

**NAVIGATE**



# **Policyholder Vehicle Updating Quick-start guide.**

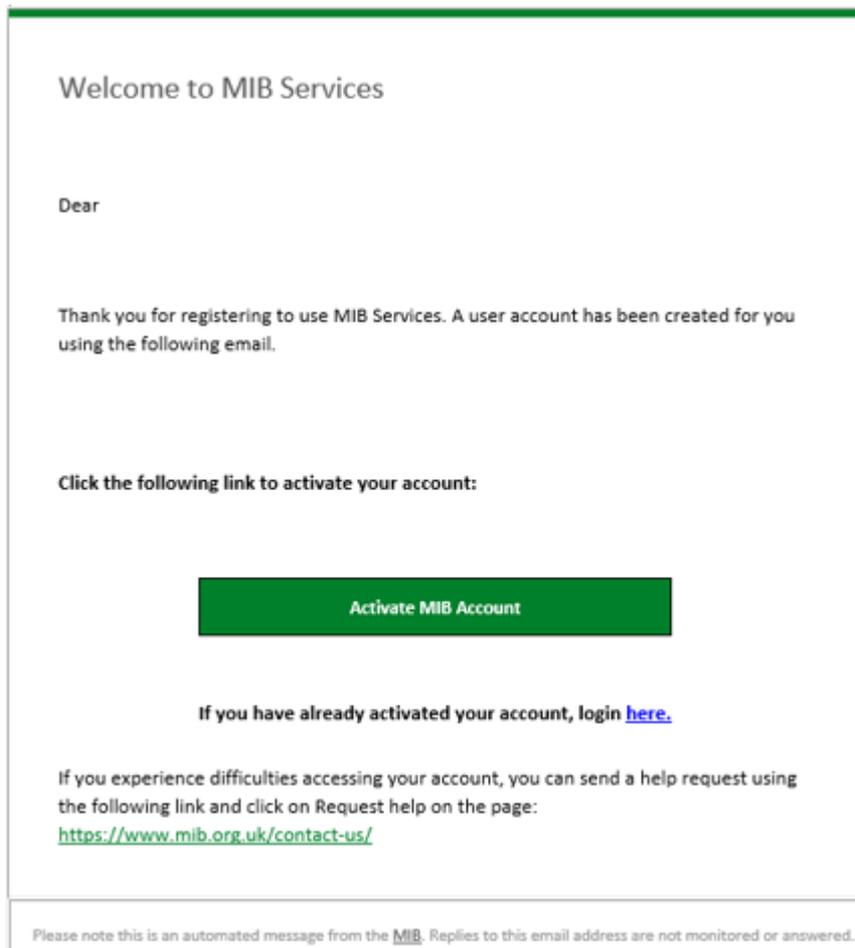
**Moving from MIDupdate to the Navigate  
portal.**



## Your new Navigate account

On 29 April 2024 MIDupdate in the MIDportal will be replaced with Navigate for updating your vehicle records. Navigate is the MIB's new data platform and will hold data from the Motor Insurance Database (MID).

Before 22 April 2024 date you'll need to whitelist the following email: [noreply@identity.mib.org.uk](mailto:noreply@identity.mib.org.uk) to receive the activation email to set up your new Navigate account.



Click on the 'Activate MIB Account'. Your username will be your email address, you'll need to set a password and answer a security question. **It's important you remember the answer to your security question as you'll be asked to provide this from time to time or when you forget your password.**

If your activation link has expired, you'll need to contact your insurer helpdesk where they can ask for a new one to be sent to you.



## Create a password for your account

Create a password so you can login to your account.

Password must have

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol (" ! # \$ % & ' ( ) \* + , - . / : ; < = > ? @ [ ] ^ \_ ` { | } ~)
- Not contain either your name or your last name
- Not to be one of your previous 4 passwords

Enter password \*

Show Password

Confirm password \*

Show Password

Choose a memorable question and answer so you can login to your account if you forget your password.

Select a security question \*

Security answer \*

Continue

You'll need to set up 2-step authentication.

Once completed you'll gain access to Navigate. 2-step authentication is required should you forget your password, or need to reset your account. This enables Navigate to verify who you are.

2-step authentication will be required every 28 days. A verification code text will be sent to a nominated mobile number. Password can be used after that for 28 days if logging in from the same device.



## Register for 2-step authentication

To secure your account, we need to setup multi factor authentication and you will need to provide your mobile phone number.

You will receive a verification (SMS) with a 6 digit code that you will need to verify on the next screen.

Country code \*

Mobile number \*

Send code

Exit

You should activate your account **before** 29 April 2024, so you know you have access when you need to update any vehicle records.

### Accessing your Navigate account

Once you've completed the set-up of your account log in to the portal via the following URL:

**Navigate** (<https://identity.mib.org.uk/user/login>) enter your email address and password, click "Sign in":



## Sign in

Email \*

Password \*

Show Password

Remember me?

Sign in

Register here

- [Navigate](#)
- [MIB Claims - Direct claimant](#)
- [MIB Claims - Claimant representative](#)

Need help signing in?

- [Forgot your password?](#)
- [Unlock account?](#)
- [Help and information?](#)

You'll be required to accept the Terms & Conditions. To do this, scroll through the document in the box which will enable the tick boxes and 'Accept' and 'Decline' buttons

Terms & Conditions

Before you continue, please read and accept the Terms and Conditions. To understand how we process personal data, information can be found in our [privacy notice](#).

1 Terms of Use

Please read these Terms of Use carefully and make sure you understand them before using this website as they (together with the documents referred to in them) apply directly to your use of this website [www.example.com](#) (the "Website") and tell you the legal terms of use on which you may make use of this Website.

By accessing this Website, you agree to be bound by all of the following Terms of Use.

I declare that I understand it is a criminal offence to wrongfully obtain personal data via this portal and that I must only use personal data in compliance with UK GDPR.

I agree to these terms and conditions which will bind you and, where applicable, your employees. These terms include, in particular, limitations on liability in clause 15 (MIB's Limitation of Liability)

[Accept](#) [Decline](#)

[Download PDF](#)

## New and improved look

Once you've logged in select Motor Insurance Policy Data application:

NAVIGATE

Hello Tessa Test - Welcome to Navigate

Motor Insurance Policy Data

Motor Insurers' Bureau   Terms of Use   Cookie Policy   Privacy Notice   User Guides

If you have access to one or multiple policies with one insurer, you'll see this in a list.

Update Vehicle

### Select a Policy

You must fill in the box marked\*

Policy Number\*

VRM

Policy Start Date

dd/mm/yyyy

#### SEARCH RESULT

4 policies are assigned to Tessa Test

Policy Number	Policy Start Date	Policy End Date	Insurer/DA Name	Insurer Helpdesk Contact Details
AUTORENEWALPMID2	05/12/2022	05/01/2024	AVIVA INS LTD/HAGERTY	<a href="#">Insurer Helpdesk Contact Details</a>
MID2REN2A1	03/01/2024	15/12/2024	AVIVA INS LTD/HAGERTY	<a href="#">Insurer Helpdesk Contact Details</a>
MID2REN2A1	05/12/2022	10/01/2024	AVIVA INS LTD/HAGERTY	<a href="#">Insurer Helpdesk Contact Details</a>
MID2RENEWAL2A	05/12/2022	05/01/2024	AVIVA INS LTD/HAGERTY	<a href="#">Insurer Helpdesk Contact Details</a>

Displaying Results 1 to 4 of 4

< 1 >

Show: 10 Rows

On the File Transfer page, you'll be able to download a file template to fill and submit. Please note you'll need to whitelist the following email address to receive results files from Navigate: [noreply-navigate@mib.org.uk](mailto:noreply-navigate@mib.org.uk).

Update Vehicle

### Request a File Transfer

Select the file you want to transfer and click Submit. The file details must be entered in the corresponding File Template document and saved in .csv format.

Transfer Type:

[Download Standard File Template](#)

File Name:

1 Requests have been submitted between

File Request ID:

Show Status: Show All

Date/Time File Uploaded	File Request ID	Record Count	Date Results File Created	File Upload Method	File Upload Status
19/02/2024 15:48:08	<a href="#">202450000004</a>	1	19/02/2024 15:54:39	Attended/SFTP	COMPLETE

Displaying Results 1 to 1 of 1

< 1 >

Show: 10 Rows

## Enhancements



### Notifications bell

This feature will provide you with important notifications/news about any changes to the service. It will be visible each time you log in, so you can keep up to date with the latest news and changes.

### New branding

Whilst the screens have a new design, they are similar to MIDportal/MIDupdate. Most functions remain the same.

### Forgotten login credentials

You'll be able to change your password and update your password. Validation codes will no longer be used in setting an account up or when there have been changes to the account.

### Download speed

Navigate offers users a faster download speed for vehicle schedules.