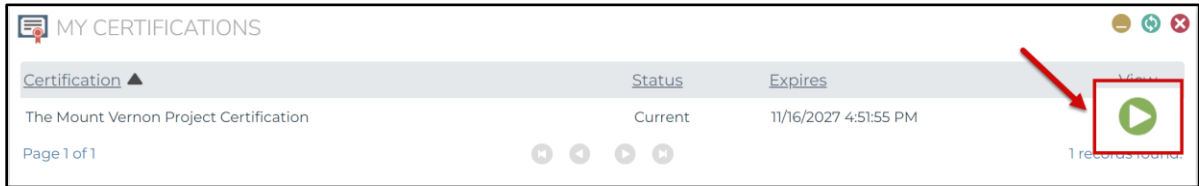
The Mount Vernon Project Completion Certificate courses are identified by a “Certification” icon

A purple rectangular icon with the word "Certification" in white text.

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!
 - The Mount Vernon Project Certification outlines the six (6) Courses required for completion.
 - If the check mark is greyed out => it has not been completed.
 - If the check mark is green => it has been completed.

