



National Finance Center Customer Notification

Insight Password Change Issue

April 6, 2018

Dear Customer:

Users of Insight have reported issues to the National Finance Center concerning missing menu options, folders, and categories. These issues are appearing because their Insight password has expired.

Currently, when Insight prompts you to change your password, there are two details users should be aware of when their password expires:

1. Bookmark links (except to the base page <https://insight.edc.usda.gov/analytics>) may cause problems since they can skip system generated navigation events. The bookmark will navigate them to the spot they have linked, but they do not have access to that page - therefore, it will look like the situation people describe where they do not have any menu options, etc.
2. Users need to wait five minutes before trying to use the system after a password change in order for the security cache to clear the "No Access" property.

Project number #34355, Insight Bookmark Login Issue, is scheduled for PP 08, 2018, implementation will address and correct these issues.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Contact Center at either 1-855-632-4468; via email to NFCcontactcenter@nfc.usda.gov or via the ServiceNow Customer Service Portal (CSP).