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OHIO ATTORNEY GENERAL

## OHIO AGO Training Portal User Guide

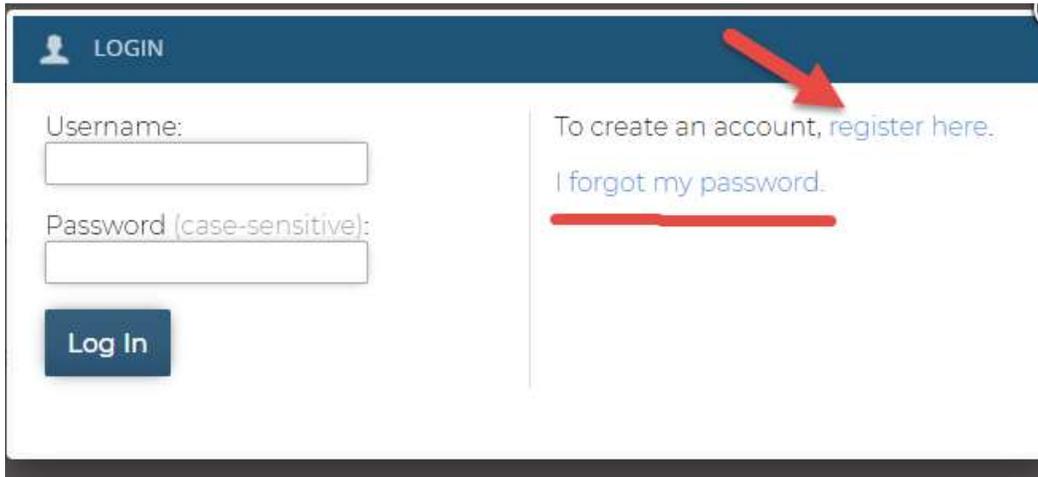
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To get to the AGO Training Portal, go to <https://ohioagotraining.ohioattorneygeneral.gov>

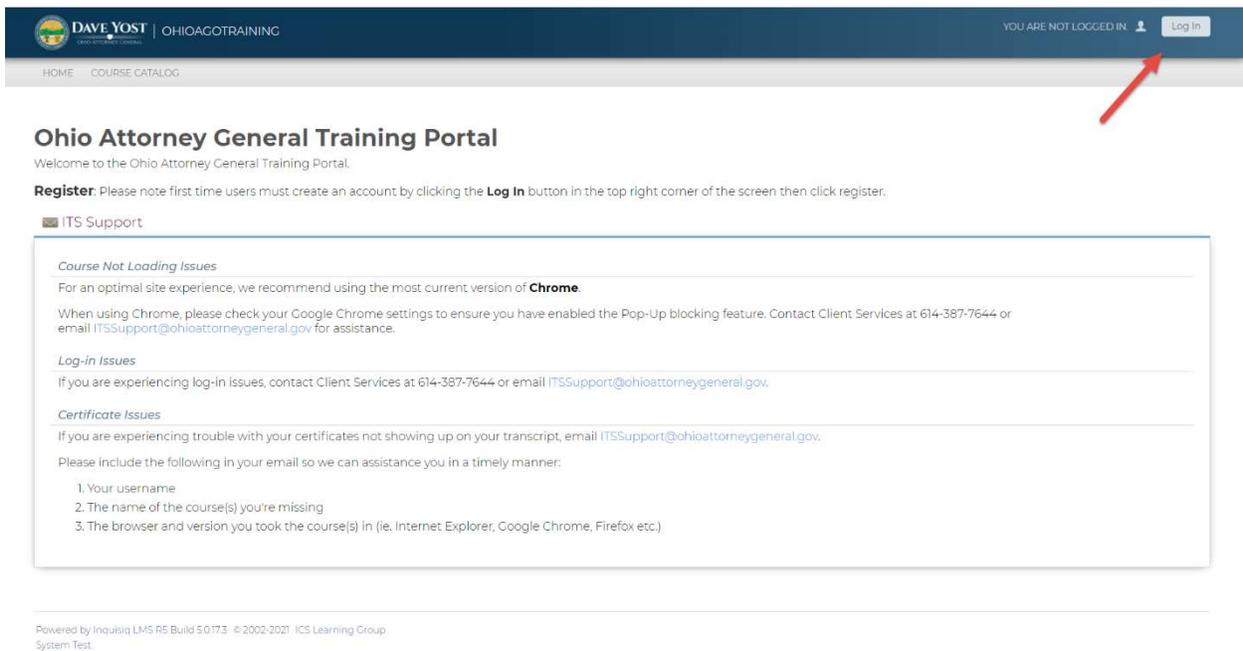
To login to the Ohio AGO Training, first time users must create an account. See below how to create an account.

**Register** - Create an account by clicking on login in the top right corner and then clicking register here as shown below. The forgot password link can also be found here to reset your password.



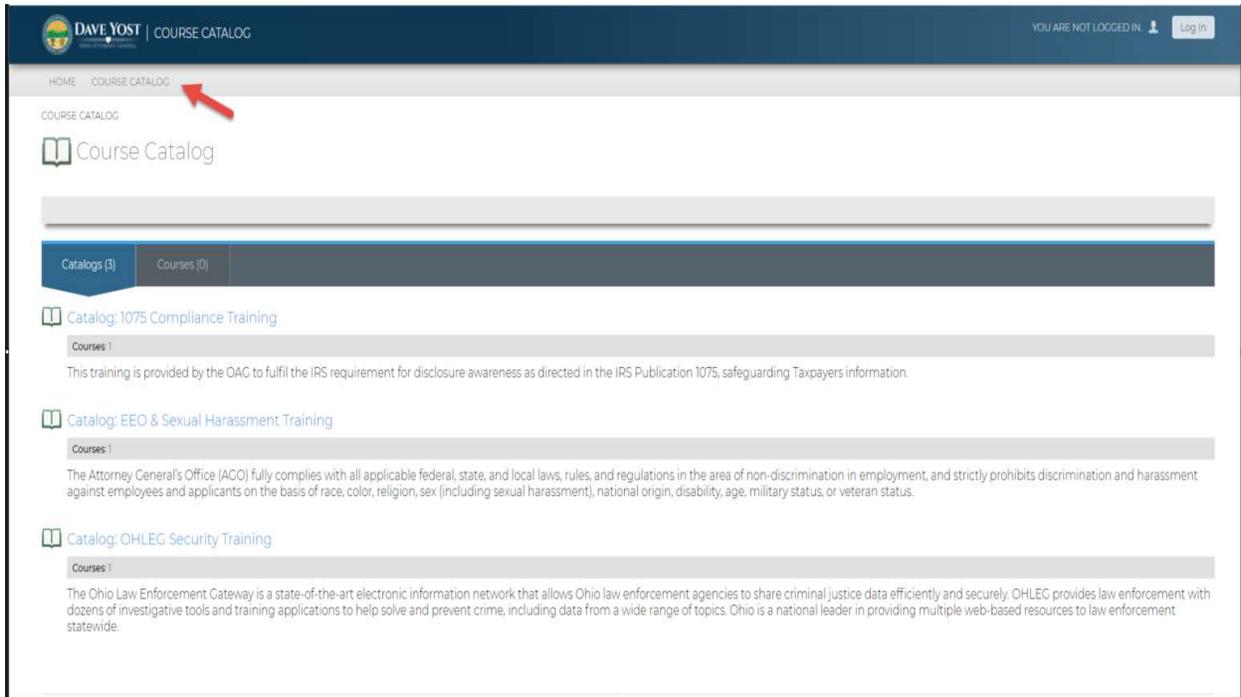
**Already registered Log In** - click the login button in the top right corner to log into your account

From here you can view both the home screen shown above, or the Course Catalog.

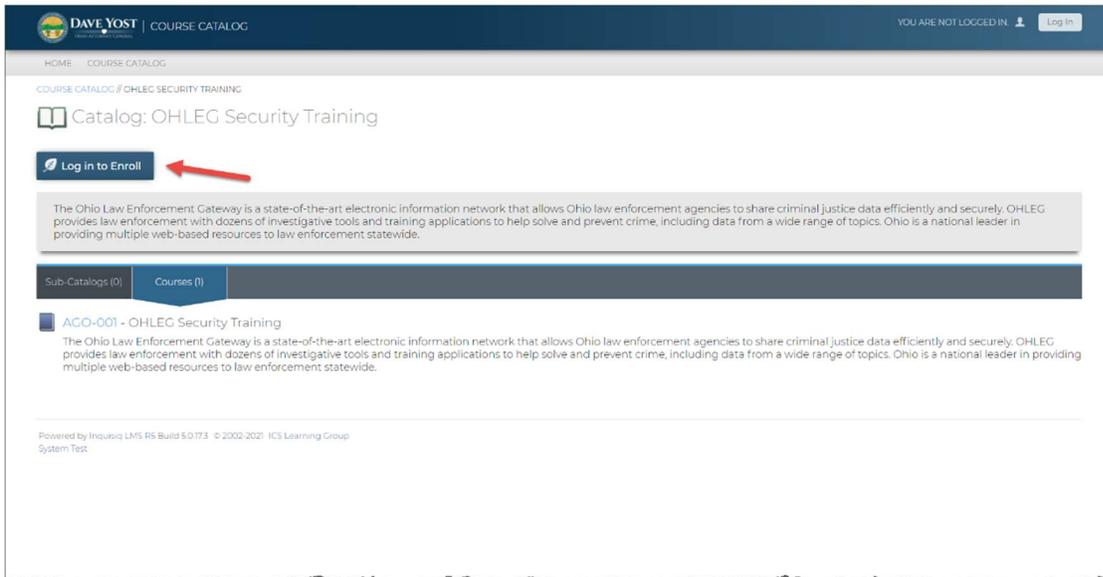


## Course Catalog

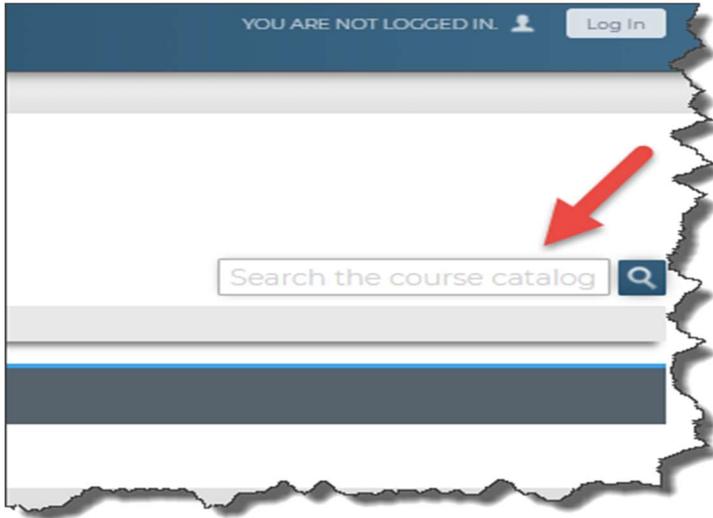
The course catalog allows students to view and enroll in all available courses with ease.



Students can click on a course catalog ie OHLEG Security Training and view the course content, as shown below.

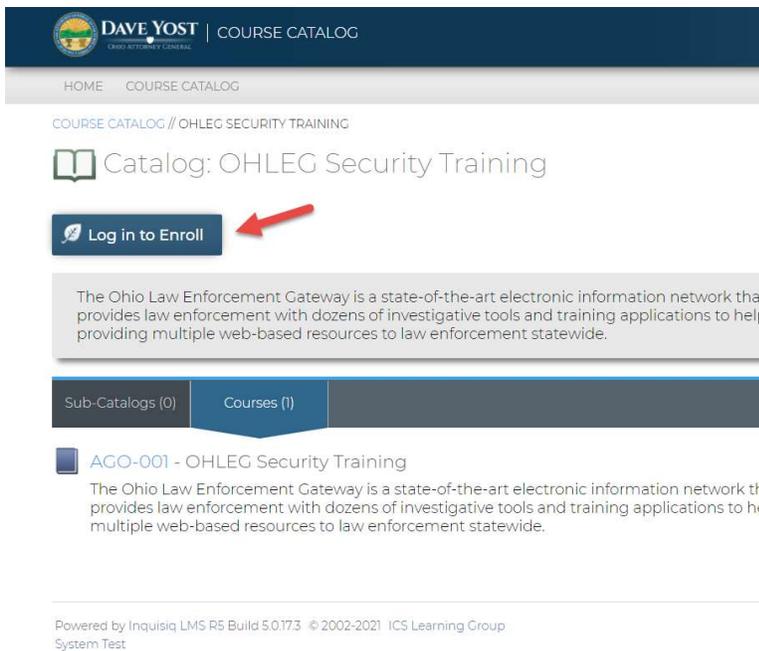


User can also search the course Catalog by using the search feature on the left side of the home screen as shown below:



## Course Enrollment

Students can click on the course to enroll as shown above. Once you have selected a course you can click the enroll button.



After enrollment, as shown below your screen will show that you are now enrolled in the course and to proceed to My Account to launch the course.

The screenshot shows the course page for OHLEG Security Training (AGO-001). At the top, there is a navigation bar with 'HOME', 'COURSE CATALOG', 'MY ACCOUNT', 'REPORTS', and 'ADMINISTRATOR MENU'. Below this, the course title is displayed with an 'Enroll Now!' button. A red box highlights the 'Enrolled' status, with a red arrow pointing to the text: 'You are currently enrolled in this course. Go to My Account to launch the course.' Below this, there is a paragraph of text about the Ohio Attorney General's (AGO) Bureau of Criminal Investigation (BCI) and the OHLEG Security Training program. A logo for OHLEG is also present. The 'Estimated Length' is 20 minutes. There are sections for 'LESSONS' (listing '1. OHLEG Security Training') and 'Certificates' (showing a certificate icon for 'OHLEG SECURITY TRAINING'). An 'Objectives' section follows, detailing the purpose of the training.

## My Account

When you click on my accounts you will be taken to your training account as shown below.

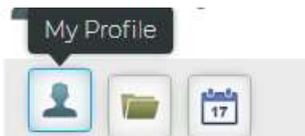
The screenshot shows the 'MY ACCOUNT' page for Tancy Phillips (TMason@ag.state.oh.us). The page features a navigation bar and a dashboard with three circular progress indicators: 'PROGRESS' at 75% (1 course to complete), 'PERFORMANCE' at 100% (average score), and 'OVERDUE' at 0 (courses overdue). Below these are sections for 'Calendar' (showing 'No events this week'), 'My Certificates' (listing '1075 Compliance Training', 'EEO Training', and 'OHLEG Security Training' with award dates of Dec 12, 2020), and 'Learning Activities'. The 'Learning Activities' section includes a table with columns for Course, Due Date, Progress, and View. The 'Review and Expired' section includes a table with columns for Course, Expires, Progress, and Review. The footer indicates the system is powered by Inquisiq LMS RS Build 5.0.17.3, © 2002-2021 ICS Learning Group, System Test.

Under My Accounts you will find the following information:

- Your account profile
- Training Transcripts
- Enrolled Courses
- Ability to launch enrolled courses
- Certificates
- Ability to print Transcripts and Certificates

### **Account Profile**

When you click on the my profile icon shown right under your name you will be taken to your profile screen. The profile screen is auto-populated with information such as your name, agency , email address and user name.



Here you can update your profile information or change you account password.

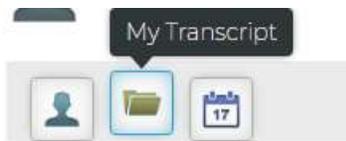
### **Security Questions**



Under security questions you can add or change your security questions, that will be used when utilizing the forgot password self-service feature.

### **Training Transcripts**

All your completed training courses in the Ohio AGO Training portal can be found on your transcript by clicking on the transcript folder under your name as shown below.



Here is an example of the transcript screen along with the print button in the top right corner which allows you to print your transcript on demand.

PHILLIPS, TANCY // TRANSCRIPT							
Code	Course	Credits	Course Status	Date Completed	Lesson	Status	Score
AGO-001	OHLEG Security Training (#920975)	-	Completed	Dec 11, 2020 10:14 PM	OHLEG Security Training	Completed, Passed	100%
AGO-002	1075 Compliance Training (#920976)	-	Completed	Dec 11, 2020 10:29 PM	1075 Compliance Training	Completed, Passed	0%
AGO-003	EEO Training (#920977)	-	Completed	Dec 11, 2020 11:14 PM	EEO & Sexual Harassment Training	Completed, Passed	0%

### Enrolled Courses

Under learning activities as shown below you will find all the courses you have enrolled in whether they are completed, in-progress or not yet started.

The dashboard includes the following sections:

- PROGRESS:** 75% (1 courses to complete)
- PERFORMANCE:** 100% (average score)
- OVERDUE:** 0 (courses overdue)
- Calendar:** This Week - No events this week.
- My Certificates:**

Certificate	Award Date	Print
1075 Compliance Training	Dec 12, 2020	Print
EEO Training	Dec 12, 2020	Print
OHLEG Security Training	Dec 12, 2020	Print
- Learning Activities:**

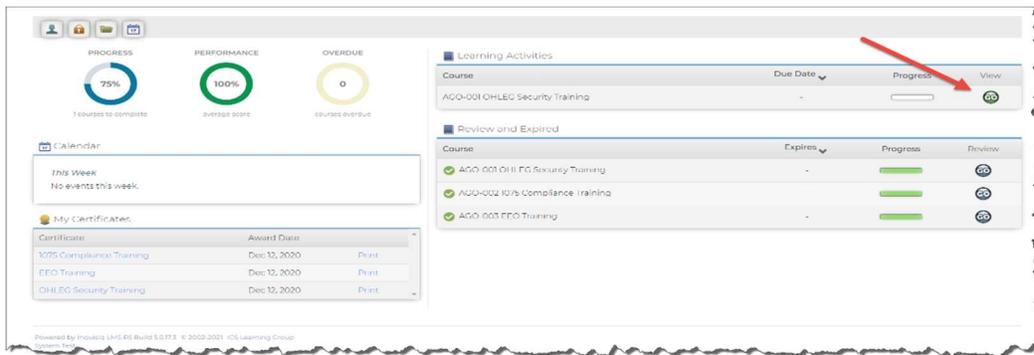
Course	Due Date	Progress	View
AGO-001 OHLEG Security Training	-	<input type="text"/>	GO
- Review and Expired:**

Course	Expires	Progress	Review
✓ ACO-001 OHLEG Security Training	-	<div style="width: 100%;"></div>	GO
✓ ACO-002 1075 Compliance Training	-	<div style="width: 100%;"></div>	GO
✓ ACO-003 EEO Training	-	<div style="width: 100%;"></div>	GO

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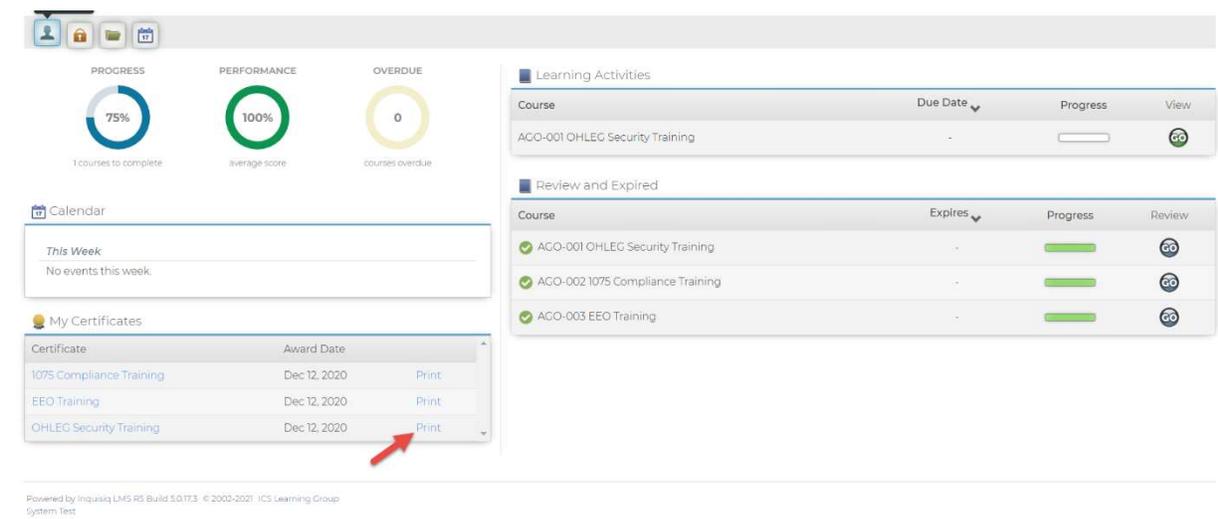
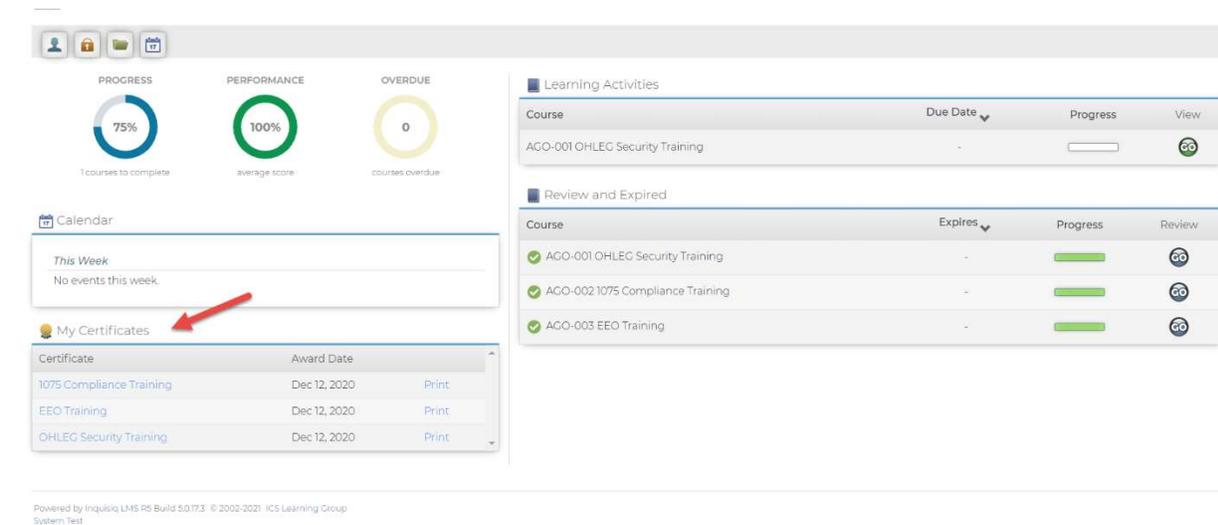
### Launch a course

To launch a course that you have enrolled in select the 'GO' icon under view as shown below.



## Certificates

All certificates for your completed training courses will be found under the certificates section of your My Account page as shown below.



## Printing Certificates and Transcripts

You have the ability to print certificates and transcripts on demand within the OHIO AGO Training Portal right from your my account page as shown above and on the next page.

### - Certificates

The screenshot displays the 'My Account' page with three progress indicators: PROGRESS (75%, 1 course to complete), PERFORMANCE (100%, average score), and OVERDUE (0, courses overdue). Below these are sections for 'Calendar' (no events this week) and 'My Certificates'. A red arrow points to the 'Print' link for the '1075 Compliance Training' certificate. To the right, 'Learning Activities' and 'Review and Expired' sections list completed courses with progress bars and 'GO' buttons.

Certificate	Award Date	Print
1075 Compliance Training	Dec 12, 2020	Print
EEO Training	Dec 12, 2020	Print
OHLEG Security Training	Dec 12, 2020	Print

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## Continued - Printing Certificates and Transcripts

### - Transcripts

The screenshot shows a transcript for 'PHILLIPS, TANCY // TRANSCRIPT'. A red arrow points to the 'Print' button in the top right corner. The transcript table lists three completed courses with their respective details.

Code	Course	Credits	Course Status	Date Completed	Lesson	Status	Score
AGO-001	OHLEG Security Training (#920975)	-	Completed	Dec 11, 2020 10:14 PM	OHLEG Security Training	Completed, Passed	100%
AGO-002	1075 Compliance Training (#920976)	-	Completed	Dec 11, 2020 10:29 PM	1075 Compliance Training	Completed, Passed	0%
AGO-003	EEO Training (#920977)	-	Completed	Dec 11, 2020 11:14 PM	EEO & Sexual Harassment Training	Completed, Passed	0%

## Trouble Shooting

The Ohio AGO Training Portal works with both Microsoft Edge, Internet Explorer and Chrome Internet browsers. However the recommended browser is Chrome.

### Navigation Buttons:

Please note the pause button below will turn to a forward button at the end of the slide session. You will need to click the forward button to advance to the next slide. Hitting the back button will take you to the beginning of your training.



### Course not loading

For an optimal site experience, we recommend using the most current version of Chrome

However, if using Chrome, please check your Google Chrome settings to ensure you have enabled Pop-Up blocking feature.

### Log-In Issues

If you are experiencing log-in issues Contact Client Services at 614-387-7644 or email [ITSSupport@ohioattorneygeneral.gov](mailto:ITSSupport@ohioattorneygeneral.gov)

### Certificate Issues

If you are experiencing trouble with your certificates not showing up on your transcript, email [ITSSupport@ohioattorneygeneral.gov](mailto:ITSSupport@ohioattorneygeneral.gov)

Please include the following in your email so we can assistance you in a timely manner:

1. Your username
2. The name of the course(s) you're missing
3. The time spent on the course(s)
4. The score you received if a quiz was included in the course.
5. The browser and version you took the course(s) in (ie. Microsoft Edge (Internet Explorer), Google Chrome, Firefox etc.)

### All other issues

Contact Client Services at 614-387-7644 or email [ITSSupport@ohioattorneygeneral.gov](mailto:ITSSupport@ohioattorneygeneral.gov)