



OPOTA ONLINE FAQs

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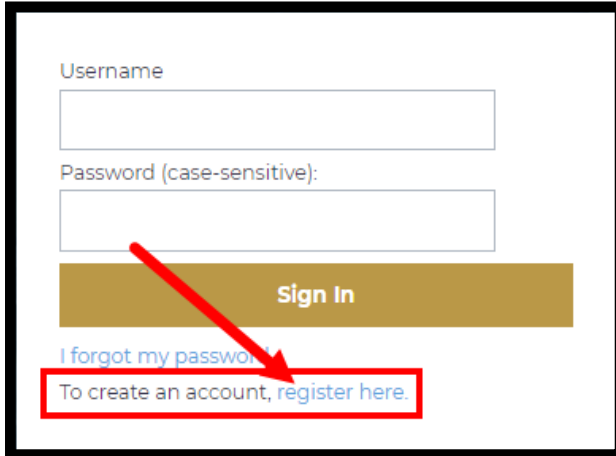
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How do I get to OPOTA Online?

From any web browser, visit <https://opotaonline.inquisiqllms.com/> to log in or create a new account (directions for both are below). If you already have an eOPOTA account and have logged in since May2019, your account will automatically move to OPOTA Online.

How do I create an account?

If you do not have an eOPOTA account, you can create an OPOTA Online account by using the registration link in the login box on the home page (see below). Your request will be sent to OPOTA, which will confirm whether you are a commissioned or non-commissioned officer before activating your account. Emails will keep you updated on that process.



A screenshot of the OPOTA login form. It features two input fields: "Username" and "Password (case-sensitive)". Below these fields is a gold "Sign In" button. Underneath the button, there are two links: "I forgot my password" and "To create an account, register here." The "register here" link is highlighted with a red rectangular box, and a red arrow points from the "I forgot my password" link towards it.

What do I do if my account registration is rejected?

If you believe your registration was rejected is in error, email OPOTAOnline@OhioAGO.gov.

How do I log in?

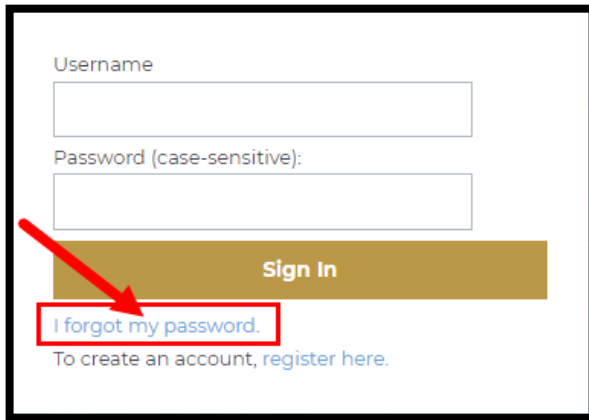
Enter your username and password, then click the “Sign In” button. If you are an OHLEG user, your username is your first initial (uppercase) and last name (lowercase), followed by the last five digits of your Social Security number (example: Jdoe12345). If you are not an OHLEG user, your username is the unique email address you included in your registration form. Your password is the one you provided at the time of registration.



A screenshot of the OPOTA login form, part of the Ohio Peace Officer Training Academy website. The page has a dark blue header with the text "OHIO PEACE OFFICER TRAINING ACADEMY" and a paragraph describing the academy. The login form is on the right, with three red numbered circles (1, 2, 3) indicating the steps: 1. Username field, 2. Password field, and 3. Sign In button. Below the form are the links "I forgot my password" and "To create an account, register here."

How do I reset my 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, email OPOTAOnline@OhioAGO.gov.



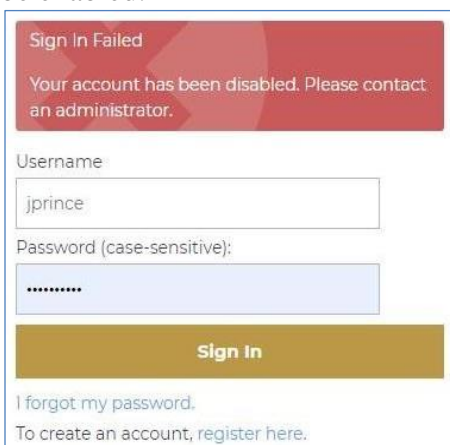
A screenshot of a login form. It features two input fields: 'Username' and 'Password (case-sensitive)'. Below the password field is a gold 'Sign In' button. A red arrow points from the 'Sign In' button to a red-bordered box containing the text 'I forgot my password.'. Below this box is the text 'To create an account, register here.' with a blue link 'register here'.

What do I do if I am unable to login?

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

What do I do if I get locked out of my account?

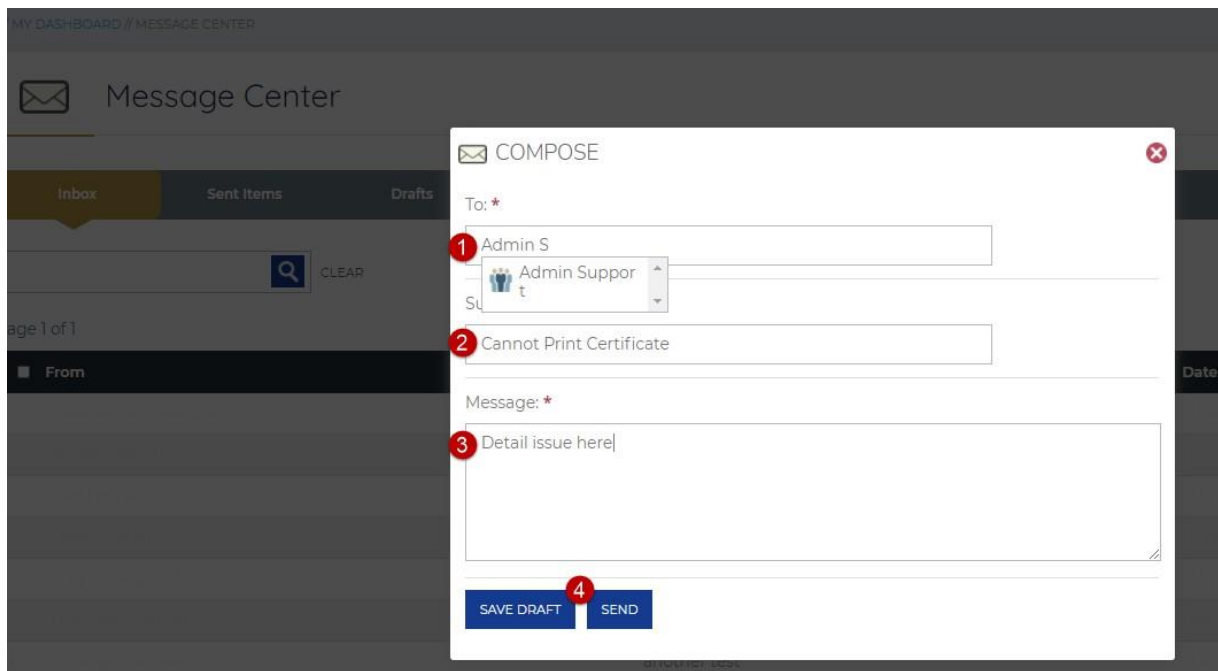
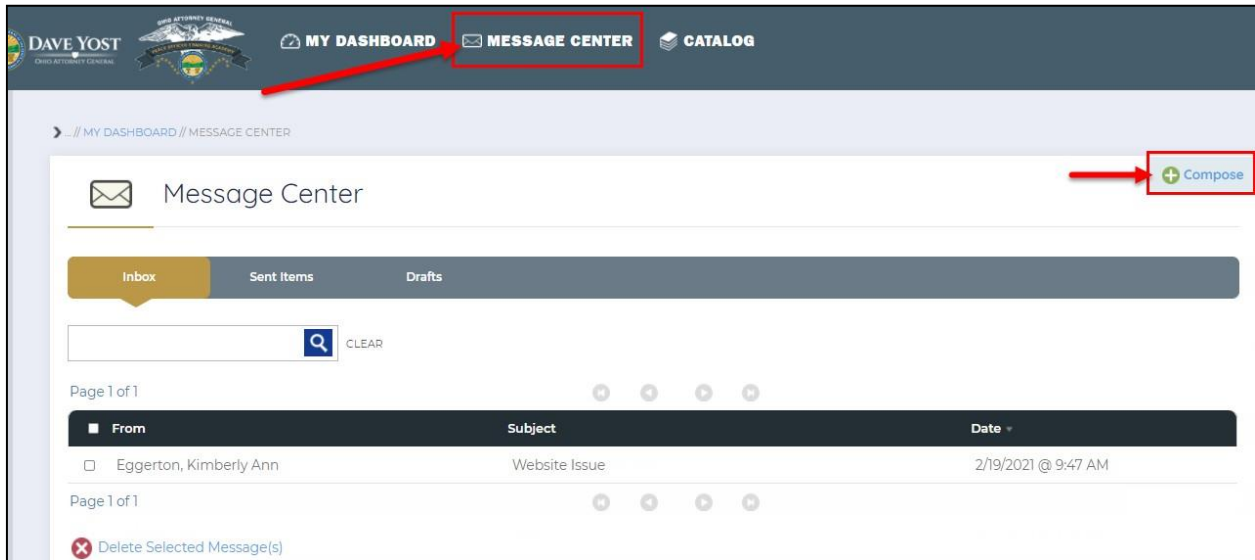
Wait 15 minutes then try to log in again. If you receive an error message that your account has been disabled (see below), email OPOTAOnline@OhioAGO.gov to request that your account be enabled.



A screenshot of the login form with an error message. At the top, a red banner reads 'Sign In Failed' and 'Your account has been disabled. Please contact an administrator.' Below this, the 'Username' field contains 'jprince' and the 'Password (case-sensitive):' field is filled with dots. A gold 'Sign In' button is visible. At the bottom, the text 'I forgot my password.' and 'To create an account, register here.' with a blue link 'register here' are present.

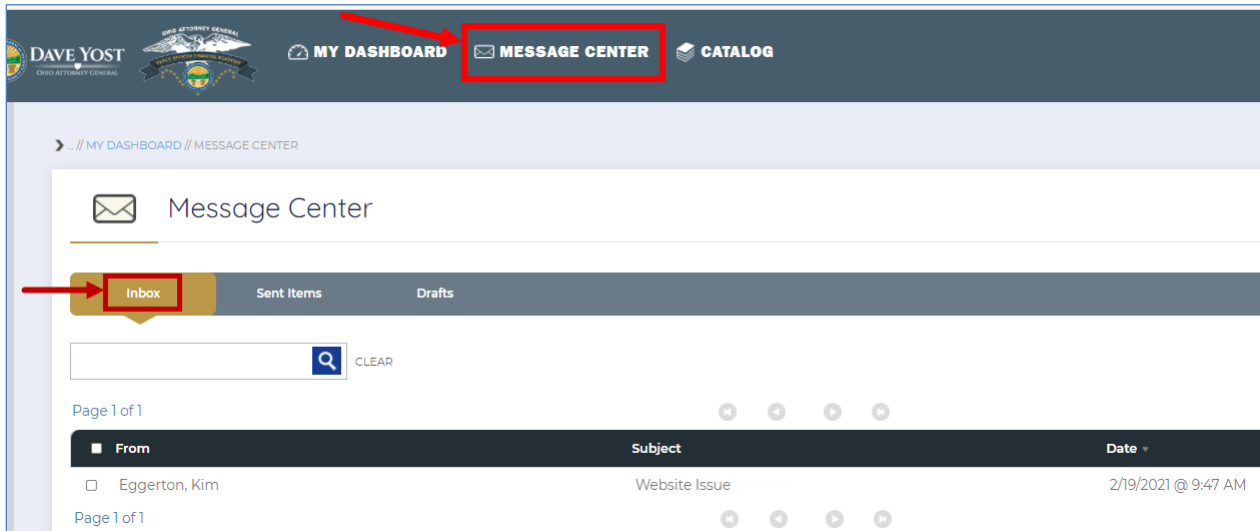
What if I need other technical support for OPOTA Online?

If you experience issues with the website – for example, you cannot access a course or print a certificate – send a message to Admin Support via the Message Center within OPOTA Online, <https://opotaonline.inquisiqllms.com/messagecenter/>. Using the Message Center is the most efficient way to resolve any issues, so we ask that you please not email or call.



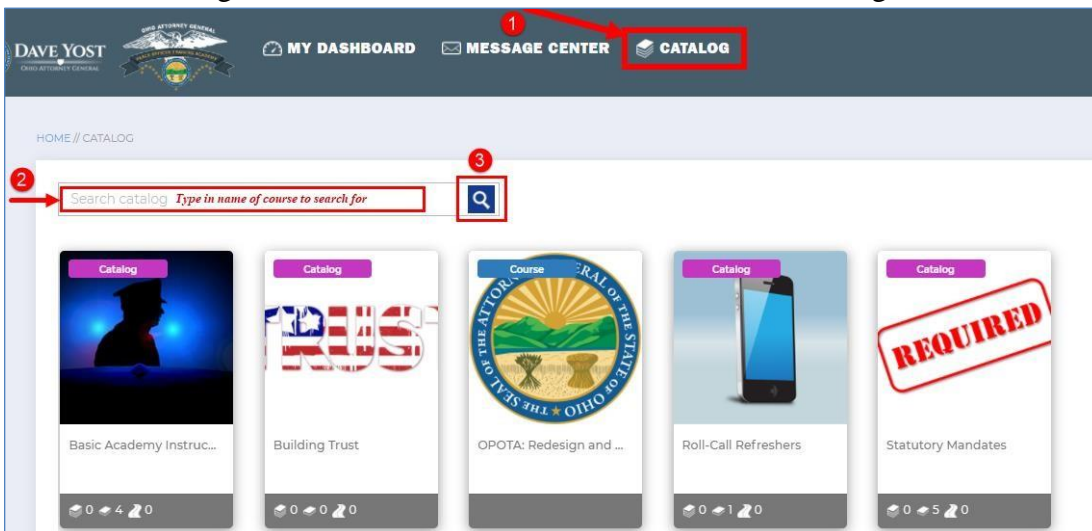
How do I send and read messages in OPOTA Online?

You can view your inbox in the Message Center, <https://opotaonline.inquisqlms.com/messagecenter/>. Click on the message to read it; to reply (if necessary), use the blue button.



How do I find a course?

Click on “Catalog” in the top menu. Click on the “Search catalog” field to find a specific course by name or code. Catalogs also can be browsed either as a list or as tiles below the search bar. Click on a catalog name or tile to view the courses within that catalog.

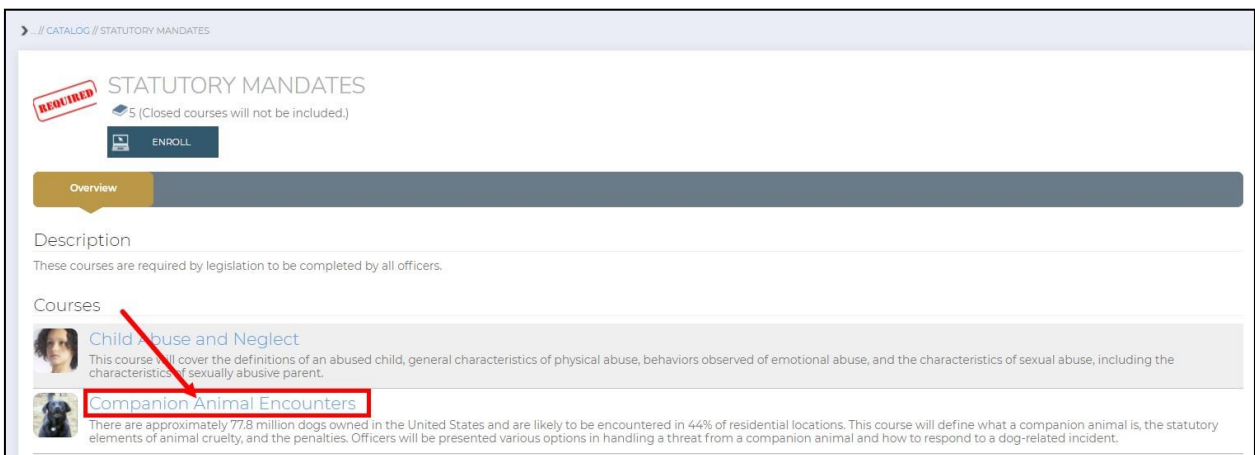


Why are discontinued courses available for enrollment?

There are times when an officer or agency will want to review courses they have taken. As a result, we will continue to provide the discontinued and no credit courses for review and comparison.

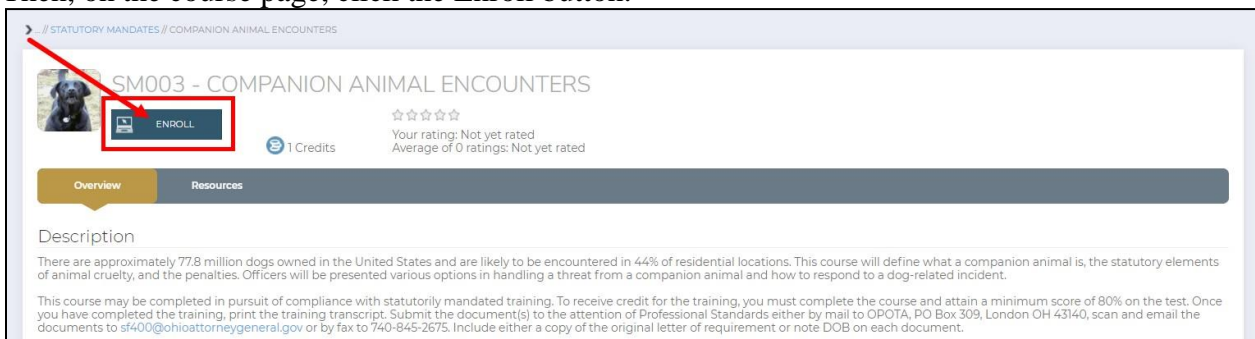
How do I enroll in a course?

After locating the desired course in the catalog, click on the course name to bring up the course page.



The screenshot shows a web page titled "STATUTORY MANDATES" with a "REQUIRED" badge and a note that 5 closed courses will not be included. An "ENROLL" button is visible. Under the "Courses" section, two courses are listed: "Child Abuse and Neglect" and "Companion Animal Encounters". The "Companion Animal Encounters" course title is highlighted with a red box, and a red arrow points to it from the text above.

Then, on the course page, click the Enroll button.

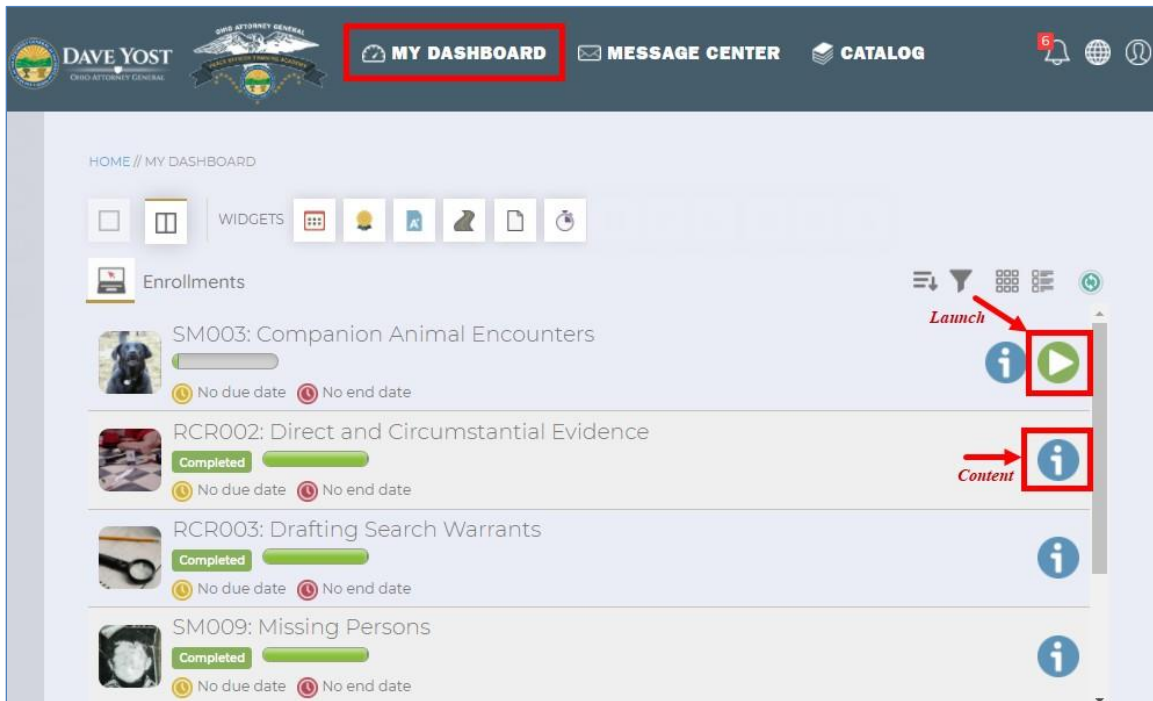


The screenshot shows the course page for "SM003 - COMPANION ANIMAL ENCOUNTERS". It features a dog image, a star rating, and a note that the course is worth 1 credit. The "ENROLL" button is highlighted with a red box, and a red arrow points to it from the text above. The "Description" section provides details about the course content and enrollment requirements.

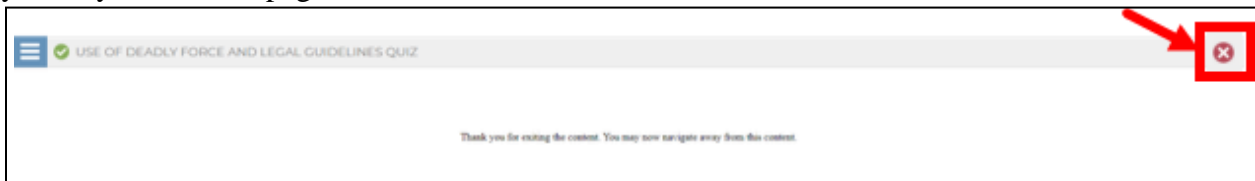
If the enrollment requires approval, you will receive an email within three days indicating whether the enrollment was approved or rejected. If enrollment doesn't require approval, the course will be available momentarily under the Enrollments icon on your My Dashboard page.

How do I access and take a course in which I have enrolled?

You can access your courses under the Enrollments icon of the My Dashboard tab in OPOTA Online, <https://opotaonline.inquisiqlms.com/dashboard/>. Enrollments can be viewed either as a list or as tiles. In either view, click on the right-side blue circle containing the letter “i” to see all of the content in the course page. Click on the green circle with the arrow to launch the next module within the course.

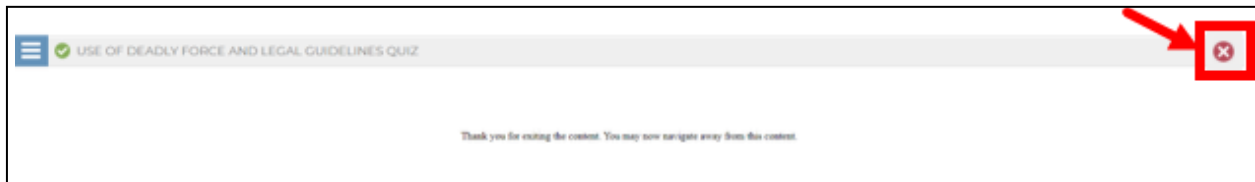


Please note that, at the end of each module within the course, you must click the red X in the top right corner of the screen to save your data to the system and proceed to the next module. When you click the X, you should see a “Saving data” message before the system returns to your My Dashboard page.



I completed a module, but it is not showing as “Completed.” What do I do?

At the end of each module within the course, be sure to click the red X in the top right corner of the screen – which saves your data to the system. When you click the X, you should see a “Saving data” message before the system returns to your My Dashboard page.

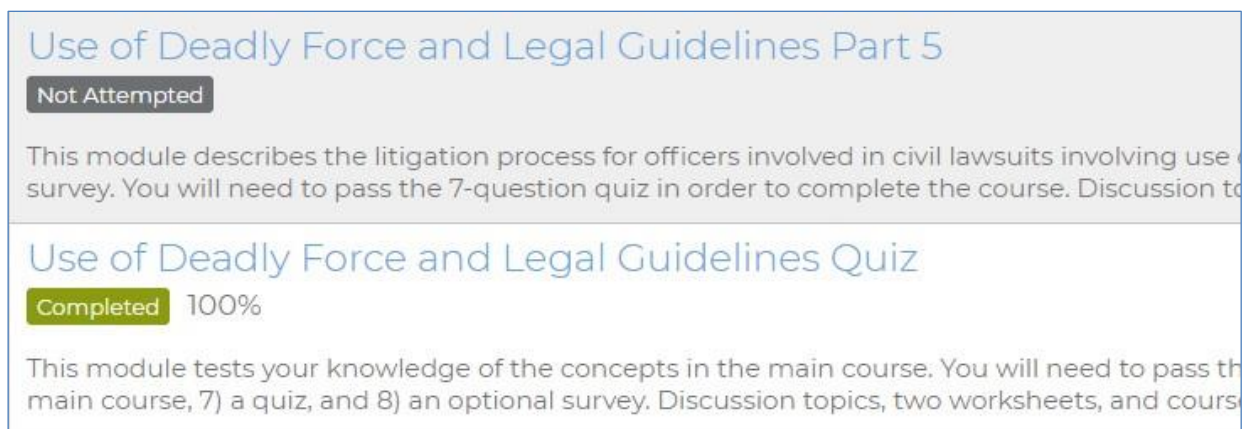


If data appears to be saving correctly but there is still no completion registered, make sure you have completed all the requirements of the module. For example, if you fail to take a required quiz within a module, it will not be recorded as completed.

Due to the length of some modules, the website might timeout and log you out while you are taking them. To ensure your progress and completion is recorded, we suggest you exit the module occasionally to save your data. When you access the module again, it will resume where you left off.

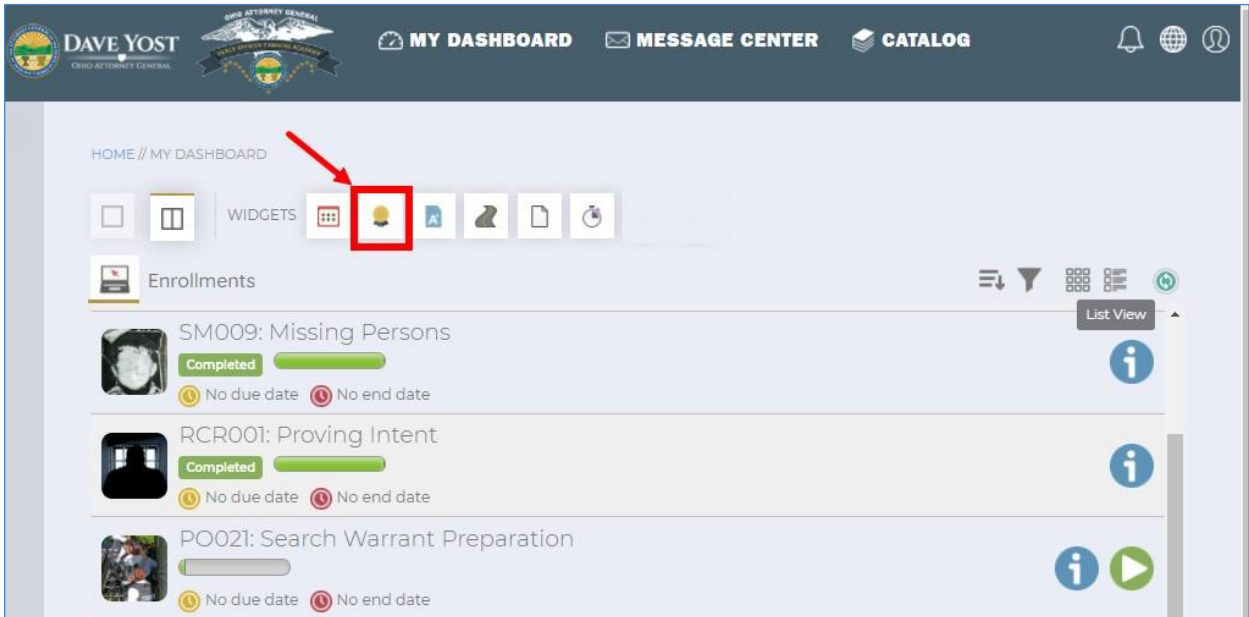
I completed a course, but it is not showing as “Completed.” What do I do?

In the course page, be sure that all the modules are marked as “Completed,” not “In Progress” or “Not Attempted.” The course will not show as completed until all required modules are marked as completed.



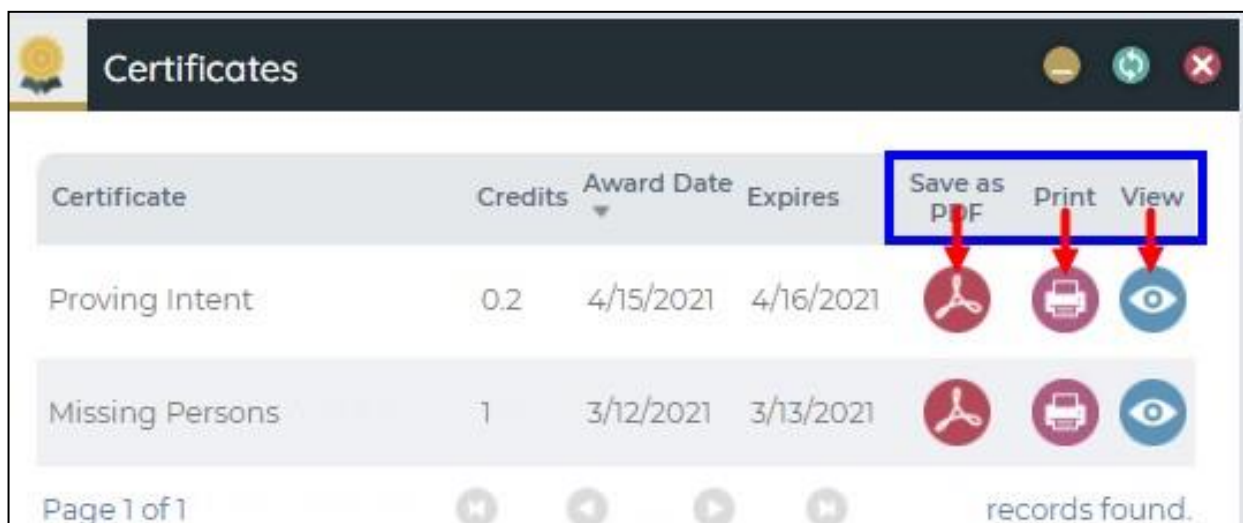
I completed an online course. Where is my certificate?

To save, print, and/or view a certificate, click on the Certificates icon (seal and ribbon) under MyDashboard in OPOTA Online, <https://opotaonline.inquisiqllms.com/dashboard/>.



You may sort your certificates from newest to oldest or oldest to newest by clicking the triangle next to the “Award Date” column. Please note that you might have to use the arrows at the bottom of the certificates section to navigate among pages to find the certificate you need.

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



I completed an in-person course. Where is my certificate?

Certificates for in-person courses are not stored on OPOTA Online. They can only be accessed through OHLEG, which is a separate system. If you need assistance with obtaining in-person certificates, email OPOTARegistration@OhioAGO.gov.

My certificate is showing the wrong date. How do I correct that?

To receive a new certificate with an updated date for a course you have previously taken, you need to re-enroll in the course before retaking it. Once you complete the course under this new enrollment, you will see a new certificate with the correct date on the Certificates icon (seal and ribbon) under My Dashboard.

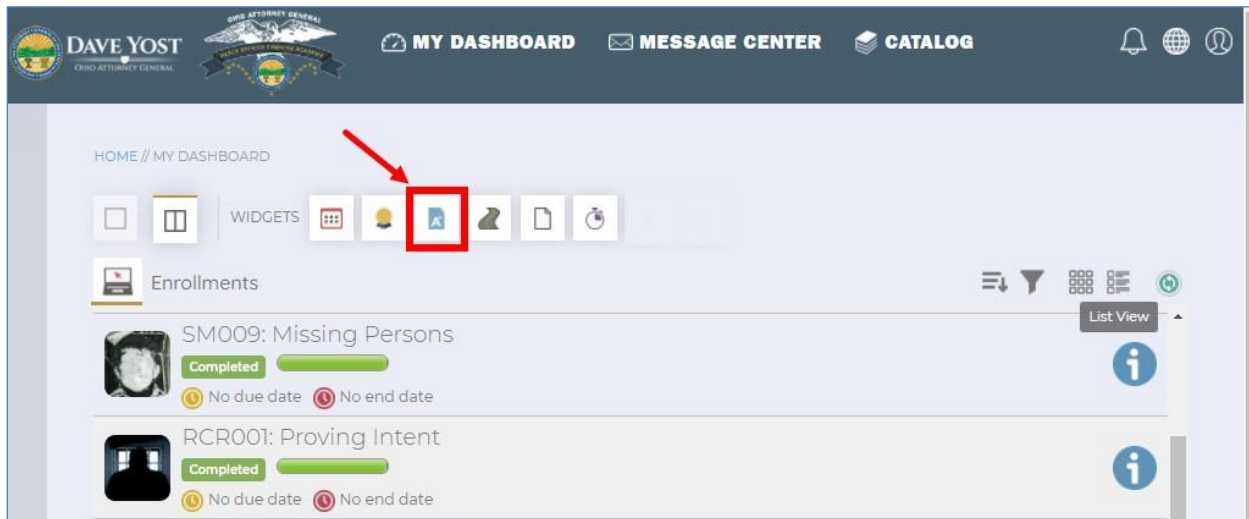
My certificate is showing the wrong name. How do I correct that?

Ensure that your account information, as accessed under the My Profile link, accurately reflects the first and last name you want on your certificate. 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 OPOTAOnline@OhioAGO.gov.



How do I view/print a transcript of all the courses I have completed on OPOTA Online?

To view your transcript, click on the Transcript icon (blue paper with A+) under My Dashboard in OPOTA Online, <https://opotaonline.inquisiq.com/dashboard/>.



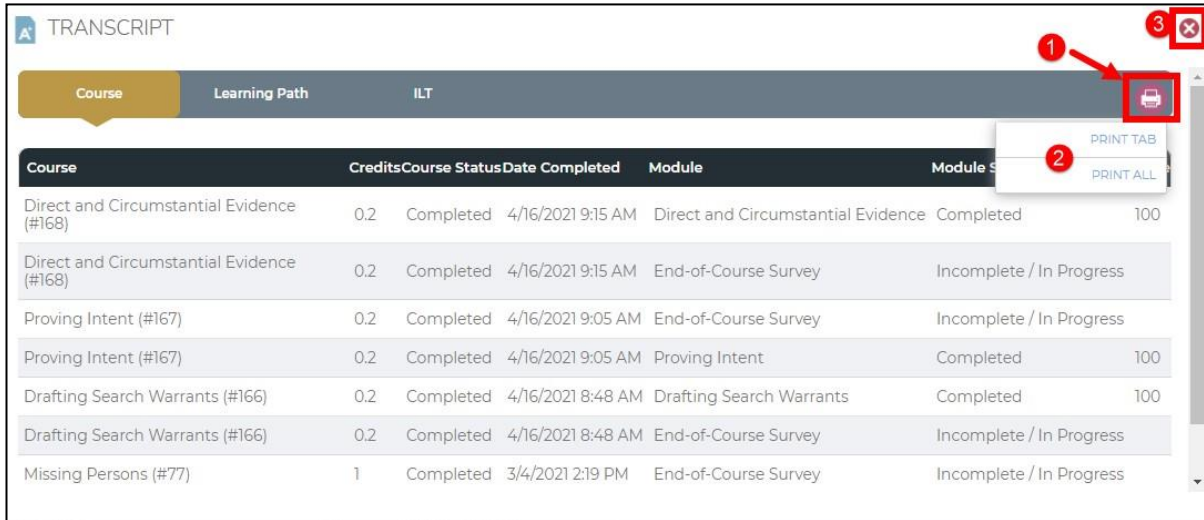
Once the Transcripts widget appears, you may sort your transcript based on Course (alphabetically), Credits (numerically), and/or Date Completed (chronologically). You can click the Learning Path and ILT headings to see further courses. Please note that the widget will display only a limited portion of your transcript.

To view your full transcript, click on the green Open icon in the top right corner of the Transcript widget. This will open a pop-up window where you can use the scroll bar at right to view your entire transcript.



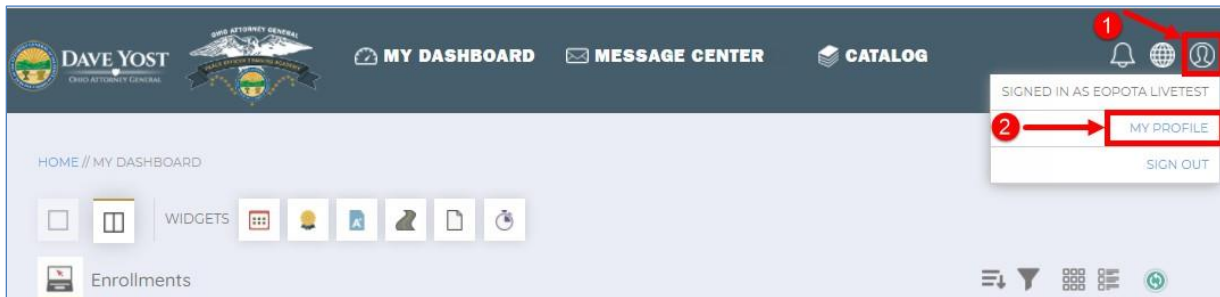
Here, you may sort your transcript based on Course (alphabetically), Credits (numerically) and/or Date Completed (chronologically) as well as by Course Status (alphabetically), Module (alphabetically), Module Status (alphabetically), and Score (numerically). Again, you can click the Learning Path and ILT headings to see further courses.

To print your transcript, click purple Print icon in the top right corner of the pop-up window. You may choose to print the current tab or the then entire transcript. You can then click the red X to close the pop-up window and return to your My Dashboard page.



How do I update my account information?

Click on the face icon 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. Please note that this changes only your information in the OPOTA Online training website. If you want to update the same information in POLARIS, email AskOPOTA@OhioAGO.gov. If you want to update the same information in OHLEG, email OHLEGsupport@OhioAGO.gov.



Please note that users do not have permission to change the following information:

- First name
- Middle name
- Last name
- Username
- Officer ID

- Language
- Account expiration date
- Current agency/employer
- Agency ORI
- User type
- Rank
- Gender
- Billing agreement consent

If any of this information needs to be updated, email OPOTAOnline@OhioAGO.gov from your officialemail address.

My online course certificates are showing in OPOTA Online but not OHLEG. What do I do?

If your OPOTA Online training is not being reflected properly in OHLEG, email OPOTAOnline@OhioAGO.gov.

I am not receiving automatic email notifications from OPOTA Online. What do I do?

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 OPOTAOnline@OhioAGO.gov as a safe sender. If you continue to experience issues with not receiving these notifications, email OPOTAOnline@OhioAGO.gov.