

NAVIGATE



Organisation & Branch Admin User Guide

For Organisation & Branch Admins to use Navigate.



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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.

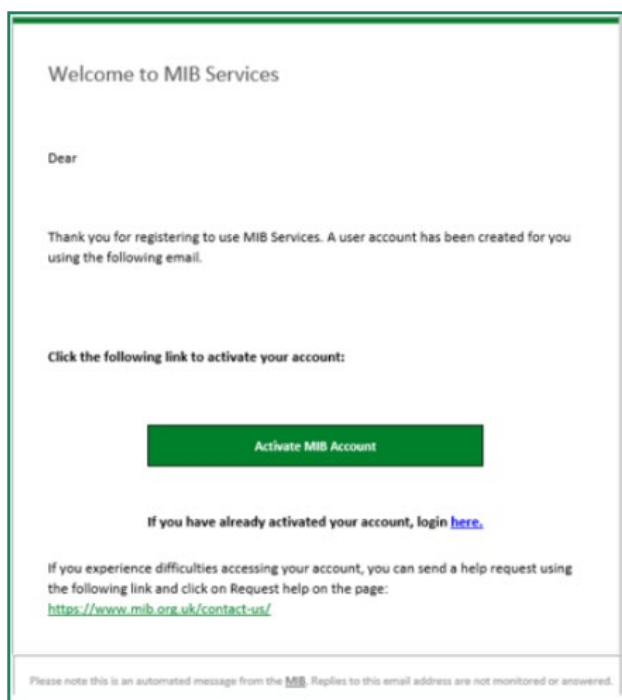
2 Setting up your Navigate account

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.

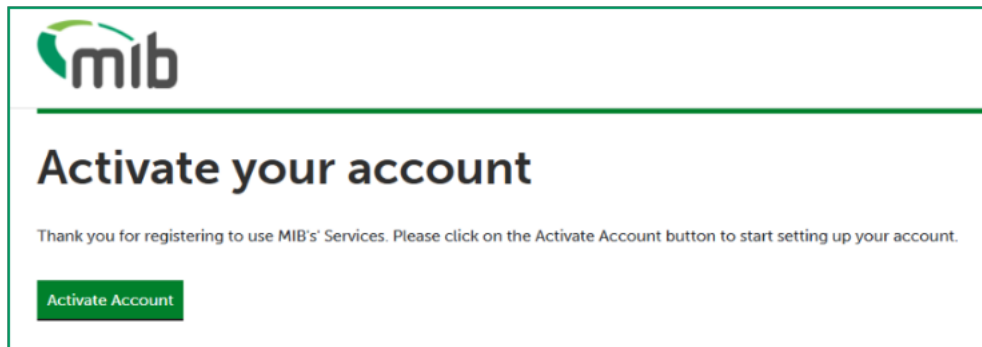
Once you've been set up by your own organisation administrator or branch administrator, if you already have access to MIB services you'll find Navigate on your dashboard, otherwise, you'll need to complete the following to access [Navigate](https://identity.mib.org.uk/user/login) (<https://identity.mib.org.uk/user/login>).

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



This will open in your browser.

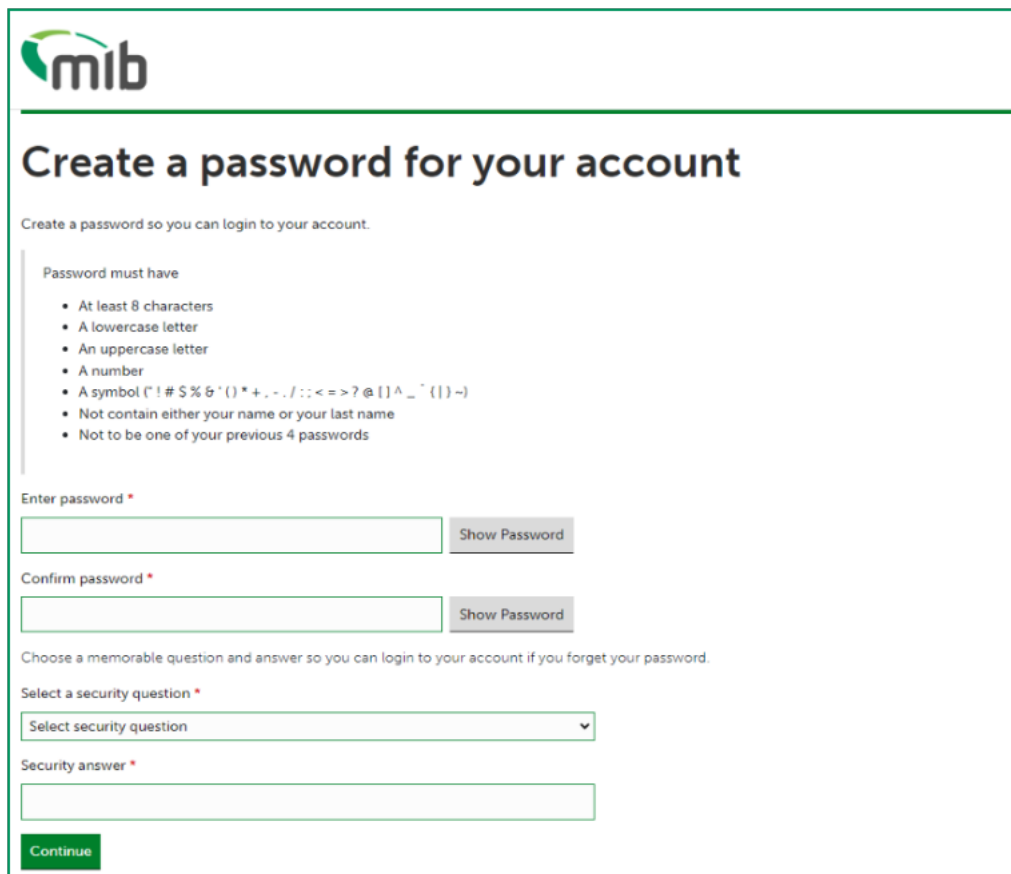
Click **Activate Account**.



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.



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.

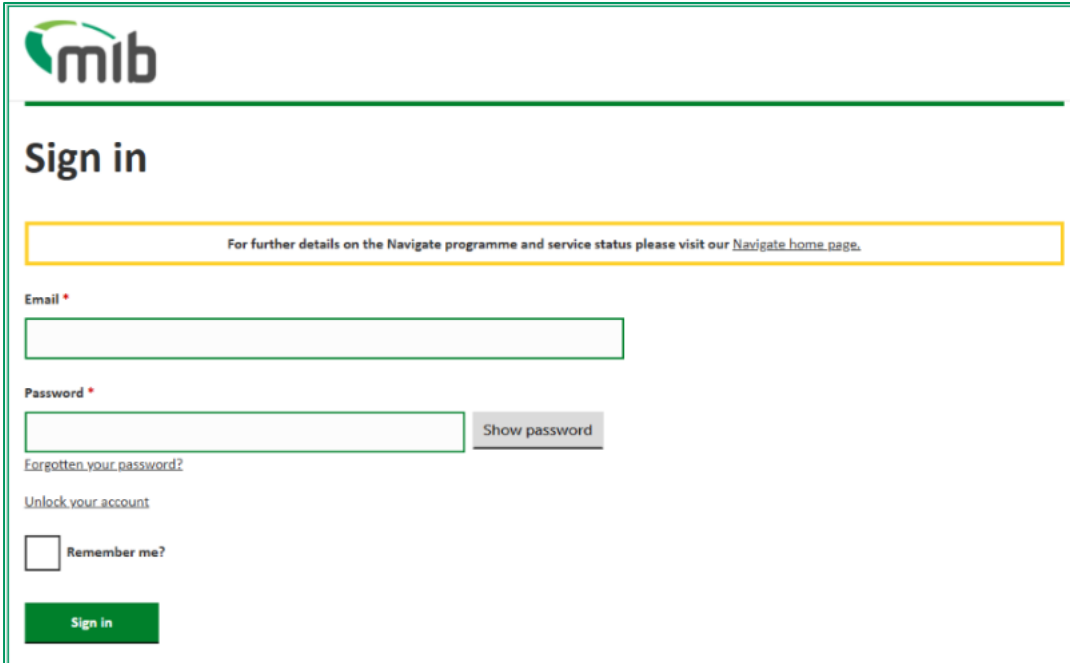
Please, provide your phone number and click send code. You will receive a verification (SMS) with a 6 digit code that you will need to introduce in the next screen to access the MIB Identity Portal

Country code *

Mobile number *

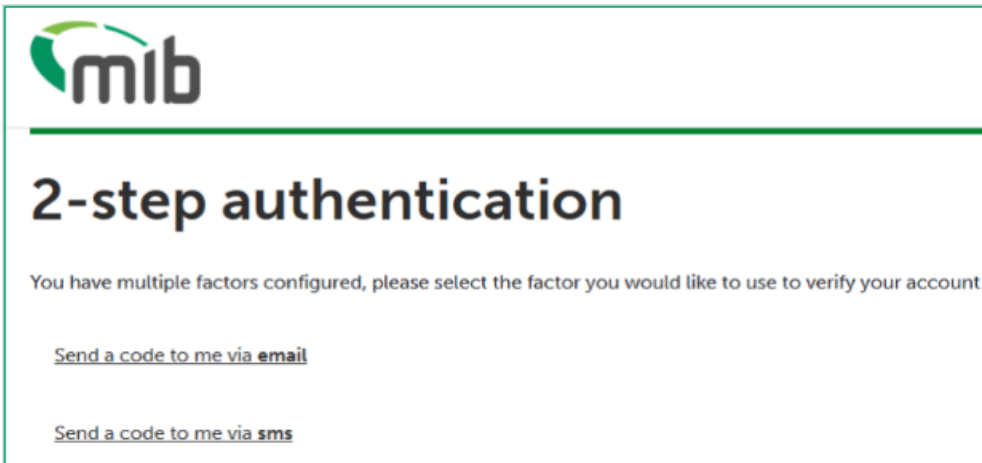
Send code Exit

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



The screenshot shows the MIB Sign in page. At the top left is the MIB logo. Below it is the heading "Sign in". A yellow-bordered box contains the text: "For further details on the Navigate programme and service status please visit our [Navigate home page](#)." Below this are two input fields: "Email" and "Password". The "Password" field has a "Show password" button to its right. Below the password field are links for "Forgotten your password?" and "Unlock your account". There is a checkbox labeled "Remember me?". At the bottom is a green "Sign in" button.

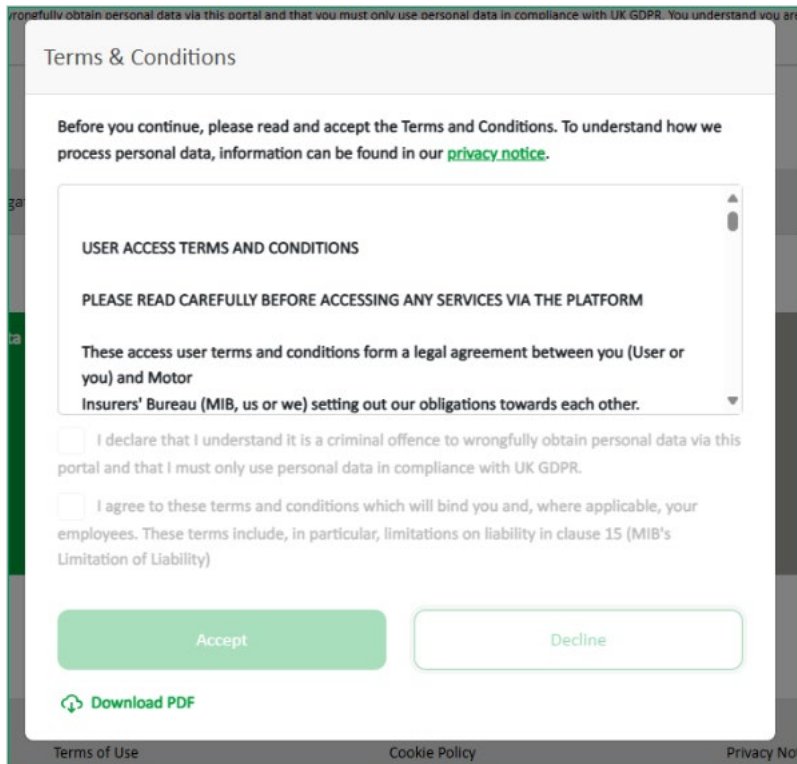
You'll then be given the options of **email or mobile phone** for authentication.



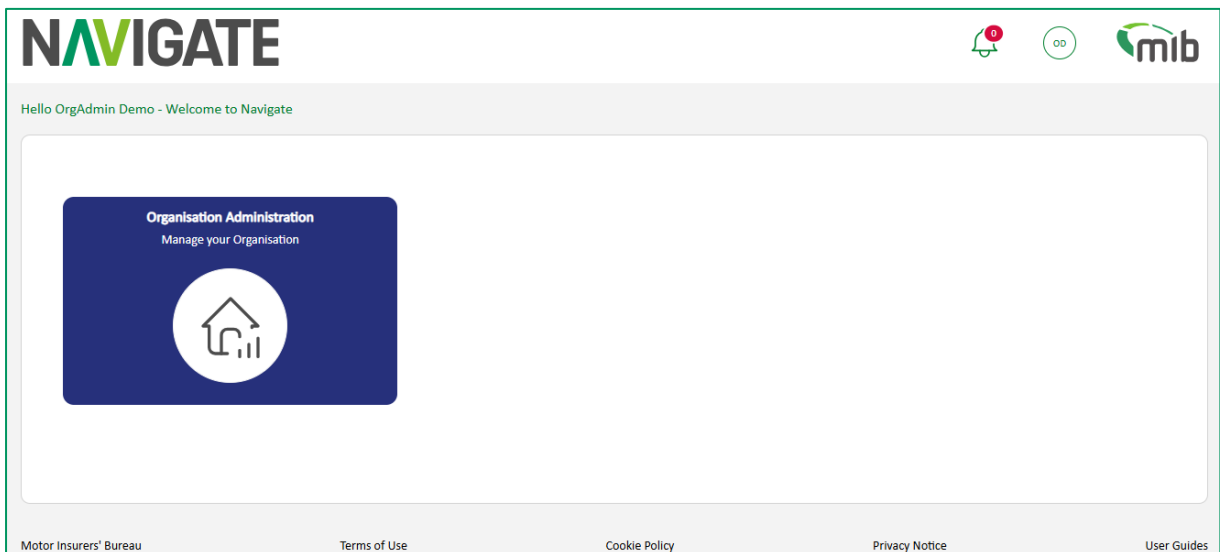
The screenshot shows the MIB 2-step authentication page. At the top left is the MIB logo. Below it is the heading "2-step authentication". Below the heading is the text: "You have multiple factors configured, please select the factor you would like to use to verify your account." Below this are two options: "Send a code to me via **email**" and "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.



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



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.

Sign in

For further details on the Navigate programme and service status please


Email *

Password *

[Forgotten your password?](#)

[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.



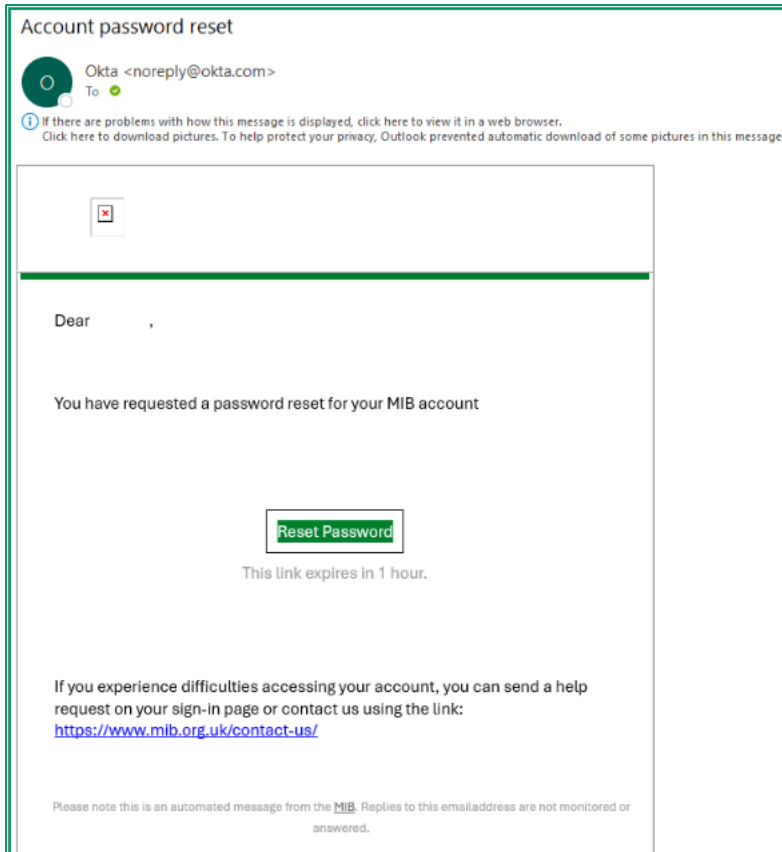
Reset your password

Enter your email address. You will shortly receive an email with instructions on your next steps.


Email *

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.



Reset your password

To reset your password, provide an answer to your security question.

What town/city was your first job in?*

[Reset password](#)

Proceed to **Reset password** and once you've entered and confirmed, click **Reset password** to save your changes.

mib

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 *

Confirm new password *

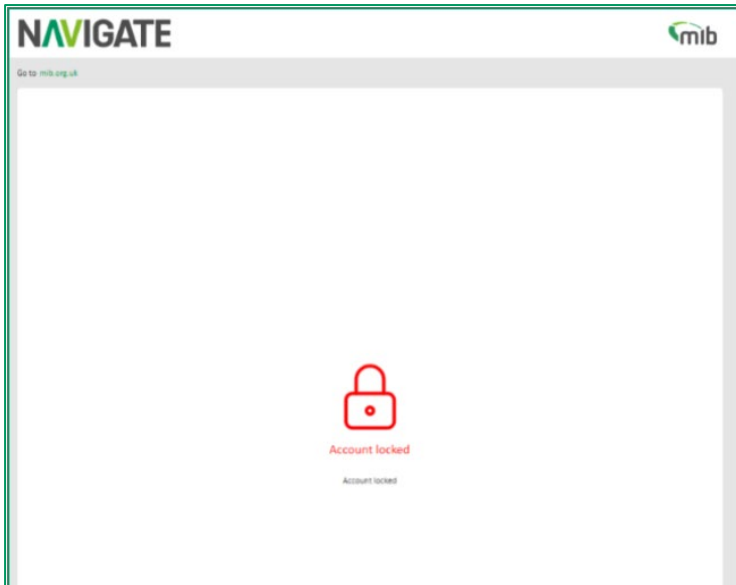
You'll then be asked to complete 2FA using either your email address or phone number. Authentication is needed if you forget your password or need to reset your account.

2.5 Getting Locked out of Navigate

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

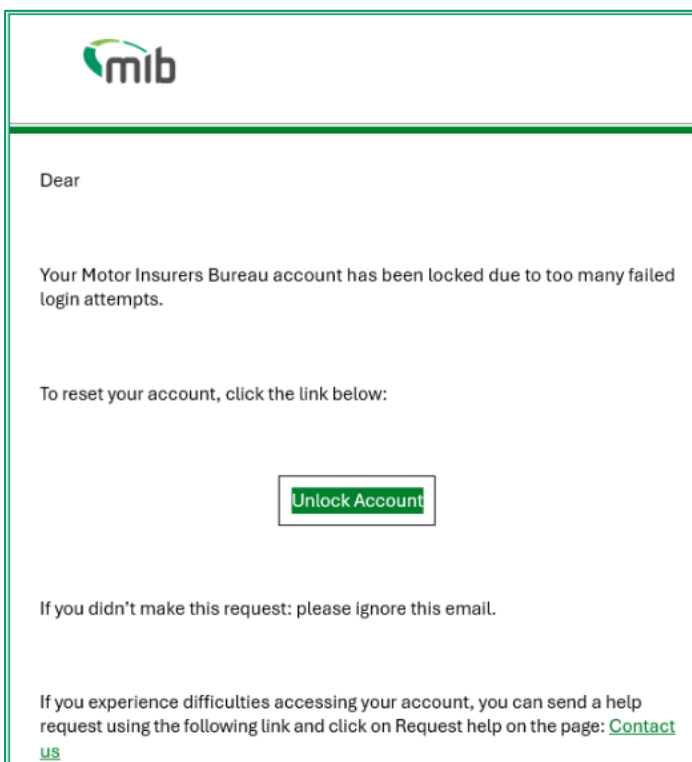
- **Account inactivity:** If you don't use Navigate for 90 days, your account will be locked. After 180 days of inactivity, your account will be deleted. If you've been locked, or suspended from using the Navigate portal, you'll be notified by email.

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.

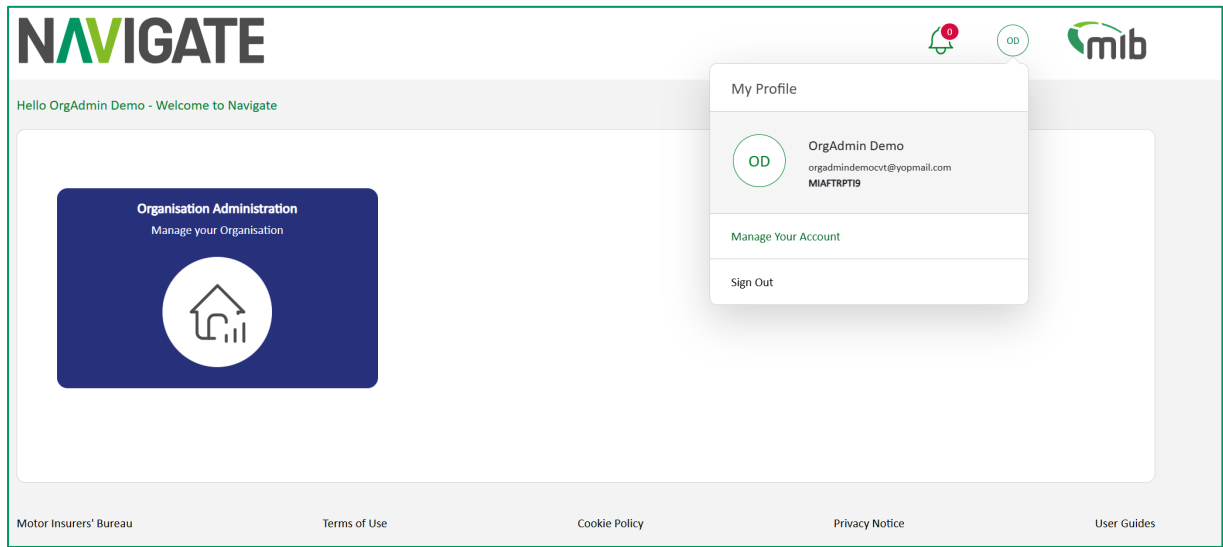


3 Managing your Account

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.

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**.

Security question

[Back](#)

🔔 Close this browser window to go back to the service you are using.

Security question has been updated*

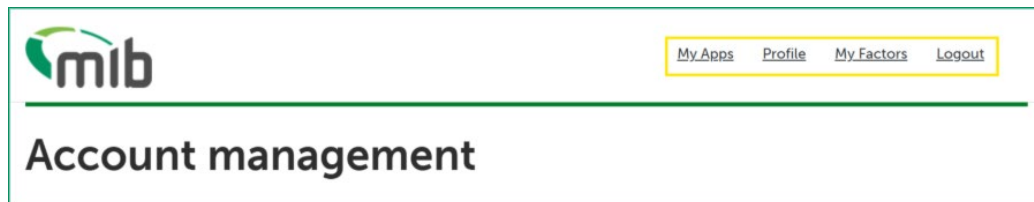
Select a security question *

Security answer *

Update question

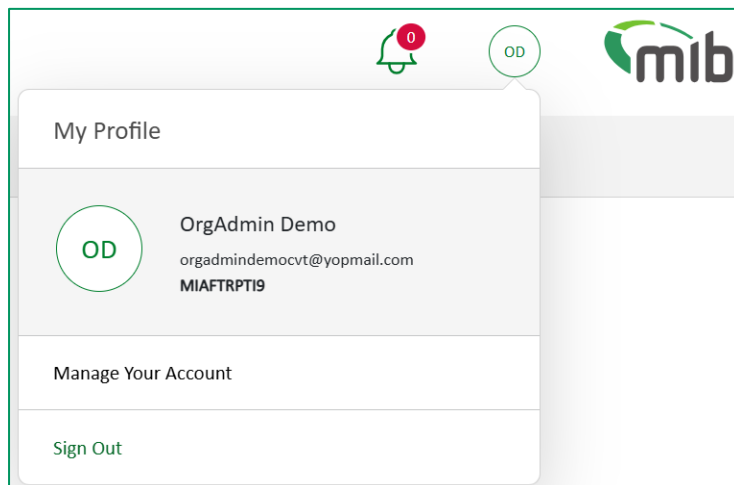
Within **Account Management**, you'll see:

- **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



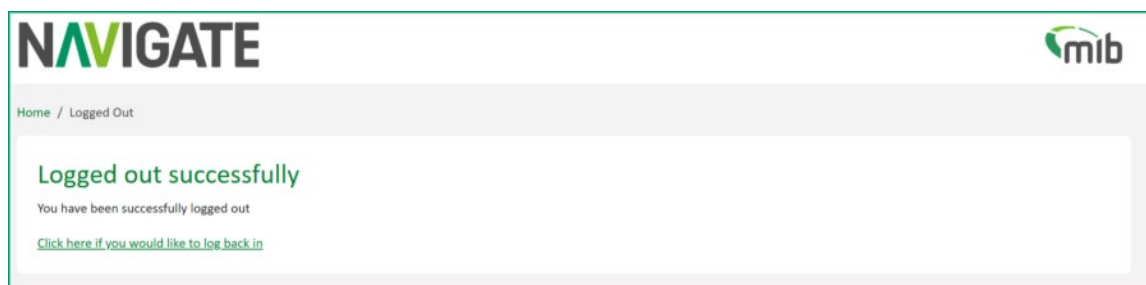
3.3 Signing/Logging out

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.

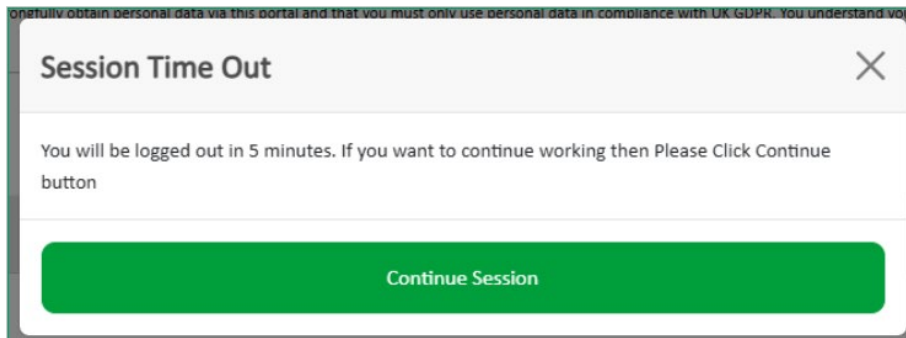
To Sign In again, use the link **Click here if you would like to log back in**, to take you to the sign in page.



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 'View Organisation' page in the NAVIGATE system. The page header includes the NAVIGATE logo and the MIB logo. The breadcrumb trail is 'Home / Organisation Administration / Organisation'. The main navigation bar shows 'Organisation Administration' as the active section, with sub-menus for 'Organisation', 'Branches', 'Supply Codes', 'Users', 'Contacts', and 'Documents'. The left sidebar shows the organisation ID 'MIAFTRPT19'. The main content area is titled 'View Organisation' and contains a form with 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 in the bottom right corner of the form area.

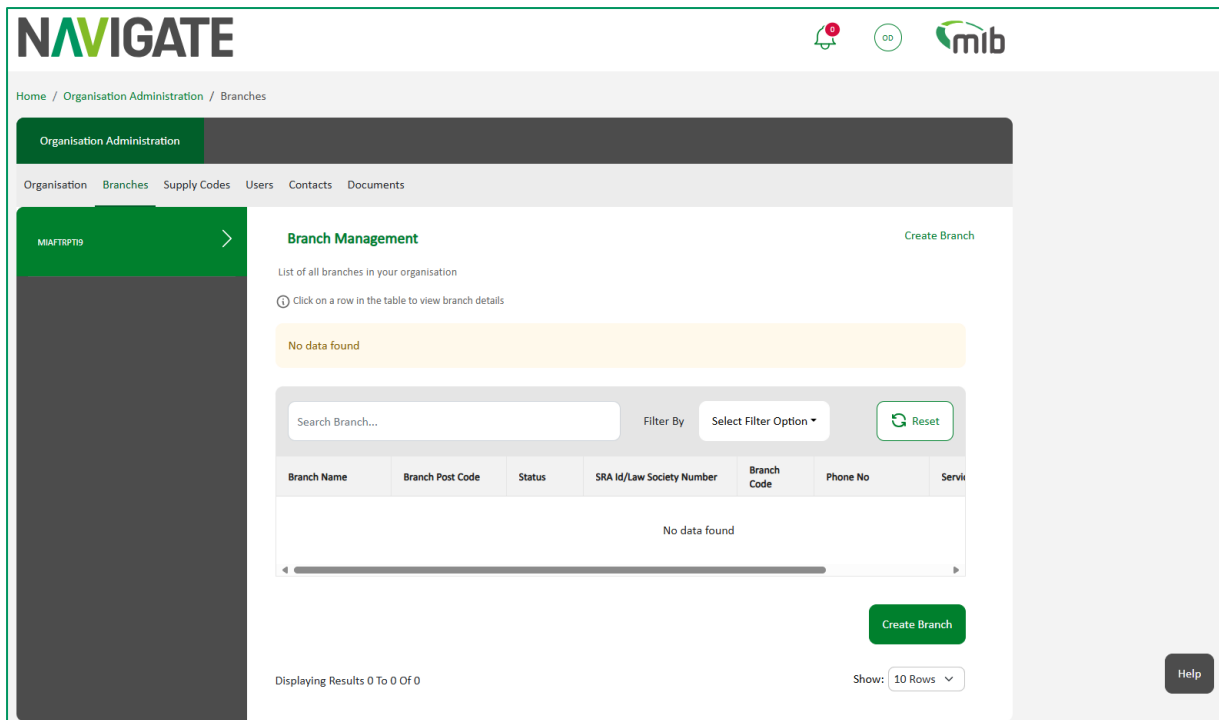
5.1 Create a Branch

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**.

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)*:

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

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 header includes the NAVIGATE logo and user icons. The breadcrumb trail is 'Home / Organisation Administration / Branches / View Branch'. The main navigation bar shows 'Organisation Administration' and sub-menus for 'Organisation', 'Branches', 'Supply Codes', 'Users', 'Contacts', and 'Documents'. The left sidebar has a 'MINISTRIPS' menu. The main content area is titled 'View Branch' and includes a 'Create Branch' link. Below the title is a form for editing branch information. The form fields are: Status (ACTIVE), Branch Code (N5830), Branch Name (Test Branch 1), Branch Address (United Kingdom, Test, 1, Test Street, Test City, Test County), Phone No (+44 0000 000000), and Service(s) (Vehicle Salvage & Theft Data, Administration). A green '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.

MIAFRPT9
>

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 v		
Branch Code :	NS830		
Branch Name*:	Test Branch 1	13/50	
Branch Address*:	United Kingdom v		
	Test 4/8 Q		
	1 1/100	Test Street	11/100
	Test City 9/100	Test County	11/100
	<input type="checkbox"/> Use address of an existing branch Select Existing Branch v		
Phone No*:	+44 0000 000000	12/14	
Service(s)*:	<small>ⓘ The selection of these services and roles will determine what access the users within the branch can have</small>		
	<input type="checkbox"/> 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**.

NAVIGATE 🔔 00 mib

Home / Organisation Administration / VS&TD Supply Codes

Organisation Administration

Organisation Branches **Supply Codes** Users Contacts Documents

MIAFRP119 > **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.

NAVIGATE 🔔 00 mib

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

Organisation Administration

Organisation Branches Supply Codes **Users** Contacts Documents

MIAFRP119 > **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

Help

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.

The screenshot shows the NAVIGATE User Management page. At the top, there's a navigation bar with 'Organisation Administration' and 'Users'. Below that, a sidebar shows 'MIAFRPT19'. The main content area is titled 'User Management' and includes buttons for 'Export as CSV File' and '+ Create New User'. A search bar and a filter dropdown are present. A filter overlay is open, showing options for Status (Created, Suspended, Blocked, Active, Locked, 5-Delete) and Branches (MIAFRPT19, Test Branch 1). Below the filter, a table lists users with columns for Forename, Surname, Status, Branch, and Email Address. At the bottom, there's a 'Create New User' button and a pagination control showing 'Displaying Results: 1 To 10 Of 240'.

Forename	Surname	Status	Branch	Email Address
Limited	EnqDemo	ACTIVE	MIAFRPT19 (N5514)	LimitedEnqDemoCVT@yopmail.com
JEEVA	Bhavani	ACTIVE	MIAFRPT19 (N5514)	PTCVTuser1865_perf@yopmail.com
JEEVA	Bhavani	ACTIVE	MIAFRPT19 (N5514)	PTCVTuser1866_perf@yopmail.com
JEEVA	Bhavani	ACTIVE	MIAFRPT19 (N5514)	PTCVTuser1867_perf@yopmail.com
JEEVA	Bhavani	ACTIVE	MIAFRPT19 (N5514)	PTCVTuser1868_perf@yopmail.com

7.1 Creating new users

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

This screenshot is similar to the previous one but highlights the '+ Create New User' button with a red box. The table below the filter overlay shows a different set of users.

Forename	Surname	Status	Branch	Email Address
Test	USER	SUSPEND...	Test Branch 1 (N5830)	testuser@yopmail.com
pt109userN5514	CVT	ACTIVE	MIAFRPT19 (N5514)	pt109userN5514@yopmail.com
OrgAdmin	Demo	ACTIVE	MIAFRPT19 (N5514)	OrgAdminDemoCVT@yopmail.com
MIAFRPT1	Navigate	LOCKED	MIAFRPT19 (N5514)	MIAFRPT19@yopmail.com
Limited	EnqDemo	ACTIVE	MIAFRPT19 (N5514)	LimitedEnqDemoCVT@yopmail.com

A new screen will open, and you'll need to fill out the users' details.

You'll have to select a branch under **Branch Name (Code)** or assign to organisational level if available.

Once you've selected an option, you'll then have to choose the required service(s) and their role for each within it.

Please ensure only the required service(s) and role(s) are assigned to the user before you proceed.

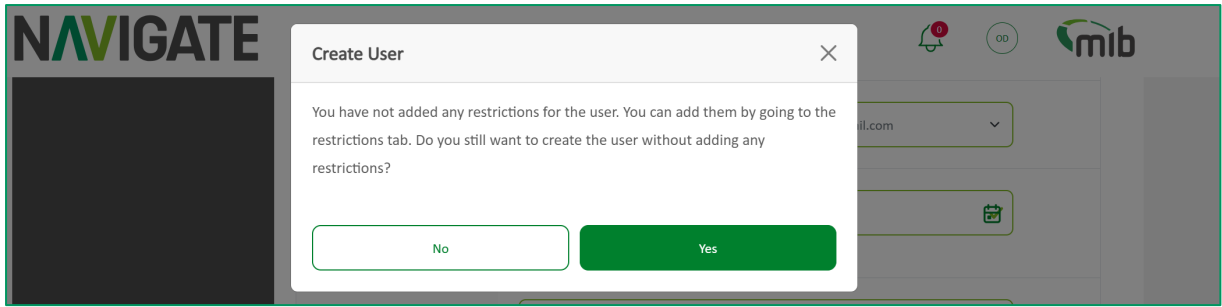
The screenshot shows the 'NAVIGATE' user creation interface, specifically the 'restrictions section'. The page has a dark sidebar on the left and a main content area with a white background. At the top right, there are icons for a notification bell, a refresh button, and the 'mib' logo. The form is divided into two tabs: '1. General Details' (active) and '2. Restrictions'. Below the tabs, a note states 'Mandatory fields are denoted by an asterisk (*)'. The form fields are as follows:

- Forename ***: Text input with 'Test' and a character count of 4/50.
- Surname ***: Text input with 'USER' and a character count of 4/50.
- Phone No**: Input with a country code dropdown set to '+44' and a character count of 2/14.
- Email ***: Split input for 'testuser' (8/110) and 'yopmail.com' (dropdown).
- Start Date**: Date input with '22/10/2025' and a calendar icon. A note below reads: 'Start date must be between today and End date where applicable'.
- End Date**: Date input with 'DD/MM/YYYY' and a calendar icon. A note below reads: 'End date must be a future date or after Start date where applicable'.
- Branch Name(Code) ***: Dropdown menu with 'Test Branch 1 (N5830) - ACTIVE' selected. A note below reads: '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.' Below this is a dark grey bar with 'Administration' and a minus sign.
- Role(s)**: Dropdown menu with 'Branch Administrator' selected.

At the bottom of the form are two green buttons: 'Save' and '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.



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

MIAFRPT19 >

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

Time Zone: 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	

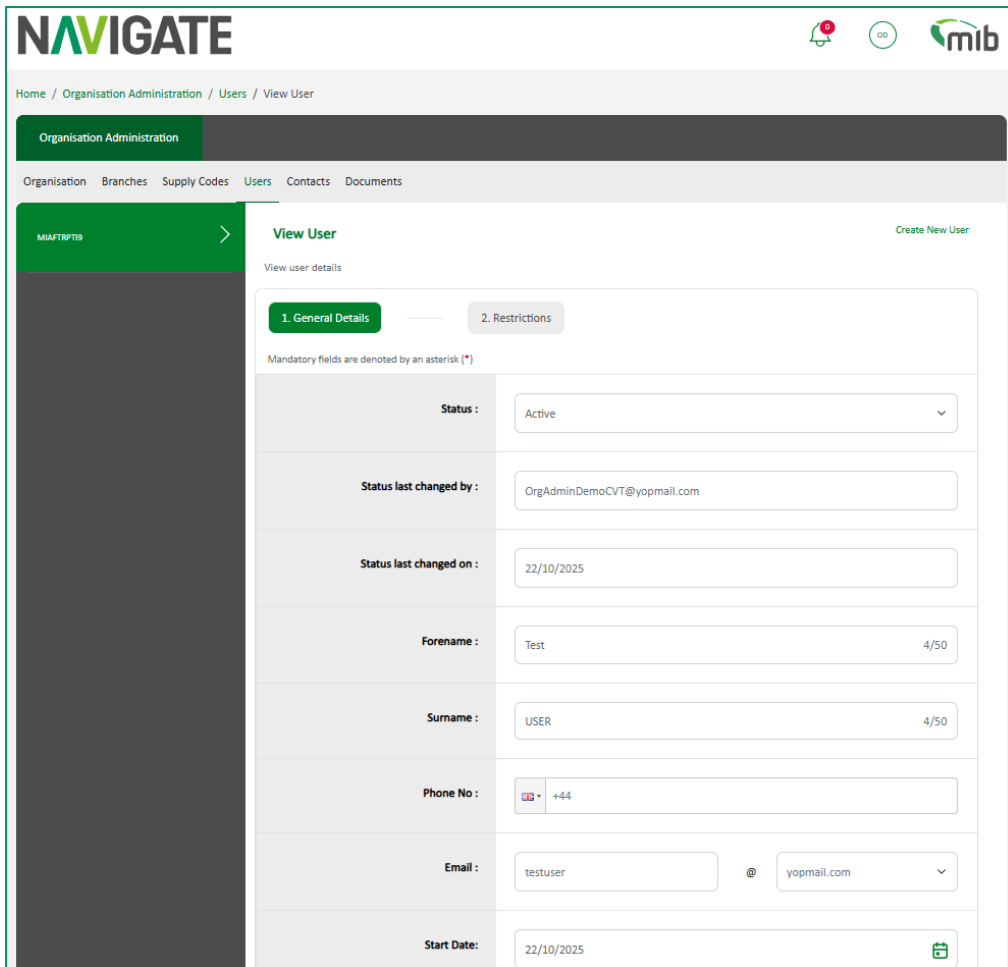
Save Back To General Details

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 existing users

To manage your current users, select a user from the table presented in the **User** tab.

Once selected, their user details will be displayed in a read-only view.



If you need to update their details, you'll need to click **Edit** at the bottom of the page.

Please note, if you're going to update the user's branch, service(s) or role, make a note of the user's current **Branch Name(Code)**, **Role(s)** and service(s) that they've got access to before you click **Edit**.

Once you've clicked **Edit**, depending on your user role, you'll be able to update the user's status, contact details, their restrictions and add or remove user role for each service under **Branch Name(Code)**.

If you're a Branch Admin, you'll be limited to only updating users within your branch.

Please note, a user must be assigned to a **Branch Name(Code)** which can be either a branch or main organisational level code (if available), and the user must have at least one service and a role assigned to them.

NAVIGATE mib

Start Date: 22/10/2025 📅
ⓘ Start date must be between today and End date where applicable

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) * : MIAFTRPT19 (N5514) - 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 +

Vehicle Salvage & Theft Data +

Edit Next Help

To assign an additional service and role to an existing user, once you've clicked **Edit**, under **Branch Name(Code)** find and select the required additional service.

NAVIGATE mib

Start Date: 22/10/2025 📅
ⓘ Start date must be between today and End date where applicable

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) * : MIAFTRPT19 (N5514) - 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 +

Vehicle Salvage & Theft Data +

Save Next Help

Then collapse the service to access **Role(s)** dropdown and select user's required role for the additional service.

Branch Name(Code) * : MIAFTRPTI9 (N5514) - ACTIVE

i 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 +

Vehicle Salvage & Theft Data -

Role(s)

No options ^

Limited Input User (PREV BRANCH USER)

Fraud Investigator

Management User

Full Input User

Limited Enquirer

Help

Please note, if the required service or role isn't available as an option, Org Admin may need to add the service and role to the relevant branch/code first under branch management before you can update the user's access.

If you don't update the service(s) and the role(s) available at a branch level, then you'll need to move the user out of the branch before you can assign the required additional service(s) and role(s) to the user.

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

NAVIGATE mib

End Date: 📅

i 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

i 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 or main organisation level code (if available, to move out of branch) and then select the service(s) and the user's role within each service as needed.

NAVIGATE

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

Last Logged in :

Created by : OrgAdminDemoCVT@yopmail.com

Branch Name(Code) * :

MIAFTRPT19 (N5514) - ACTIVE

Test Branch 1 (N5830) - ACTIVE

MIAFTRPT19 (N5514) - ACTIVE

Vehicle Salvage & Theft Data

Role(s)

No options

Save Next Help

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

Once you've selected a **Branch Name(Code)** and at least a service and a user role within it, you can proceed to click **Next** to add restrictions or click **Save** user without restrictions.

Branch Name(Code) * :

MIAFTRPT19 (N5514) - ACTIVE

Test Branch 1 (N5830) - ACTIVE

MIAFTRPT19 (N5514) - ACTIVE

Vehicle Salvage & Theft Data

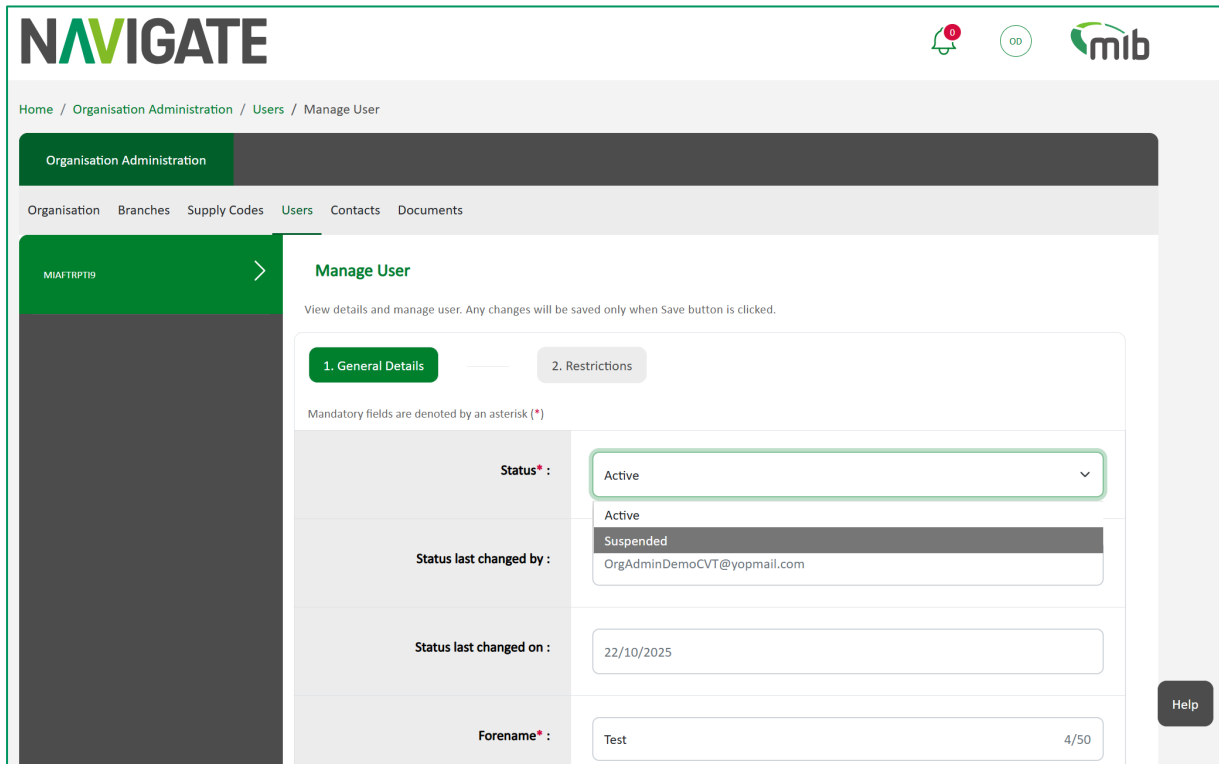
Role(s)

Limited Input User (PREV BRANCH USER)

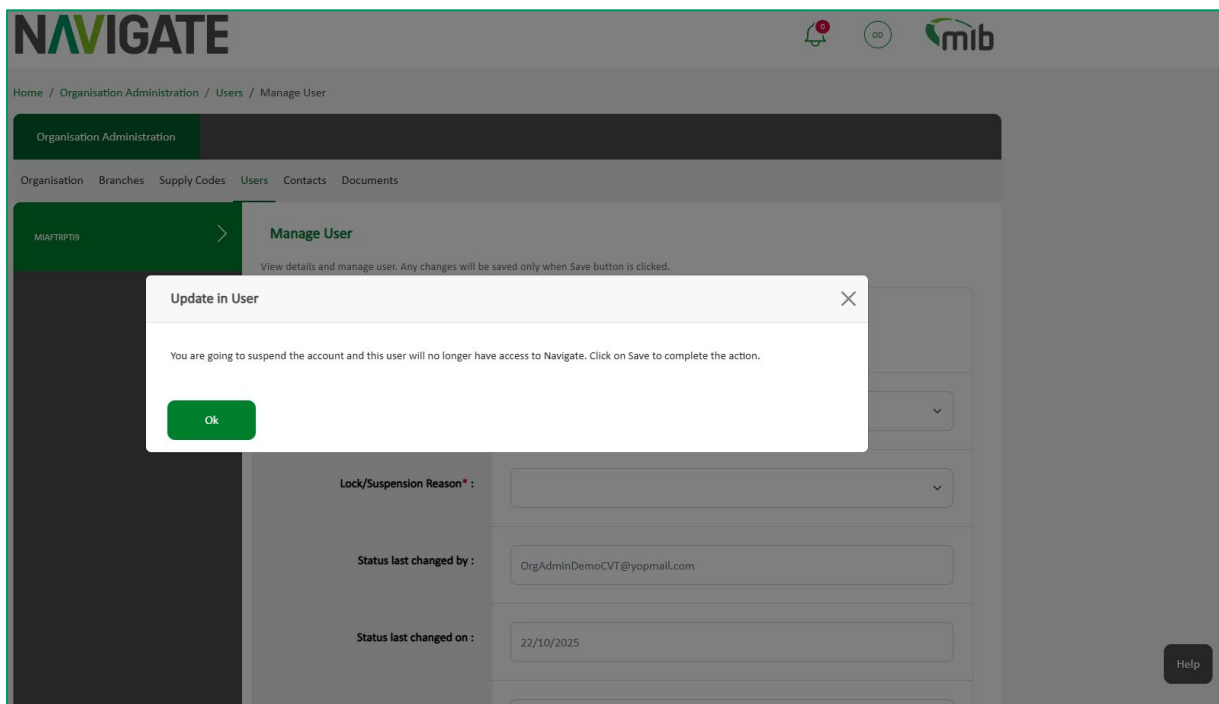
Save Next Help

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**.



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



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.

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

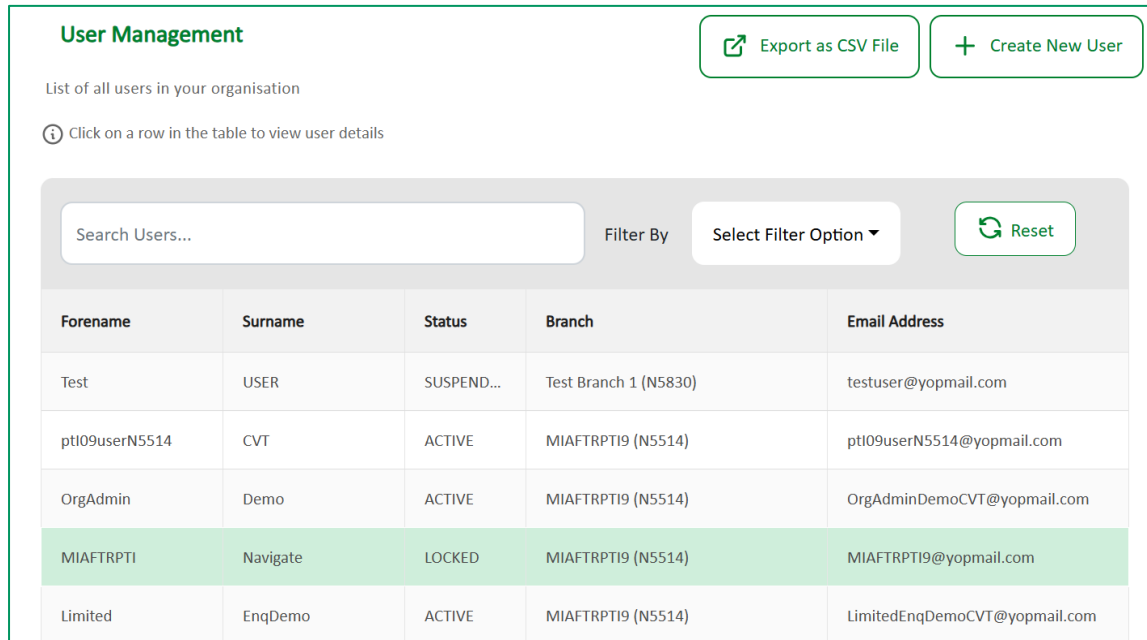
Help

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

List of all users in your organisation

Click on a row in the table to view user details

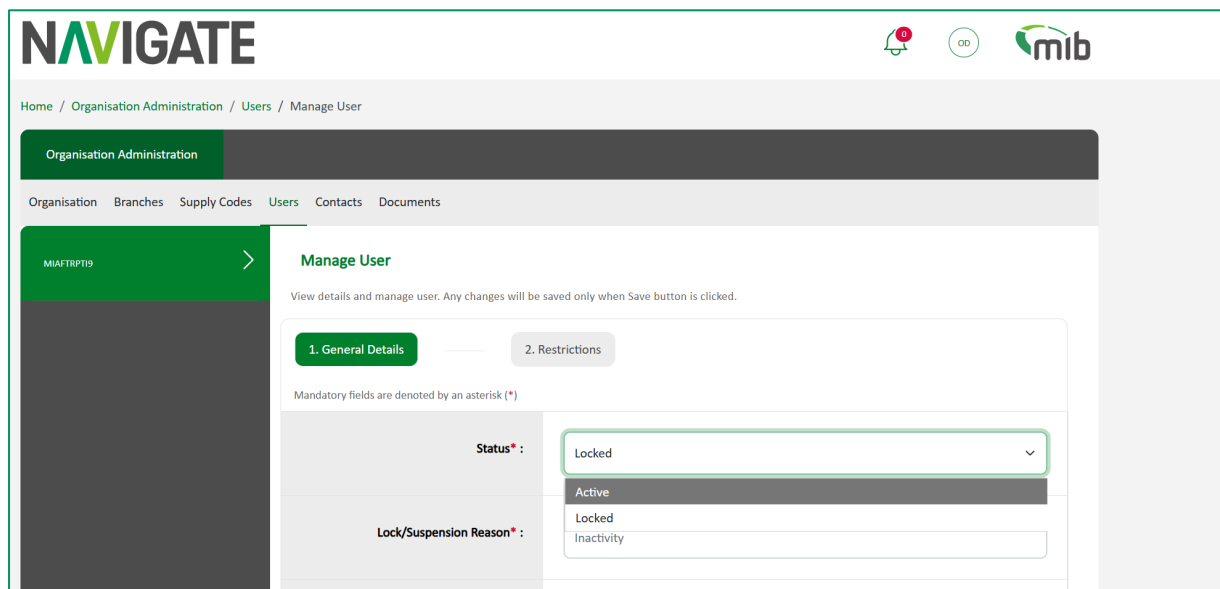
Export as CSV File Create New User

Search Users... 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	MIAFRPTI9 (N5514)	ptl09userN5514@yopmail.com
OrgAdmin	Demo	ACTIVE	MIAFRPTI9 (N5514)	OrgAdminDemoCVT@yopmail.com
MIAFRPTI	Navigate	LOCKED	MIAFRPTI9 (N5514)	MIAFRPTI9@yopmail.com
Limited	EnqDemo	ACTIVE	MIAFRPTI9 (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

MIAFRPTI9 > 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 (*)

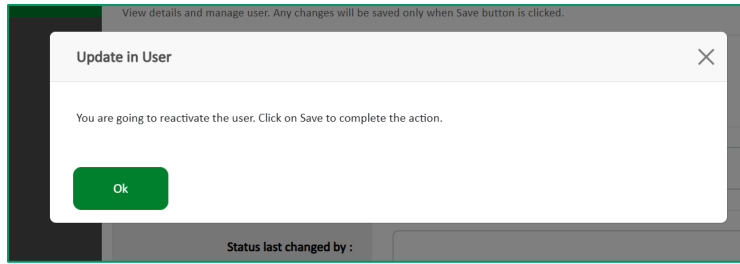
Status* : Locked

Lock/Suspension Reason* : Active

Locked

Inactivity

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.

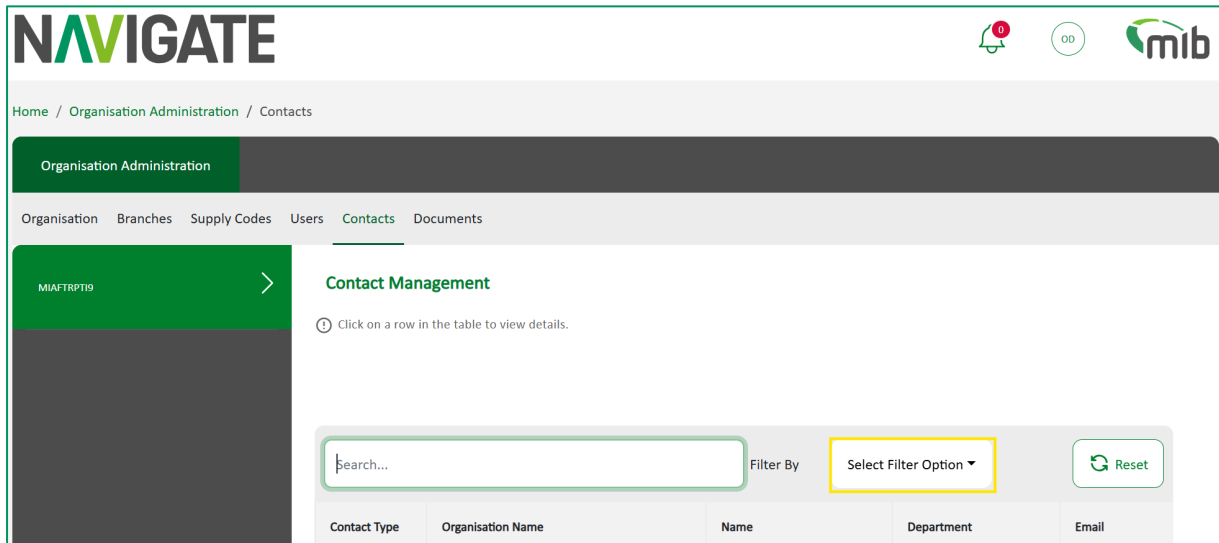
Forename	Surname	Status	Branch	Email Address
Test	USER	SUSPEND...	Test Branch 1 (N5830)	testuser@yopmail.com
ptl09userN5514	CVT	ACTIVE	MIAFTRPT19 (N5514)	ptl09userN5514@yopmail.com

8 Contacts

To view existing contacts associated with your organisation select **Contacts** from the top menu.

In **Contacts**, you'll find a list of existing contacts, you can search and filter to find and view details of selected contact.

Please note, if you need to add, edit or delete a contact, you'll need to raise a Contact Us form, by clicking **Help** at the bottom right of the page. Check Getting support in **section 10**.



The screenshot shows the NAVIGATE web application interface for Contact Management. At the top, the NAVIGATE logo is on the left, and notification, user profile, and mib logos are on the right. The breadcrumb trail reads 'Home / Organisation Administration / Contacts'. Below this is a dark navigation bar with 'Organisation Administration' highlighted. A secondary navigation bar contains 'Organisation', 'Branches', 'Supply Codes', 'Users', 'Contacts', and 'Documents'. On the left, a sidebar shows 'MIAFRPT19' with a right-pointing arrow. The main content area is titled 'Contact Management' and includes a tip: 'Click on a row in the table to view details.' Below the tip is a search bar with 'Search...' text, a 'Filter By' dropdown menu currently set to 'Select Filter Option', and a 'Reset' button. At the bottom, the start of a table is visible with columns for 'Contact Type', 'Organisation Name', 'Name', 'Department', and 'Email'.

Depending on the service you have access to, you'll find the following contact types listed:

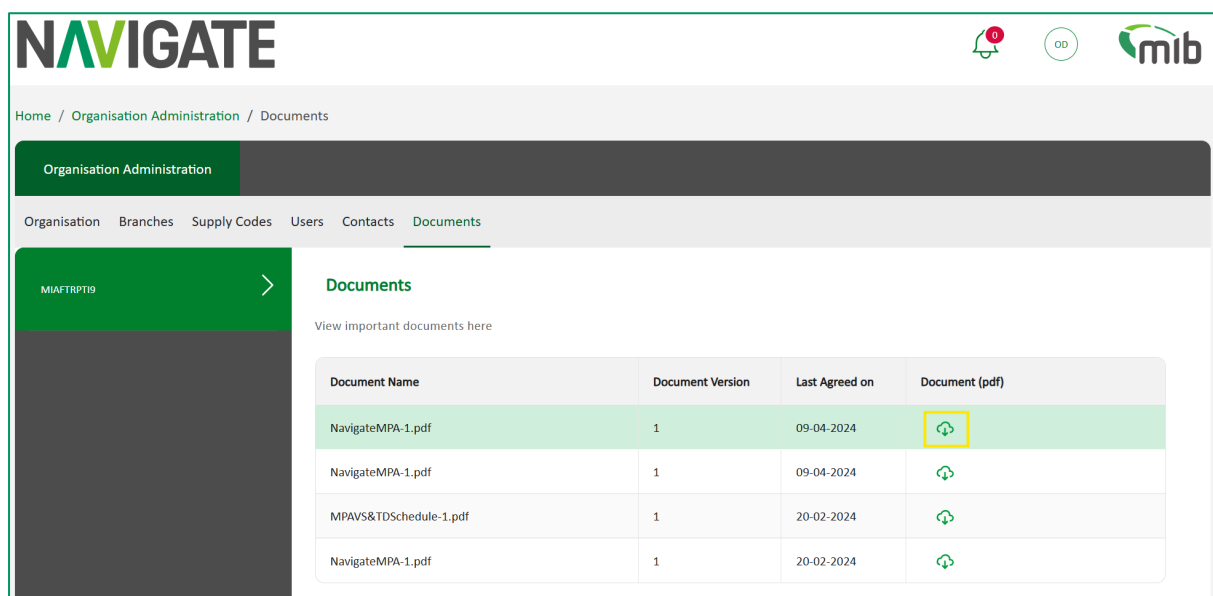
- Police
- Audit
- Alert
- Support
- Legal

If you'd like to see the details for a contact, click on it and this will open **View Contact**.





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 portal interface. At the top, there's a navigation bar with the NAVIGATE logo, a notification bell, a user profile icon, and the MIB logo. Below the navigation bar, there's a breadcrumb trail: Home / Organisation Administration / Documents. The main content area is titled 'Documents' and includes a sub-header 'View important documents here'. A table lists documents with the following data:

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)

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.

Navigate Support Team

NAVIGATE

Find out more: [MIB Replatforming](#)

MIB is a not-for-profit organisation. Our mission is to reduce uninsured driving, compensate victims of uninsured and untraced drivers, and manage insurance data securely for the industry.

Please consider the environment before printing this email

Ref:MSG2103340_Sf0TTOCACoIaeOBqBSrY

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.