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**State of Louisiana**  
Division of Administration  
**Office of Information Services**

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**ISIS Memorandum 10-029**

To: Human Resource Directors  
Employee Administrators  
Time Administrators  
Travel Administrators

Subject: ISIS HR, LEO and Travel Help Unavailable

On June 8, 2010 [ISIS Memorandum 10-026](#) was distributed to Agency Technical Coordinators informing them of an upgrade to the existing online help information system to be implemented on **July 6, 2010**. In order to prepare for this upgrade, the ISIS HR / Travel / LEO Help Site will be unavailable beginning 12:00 noon Friday, July 2. It will remain unavailable until the upgrade is complete but no later than 7:00 a.m. Tuesday, July 6.

Once this upgrade is implemented and the stay-on-top functionality is turned on, the next time a user opens 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.

[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](#).

Anyone encountering issues with downloading and installing the Active X control should contact their Agency Technical staff for assistance.

MO/dk