

Activating Your Navigate 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. Before you begin

To allow activation and verification emails to be received, ensure your organisation has whitelisted the following email addresses:

- noreply@identity.mib.org.uk
- noreply@okta.com

2. Activate your account

1. Open the activation email and click **Activate MIB Account**.
2. In the browser window, click **Activate Account**.
3. Create your **password** and **security question**. The username is your email address.

The security question will be used for future verification. Make sure your answer is memorable.

3. Verify with 2-Factor Authentication (2FA)

After setting up the account:

1. A 6-digit verification code will be sent to the registered email.
2. Enter the code to verify.
3. (Optional) Tick **Remember this code for 28 days** to skip 2FA the next time you log in on the same device for that period.

Once verified, you can either:

- Set up 2FA using a mobile number
- Or continue directly to the Navigate portal by selecting **Continue to my applications**.



4. Using mobile phone for 2FA (optional)

To set up 2FA with a mobile number:

2. Select the country code, enter the mobile number and click **Send Code**.
3. Enter the 6-digit code received via SMS.
4. Once verified, you'll be redirected to the sign-in page.

5. Accept Terms & Conditions

On first login scroll through the Terms & Conditions and click **Accept** to proceed. You'll need to accept these again when MIB updates these.

6. Troubleshooting access

Forgotten your password

- Click **Forgotten your password?** on the login page.
- Enter the registered email address.
- Follow the link in the email (valid for 1 hour).
- Answer the security question.
- Enter and confirm a new password.

Locked out of your account

Accounts may be locked due to:

- **Login issues:** Repeated incorrect password attempts.

To unlock, either wait 30 minutes for automatic unlock, or click **Unlock your account** on the login page, enter your email, and answer your security question.

- **Inactivity:** Locked after 90 days; deleted after 180 days.

Contact your **Organisation or Branch administrator** to reactivate.

If you're the sole Org Admin and locked out of your account, please raise a [Contact Us](#) form by clicking Help then Contact via the login page.