



## National Finance Center Customer Notification

# Update Insight Password Change Issue

July 27, 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, was implemented in PP 08, 2018, to correct these issues.

The Bookmark issue users were experiencing is resolved. However, users still need to wait 5 minutes after a password change to access the system in order for the security cache to clear the "No Access" property. Insight developers have researched a resolution for this issue and discovered this is a known Oracle software bug.

**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](mailto:NFCcontactcenter@nfc.usda.gov) or via the Service Now Customer Service Portal (CSP).