

NAVIGATE



Vehicle Salvage & Theft Data (VS&TD) Enquiry Only User Guide

To support enquiry only users access Vehicle Salvage & Theft Data (VS&TD) within the Navigate portal.



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1 Introduction

Navigate is home to Motor Insurance Policy Data (MIPD) from the former Motor Insurance Database (MID).

From **24 November 2025** data from the Motor Insurance Anti-Fraud and Theft Register (MIAFTR) will also be accessed from the Vehicle Salvage and Theft Data (VS&TD) tile within the Navigate portal.

VS&TD contains records of claims relating to written off and stolen vehicles, as defined by the ABI Salvage Code of Practice for the Disposal of Motor Vehicle Salvage.

This data is vital to support:

- the tracing and recovery of stolen vehicles
- the detection of fraud
- organisations meet their regulatory obligation to update the DVLA on total loss events
- verification of vehicle history
- organisations avoid compensating claims for previously written off or stolen vehicles.

This **User Guide** helps users to access VS&TD data within the Navigate portal.

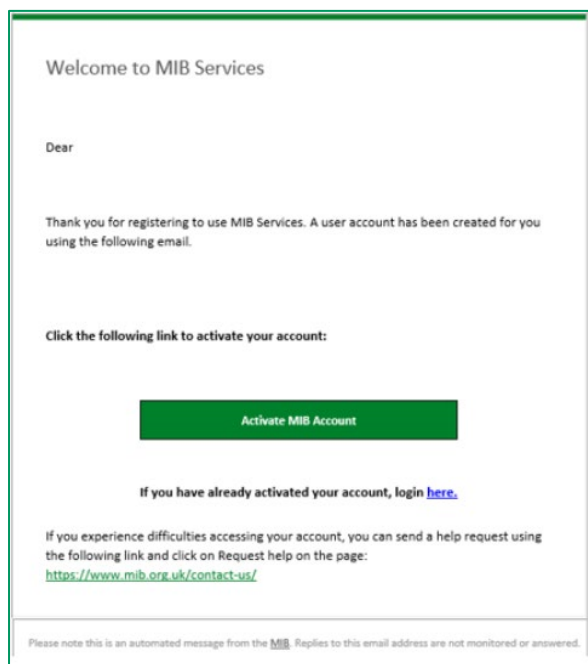
2 Setting up your Navigate account

2.1 Activating your account

Your organisation **must** whitelist the following email addresses: noreply@identity.mib.org.uk and noreply@okta.com to ensure you can receive emails relating to your Navigate account.

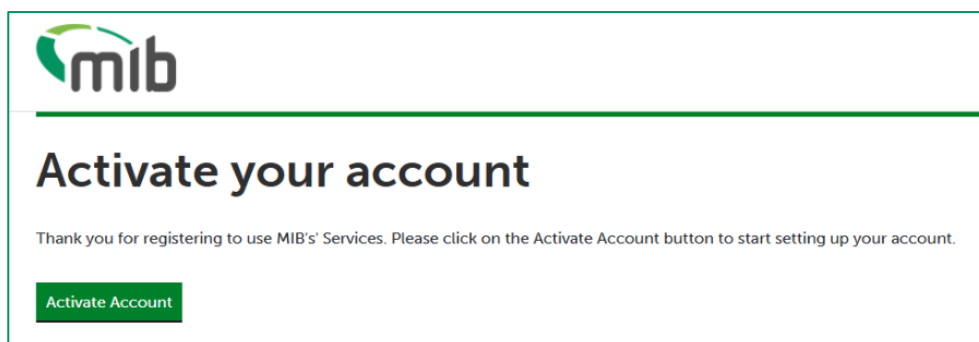
Once you've been set up by your own organisation administrator or branch administrator, you'll need to complete the following to access [Navigate](#) (<https://identity.mib.org.uk/user/login>).

You'll receive this activation email, click on **Activate MIB Account** in that welcome email.



This will open in your browser.

Click **Activate Account**.



Your **username** is 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 in future.



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 *

Confirm password *

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

Select a security question *

Select security question ▼

Security answer *

You'll then be automatically enrolled in a **2-Factor Authentication (2FA)** using your email address.

You'll **receive an email with a 6-digit code** to verify your account.



Verify your account with 2FA

To maintain the security of your account you have autoatically been enrolled in 2 Factor Authentication and we have sent you an email with a 6 digit code. Please enter the code in the box below and click verify.

Enter 6 digit code *

☒ Remember this code for 28 days

Once you've clicked **Verify**, you can either set up the 2FA with a mobile phone number or, continue to the Navigate portal by selecting **Continue to my applications**.

The screenshot shows the MIB Identity Portal with the title "Factors available to you." Below the title, it states "You have successfully enrolled in factor type **email**". There is a link "Enroll in factor type **sms**". At the bottom right, there is a button labeled "Continue to my applications". The top navigation bar includes links for "My Apps", "Profile", "My Factors", and "Logout".

2.2 Using a mobile phone for 2FA

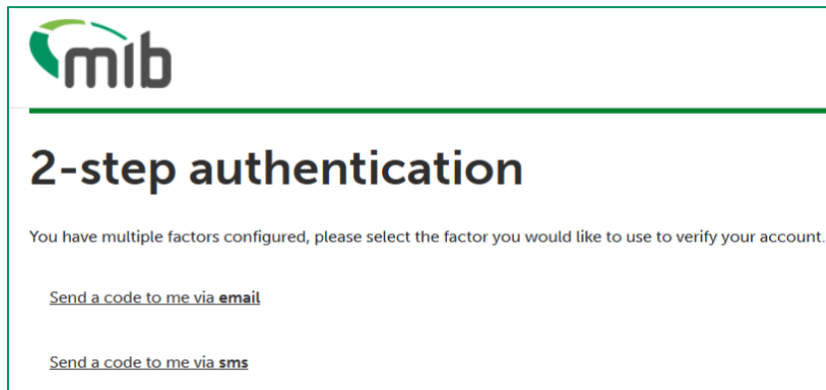
To set up 2FA using a mobile number, you need to select the country code and enter your number. When you click **Send Code**, you'll receive a text message containing the 6-digit code for the authentication.

The screenshot shows the MIB Identity Portal with the title "Register for 2-step authentication". The text explains that to secure the account, a mobile phone number is needed. It provides instructions on what to do if the user doesn't have their phone. Below this, there are two input fields: "Country code *" with a dropdown menu showing "Select Country", and "Mobile number *" with a text input field. A "Send code" button is located below the mobile number field. An "Exit" button is in the bottom right corner. The top navigation bar includes links for "My Apps", "Profile", "My Factors", and "Logout".

Once you're verified, you'll be redirected to the **Sign in** page again.

The screenshot shows the MIB Identity Portal with the title "Sign in". At the top, there is a yellow banner with the text "For further details on the Navigate programme and service status please visit our [Navigate home page](#)." Below the banner, there are two input fields: "Email *" and "Password *". The password field has a "Show password" button next to it. Below the password field, there are two links: "Forgotten your password?" and "Unlock your account". At the bottom, there is a checkbox labeled "Remember me?" and a "Sign in" button. The top navigation bar includes links for "My Apps", "Profile", "My Factors", and "Logout".

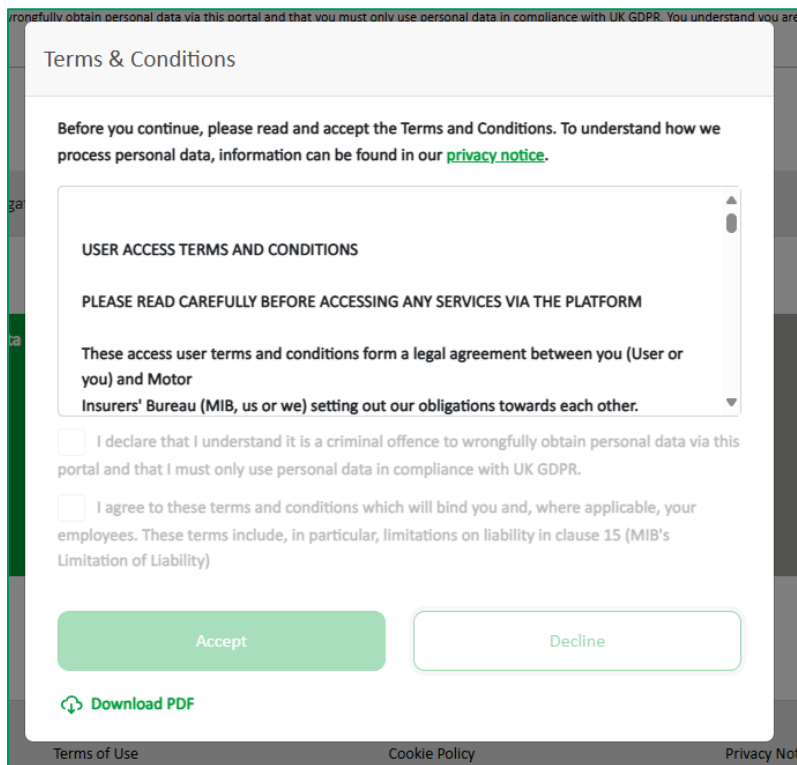
You'll then be given the options of **email or mobile phone** for authentication.



The screenshot shows the MIB logo at the top left. Below it, the heading "2-step authentication" is displayed. A message states: "You have multiple factors configured, please select the factor you would like to use to verify your account." There are two links: "Send a code to me via **email**" and "Send a code to me via **sms**".

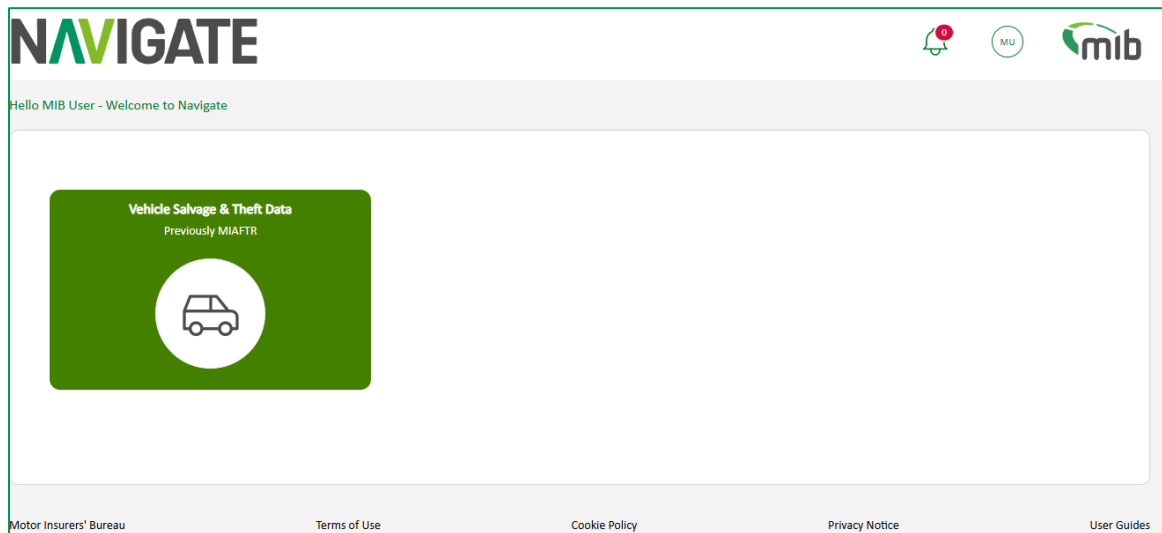
2.3 Accepting the Terms & Conditions

To proceed, scroll through the document and accept. You'll only see this when you first log in and if there are any changes to the T&Cs.



The screenshot shows a "Terms & Conditions" modal. At the top, it says: "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](#)." Below this is a scrollable area titled "USER ACCESS TERMS AND CONDITIONS" with the text: "PLEASE READ CAREFULLY BEFORE ACCESSING ANY SERVICES VIA THE PLATFORM" and "These access user terms and conditions form a legal agreement between you (User or you) and Motor Insurers' Bureau (MIB, us or we) setting out our obligations towards each other." There are two checkboxes: "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." and "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)". At the bottom are "Accept" and "Decline" buttons, and a "Download PDF" link. The footer contains "Terms of Use", "Cookie Policy", and "Privacy Not".

You'll then be directed to the Navigate portal to access the **Vehicle Salvage & Theft Data** tile.



2.4 Forgotten your password or need to change it?

Select **Forgotten your password?** on the Navigate sign in page. Please note you can only reset your password once your account has been activated.

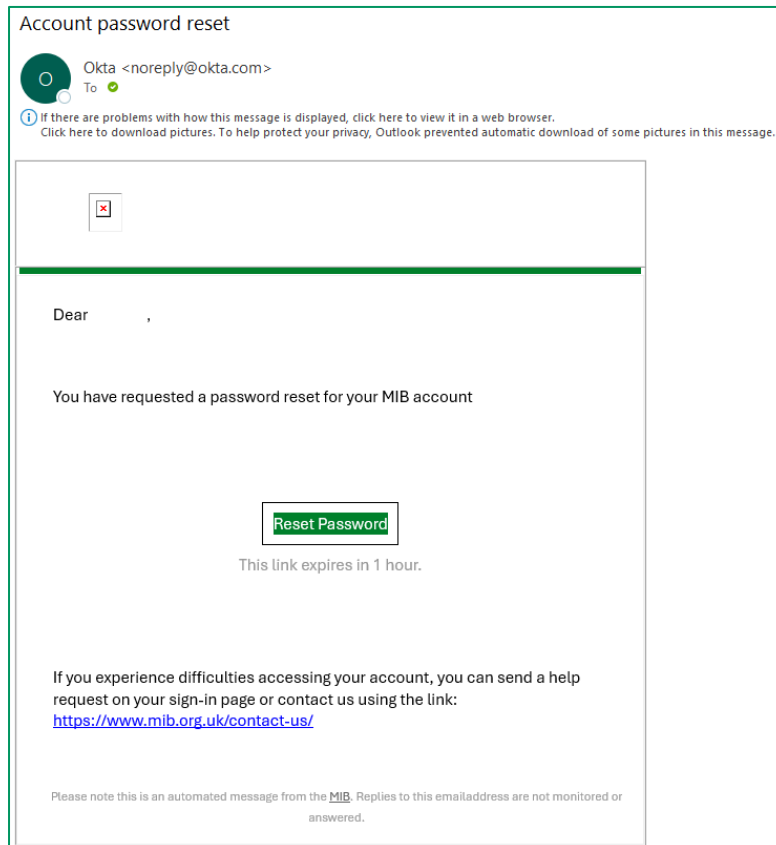
The screenshot shows the "Sign in" page. It has a large "Sign in" heading. Below it is a yellow banner with the text "For further details on the Navigate programme and service status please". There are two input fields: "Email *" and "Password *". To the right of the password field is a "Show password" button. Below the password field is a link "Forgotten your password?" which is highlighted with an orange box. At the bottom is a link "Unlock your account".

You'll be taken to the **Reset your password** page where you'll need to provide your email address that was used when your account was set up.

The screenshot shows the "Reset your password" page. It features the mib logo at the top left. The heading "Reset your password" is prominent. Below it, a message says "Enter your email address. You will shortly receive an email with instructions on your next steps." There is an "Email *" input field and a green "Send email" button.

You'll receive an email to reset your password. Navigate uses a third party provider to make logging in to the platform easier and more secure.

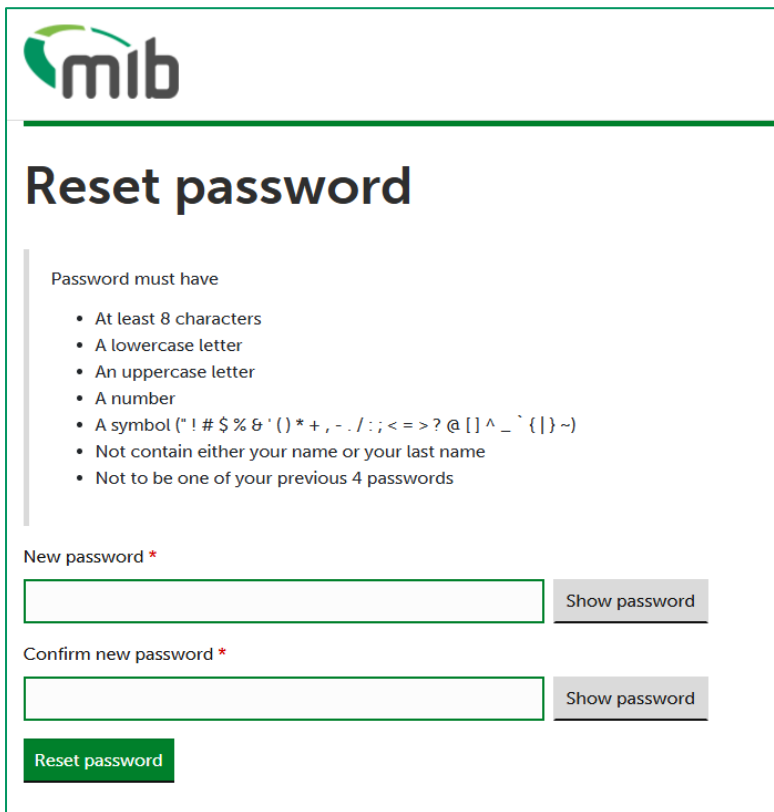
You'll need to follow the link in the email **within an hour** before the link expires or you'll have to repeat this process.



You'll then need to answer the **security question** you provided when you registered.

A screenshot of the MIB password reset page. At the top is the MIB logo. Below it is a large heading "Reset your password". Underneath the heading is the instruction "To reset your password, provide an answer to your security question." followed by the security question "What town/city was your first job in?*" in red text. Below the question is a text input field with the placeholder text "Answer". At the bottom of the form is a green button labeled "Reset password".

Proceed to **Reset password** and once you've entered and confirmed, click **Reset password** to save your changes.





Reset password

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

New password *

Show password

Confirm new password *

Show password

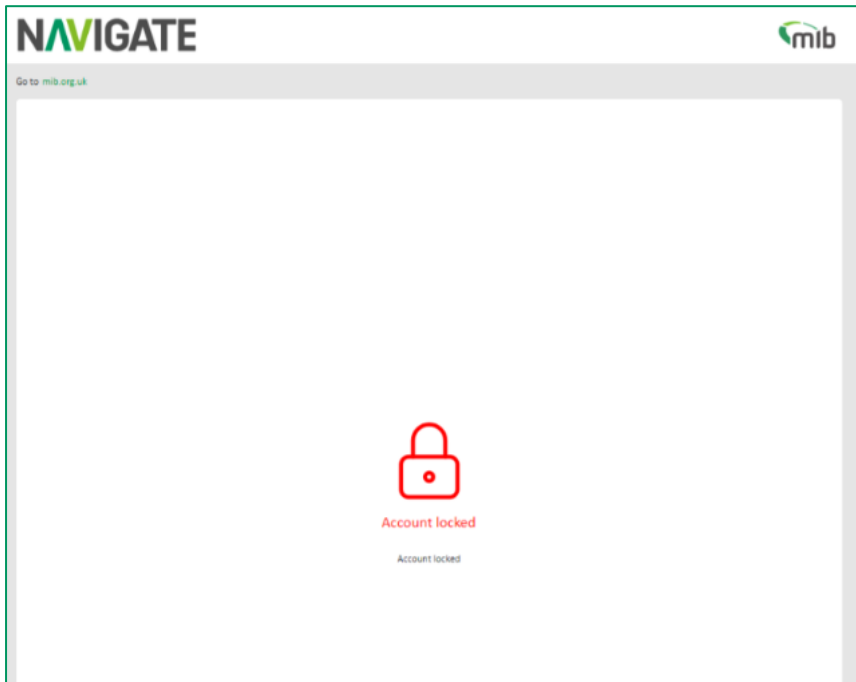
Reset password

You'll then be asked to complete 2FA using either your email address or phone number. Authentication is needed if you forget your password or need to reset your account.

2.5 Getting Locked out of Navigate

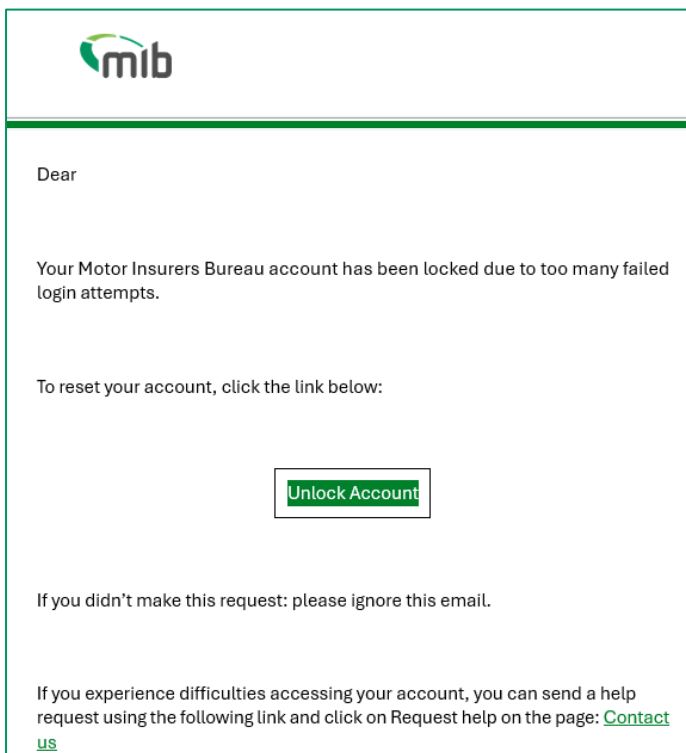
You can get locked out of your Navigate portal account for two reasons:

- **Account inactivity:** If you don't use Navigate for 90 days, your account will be locked. After 180 days of inactivity, your account will be deleted. If you've been locked, or suspended from using the Navigate portal, you'll be notified by email. You'll need to contact your organisation administrator who'll be able to reactivate your account. If you have been locked out and you are the sole organisation administrator, you'll need to raise a **Contact Us** form on the log in page so MIB can unlock your account.



- **User login issues** i.e. repeated incorrect password entry:

If you experience any log in issues which result in your account being locked, you'll get a notification on your screen and an email to advise that your account is locked. Your account will be unlocked automatically after 30 minutes but if immediate access is required, following the unlock process which includes clicking unlock your account, entering your email address to receive an unlock link. This will take you to a screen to answer your security question which will unlock your account.

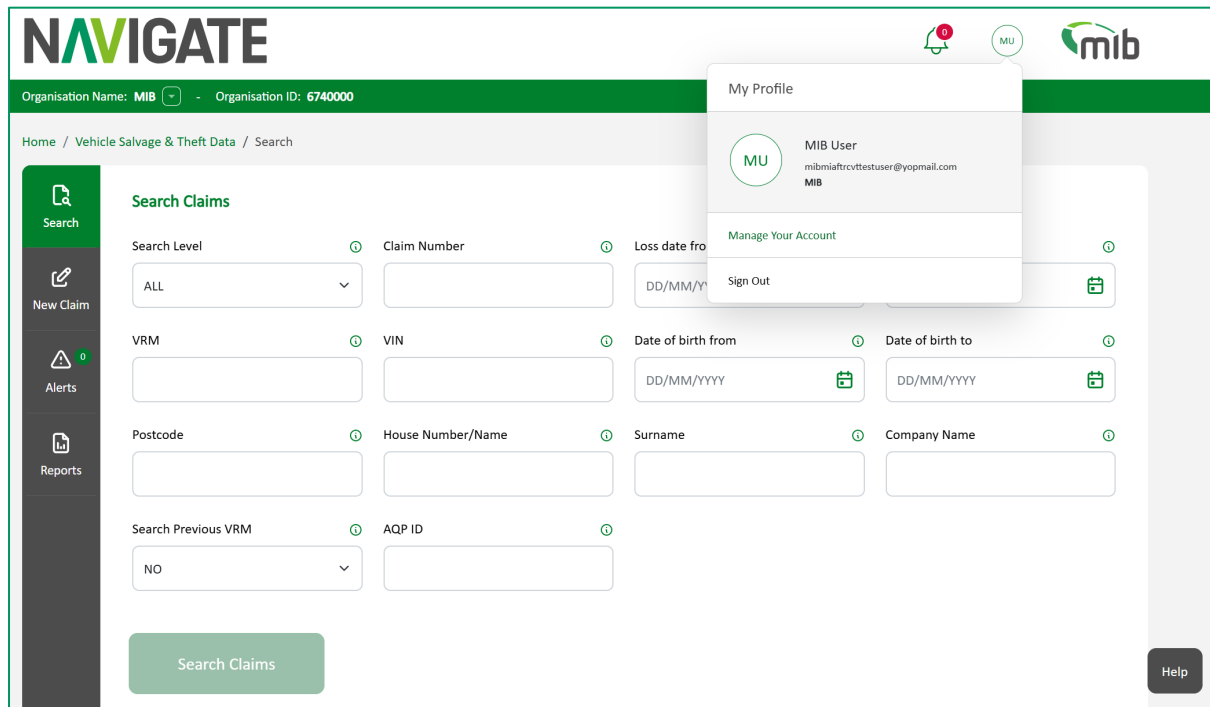


3 Managing your Account

3.1 Your Navigate Profile

To manage your Navigate portal account, click on your profile (the circle with your initials at the top of the page).

You'll also see a notification bell, where useful updates will be sent to keep you informed about updates, changes or issues.



My Profile will drop down with your User Details and these options:

- **Manage Your Account;** where you can change your password and your security question.
- **Sign Out;** click to Log out of the Navigate Portal

Click **Manage Your Account** to update your **Personal Information**.

Account management

❗ Close this browser window to go back to the service you are using.

Personal information

Select Edit and make changes

First Name *

Last Name *

Primary email *

Save changes

Password

Change the password that you currently use to access your account. You will have to change your password every 3 months.

[Change password](#)

Security question

Select the security question and answer you will use to verify your identity.

[Change question](#)

If you need to change your first or last name, please contact your **Organisation or Branch Administrator** who will be able to edit those fields in your user profile. Changing your name here won't reflect in the Navigate portal.

Your Primary email can't be changed, and you'll need to contact your **Organisation or Branch Administrator** who'll be able to set up new **User Credentials** for you.

For more information about Organisation or Branch Administrator see VS&TD User Roles in **section 4**.

3.2 Changing your password

You can change your current password, click on **Change password** under the **Password** section.

Complete the fields on the **Change password** page.



[My Apps](#)
[Profile](#)
[My Factors](#)
[Logout](#)

Change password

[Back](#)

❗ Close this browser window to go back to the service you are using.

Your password has been updated.

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

Current password *

Show password

New password *

Show password

Confirm new password *

Show password

Update password

You can change your security question in the **Security question** section.

You'll see your current security question.

Use the drop down to pick another question, provide an answer and click **Update Question**.



[My Apps](#)
[Profile](#)
[My Factors](#)
[Logout](#)

Security question

[Back](#)

❗ Close this browser window to go back to the service you are using.

Security question has been updated

Select a security question *

What is your favourite colour?

▼

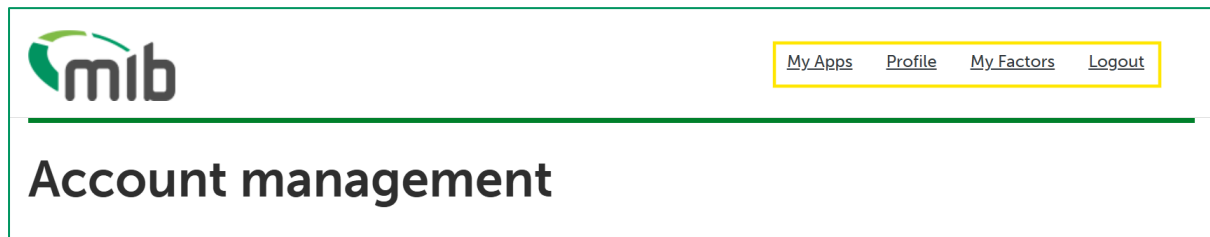
Security answer *

Update question

Within **Account Management**, you'll see:

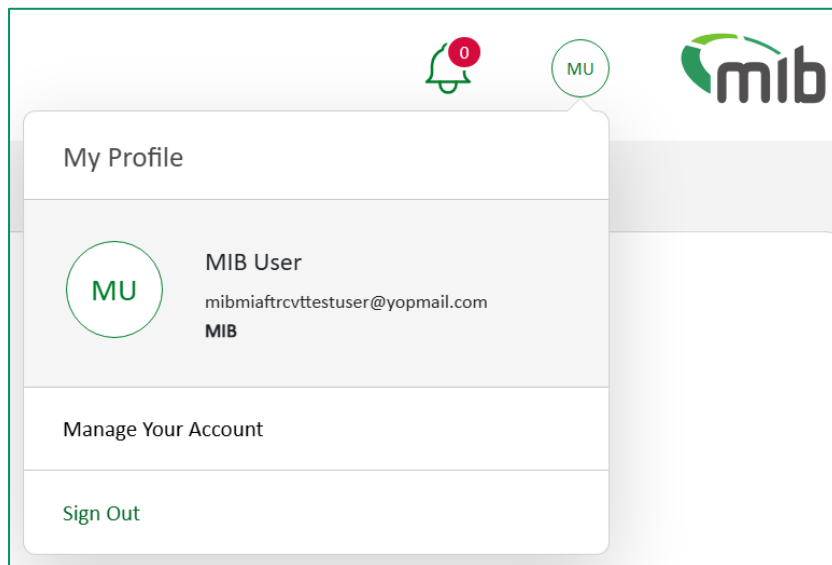
- **My Apps** - opens all Navigate services you have access to

- **Profile** - links to your account management page
- **My Factors** - shows alternative 2FA options if you haven't set these up already
- **Logout** - to sign out of your Navigate portal account



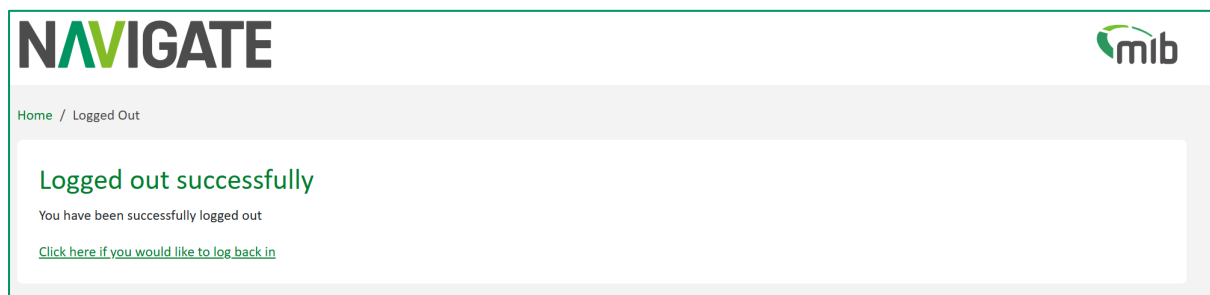
3.3 Signing/Logging out

To sign/log out of your account, click your **profile** button and **Sign Out**.



This will log you out and you'll get a **Logged out successfully** screen to confirm this.

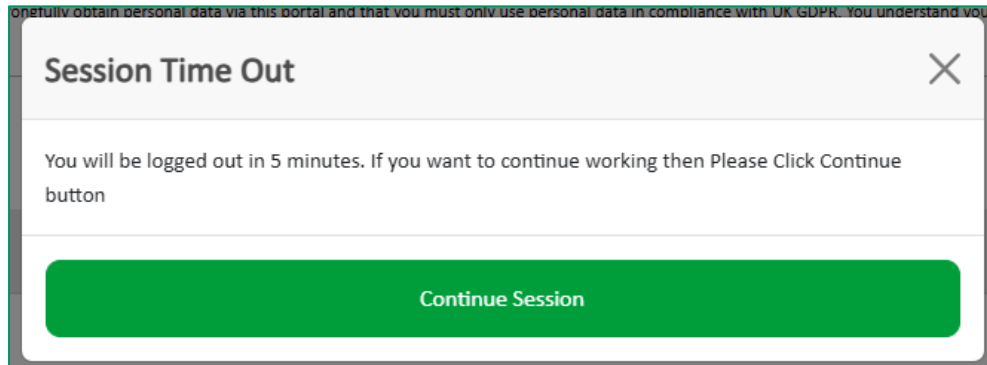
To Sign In again, use the link **Click here if you would like to log back in**, to take you to the sign in page.



3.4 Time out

If your session is about to time out, you'll get a warning that you'll be logged out in 5 minutes.

If you don't click **Continue Session**, you'll be logged out.



4 VS&TD User Roles

The level of access to VS&TD data depends on your User Role. Your User Role will determine the functionality and the type of data that you can access. User roles in VS&TD have changed for some users:

Key changes to note:

- There are two new roles to manage users in VS&TD.
The **Organisation Admin** (Org Admin) role which replaces the MIAFTR Access Manager role. The new **Branch Admin** role for user management within a branch.
- The **Management User** role continues but will no longer include user access management.
- **Fraud Investigator User** can no longer access Search Engineers' details via Settings.

Here are the roles available for VS&TD users in Navigate.

Role	What can you do?
Limited Enquirer (prev. Enquirer)	Search a vehicle using VRM or VIN. View claim versions and vehicle audit trail.
Full Enquirer	Search claims using all fields. View claim versions and claim audit trail.
Limited Input User (prev. Branch User)	Insert or amend a claim. Search claims using all fields. View claim versions and claim audit trail.
Full Input User (prev. Input User)	Insert, amend or delete a claim. Search claims using all fields. View claim versions and claim audit trail.
Management User	Insert, amend, delete or reinstate a claim. Search claims using all fields including postcode only. View versions and claim audit trail. View and manage alerts. Create reports.
Fraud Investigator	Search claims using all fields including postcode only. View versions and claim audit trail.
Organisation Admin (Org Admin)	View all organisation details including contacts. Create, edit and manage all branches. Add, edit and manage all users

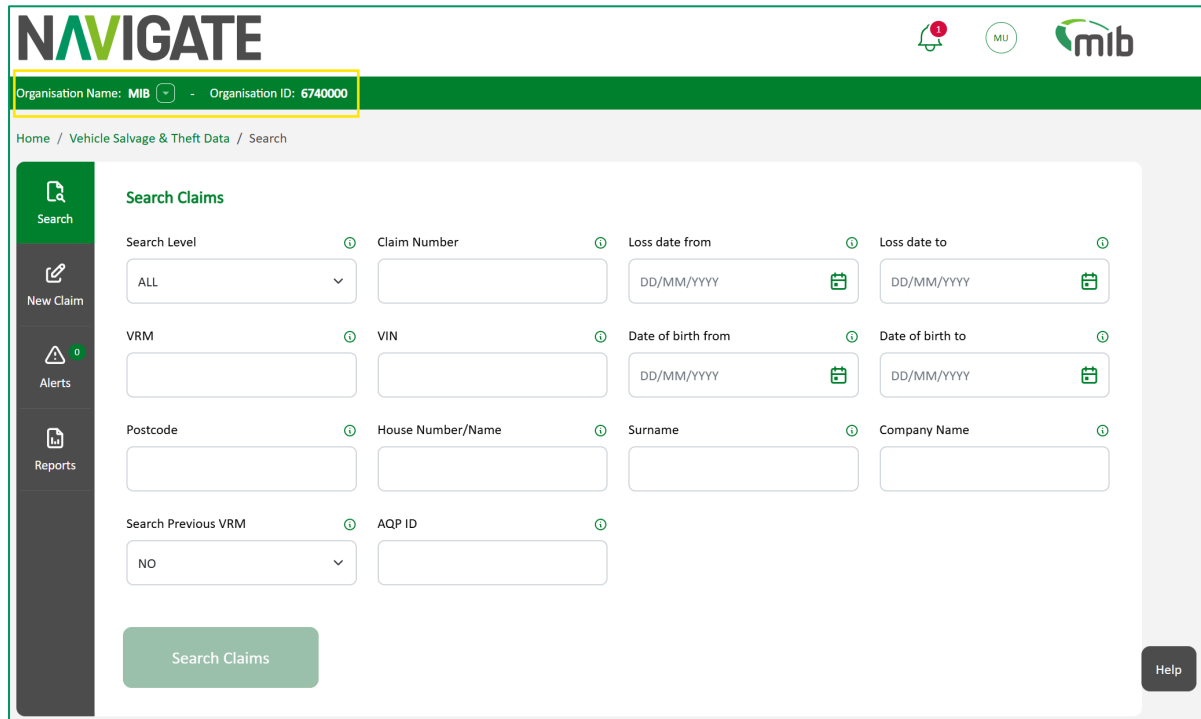
	across the organisation and its branches. Create Branch Admin users.
Branch Admin	View organisation and branch details. Edit branch information to their assigned branch. Add, edit and manage users within their branch. View all users across the organisation.

You'll be given one of the roles above. You can also have an org admin or branch admin role assigned in addition to your role for user management.

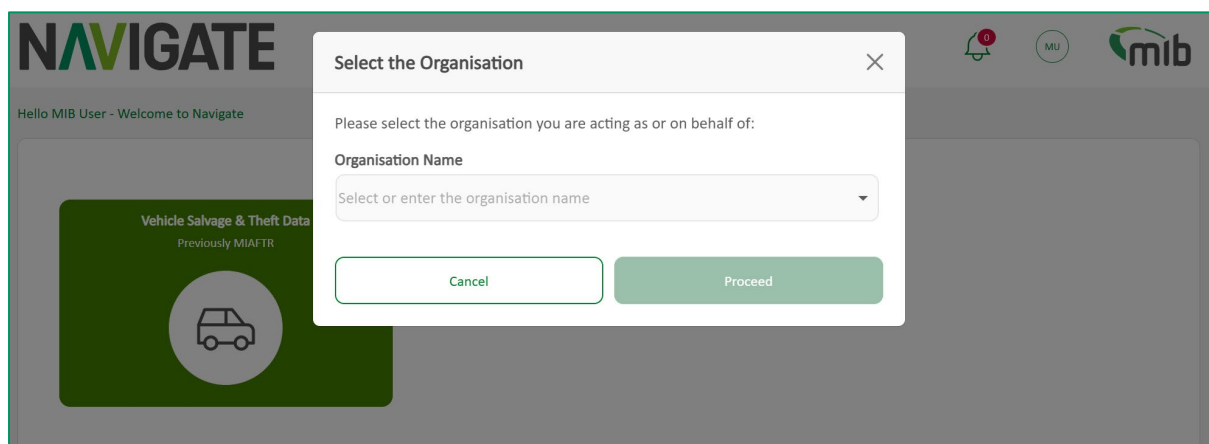
5 Organisation ID structure

When you log in and click on the **VS&TD tile**, if your organisation only has one **Organisation ID** (previously known as Subscriber Code) associated to it, you'll be taken to the **Search Claims page**.

You'll see your **Organisation Name and ID** always visible on the top left.



However, if you have access to multiple **Organisation IDs** (Org IDs), you'll be presented with a popup to select the relevant organisation name and ID. To work within one of your **Org IDs**, you can type to search or select the organisation name you want in the drop down and click proceed.



You can use the drop down at the top left to toggle between IDs.

MIB (6740000)	ACTIVE
MIB (6740001)	ACTIVE
MIB (6740002)	ACTIVE
MIB (6740004)	ACTIVE
MIB (6740003)	RUNOFF
MIB (6740005)	RUNOFF

Loss date from

DD/MM/YYYY

Loss date to

DD/MM/YYYY

Date of birth from

DD/MM/YYYY

Date of birth to

DD/MM/YYYY

Postcode

House Number/Name

Surname

Company Name

Search Previous VRM

AQP ID

NO

Search Claims

Help

6 Searching for Claims on VS&TD

Watch our demo video on how to search for claims on VS&TD here:

<https://www.mib.org.uk/replatforming/training/vstd-training/>

6.1 Search Claims

You can search for claims and potential matches using the **Search** page.

Please note: The information icon above a field gives you **Tooltips** that provides more information when hover over it.

The screenshot shows the NAVIGATE application interface. The top header is green with the NAVIGATE logo on the left and user details (Organisation Name: MIB, Organisation ID: 6740000) on the right. Below the header is a breadcrumb trail: Home / Vehicle Salvage & Theft Data / Search. A left sidebar contains icons for Search, New Claim, Alerts, and Reports. The main content area is titled 'Search Claims' and features a grid of search fields. Each field has an information icon (i) above it. The fields include: Search Level (a dropdown menu), Claim Number, Loss date from and to (date pickers), VRM, VIN, Date of birth from and to (date pickers), Postcode, House Number/Name, Surname, Company Name, Search Previous VRM (a dropdown menu), and AQP ID. A green 'Search Claims' button is located at the bottom left of the search area, and a 'Help' button is at the bottom right.

Your level of enquiry access will determine the search fields and combinations you can use to make searches.

User roles	Search		
	Search with VRM, VIN & search previous VRM	Search all fields excluding postcode only	Search all fields and postcode only
Limited Enquirer (previous Enquirer)	✓		
Full Enquirer		✓	
Limited Input User (previous Branch User)		✓	
Full Input User (previous Input User)		✓	

Fraud Investigator			✓
Management User			✓

Enter your search data in the relevant fields ensuring that it meets required search field combination. See **section 9 Further Information** on all search fields and how they can be combined.

Once you've entered your search data, click **Search Claims** at the bottom of the screen.

6.2 Wildcard searches

A wildcard search helps you find claims with partial search data.

You need to enter at least the first 3 characters of your search data followed by Asterisk * to represent the wildcard.

You can use a wildcard in the following search fields to run partial matches:

- Claim Number
- VRM
- VIN
- Postcode (only first 2 characters required with another field)
- House number/name
- Surname
- Company name

To get the best results, only use one wildcard at a time and combine with other search fields, refer to table in **6.1** and **9.2** for successful combinations.

For example, entering the first 3 characters of a VRM followed by asterisks and combining with other search fields such as Claim number, loss date and surname.

6.3 Search warnings and errors

You may encounter warnings and errors once you click **Search Claims**.

6.3.1 Warnings

If your search is nonspecific or wide, you'll see a warning at the top of the search screen. E.g. The criteria entered may return too many or too little results, please update the search criteria.

Please read the warning and proceed:

- By clicking Dismiss, you dismiss the comment and stay on the Search screen.
- By clicking Continue to Search, you'll start the Search and will be shown your results.

6.3.2 Errors

If you've entered data that doesn't match the required search criteria, you'll get a red error message. To proceed you'll need to amend your search and click **Search Claims** to change your search.

Error messages you may see	Why you're seeing it	What you need to do
Unable to search with the values entered, please refine criteria and search again.	You've entered a search data combination which doesn't allow for a search.	Use the above table to create a successful search combination.
The field(s) highlighted in red do not meet the required criteria, please re-enter and press Search Claims.	Your search data isn't in the required format for the highlighted search field.	Please check and change the data in the field(s).
This search field cannot be used on its own.	The search function doesn't work without additional fields being completed.	Use the table in 9.2 to create a successful search combination.
There are no claims that match your search criteria.	Your search didn't return any results.	Check and change your search to improve your results.

6.4 Search Results

6.4.1 Single claim match found

If your search criteria only matches with one claim, it'll be automatically opened/ displayed in **View Claim**. This is confirmed by the notification at the top of the screen.

If you had **Search Previous VRM** set to NO, a warning message will remind you that there may be more claims available to view. If you need to do this, go back to **Search Claims** page and set **Search Previous VRM** to YES.

6.4.2 Multiple Claim matches found

If your search returns multiple claims, you'll see them listed. The display only shows 10 rows of matching records per page. So, to change the number of rows displayed, select the drop down next to **Show** and increase the number of rows you want displayed.

To sort your search results, hover over the column heading and click the arrow. Choose the record you need and select it.

If you had **Search Previous VRM** set to NO, a warning message will remind you that there may be more claims available to view. If you need to do this, go back to **Search Claims** page and set **Search Previous VRM** to YES.



Search



New Claim



Alerts



Reports

Search Claims

There are no claims that match your search criteria, this could be due to a VRM update. Please search using the VIN field or other available fields



Search Level ALL	Claim Number	Loss date from DD/MM/YYYY	Loss date to DD/MM/YYYY
VRM 12	VIN	Date of birth from DD/MM/YYYY	Date of birth to DD/MM/YYYY
Postcode	House Name/Number	Surname	Company Name
Search Previous VRM YES	AQP ID		

Search Claims

No result found

Help

7 Viewing a Claim

Depending on your role and access, not all data relating to that claim will be visible to you, see **section 4 VS&TD User Roles**.

The most recent version of the claim will be displayed. You can use the drop-down arrow to switch and view previous versions.

The claim status shows the last action on the claim. The claim statuses are listed below.

- **Protect** - the claim is being protected by a user; the Audit will indicate who.
- **Withdrawn** – the claim has been withdrawn by the claimant.
- **Repudiated** – the claim has been rejected/ declined by organisation handling the claim.
- **Amend** – a detail has been changed on the claim/ the claim is unprotected.
- **Delete** – the claim has been deleted. Only Fraud Investigators and Management Users can view deleted claims for their own organisation.

If the claim has multiple vehicles and claimants, vehicle 1 and claimant 1 details will be at the top, and you can view the other vehicle(s)/and claimant(s) details by scrolling down to the next drop down.

To download a copy of the claim details, click the **download button**.

To go back use the **Back to Search** button.

The screenshot displays the NAVIGATE system's 'View Claim' page. At the top, the header shows the NAVIGATE logo and user information (MU, mib). Below the header, the breadcrumb trail reads: Home / Vehicle Salvage & Theft Data / Search / View Claim. The main content area is titled 'View Claim' and includes tabs for 'Claim Details' and 'Audit'. The 'CLAIM DETAILS' section shows the following information:

- Claim Number: MIB00016
- Organisation: MIB (4640000)
- Claim Status: AMEND (dropdown menu)
- Claim version 3 of 3 (dropdown menu with options 1, 2, 3)

Below this information, there are two expandable sections: 'VEHICLE & CLAIMANT 01' and 'VEHICLE & CLAIMANT 02'. The 'VEHICLE DETAILS' section shows the VRM (Vehicle Registration Mark) and a status icon. The 'CLAIMANT DETAILS' section shows the Claimant Status and Policy Type. A 'Back to Search' button and a download icon (highlighted with a yellow box) are located in the top right corner of the claim details section. A 'Help' button is visible in the bottom right corner.

7.1 Audit

You can view the audit trail of a claim by selecting the **Audit** tab next to **claims details** on the **View Claim** page.

When a claim is inserted, amended or deleted an audit trail is created. Depending on your user role, you may only have limited audit details displayed. Any details not available to you, will be greyed out.

Audit data is displayed with the oldest activity first. Each audit record's heading will indicate what action was taken followed by the version number.

You can use the **Sort By** drop down to sort from newest to oldest or vice versa.

The audit trail will display with all audit record details expanded; **Collapse All** to view only the audit activity headings. To view a specific record, click the audit heading to expand further details. Use **Expand All** to revert to all audit record details being displayed.

The screenshot shows the NAVIGATE system interface. At the top, the header includes the NAVIGATE logo, a notification bell, a user profile icon, and the MIB logo. Below the header, a green bar displays 'Organisation Name: MIB' and 'Organisation ID: 4640000'. A breadcrumb trail reads 'Home / Vehicle Salvage & Theft Data / Search / View Claim'. The main content area is titled 'View Claim' and features a sidebar with icons for Search, New Claim, Alerts (3169), and Reports. The 'Audit' tab is selected, showing a table of audit records. The table has columns for Activity date, Actioned by, Organisation ID, Organisation Name, Organisation Department, Organisation Phone Number, Organisation Email Address, and Navigate Organisation Name. The first record is 'INSERT VERSION 1' with details for MIB. Subsequent records are 'AMEND VERSION 2' and 'AMEND VERSION 3'. A 'Sort By' dropdown menu is open, showing options for 'Oldest to Newest' and 'Newest to Oldest'. A 'Collapse All' button is also visible.

Activity date	Actioned by	Organisation ID	Organisation Name
29-01-2014 14:36:15		4640000	MIB
Organisation Department	Organisation Phone Number	Organisation Email Address	Navigate Organisation Name
GENEARL	01908830001	navigatesupport@mib.org.uk	MIB Insurer Test(N0001)

The organisation who added the claim can be found in **INSERT VERSION 1**.

Updates are recorded as an **AMEND**.

The audit record table shows any changes, the date they were made and any relevant contact details.

A **Limited Enquirer** can only view limited details as it may contain personal data of the Claimant. All other user roles can view all details.

NAVIGATE

Organisation Name: MIB - Organisation ID: 4640000

Sort By: Select

Search

New Claim

Alerts

Reports

Claim Details

Audit

INSERT VERSION 1

Activity date: 10-06-2025 10:35:32

Actioned by: [Redacted]

Organisation ID: 2040000

Organisation Name: MOTOR INSURERS BUREAU

Organisation Department: GENERAL

Organisation Phone Number: 765675339

Organisation Email Address: 2040000dummy_email@yop...

Navigate Organisation Name: Motor Insurers Bureau(NS341)

AMEND VERSION 2

Activity date: 10-06-2025 10:46:27

Actioned by: [Redacted]

Organisation ID: 2040000

Organisation Name: MOTOR INSURERS BUREAU

Organisation Department: GENERAL

Organisation Phone Number: 765675339

Organisation Email Address: 2040000dummy_email@yop...

Navigate Organisation Name: Motor Insurers Bureau(NS341)

Vehicle & Claimant 1 Update(s)

	Previous Value	Updated Value
Salvage Category	S	B
Vehicle Model	FIESTA	FOCUS

Help

7.1.1 Auto Updated VRM's and Audit Data

Where an **Auto VRM update** has occurred the **AUDIT** data will show if the update to the **VRM** was made by the **Retrospective Auto update (RETROBTC)** or **DVLA Auto update (CHRSHBTC)** process.

Once a week, notifications of VRM change are received from DVLA. Where the 17-digit **Vehicle Identification Number (VIN)** matches and the loss date precedes the new VRM change date provided by the DVLA, automated plate updates will be processed.

The current VRM will be placed into the **VRM** field and the VRM that is being replaced will be moved to the **Previous VRM** field. The **VRM Change Date** field will be populated with the provided DVLA change date. A new version of the claim and audit record will be created.

8 Getting Support

8.1 Finding further information when you're using the Navigate portal

Click **Help** within Navigate, and then select **Help Centre** to access:

- FAQs
- User Guide and Quick Start Guides
- Video Demos

8.2 Using the Contact Support form in Navigate

If you're unable to locate the information you require via the Help Centre, click **Contact Support** and complete the form to send us a query or report an issue.

When you're signed into the **Navigate portal**, the form will have your contact details already filled in. If you're **not** signed in, you'll need to complete those fields.

Let the MIB's Support Team know what help you need by selecting **Area of Issue**.

Give as much detail as possible including:

- The service you need help with (MIPD, VS&TD or Org Admin)
- The task you attempted to complete
- Any file/ claim references/ VRM
- Screenshots of the issue (if you aren't logged in, you can email after submitting)

The screenshot shows a 'Contact Support' form with the following fields and options:

- Your Name***: Text input field.
- Email***: Text input field.
- Organisation***: Text input field.
- Phone No***: Text input field.
- Area of Issue***: Dropdown menu with the following options:
 - Select Option
 - Search Query
 - Account Query
 - Account Amendment
 - System Error/Issue
 - Technical Issue/Query
 - Reporting Query
 - Testing Query
 - Other Query
- Brief Description***: Text area with a character count of 0/500.
- Submit**: Green button.

If you're signed in, you'll see your reference number. You'll also receive an email with your reference number for both logged in and non-logged in Contact Forms. This email will come

from mib@service-now.com . You must whitelist this email address to be able to receive updates about your support queries.

The Navigate Support Team will email you any responses from this email address and you'll be able to respond by replying directly to the emails.

Please note, for your response to be linked to your ticket, ensure you use the same email address you used to submit the ticket and the reference provided at bottom of the initial email remains.

Navigate Support Team

NAVIGATE

Find out more: [MIB Replatforming](#)

MIB is a not-for-profit organisation. Our mission is to reduce uninsured driving, compensate victims of uninsured and untraced drivers, and manage insurance data securely for the industry.

 Please consider the environment before printing this email

Ref:MSG2103340_Sf0TTOCACoIaeOBqBSrY

9 Further Information

9.1 Navigate Portal User Role Matrix – Vehicle Salvage & Theft Data Functionality

Functionality		Navigate Portal User Roles			
		Management User	Fraud Investigator	Limited Enquirer	Full Enquirer
Search	Search with VRM, VIN & previous VRM			✓	
	Search all fields excluding postcode only				✓
	Search all fields including postcode only	✓	✓		
View	View all claim details excluding deleted claims			✓	✓
	View vehicle details only			✓	
	View different claim versions	✓	✓	✓	✓
	View more than 25 claims	✓	✓		✓
	View all claim details including deleted claims	✓	✓		
Audit	Audit trail	✓	✓	✓ – Vehicle details only	✓

9.2 Search field combinations

Key:

- ✓ - search fields can be combined – note across the same search fields means it can be used on its own
- ✓ * - wildcard search on column search field can be with combined search field across on row
- ✓ ** - wildcard search using either search fields can be combined with the other

Search Field	Claim Number *	Surname *	Date of Birth	Company name *	Postcode *	Loss date	VRM*	VIN *	First line address *	Previous VRM	AQP ID
Claim Number *	✓	✓ **	✓	✓ **	✓ **	✓	✓ **	✓ **	✓ **		✓
Surname *	✓ **		✓		✓ **	✓	✓ **	✓ **	✓		✓
Date of birth	✓ *	✓ *			✓ *	✓	✓ *	✓ *	✓		✓
Company name *	✓ **			✓	✓ **	✓	✓ **	✓ **	✓ **		✓
Postcode *	✓ **	✓ **	✓	✓ **	✓	✓	✓ **	✓ **	✓ **		✓
Loss date	✓ *	✓ *	✓	✓ *	✓ *		✓ *	✓ *	✓		✓
VRM *	✓ **	✓ **	✓	✓ **	✓ **	✓	✓	✓ **	✓ **	✓	✓
VIN *	✓ **	✓ **	✓	✓ **	✓ **	✓	✓ **	✓	✓ **		✓
First line address *	✓ **	✓ *	✓	✓ **	✓ **	✓	✓ **	✓ **	✓		✓
Previous VRM							✓				
AQP ID	✓	✓	✓	✓	✓	✓	✓	✓	✓		

9.3 Search fields

The table below shows all the search fields in Navigate and how you need to use them.

Search field	Mandatory or Optional	Type of data	Character Limit	Validations	Search field requirement
Search Level	Mandatory	List	-	-	-
Claim Number	Optional	Numbers and letters only	24	-	A wildcard * character can be used after the first 3 character if the claim number is accompanied with another search field.
Loss Date From	Optional	DD/MM/YYYY	-	1. Future dates should not be available for selection. 2. Past date should not be less than year 1850. 3. Where the 'Loss date' is not entered as DD/MM/YYYY and search is executed, system will throw error. 4. A calendar icon is available, and the user can search and select the appropriate date.	This must be a valid date in the format DD/MM/YYYY and can only be used in conjunction with other search fields.
Loss date to	Optional	DD/MM/YYYY	-	1. Future dates should not be available for selection. 2. Past date should not be less than year 1850. 3. Where the 'Loss date' is not entered as DD/MM/YYYY, and search is executed, system will throw error. 4. A calendar icon is available, and the user can search and select the appropriate date.	This must be a valid date in the format DD/MM/YYYY and can only be used in conjunction with other search fields.

Search field	Mandatory or Optional	Type of data	Character Limit	Validations	Search field requirement
VRM	Optional	Numbers and letters only	UK VRM: 7 Foreign VRM: 14	User will be able to search VRM with initial 3 or more characters/ numbers or suffix 3 or more characters/ numbers	The licence or registration number of the vehicle, allocated by the relevant authority. A wildcard * character can be used after the second character if the VRM is accompanied by another search field.
VIN	Optional	Numbers and letters only	17	User will be able to search VIN with initial 3 or more characters/numbers or suffix 3 or more characters/ numbers	Vehicle Identification Number for a vehicle. The chassis number of the vehicle allocated by the manufacturer at the factory where the vehicle was built. Note: The DVLA VIN requires chars. 12 to 17 to have O's and I's changed to 0's and 1's. A wildcard * character can be used after the first character if the VIN is accompanied by another search field.
Date of Birth From	Optional	DD/MM/YYYY	-	1. The 'Date of birth' cannot be in the future. 2. The 'Date of birth' should not be older than 119 years	This must be a valid date in the format DD/MM/YYYY and can only be used in conjunction with other search fields.
Date of Birth To	Optional	DD/MM/YYYY	-	1. The 'Date of birth' cannot be in the future. 2. The 'Date of birth' should not be older than 119 years	This must be a valid date in the format DD/MM/YYYY and can only be used in conjunction with other search fields.
Postcode	Optional	Numbers and letters only	9		A partial postcode followed by a wildcard * must be accompanied by

Search field	Mandatory or Optional	Type of data	Character Limit	Validations	Search field requirement
					another search field. A wildcard * character can be used after first 2 characters.
House number/ name	Optional	Numbers and letters only	30		A house name or number can only be used if accompanied by another search field. Consider using * after the number (wildcard) if the address can't be found.
Surname	Optional	Character	30		Surname can only be used in conjunction with other search fields. A wildcard * character can be used after the first 3 characters.
Company name	Optional	Character	40		
Search previous VRM	Optional	List	-		
AQP ID	Optional	Numbers and letters only	7	1. The 'AQP ID' format is 2 Letters followed by 5 Numbers which has no leading or embedded spaces. 2. where the format is incorrect an error message will be presented.	