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COMMISSIONER OF ADMINISTRATION

State of Louisiana
Division of Administration
Office of Information Services

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ISIS Memorandum 10-026

To: ISIS Technical Coordinators
Human Resource Directors
Employee Administrators

Subject: Upgrade to ISIS HR Help Site

An upgrade to the existing online help information system will be implemented on **July 6, 2010**. With this implementation, users will regain the stay-on-top functionality in ISIS HR. This allows users to simultaneously view a minimized online help window on top of their ISIS HR screen.

Once this upgrade is implemented and the stay-on-top functionality is turned on, the next time a user opens up a help document from within ISIS HR, they will be prompted to download an Active X file that is required for this functionality to work. Activating this feature is a system wide setting; thus there is no agency-specific option.

Before restoring this functionality, we felt it important to notify agency technical contacts of the following.

- Users with local administrator permissions on their individual PCs should be able to download and implement this functionality.
- For those users with only local user permissions on their computer, interaction will be required by the IT staff.
- If the user does not have permissions to download and the IT staff has not installed the Active X control, they will have to forego use of context sensitive help. Online help documents can still, however, be retrieved directly from the [LaGov Help](#) website until the Active X control can be successfully downloaded.

[Step-by-step instructions](#) and the [executable file](#) for use by the IT staff for rollout to Local Users can be found on the [OIS technical page](#). Please contact [David Kibbe](#) prior to **July 6, 2010** if you have any questions.

MO/dk