

NFC Scheduled Maintenance – Insight Application

August 13, 2026

Reference Number: NFC-1786635444

Dear Customer,

The National Finance Center (NFC) will perform system maintenance on the Insight Application at 4:00PM CST Tuesday, August 18, 2026. The expected maintenance window is projected to last 6 hours.

During this maintenance period, Insight will be unavailable.

Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center at 1-855-632-4468 or submit a request in the ServiceNow Customer Service Portal using the following links:

- For Federated Users – <https://nfcbsm.servicenowservices.com/>
- For Non-Federated Users –
 - Designated Agency POCs, Servicing Personnel Officers, Benefits Processing Officers, and Security Officers:
<https://nfcbsm.servicenowservices.com/csm/>
 - HRMS Customers:
https://nfcbsm.servicenowservices.com/sp_ess