First time login instructions

To access the various functionalities of Insight Portal, user first needs to log into the portal. This document explains the necessary steps and prerequisites for first-time logging in to Insight Portal.

Login Credential

To log into the Insight Portal, user is required to use ITBA credentials (Username and Password).

First time login

The first-time users should change the password after logging in. Change the password in ITBA and then re-login to the Insight Portal using the new password.

Password not working

If user has changed the login password in ITBA but the same password is not working for Insight portal, the user must change the password again in ITBA after waiting for some time . If issue persists, please connect with the Support Team at the Toll Free Number 1800 103 4216 or email us at Helpdesk@insight.gov.in.

Change Password

User needs to visit ITBA for changing password. Currently facility to change the login password is not available on Insight Portal.

Forgot Password

In case a user has forgotten the login password, the user would need to visit ITBA for resetting the password. Currently no facility for resetting password is available at Insight Portal.

Configuration Setting

To access the various functionalities of Insight Portal, user first needs to log into the portal. The following steps provide guidance for users to log into Insight Portal for the first time.

DNS Entry

For accessing https://insight.gov.in in TAXNET, User has to update the DNS entries as mentioned below. Please refer to instructions in **Annexure A**

- If accessing both ITBA and Insight: DNS entries in LAN interface card:

    o   Primary 10.152.39.11   <-- ITBA
    o   Secondary 10.152.39.12 <-- ITBA
    o   Tertiary 10.8.1.33 <-- Insight
    o   Quaternary 10.8.1.34   <-- Insight

- If accessing only Insight : DNS entries in LAN interface card :

    o   Primary 10.8.1.33 <-- Insight
    o   Secondary 10.8.1.34 <-- Insight

Steps to browse these modules

- Type https://insight.gov.in in browser
- Login with ITBA username and password.

In case, there is any issue/slowness with portal accessibility, kindly refer to attached SOP to disable "Check for server certificate revocation" in IE and Firefox for improved performance of Insight URLs on TAXNET machines, which are not connected to INTERNET. Changes are not required on machines which are connected to internet.

Support

For any assistance, kindly get in touch with Helpdesk at Toll Free number **1800 103 4216**

Email   : Helpdesk@insight.gov.in

Annexure A (DNS Entry Setup)

Before accessing the URL https://insight.gov.in, please change the DNS settings as per the following instructions:

1. Open Control Panel > Click Network and Internet or Network and Sharing Center > Click Change Adapter Settings.

2. Select the connection for which you want to configure DNS. Right-click Connection, and click Properties

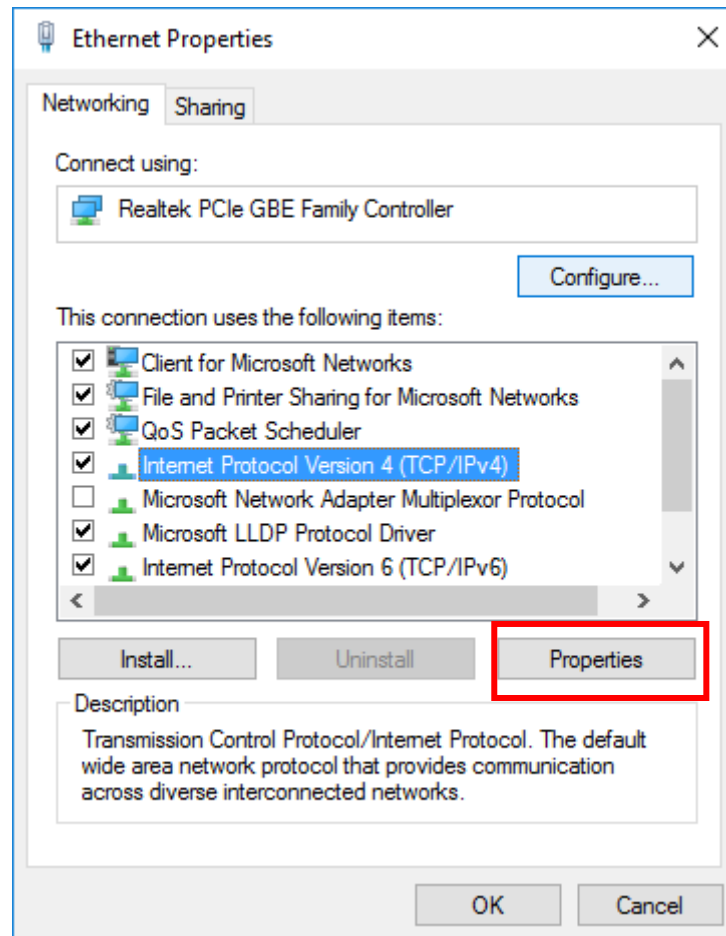3. Select "Internet Protocol Version 4 (TCP/IPv4)" and click on "Properties"

Figure 1: Ethernet Properties

4. Enter the IP address in "Use the following Preferred DNS server addresses"
    - If accessing both ITBA and Insight: DNS entries in LAN interface card:

        o Primary 10.152.39.11 <-- ITBA
        o Secondary 10.152.39.12 <-- ITBA
        o Tertiary 10.8.1.33 <-- Insight
        o Quaternary 10.8.1.34 <-- Insight

    - If accessing only Insight : DNS entries in LAN interface card :

        o Primary 10.8.1.33 <-- Insight
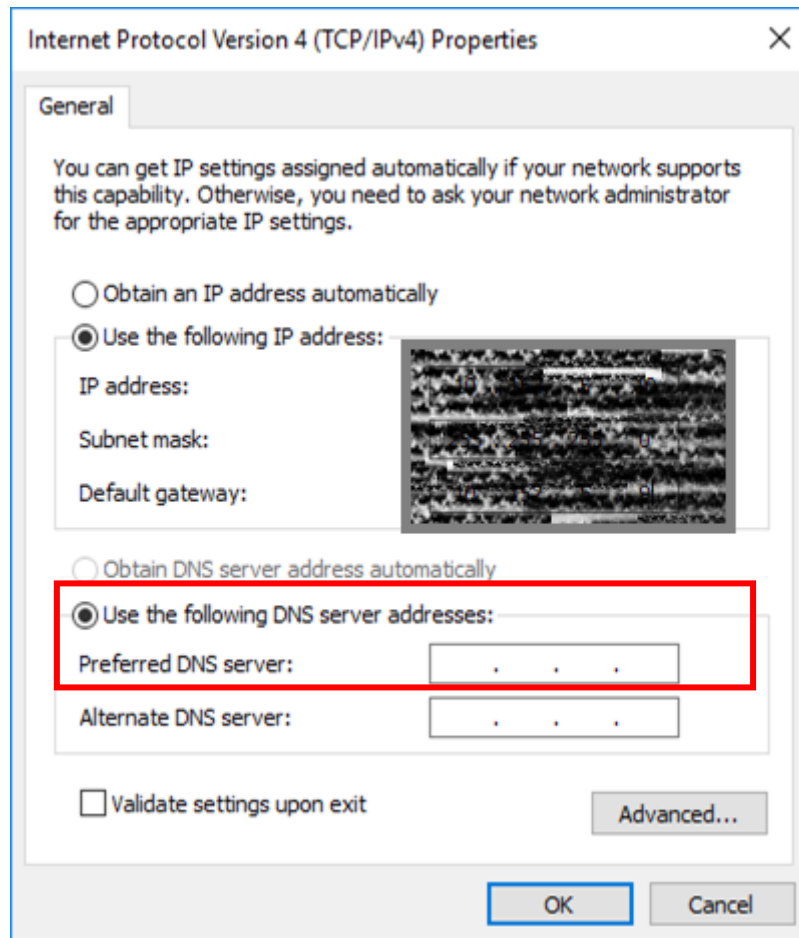   o Secondary 10.8.1.34 <-- Insight

Figure 2: Internet Protocol Version (TC/IPv4) Properties

5. Once, all IP addresses are added as per Figure 2, click on "Advanced" button

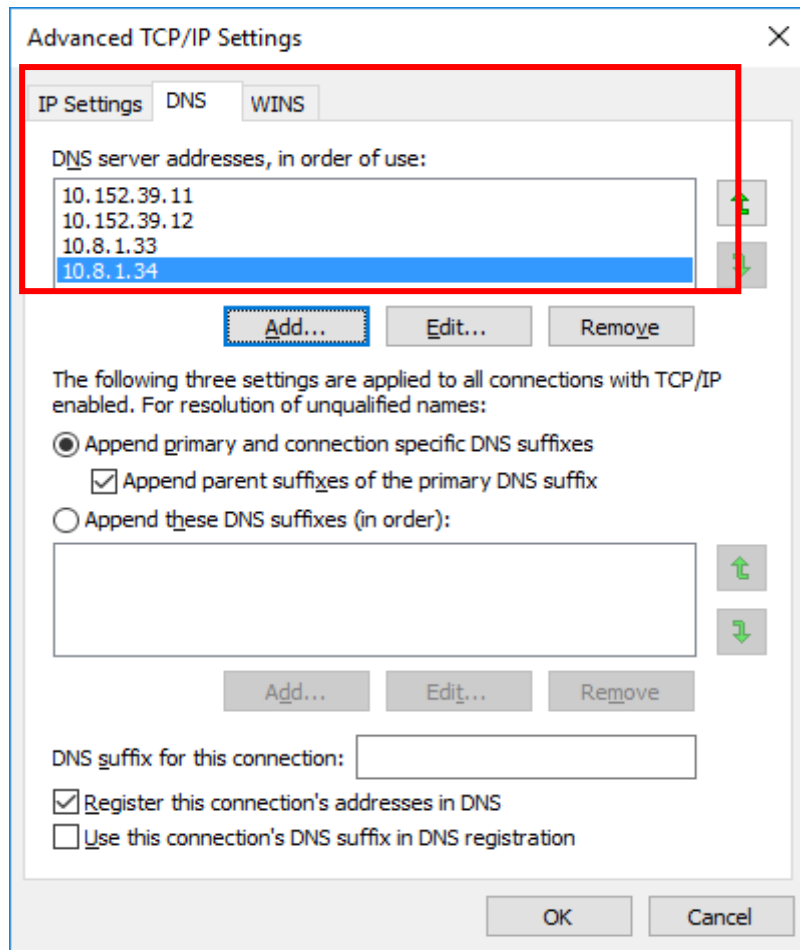6. In "Advanced TCP/IP Setting" window, click on second tab "DNS" to check for all IP addresses added.

Figure 3: Advanced TCP/IP Settings