

Getting Support on the Navigate Portal - Quick Start Guide

Navigate is the home of Motor Insurance Policy Data (MIPD), and Vehicle Salvage & Theft Data (VS&TD) from 24 November 2025.

1. Accessing Navigate resources from the Help Centre button

- Click **Help** at the bottom right of the Navigate portal
- Select **Help Centre** to access the following resources on our [microsite](#) that opens in a new browser window:
 - FAQs
 - User Guides and Quick Start Guides
 - Demo videos

Use these resources first to find answers to common questions you might have.

You can then either contact your **Navigate Champion** for further help or an **Org Admin** if you're having issues logging in.

If you still need help, use **Contact Us** in the Navigate portal so the Navigate Support Team can help you.

2. Contacting us for support

- Click **Help** at the bottom of the Navigate portal page
- Select **Contact Support**
- If you're **signed in**, your contact details will be pre-filled.
- If you're **not signed in**, complete:
 - **Name**
 - **Email address**
 - **Organisation**

Then:

- Select **Area of Issue**



- Add a detailed description, including:
 - The Navigate service (e.g. MIPD, VS&TD, Org Admin)
 - The task you're trying to complete
 - Any claim references, VRMs, or file names
 - Screenshots of the issue. If you're signed in, you can upload screenshots directly. If not, or if you've forgotten, you can email them after submitting.
- Click **Submit**

5. Your reference number

- You'll receive an email containing your reference number (BINCxxxxxxx)
- If signed in, this reference number will appear on your screen

Make sure your organisation has whitelisted the email address **mib@service-now.com** to receive your confirmation email and further updates if needed.

6. Responding to the Navigate Support Team

- Emails relating to your query will come from **mib@service-now.com**
- You can respond by replying directly to the email
- To ensure your responses reach the right team:
 - Use the same email address to reply
 - Keep your unique reference (shown below) found at the bottom of the initial confirmation email in any responses to us

