

Managing Your Account - Quick Start Guide

Navigate is the home of Motor Insurance Policy Data (MIPD), and Vehicle Salvage & Theft Data (VS&TD) from 24 November 2025. This guide helps users get started in Navigate.

1. Accessing your profile

- Use the profile menu to update your account settings, manage security options, and sign out safely.
- Click on the profile icon (circle with your initials) at the top of the page
- The dropdown shows:
 - **Manage Your Account** - to update password and security question
 - **Sign Out** - to log out of the portal
- Next to your profile icon, you'll see a **notification bell** for any updates and alerts

2. Need to update your personal information?

- Click **Manage Your Account**
- From there you can update:
 - Password
 - Security question

You **can't** change your primary email or your name, contact your **Organisation or Branch Administrator** to do this.

3. Need to change your password?

- Click **Change password** under the Password section
- Fill in the required fields and click **Update password**



4. Need to update your security question?

- Go to the **Security question** section
- View your current question
- Use the dropdown to select a new one
- Enter your answer and click **Update Question**

5. Account Management Options

Within the Account Management page, you'll find:

- **My Apps** - to view and access all Navigate services allocated to your account
- **Profile** - to return to account settings
- **My Factors** - to set up alternative 2FA options
- **Logout** - to sign out of your account

6. Session timeout & signing out

Session timeout:

- You'll get a 5-minute warning before your session times out
- Click on **Continue Session** on the warning popup to stay logged in
- If not, you'll be logged out automatically

To sign out at any point:

- Click your profile icon
- Select **Sign Out**