



*State of Louisiana*  
DIVISION OF ADMINISTRATION

OFFICE OF INFORMATION SERVICES

KATHLEEN BABINEAUX BLANCO  
GOVERNOR

JERRY LUKE LEBLANC  
COMMISSIONER OF ADMINISTRATION

March 22, 2006

**ISIS Memorandum 06-035**

To: LEO Contacts

Subject: LEO Checklist for Helpdesk Calls

Please remember that beginning April 3, all of your employees' requests for assistance with LEO will be directed to you. To assist you in dealing with some of the more common problems, we have provided the [LEO Checklist for Helpdesk Calls](#).

Along with this document, you will find the LEO Online Help to be your best source of information. Online Help can be accessed from any LEO screen. The Help link on the right side of the title bar (by Personalize and LogOff) links to the table of contents for all LEO Online Help. Each LEO screen can have multiple windows, and each window has an icon in the upper right corner  that links to specific help for that window. Most problems that users experience can be resolved by reviewing the Online Help.

Because EA and HR personnel have permissions to ISIS HR, they seldom use LEO to access information in the same way that other employees do. We encourage you to take some time before April 3<sup>rd</sup> to logon to LEO, access some of the common functions and review the Online Help.

If you have any questions, please contact the ISIS Help Desk at (225) 342-2677.

SV/csl

c: Employee Administration Managers  
Time Administrators  
Human Resource Directors