

NAVIGATE



Insurer/DA

Motor Insurance Policy Data Quick-start guide

Moving from the MIDportal to Navigate.

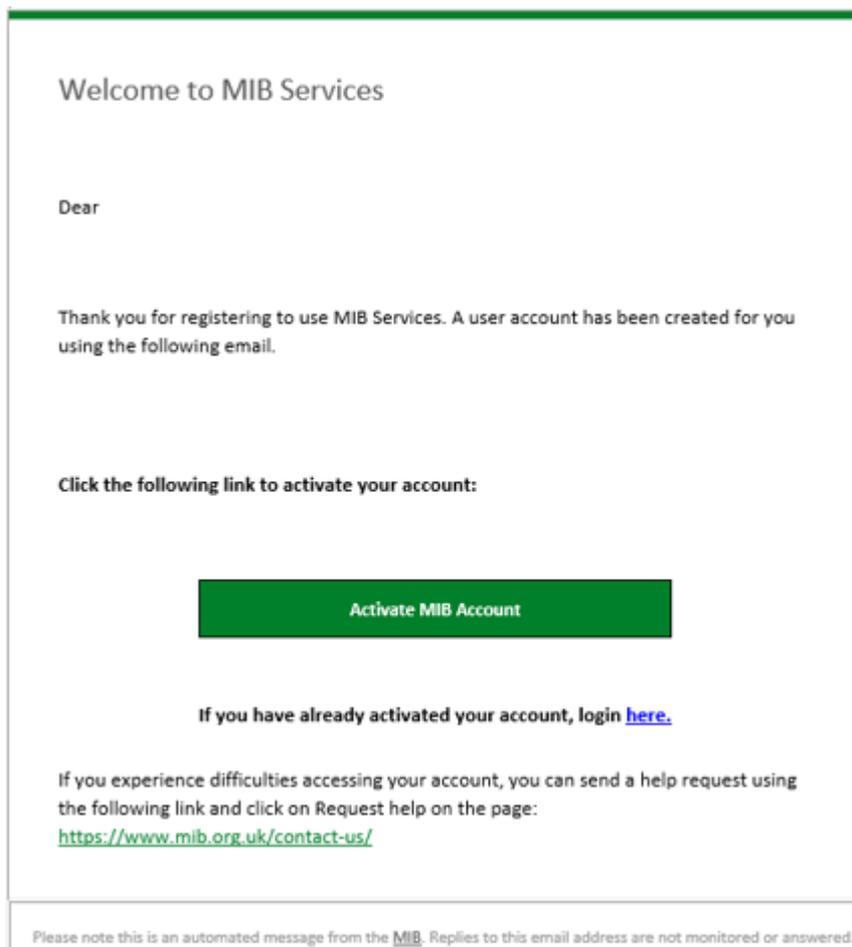


Your new Navigate account

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.**



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'.





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

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) (<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)

[Download PDF](#)

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.