

Managing Users - 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 Organisation and Branch Administrators get started with user management in Navigate.

Only Organisation and Branch Administrators can manage users within their organisation using the Organisation Administration tile.

1. Viewing users

- Once in the **Organisation Administration** tile, click **Users** from the top menu
- Use search or filter by Status/Branch to find a user
- To view the user profile, click on the user from the list

2. Creating a new user

- Click **Create New User** (top or bottom of the page)
- Enter:
 - User details
 - Branch (if applicable)
 - Service & Role
- Click **Next** to add access time or IP restrictions to the user if needed;
- Or if you click **Save** and you can create the user without restrictions
- You'll be prompted to confirm before saving:
 - Click **Yes** to add the user without any restrictions
 - Or click **No** to add restrictions and then click **Save** again

3. Editing existing users

- Select a user from the list and click **Edit** in the user's profile page to make changes
- You'll be able to update:
 - Contact details



- Branch
 - Restrictions
 - Status
 - Add or remove roles (at branch level, user must have at least one branch assigned to them with at least one role)
- If you're a Branch Admin, you'll be limited to only updating users within your branch.

4. Suspending a user

- Only an Organisation or Branch Administrator can suspend a user
- Once a user has been selected, click **Edit**, then change **Status** from **Active** to **Suspended**
- Click **Ok** to confirm the change
- Choose a **Lock/Suspension Reason**
- Click **Save** to confirm; status changes are recorded in the **Status Last Change** field

5. Unlocking a locked user account

- Users' accounts are **locked after 90 days** of inactivity. After **180 days**, their details are deleted (their activity history is retained).

To reactivate a user:

- Change their **Status** back to **Active**, click **Ok** and then **Save** to confirm
- The user will receive an email and then can log back in.

6. Suspended branches and blocked users

- Users linked to **suspended branches** can't be reactivated
 - You can however edit the user and move them into an active branch to reinstate them
- **Blocked users** can only be unblocked by MIB
 - Please raise a service request via the **Help** button for this