

NAVIGATE



Organisation & Branch Admin User Guide

For Organisation & Branch Admins to use Navigate.



Contents

1 Introduction	3
2 Setting up your Navigate account	3
2.1 Activating your account	3
2.2 Using a mobile phone for 2FA	5
2.3 Accepting the Terms & Conditions	6
2.4 Forgotten your password or need to change it?	7
2.5 Getting Locked out of Navigate	10
3 Managing your Account	12
3.1 Your Navigate Profile	12
3.2 Changing your password	13
3.3 Signing/Logging out	15
3.4 Time out	16
4 Organisation & Branch Administration Overview	16
5 View Organisation	17
5.1 Create a Branch	17
5.2 Managing a Branch	20
6 Supply Codes	21
7 User management	23
7.1 Creating new users	23
7.2 Managing user details	25
7.3 Suspending a user	27
7.4 Unlocking a locked user account	30
7.5 Last Login Report	31
8 Contact management	32
8.1 Add contact	32
8.2 Edit contact	33
8.3 Delete contact	35
9 Documents	35
10 Getting Support	36
10.1 Finding further information when you're using the Navigate portal	36
10.2 Using the Contact Support form in Navigate	36
11 Navigate User Roles	38
11.1 Administration Roles	38
11.2 Motor Insurance Policy Data Roles	38
11.3 Vehicle salvage & Theft Data Roles	39

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.

This **User Guide** helps users to access and manage Organisation and User data within the Navigate portal.

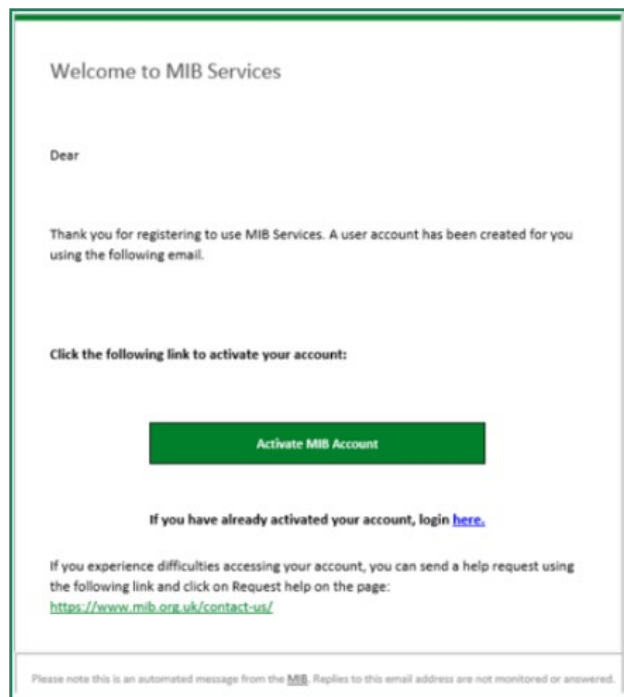
2 Setting up your Navigate account

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.

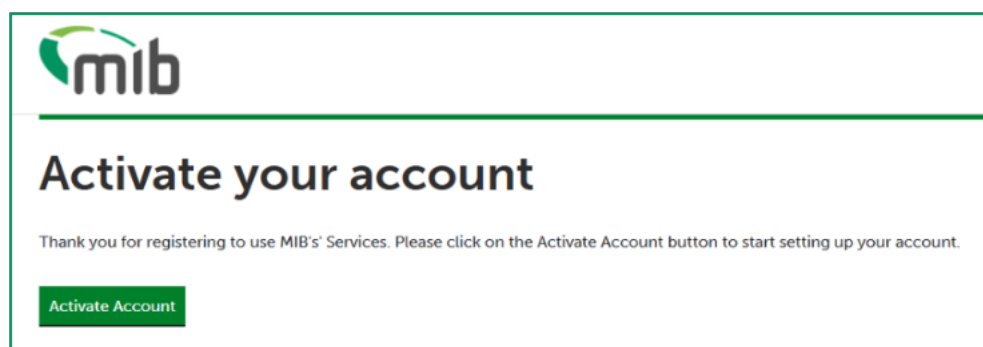
Once you've been set up by your own organisation administrator or branch administrator, if you already have access to MIB services you'll find Navigate on your dashboard, otherwise, you'll need to complete the following to access [Navigate](https://identity.mib.org.uk/user/login) (<https://identity.mib.org.uk/user/login>).

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



This will open in your browser.

Click **Activate Account**.

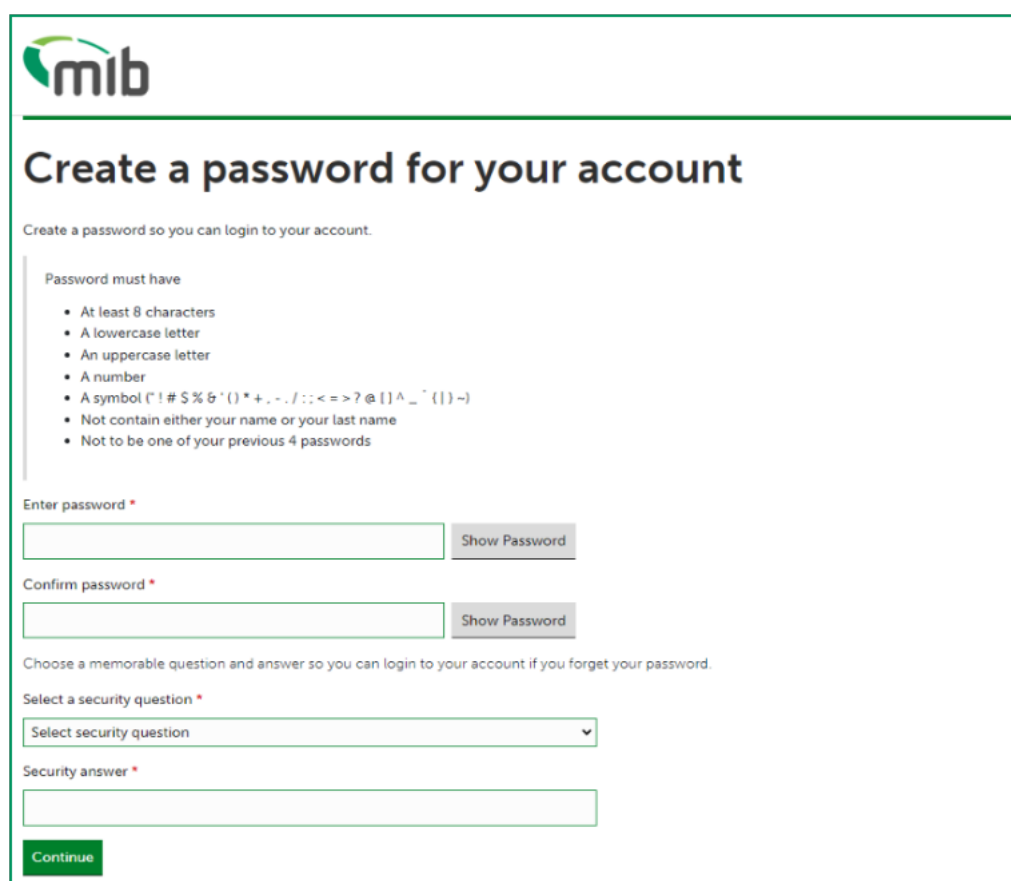


The screenshot shows the MIB logo at the top left. Below it, the heading "Activate your account" is displayed in a large, bold font. Underneath the heading, a message reads: "Thank you for registering to use MIB's Services. Please click on the Activate Account button to start setting up your account." At the bottom of the page, there is a green button labeled "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.



The screenshot shows the MIB logo at the top left. Below it, the heading "Create a password for your account" is displayed in a large, bold font. Underneath the heading, a message reads: "Create a password so you can login to your account." Below this message, there is a section titled "Password must have" with a list of requirements: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "A symbol (! # \$ % & ' () * + , - . / : ; < = > ? @ [] ^ _ ` { | } ~)", "Not contain either your name or your last name", and "Not to be one of your previous 4 passwords". Below the list, there are two input fields for "Enter password *" and "Confirm password *", each with a "Show Password" button next to it. Below these fields, there is a message: "Choose a memorable question and answer so you can login to your account if you forget your password." Below this message, there is a dropdown menu for "Select a security question *" and a text input field for "Security answer *". At the bottom of the page, there is a green button labeled "Continue".

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.

mib

Verify your account with 2FA

To maintain the security of your account you have automatically 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

Verify **Exit**

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**.

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

Factors available to you.

You have successfully enrolled in factor type **email**

[Enroll in factor type sms](#)

Continue to my applications

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.

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

Register for 2-step authentication

To secure your account, you need to provide your mobile phone number. If you don't have your mobile phone with you, you can select Exit and sign in again later with your email and password to continue with the process.

Please, provide your phone number and click send code. You will receive a verification (SMS) with a 6 digit code that you will need to introduce in the next screen to access the MIB Identity Portal

Country code *

Mobile number *

Send code **Exit**

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



Sign in

For further details on the Navigate programme and service status please visit our [Navigate home page](#).

Email *

Password *

[Forgotten your password?](#)

[Unlock your account](#)

☐ Remember me?

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



2-step authentication

You have multiple factors configured, please select the factor you would like to use to verify your account.

[Send a code to me via email](#)

[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.

Wrongfully obtain personal data via this portal and that you must only use personal data in compliance with UK GDPR. You understand you are

Terms & Conditions

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](#).

USER ACCESS TERMS AND CONDITIONS

PLEASE READ CAREFULLY BEFORE ACCESSING ANY SERVICES VIA THE PLATFORM

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.

☐ 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.

☐ 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)

[Accept](#) [Decline](#)

[Download PDF](#)

[Terms of Use](#) [Cookie Policy](#) [Privacy Notice](#)

You'll then be directed to the Navigate portal to access your services.

NAVIGATE



Hello OrgAdmin Demo - Welcome to Navigate

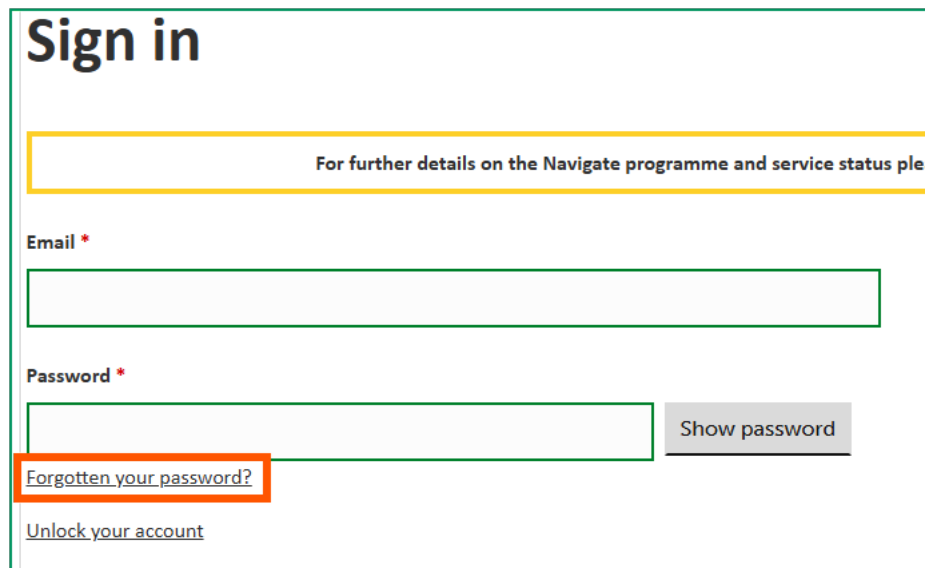
Organisation Administration
Manage your Organisation



[Motor Insurers' Bureau](#) [Terms of Use](#) [Cookie Policy](#) [Privacy Notice](#) [User Guides](#)

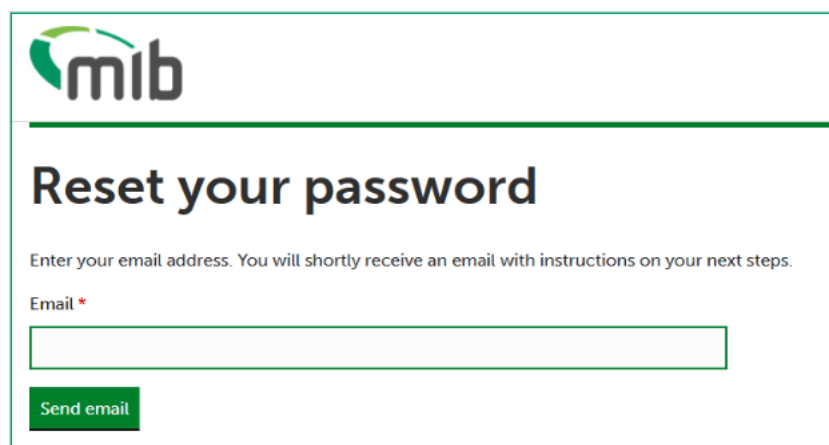
2.4 Forgotten your password or need to change it?

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 a 'Sign in' page with a yellow banner at the top that reads 'For further details on the Navigate programme and service status please'. Below the banner 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 border. At the bottom left is a link 'Unlock your account'.

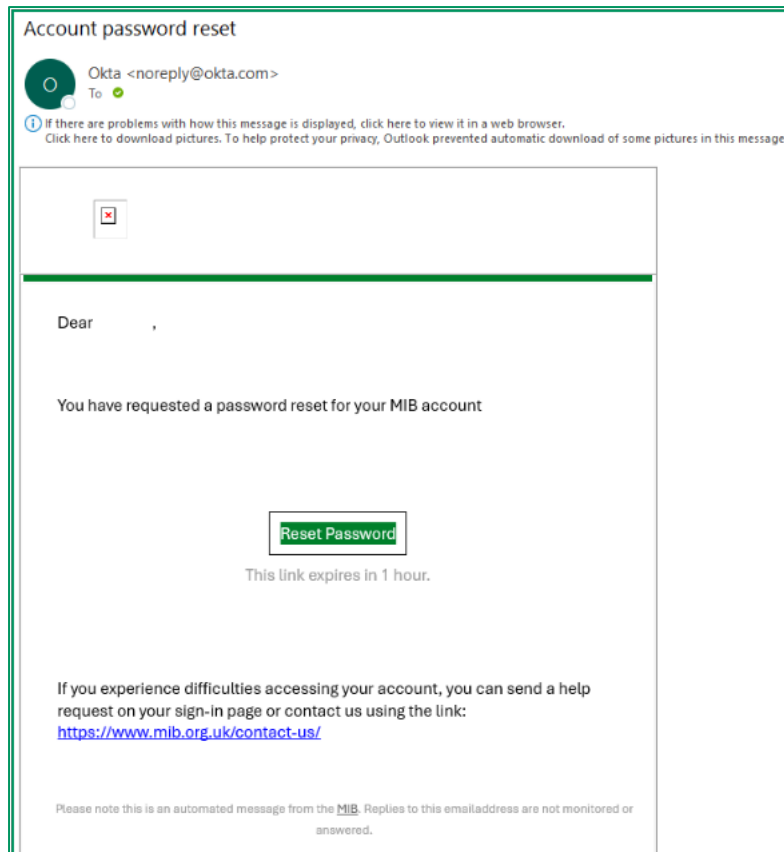
You'll be taken to the **Reset your password** page where you'll need to provide your email address that was used when your account was set up.



The screenshot shows a 'Reset your password' page with the 'mib' logo at the top left. Below the logo is a heading 'Reset your password' and a subtext 'Enter your email address. You will shortly receive an email with instructions on your next steps.' Below this 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.

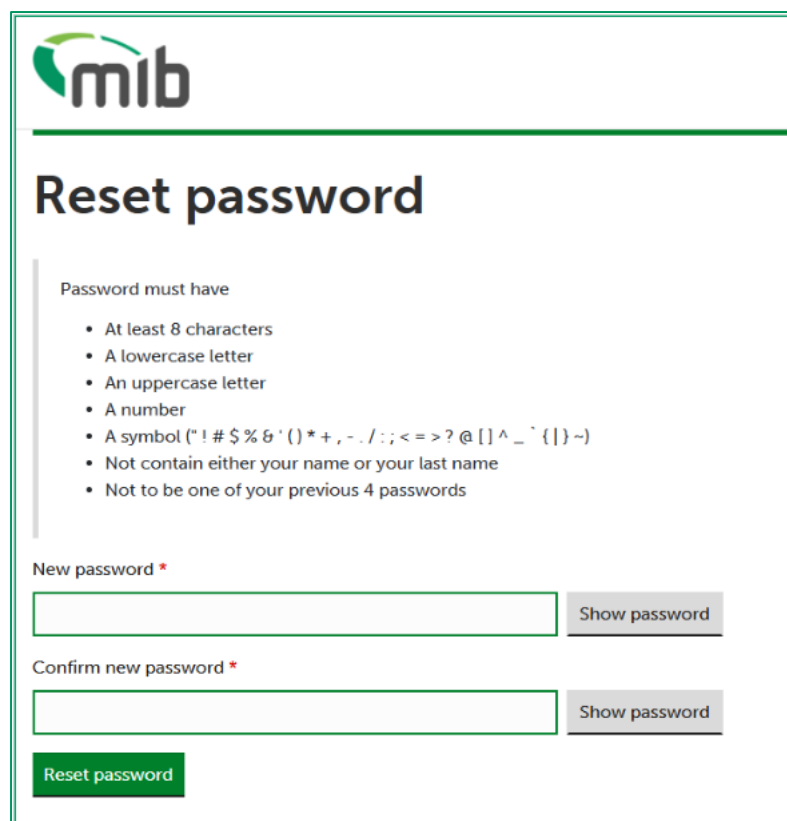
You'll need to follow the link in the email **within an hour** before the link expires or you'll have to repeat this process.



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

This is a screenshot of the MIB password reset page. At the top is the MIB logo. The main heading is "Reset your password". Below this, it says "To reset your password, provide an answer to your security question." The security question is "What town/city was your first job in?*" and there is a text input field with the placeholder "Answer". At the bottom 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

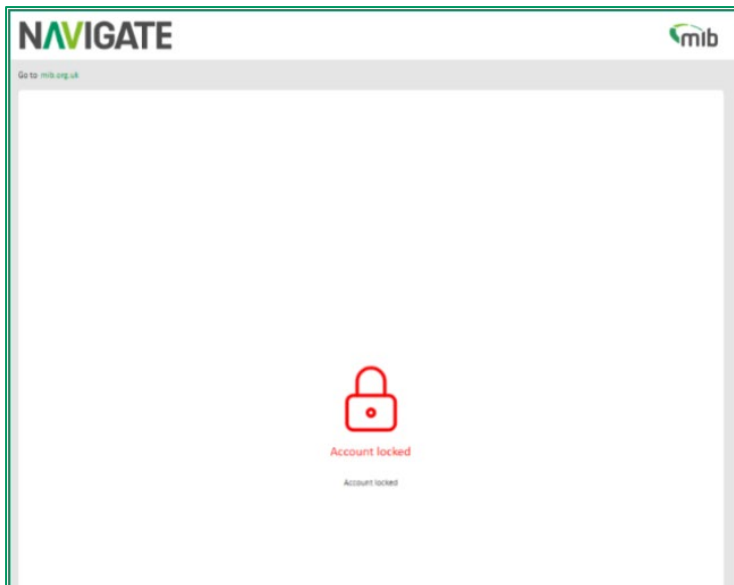
You'll then be asked to complete 2FA using either your email address or phone number. Authentication is needed if you forget your password or need to reset your account.

2.5 Getting Locked out of Navigate

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

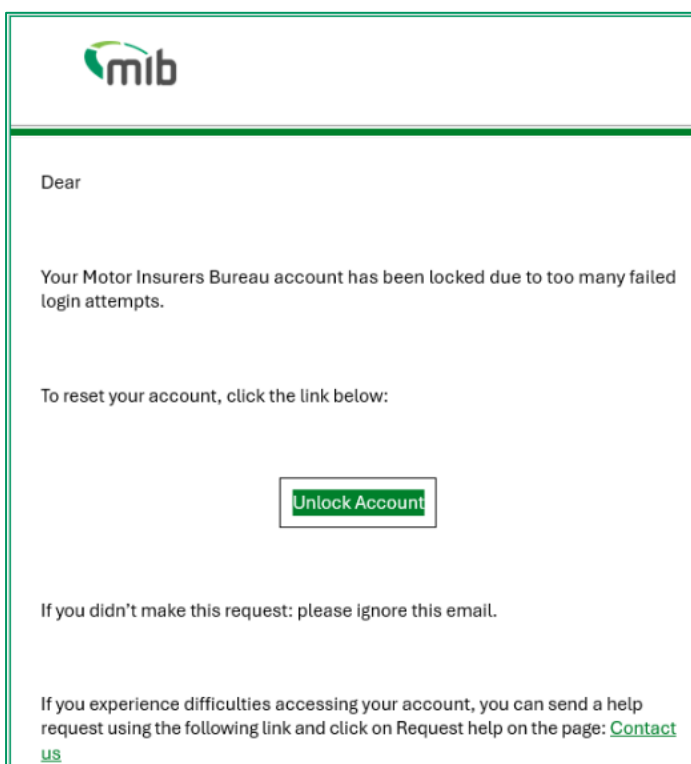
- **Account inactivity:** If you don't use Navigate for 90 days, your account will be locked. After 180 days of inactivity, your account will be deleted. If you've been locked, or suspended from using the Navigate portal, you'll be notified by email.

You'll need to contact an 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 a short period of time 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.

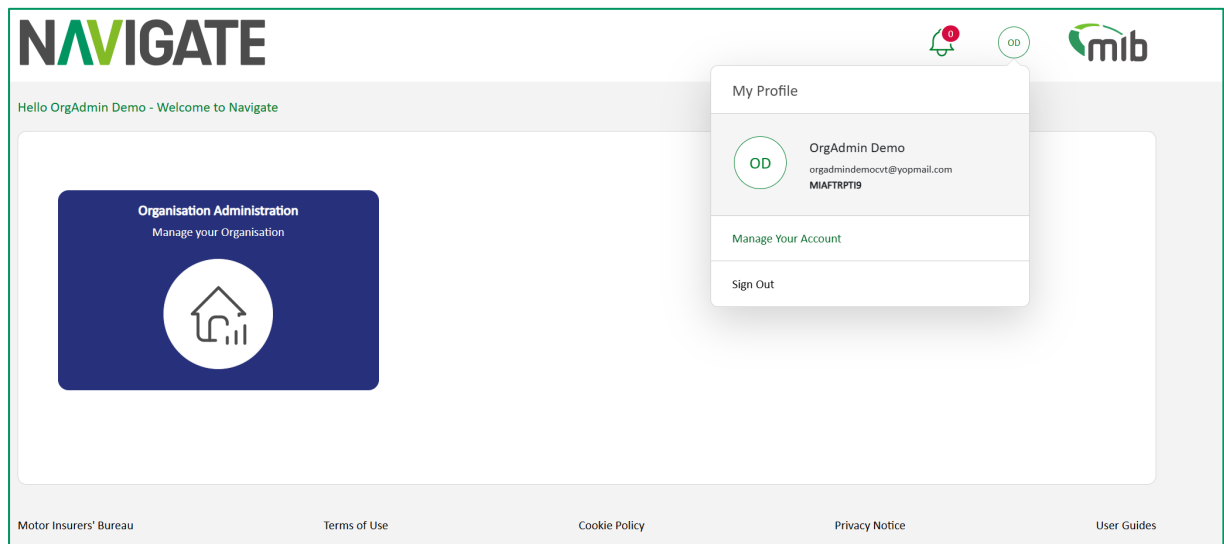


3 Managing your Account

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 an **Organisation 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 an **Organisation Administrator** who'll be able to set up new **User Credentials** for you.

If you are the sole organisation administrator, you'll need to raise a **Contact Us** form on the log in page so MIB can change your details.

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

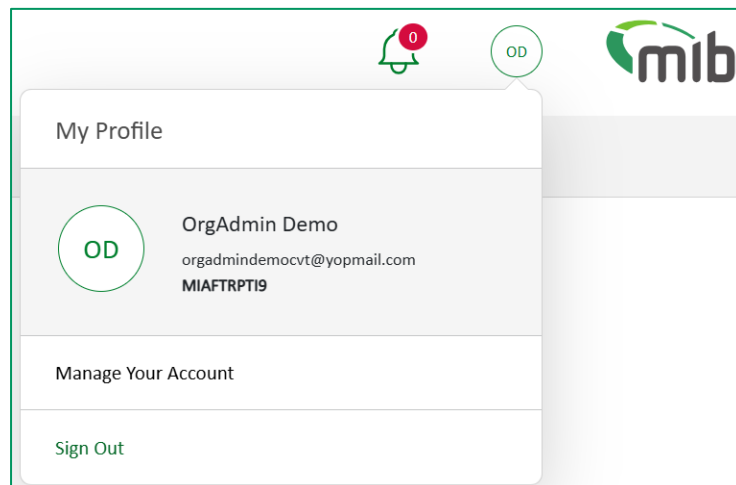
Within **Account Management**, you'll see:

- **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



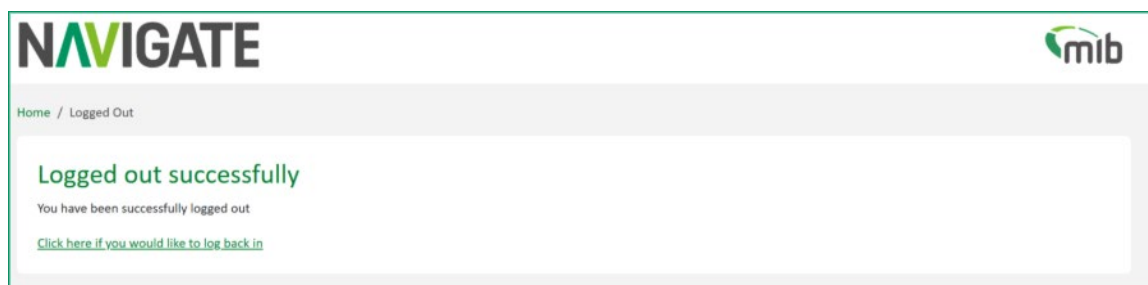
3.3 Signing/Logging out

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.

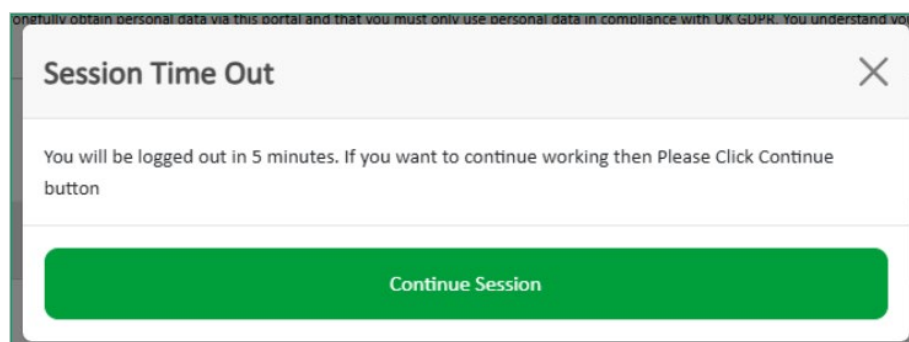
To Sign In again, use the link **Click here if you would like to log back in**, to take you to the sign in page.



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 Organisation & Branch Administration Overview

If you're an **Organisation Administrator** (Org Admin), you'll be able to:

- view all your organisation details including contacts
- manage branches
- manage users within your organisation and branches
- where relevant, view your organisation's VS&TD supply codes (not visible to Delegated Authorities)
- where relevant, view and add VS&TD contacts
- view and download all Navigate documents signed by your organisation

If you're a **Branch Admin**, you'll be able to:

- view all your organisation's details including contacts and users
- view and filter on branches within your organisation
- edit branch information for your branch
- where relevant, view VS&TD supply codes within your branch (not visible to Delegated Authorities)
- manage users within your branch

If you have either of these roles, you'll see this tile on your Navigate home screen. Click this tile to do any of the tasks above.

5 View Organisation

In the tile, you'll see your organisation's details that are held on Navigate. If you need your organisation's details amended, you'll need to raise a request, by clicking **Help** at the bottom right of the page.

The screenshot displays the 'NAVIGATE' application interface. At the top, there's a header with the 'NAVIGATE' logo and user icons. Below the header, a breadcrumb trail reads 'Home / Organisation Administration / Organisation'. A dark green sidebar on the left contains the 'Organisation Administration' menu, with 'MIAFTRPT19' selected. The main content area is titled 'View Organisation' and includes a sub-header: 'View information about your organisation. If you require details to be updated, please raise a ticket within the Help section.' Below this, a form displays the following details:

Organisation Status :	Active
Organisation Code :	N5514
Organisation Type :	Insurer
Organisation Name :	MIAFTRPT19 10/100
Address :	United Kingdom

A 'Help' button is located at the bottom right of the form area.

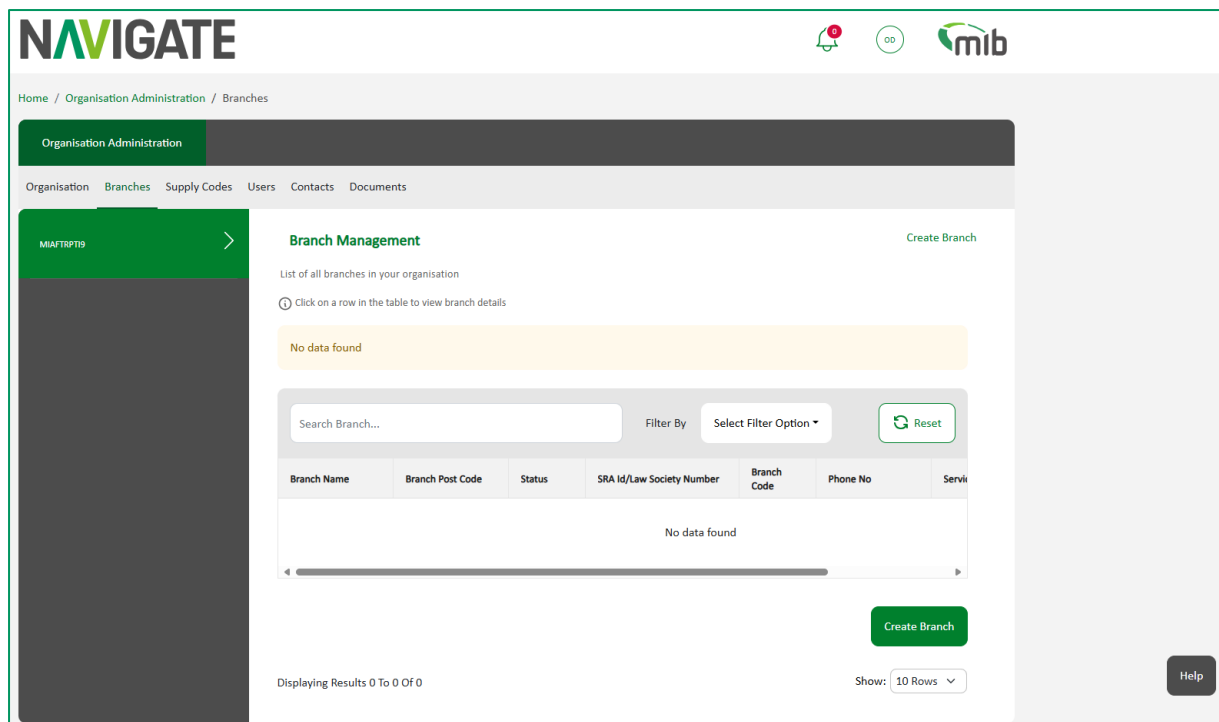
5.1 Create a Branch

Branches refer to groups, departments, teams or branch locations within your organisation.

Depending on your organisation type, you may need or wish to create branches. MIB can't do this for you.

Click Branches from the top menu. If you're accessing this for the first time, there will be no branches to view, but once you've created branches, you'll see a table showing them.

Click Create Branch located at the top or bottom of the page.



Enter all the relevant information about your new branch.

Choose the services the new branch needs from:

- Organisation Administration
- Motor Insurance Policy Data (MIPD)
- Vehicle Salvage & Theft Data (VS&TD)

Once you've selected the services, click the dropdown under Roles select all roles needed for that branch.

For more information about User Roles and their access see Navigate User Roles in **section 11**.

Home / Organisation Administration / Branches / Create Branch

Organisation Administration

Organisation
Branches
Supply Codes
Users
Contacts
Documents

MANAGEMENT

Create Branch

A branch for your organisation can be created

Mandatory fields are denoted by an asterisk (*)

Branch Name*

Test Branch 1

13/50

Branch Address*

United Kingdom

▼

Test

4/8

1

1/100

Test Street

11/100

Test City

9/100

Test County

11/100

☐ Use address of an existing branch

Select Existing Branch

▼

Phone No*

+44 0000 000000

12/14

Service(s)*

Vehicle Salvage & Theft Data

+

Administration

—

Role(s)

All items are selected.

▼

Save

5.2 Managing a Branch

To manage the branch click **Edit Branch** at the bottom of the screen.

The screenshot displays the 'View Branch' page in the NAVIGATE system. The page has a dark sidebar on the left with a 'MINISTRIPS' menu item. The main content area is titled 'View Branch' and includes a 'Create Branch' link. The form contains the following fields:

- Status :** A dropdown menu showing 'ACTIVE'.
- Branch Code :** A text input field containing 'N5830'.
- Branch Name :** A text input field containing 'Test Branch 1'.
- Branch Address :** A complex form with multiple input fields: a dropdown for 'United Kingdom', a text field for 'Test', a text field for '1', a text field for 'Test Street', a text field for 'Test City', and a text field for 'Test County'. Below these is a checkbox for 'Use address of an existing branch' and a dropdown for 'Select Existing Branch'.
- Phone No :** A text input field with a country code dropdown showing '+44' and a number field containing '0000 000000'.
- Service(s) :** A list of services with checkboxes and plus icons. The visible services are 'Vehicle Salvage & Theft Data' and 'Administration'.

An 'Edit Branch' button is located at the bottom of the form.

On the editable branch page you can make your amendments, such as adding additional services, updating your branch's contact details or suspending a branch.

When you suspend a branch, this will automatically suspend all active users within the branch.

Click **Save** to confirm your changes.

NAVIGATE

0

00

MIAFTRPTB

>

Manage Branch

View details and perform allowed actions on the branch. Click 'Save' to confirm and save the changes.

Mandatory fields are denoted by an asterisk (*)

Status :

ACTIVE

Branch Code :

N5830

Branch Name*:

Test Branch 1

13/50

Branch Address*:

United Kingdom

Test

4/8

1

1/100

Test Street

11/100

Test City

9/100

Test County

11/100

☐ Use address of an existing branch

Select Existing Branch

Phone No*:

+44 0000 000000

12/14

Service(s)*:

ⓘ The selection of these services and roles will determine what access the users within the branch can have

☐ Vehicle Salvage & Theft Data

+

Administration

+

Save

6 Supply Codes

You'll find a list of all your organisation's VS&TD Supply codes with their code ID and status.

Please note, Delegated Authorities (DA's) won't be able to see Supply codes.

You can search with Supply Code Name, Supply Code ID or DA Name.

If you'd like to change the status of any of your code such as change a supply code's status to run off, or the name of the code, please raise a Contact Us form. Check Getting support in **section 10**.

Home / Organisation Administration / VS&TD Supply Codes

Organisation Administration

Organisation
Branches
Supply Codes
Users
Contacts
Documents

MIAFTRP119

Supply Codes

List of all Supply Codes in your organisation

Click on a row in the table to view details

Search with Supply Code Name, Supply Code ID, DA Name

Filter By
Select Filter Option

Reset

Supply Code Name	Supply Code ID	Contact Details	DA Name	Status
Pt test	6060005			Active
Pt test	6060025			Active
Pt test	6060016			Active
Pt test	6060006			Active
Pt test	6060020			Active
Pt test	6060013			Active
Pt test	6060011			Active

Help

You can click into a supply code to view the details.

Home / Organisation Administration / VS&TD Supply Codes / View Supply Code

Organisation Administration

Organisation
Branches
Supply Codes
Users
Contacts
Documents

MIAFTRP119

View Supply Code

View details of the selected Supply Code

Supply Code Name :

Pt test

Supply Code ID :

6060005

Contact Details :

DA Name :

Status :

ACTIVE

Navigate Organisation & Branch Admin User Guide V2

22

7 User management

Click **Users** in the top menu to view all your users within your organisation.

You can search for users by their name, email address or filter by Status or Branch.

NAVIGATE

Home / Organisation Administration / Users

Organisation Administration

Organisation Branches Supply Codes Users Contacts Documents

MIAFTRPT9

User Management

Export as CSV File Create New User

List of all users in your organisation

Click on a row in the table to view user details

Search Users... Filter By Select Filter Option Reset

Forename	Surname	Status	Branch	Email Address
pti09userN5514	CVT	ACTIVE	MIAFTRPT9 (N5514)	pti09userN5514@yopmail.com
OrgAdmin	Demo	ACTIVE	MIAFTRPT9 (N5514)	OrgAdminDemoCVT@yopmail.com
MIAFTRPTI	Navigate	LOCKED	MIAFTRPT9 (N5514)	MIAFTRPT9@yopmail.com
Limited	EnqDemo	ACTIVE	MIAFTRPT9 (N5514)	LimitedEnqDemoCVT@yopmail.com
JEEVA	Bhavani	ACTIVE	MIAFTRPT9 (N5514)	PTCVUser1865_perf@yopmail.com
JEEVA	Bhavani	ACTIVE	MIAFTRPT9 (N5514)	PTCVUser1866_perf@yopmail.com
JEEVA	Bhavani	ACTIVE	MIAFTRPT9 (N5514)	PTCVUser1867_perf@yopmail.com
JEEVA	Bhavani	ACTIVE	MIAFTRPT9 (N5514)	PTCVUser1868_perf@yopmail.com
JEEVA	Bhavani	ACTIVE	MIAFTRPT9 (N5514)	PTCVUser1869_perf@yopmail.com
JEEVA	Bhavani	ACTIVE	MIAFTRPT9 (N5514)	PTCVUser1870_perf@yopmail.com

Create New User

Help

Displaying Results 1 To 10 Of 238

Show: 10 Rows

7.1 Creating new users

Click **Create New User** at the top or bottom of the page.

NAVIGATE

Home / Organisation Administration / Users

Organisation Administration

Organisation Branches Supply Codes Users Contacts Documents

MIAFTRPT9

User Management

Export as CSV File Create New User

List of all users in your organisation

Click on a row in the table to view user details

Search Users... Filter By Select Filter Option Reset

Forename	Surname	Status	Branch	Email Address
Test	USER	SUSPEND...	Test Branch 1 (N5830)	testuser@yopmail.com
pti09userN5514	CVT	ACTIVE	MIAFTRPT9 (N5514)	pti09userN5514@yopmail.com
OrgAdmin	Demo	ACTIVE	MIAFTRPT9 (N5514)	OrgAdminDemoCVT@yopmail.com
MIAFTRPTI	Navigate	LOCKED	MIAFTRPT9 (N5514)	MIAFTRPT9@yopmail.com
Limited	EnqDemo	ACTIVE	MIAFTRPT9 (N5514)	LimitedEnqDemoCVT@yopmail.com

Create New User

Help

Displaying Results 1 To 10 Of 238

Show: 10 Rows

A new screen will open, and you'll need to fill out the users' details, select a branch and choose their required role(s).

The screenshot shows the 'NAVIGATE' user creation interface. The 'Restrictions' tab is active, showing a form for user details. The form includes fields for Forename, Surname, Phone No, Email, Start Date, End Date, and Branch Name. The 'Branch Name' dropdown is set to 'Test Branch 1 (N5830) - ACTIVE'. Below this, there is a section for 'Role(s)' with a dropdown set to 'Branch Administrator'. The form has 'Save' and 'Next' buttons at the bottom.

restrictions section.

1. General Details 2. Restrictions

Mandatory fields are denoted by an asterisk (*)

Forename * : Test 4/50

Surname * : USER 4/50

Phone No : +44 2/14

Email * : testuser 8/110 @ yopmail.com

Start Date : 22/10/2025

End Date : DD/MM/YYYY

Branch Name(Code) * : Test Branch 1 (N5830) - ACTIVE

Administration

Role(s)

Branch Administrator

Save Next

You can click **Next**, to add the restrictions to the user if needed.

If you click **Save**, you'll be able to create a user without any restrictions. A pop-up message will ask you to confirm, and you'll need to click **Yes** to add the user without any restrictions.

The screenshot shows the 'NAVIGATE' user creation interface with a confirmation pop-up. The pop-up message asks: 'You have not added any restrictions for the user. You can add them by going to the restrictions tab. Do you still want to create the user without adding any restrictions?'. The pop-up has 'No' and 'Yes' buttons.

NAVIGATE

Create User

You have not added any restrictions for the user. You can add them by going to the restrictions tab. Do you still want to create the user without adding any restrictions?

No Yes

If you want to set restrictions up for the user at this point, click **No** and provide the relevant details. Then click **Save** and your user will be created.

Organisation Administration

Organisation Branches Supply Codes Users Contacts Documents

MIAFTRPT19 >

Create New User

Add user details, assign a branch and relevant roles. Click 'Save' to create the user where no restrictions are required. Click 'Next' to move onto the restrictions section.

1. General Details 2. Restrictions

Mandatory fields are denoted by an asterisk (*)

Time Of Day Access : ☐ Weekdays ☐ Weekend

From 00 To 24 Time Zone Europe/London Add

Day	Time	Action
No data found		

IP Restriction : IP Add

IP Address Or Range	Action
No data found	

Save Back To General Details

Once you've saved, the user will receive an email to activate their account. If they already have access to another MIB service, they'll see Navigate added to their dashboard.

7.2 Managing user details

To manage your current users, select a user from the table presented in the **User** tab. Once selected their details will show on the screen. This view is read only; if their details need to be updated, click **Edit**.

Depending on your role, you'll be able to **change their contact details, branch name, their restrictions** or you can suspend their account.

You'll be able to add or remove roles for each branch under this user. **A user at branch level must have at least one branch assigned to them, with at least one role.**

NAVIGATE mib

Home / Organisation Administration / Users / View User

Organisation Administration

Organisation Branches Supply Codes Users Contacts Documents

View User Create New User

View user details

1. General Details **2. Restrictions**

Mandatory fields are denoted by an asterisk (*)

Status :	Active
Status last changed by :	OrgAdminDemoCVT@yopmail.com
Status last changed on :	22/10/2025
Forename :	Test 4/50
Surname :	USER 4/50
Phone No :	+44
Email :	testuser @ yopmail.com
Start Date:	22/10/2025

To move a user to another branch, first make a note of the user's current **Role(s)** within the service(s) that they've got access to under their current **Branch Name(Code)** then click **Edit**.

NAVIGATE mib

End Date: 📅

ⓘ End date must be a future date or after Start date where applicable

Last Logged in :

Created by : OrgAdminDemoCVT@yopmail.com

Branch Name(Code) * : Test Branch 1 (N5830) - ACTIVE

ⓘ You can assign user to the organisation level if it is available in the dropdown. Please ensure at least one role is assigned to the user.

Administration

Role(s)

Branch Administrator

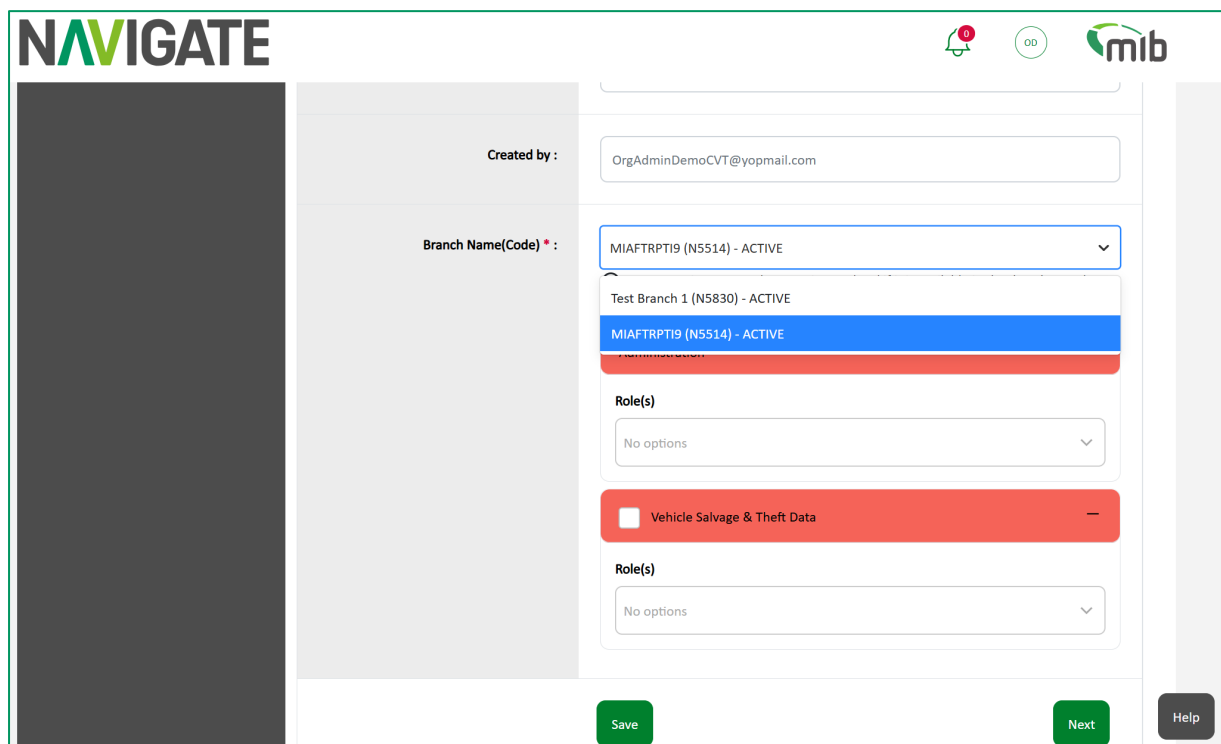
Edit **Next** **Help**

Use **Branch Name(Code)** drop down to select the required branch for the user and then re-select service(s) and the user's role(s) within each service.

If you don't see the service or role required as an option, you may need to add the service and role to the relevant branch first under branch management before you can move the user.

You must select at least a service and a user role under it before you can proceed to **Save** the user.

Once you've updated user's details, click **Next** to add restrictions or click **Save** user without restrictions.



The screenshot displays the NAVIGATE user management interface. The top header features the NAVIGATE logo on the left and user profile icons (a bell with a red notification dot, a circular icon with '00', and the 'mib' logo) on the right. The main form area is divided into sections. The 'Created by' field shows 'OrgAdminDemoCVT@yopmail.com'. The 'Branch Name(Code) *' dropdown menu is open, showing a list of branches: 'MIAFTRPT19 (N5514) - ACTIVE' (highlighted in blue), 'Test Branch 1 (N5830) - ACTIVE', and 'MIAFTRPT19 (N5514) - ACTIVE' (highlighted in red). Below the dropdown, there are two 'Role(s)' dropdown menus, both showing 'No options'. A red button labeled 'Vehicle Salvage & Theft Data' is visible. At the bottom of the form, there are three buttons: 'Save' (green), 'Next' (green), and 'Help' (grey).

7.3 Suspending a user

If a user needs to be suspended, only an **Organisation** or **Branch Administrator** can perform this action from the edit function within **User Management**. If the user isn't within a branch, only the **Org Admin** can do this. Once a user has been selected, click on **Edit** and change their **Status from Active to Suspended**.

NAVIGATE

Home / Organisation Administration / Users / Manage User

Organisation Administration

Organisation Branches Supply Codes Users Contacts Documents

MIAFTRPT19

Manage User

View details and manage user. Any changes will be saved only when Save button is clicked.

1. General Details 2. Restrictions

Mandatory fields are denoted by an asterisk (*)

Status* : Active

Status last changed by : OrgAdminDemoCVT@yopmail.com

Status last changed on : 22/10/2025

Forename* : Test 4/50

Help

You'll be presented with a pop up to confirm the change in status.

NAVIGATE

Home / Organisation Administration / Users / Manage User

Organisation Administration

Organisation Branches Supply Codes Users Contacts Documents

MIAFTRPT19

Manage User

View details and manage user. Any changes will be saved only when Save button is clicked.

Update in User

You are going to suspend the account and this user will no longer have access to Navigate. Click on Save to complete the action.

Ok

Lock/Suspension Reason* :

Status last changed by : OrgAdminDemoCVT@yopmail.com

Status last changed on : 22/10/2025

Help

If **Suspended** has been selected, an additional field will be populated, and you'll be required to choose from the following options:

- User left the company
- User does not need the account

Click **Save** to confirm.

NAVIGATE

Home / Organisation Administration / Users / Manage User

Organisation Administration

Organisation Branches Supply Codes Users Contacts Documents

MIAFTRPT19

Manage User

View details and manage user. Any changes will be saved only when Save button is clicked.

1. General Details 2. Restrictions

Mandatory fields are denoted by an asterisk (*)

Status*	Suspended
Lock/Suspension Reason*	User left the company
Status last changed by :	User does not need the account
Status last changed on :	22/10/2025

Help

Any changes to User Status' (including dates) can be viewed by looking at the **Status last change** field at the top of the page.

View User

Create New User

View user details

1. General Details 2. Restrictions

Mandatory fields are denoted by an asterisk (*)

Status :	Suspended
Lock/Suspension Reason :	User left the company
Status last changed by :	OrgAdminDemoCVT@yopmail.com
Status last changed on :	23/10/2025
Forename :	Test

4/50

Help

7.4 Unlocking a locked user account

A user will become locked after 90 days of inactivity.

Organisation or Branch Administrators can unlock locked user accounts.

Select the locked user's account from **User Management** list.

User Management

[Export as CSV File](#) [+ Create New User](#)

List of all users in your organisation

Click on a row in the table to view user details

Filter By

Select Filter Option

[Reset](#)

Forename	Surname	Status	Branch	Email Address
Test	USER	SUSPEND...	Test Branch 1 (N5830)	testuser@yopmail.com
ptl09userN5514	CVT	ACTIVE	MIAFTRPTI9 (N5514)	ptl09userN5514@yopmail.com
OrgAdmin	Demo	ACTIVE	MIAFTRPTI9 (N5514)	OrgAdminDemoCVT@yopmail.com
MIAFTRPTI	Navigate	LOCKED	MIAFTRPTI9 (N5514)	MIAFTRPTI9@yopmail.com
Limited	EnqDemo	ACTIVE	MIAFTRPTI9 (N5514)	LimitedEnqDemoCVT@yopmail.com

Before unlocking, check **Lock/Suspension Reason** is **Inactivity**.

Then click **Edit**, change the **Status** from **Locked** to **Active** using the drop down.

NAVIGATE

Home / Organisation Administration / Users / Manage User

Organisation Administration

Organisation Branches Supply Codes Users Contacts Documents

MIAFTRPTI9

Manage User

View details and manage user. Any changes will be saved only when Save button is clicked.

1. General Details

2. Restrictions

Mandatory fields are denoted by an asterisk (*)

Status*

Locked

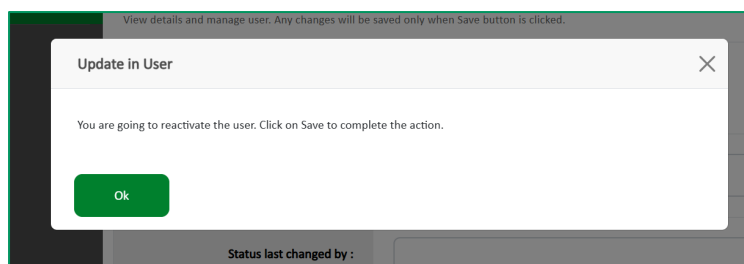
Active

Locked

Inactivity

Lock/Suspension Reason*

You'll be presented with a pop up to confirm the change in status. Click **Ok** and then **Save** to complete reactivation.



After 180 days of inactivity, the user's details will be deleted from the system. However, when the user is in an active state, the activity of the user will still be kept.

If the branch is in a suspended state, you won't be able to change the status of the user to Active. If the status of a user is **Blocked**, only MIB will be able to unlock this after raising a service request via the Help button.

If you need to reactivate a user's account, simply change the status from **Locked/ Suspended** to **Active**. The user will be sent an email to notify them of the change and will be able to log back into their account.

7.5 Last Login Report

To access a report of your users and their last login dates, click on **Export as CSV file**. This will download the report.

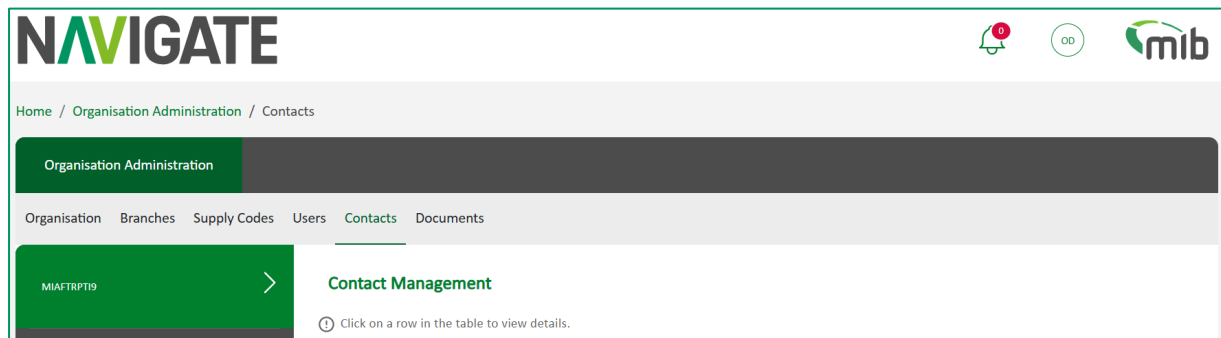
You'll find list of all your organisation/branch users and further details such as their assigned role, activity status and the date of their last login.

This will support your internal user management.

Forename	Surname	Status	Branch	Email Address
Test	USER	SUSPEND...	Test Branch 1 (N5830)	testuser@yopmail.com
pti09userN5514	CVT	ACTIVE	MIAFTRPTI9 (N5514)	pti09userN5514@yopmail.com

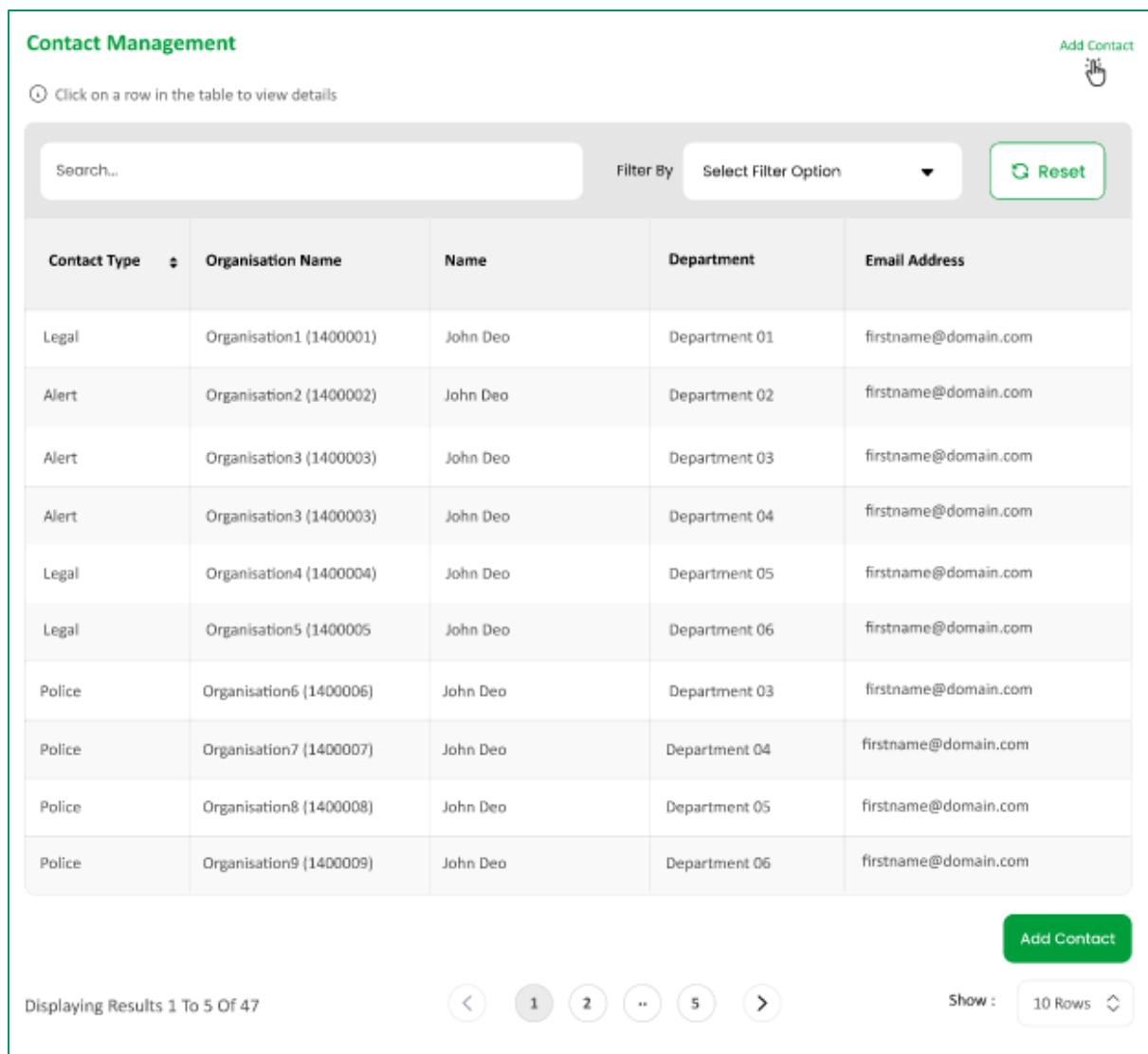
8 Contact management

You can add and edit contacts associated with your organisation depending on the services you access in the **Contacts** tab.



8.1 Add contact

Click **Add Contact** at the top or bottom of the page, which will open a new page.



Select the relevant service and select from the below contact types:

- Police
- Audit
- Alert
- Support
- Legal

Add Contact
Add a new contact for your organisation

Service : Vehicle Salvage & Theft Data

Organisation Name : Organisation1 (1400001)

Contact Type* : Audit Contact

Name* : John Doe

Email* : johndoe@domain.com

Phone No* : +44 123 456 7890

Organisation Address* :

Address Line 1

Lorem Ipsum Line 2

London

B461AA

Lorem Ipsum Line 3

England

Department :

Job Description :

Save

Additional fields will then populate for you to fill in, then click **Save**.

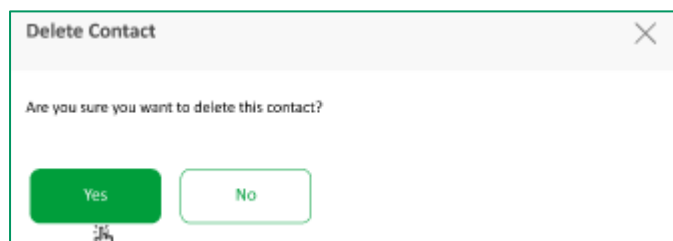
8.2 Edit contact

You can sort your contacts by Contact Type, Department and email address, or use the Filter Option.

If you want to see the details for a contact, click on their details and this will open a new screen.

8.3 Delete contact

If you need to delete a contact, select **Edit**, which will open the **Contact View** in edit mode. An additional button at the bottom of the page will appear and select **Delete** to delete this contact. You'll be presented with an additional pop-up to confirm this change. Please note that not all contacts can be deleted. If you do not see **Delete**, the contact is mandatory and can only be edited.



9 Documents

Within Documents, you'll find a list of important documents your organisation has accepted or requires access to. Here you'll find documents such as user agreements and schedules.

To view a document, click download.

The screenshot shows the NAVIGATE web application interface. The top navigation bar includes the NAVIGATE logo, a notification bell with a red dot, a circular profile icon with "OD", and the "mib" logo. Below the navigation bar, the breadcrumb trail reads "Home / Organisation Administration / Documents". A dark sidebar on the left contains the "Organisation Administration" menu, with "MIAFTRPT9" selected and a right-pointing arrow. The main content area is titled "Documents" and includes the text "View important documents here". Below this is a table with four columns: "Document Name", "Document Version", "Last Agreed on", and "Document (pdf)".

Document Name	Document Version	Last Agreed on	Document (pdf)
NavigateMPA-1.pdf	1	09-04-2024	
NavigateMPA-1.pdf	1	09-04-2024	
MPAVS&TDSchedule-1.pdf	1	20-02-2024	
NavigateMPA-1.pdf	1	20-02-2024	

10 Getting Support

10.1 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

10.2 Using the Contact Support form in Navigate

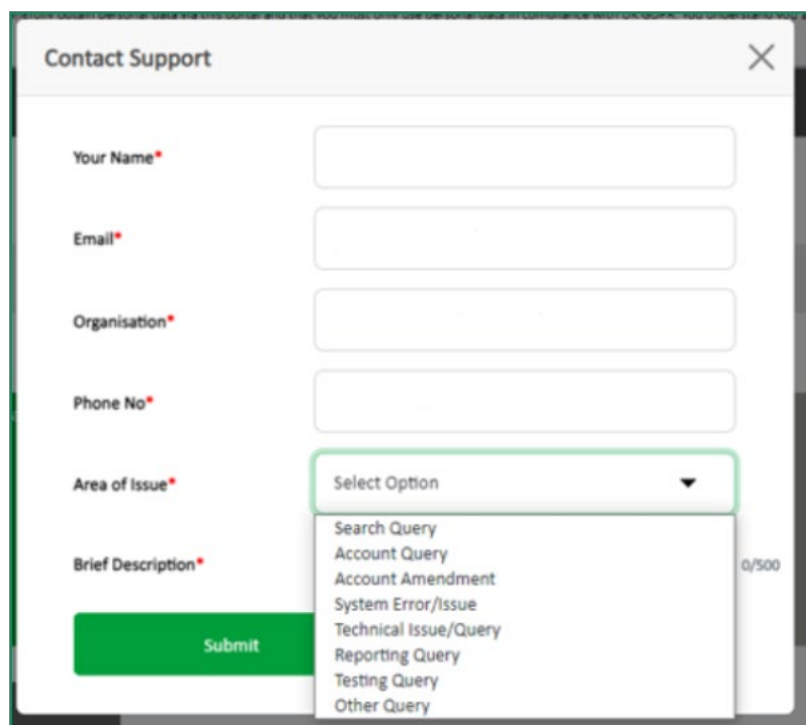
If you're unable to locate the information you require via the Help Centre, click **Contact Support** and complete the form to send us a question or report an issue.

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:

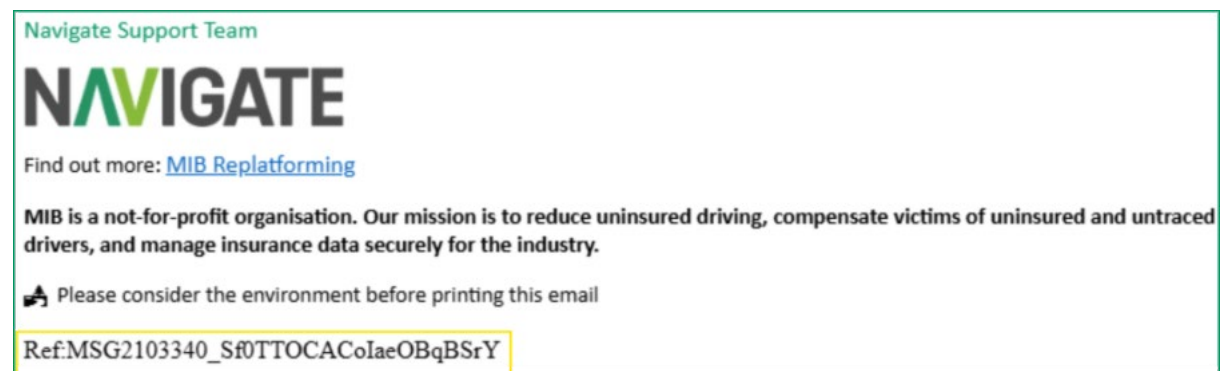
- Your Name***: Text input field.
- Email***: Text input field.
- Organisation***: Text input field.
- Phone No***: Text input field.
- Area of Issue***: Dropdown menu with the following options:
 - Select Option
 - Search Query
 - Account Query
 - Account Amendment
 - System Error/Issue
 - Technical 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 on screen after submitting your request. 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.



11 Navigate User Roles

You can have roles assigned in multiple services, depending on how you use the Navigate portal.

11.1 Administration Roles

Role	What can you do?
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.

11.2 Motor Insurance Policy Data Roles

Role	What can you do?
Search	Search for a vehicle record on the database for own insurance and 3 rd party insurers.
Data Submissions	Review the data submissions of your organisation by checking the status and summary of a submission.
Update Vehicle (read only)	View fleet/commercial policies and vehicles.
Update Vehicle	View fleet/commercial policies and vehicles, amend, add and remove vehicle/driver data. Submit files and view the status of files submitted by the organisation and check summary of files.
Helpdesk Level 2 (L2)	Access to policyholder users, add, amend, remove users and policies, authorise L3 actions.
Helpdesk Level 3 (L3)	Access to policyholder users, add, amend, remove users and policies with the need to be authorised by L2.
Policyholder	Ability to add files, review file status', check the summary of a file. Add/amend/remove

	vehicles from a policy without driver data associated to the vehicle record.
--	--

11.3 Vehicle salvage & Theft Data Roles

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.