NAVIGATE

Insurer/DA

Motor Insurance Policy Data Quick-start guide

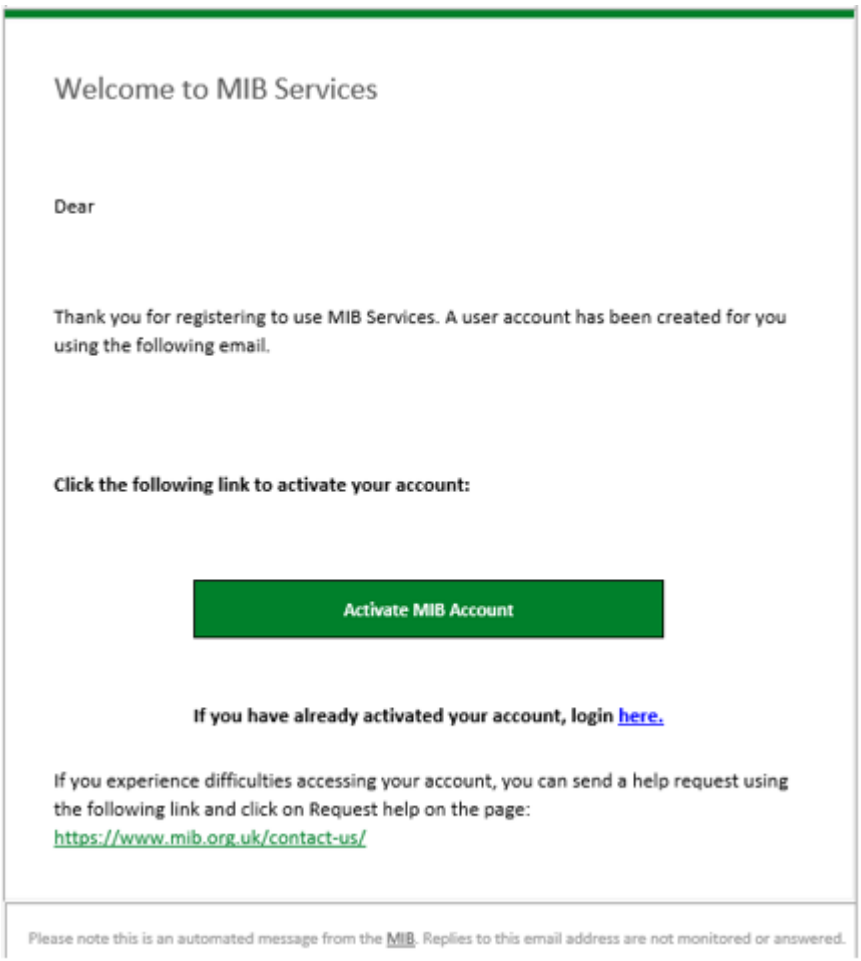
Moving from the MIDportal to Navigate.

Your new Navigate account

From 29 April 2024 the MIDportal will be replaced with Navigate. Navigate is the MIB's new data platform and will hold data from the Motor Insurance Database (MID) and, later in the year, the Motor Insurance Anti-Fraud and Theft Register (MIAFTR).

On 22 April 2024 **active** users of the MIDportal will receive the email below inviting them to set up a Navigate account.

To ensure you receive the email your organisation must whitelist the following email: **noreply@identity.mib.org.uk. Ensure you check your SPAM/Junk folder for this email.**



Welcome to MIB Services

Dear

Thank you for registering to use MIB Services. A user account has been created for you using the following email.

Click the following link to activate your account:

Activate MIB Account

If you have already activated your account, login here.

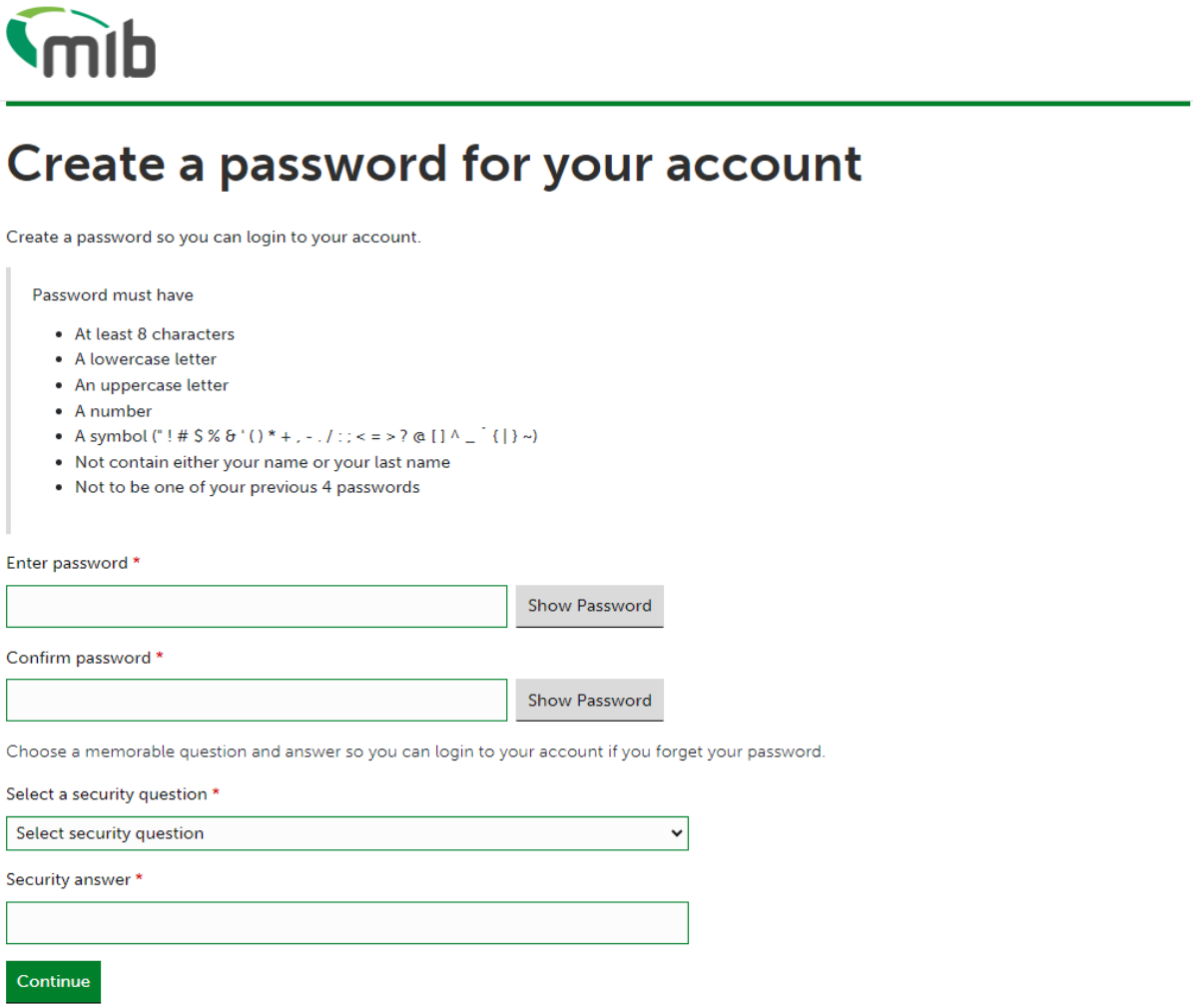
If you experience difficulties accessing your account, you can send a help request using the following link and click on Request help on the page:
https://www.mib.org.uk/contact-us/

Please note this is an automated message from the MIB. Replies to this email address are not monitored or answered.

Click on the 'Activate MIB Account'. Your username will be your email address, you will need to set a password and answer a security question.

It's important you remember the answer to your security question as you will be asked to provide this from time to time or when you forget your password.

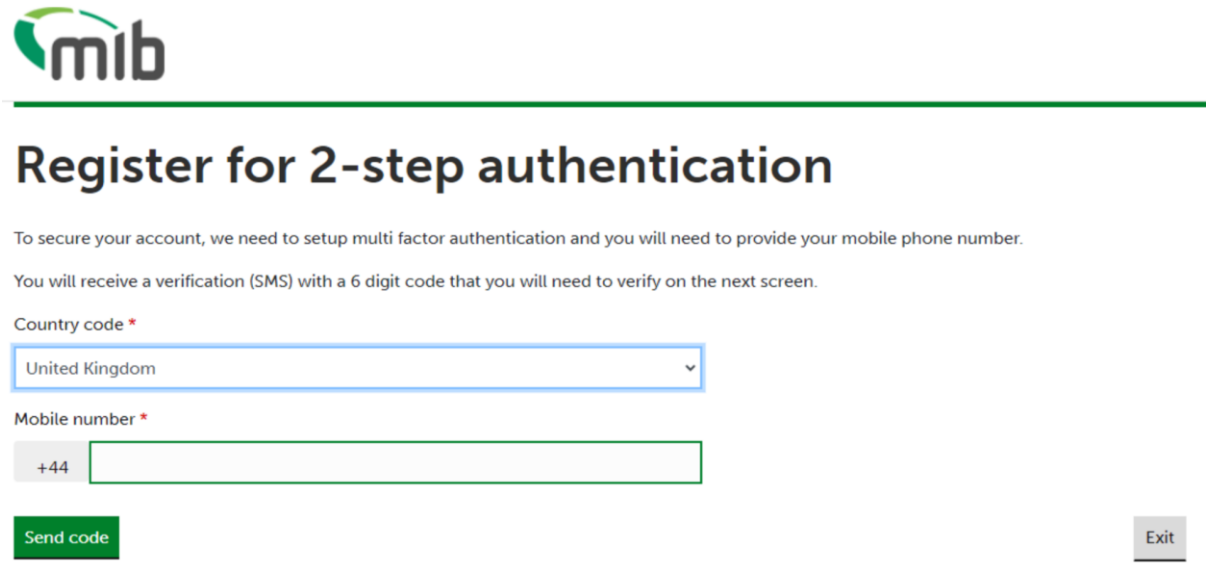
If your activation link has expired, you'll need to go to your Organisation admin, where they will raise a request using the 'Help – Contact Support- Account Query'.



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

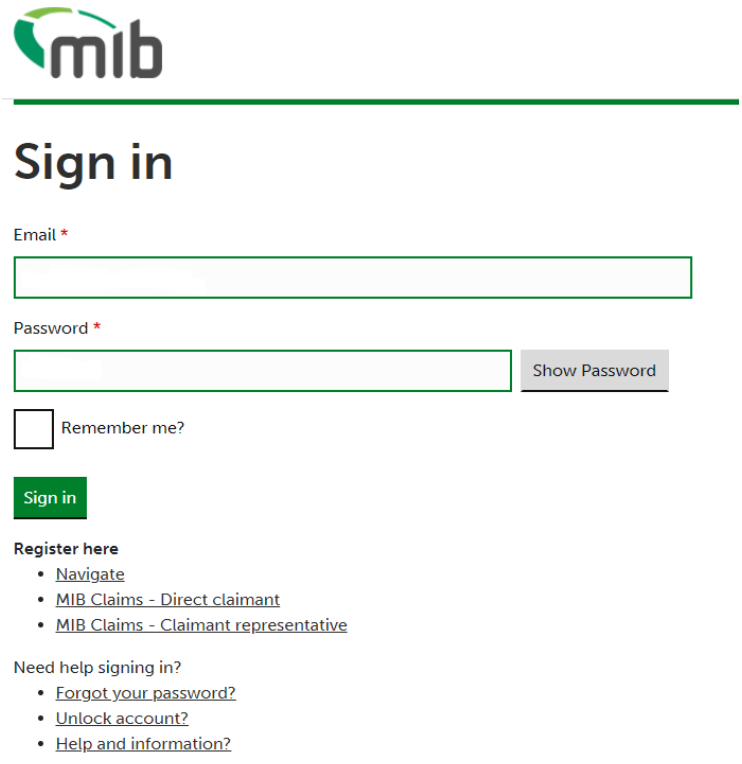
Once completed you'll gain access to Navigate. 2-step authentication is required should you forget your password, or need to reset your account. This enables Navigate to verify who you are.

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.

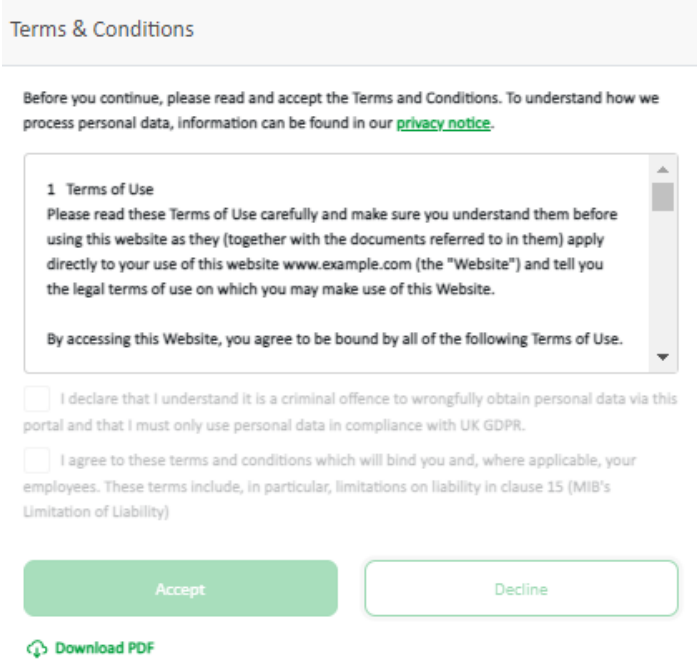


Accessing your Navigate account

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":

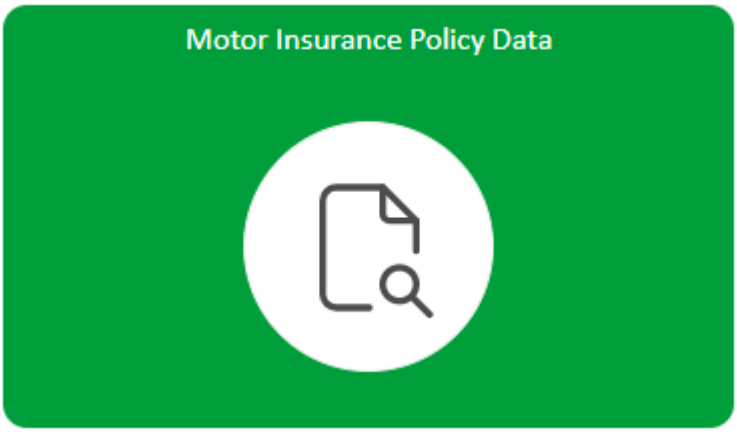


You'll be required to accept the Terms & Conditions. To do this, scroll through the document in the box which will enable the tick boxes and 'Accept' and 'Decline' buttons:

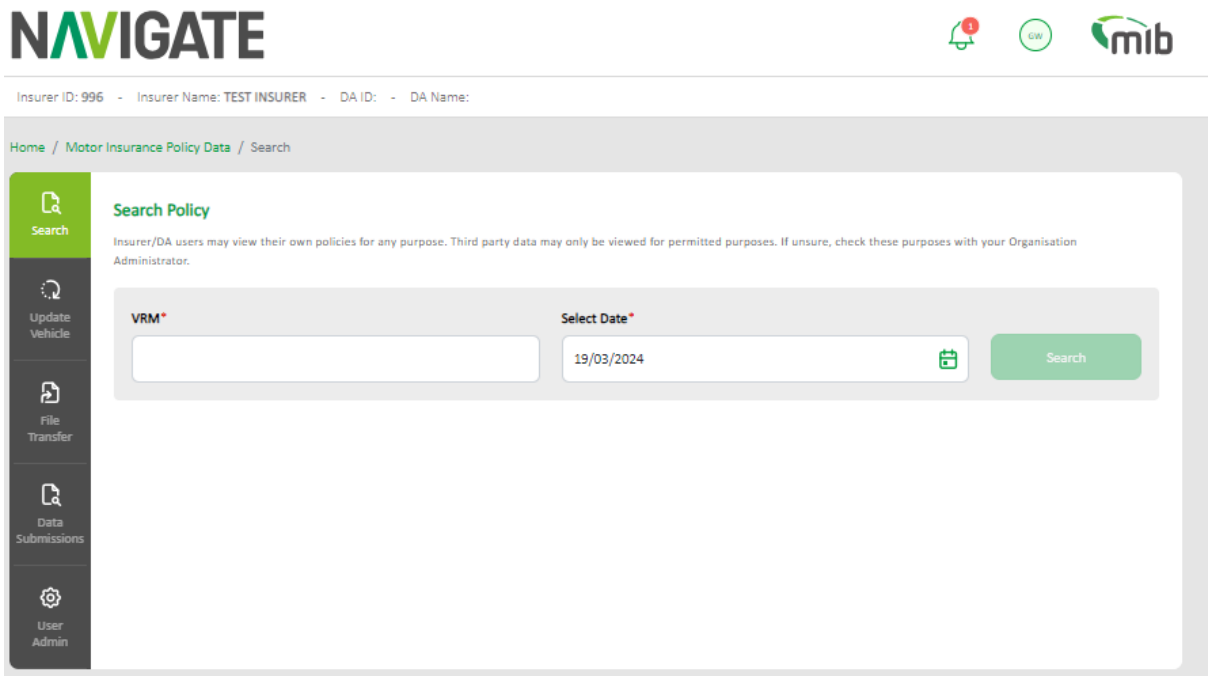


New and improved look

On the home page of Navigate select the Motor Insurance Policy Data tile.



You'll see all relevant 'tabs' associated to your role on the left-hand side, an example is shown below:



While the design of the portal has changed you will see familiar screen layouts and functions.

If you have a role with the 'file transfer' tab your organisation will need to whitelist noreply-navigate@mib.org.uk so you can receive results files from Navigate.

Enhancements

Policyholder user management

The creation of a policyholder account no longer uses emails with attachments, policyholders can also re-set their password and unlock their account however they must use the answer to their security question to do so.

Data Submissions

Previously known as Batch Monitoring. This will have a different look and feel to the File transfer page, as this has been built using a tool called PowerBI.

Notifications Bell

Previously known as Batch Monitoring. This will have a different look and feel to the File transfer page, as this has been built using a tool called PowerBI.

New screen design

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

Download speed

Navigate offers users a faster download speed for vehicle schedules.