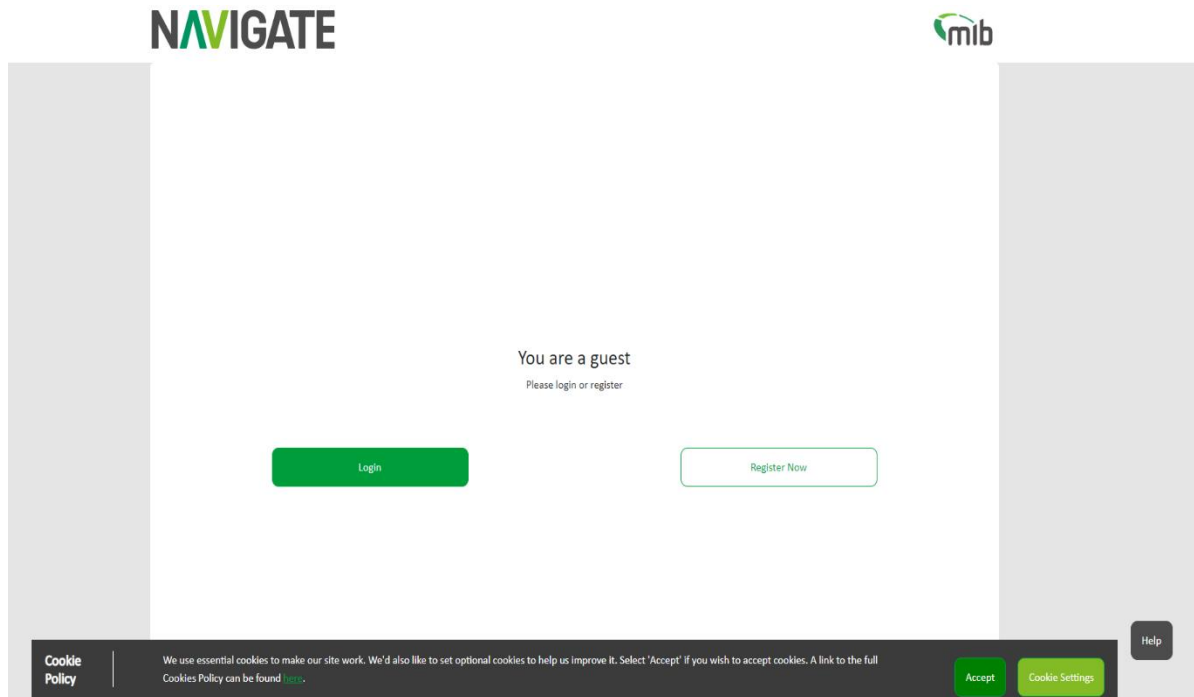# NAVIGATE

Registration User Guide

For Organisation admins to register their Organisation to use Navigate.

1 Register Now

Before you can register your organisation, you first need to register yourself as a user.

- Click on 'Register Now'
- Enter your own information and click 'Submit'

You'll be sent an activation email. Click the link in that email to activate your account, create your password and choose a security question.

mib

Create a password for your account

Create a password so you can login to your account.

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

Enter password *

[   ] Show Password

Confirm password *

[   ] Show Password

Choose a memorable question and answer so you can login to your account if you forget your password.

Select a security question *

[Select security question   ⌄]

Security answer *

[   ]

[Continue]

You'll need to set up 2-step authentication. Once completed you'll gain access to Navigate and be able to register your organisation.

mib

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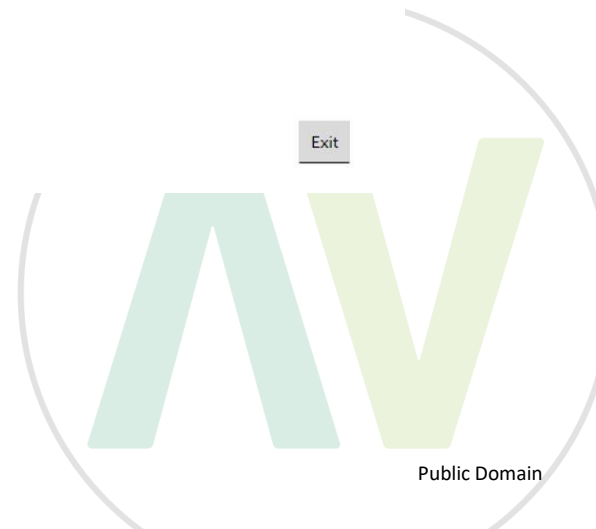
Please, provide your phone number and click send code. You will receive a verification (SMS) with a 6 digit code that you will need to introduce in the next screen to access the MIB Identity Portal

Country code *

[Select Country   ⌄]

Mobile number *

[   ] [   ]

[Send code]   [Exit]

Once you've registered yourself, it's now time to register your organisation.

2 Register Organisation

You must be the **Organisation's Administrator** who has been given the relevant authority to complete your organisation's registration for Navigate.

Additionally, you may be authorised to accept any agreement terms, know your organisation's regulatory details, answer specific details regarding the supply of data and know your legal department details i to register successfully.

Depending on your organisation type you can register for the use of Motor Insurance Policy Data and/or Vehicle Salvage & Theft Data:

- Solicitor -England, Wales, Scotland and Northern Ireland
- Commercial Company
- Public Authority
- Claims Handling Company
- Finance Leasing Authority (FLA)
- Barrister
- Police Force
- EU Information Centre
- Chartered Litigator
- Insurer
- Delegated Authority
- Self-Insured Compensator
- Self-Insured Police Force
- Provenance Company
- Other

The organisations listed above will need to provide relevant information about their organisation.

Questions may include asking for your organisation's details with the following:

- Information Commissioner's Office (ICO)
- Companies House
- Financial Conduct Authority (FCA)
- Solicitor Regulatory Authority (SRA)
- Law Society Registration
- Bar Standards Board (BSB)
- The Barristers Register
- Bar Tribunals & Adjudication Services (BTAS) history
- Chartered Institute of Legal Executives (CILEX) directory registration
- CILEX registration disciplinary history
- Finance & Leasing Association (FLA) membership
- Gov.uk check
- Insurer Authorisation
- Police Authorisation
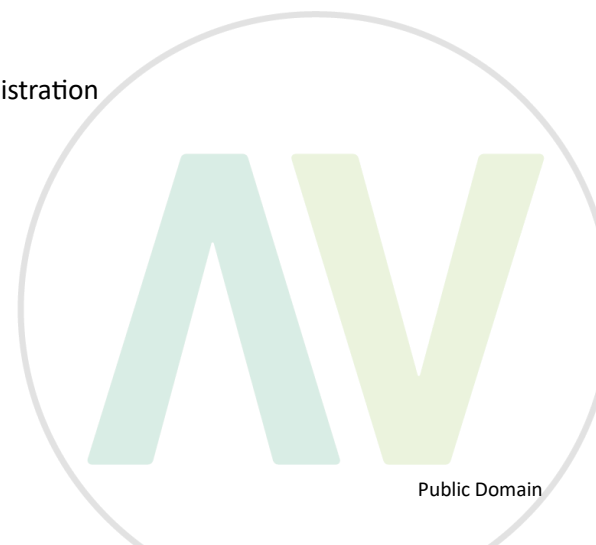
- Data Protection Office (DPO) registered
- Dun & Bradstreet check
- Council Bureau website check.

Many of the above-mentioned checks will *not* relate to your organisation, but we suggest you're prepared with the details, or you register another user who'll be able to provide those details.

A check list of expected questions can be found on the Navigate Microsite https://www.mib.org.uk/replatforming/replatforming-home/.

2.1 Your Organisation's Request

Please select your organisation type from the drop-down menu.

You'll be prompted to select which type of data service you need to access. Choose 1 or both depending on your needs:

- Motor Insurance Policy Data - formerly Motor Insurance Database (MID)
- Vehicle Salvage &Theft Data - formerly MIAFTR

You'll need to tell us the reason why you need to access these services.

2.2 Your Organisation's Details

If you're an underwriting insurer, you need to provide the same name as your MIB Membership, all other organisations need to provide their legal entity name.

You'll also be given the opportunity to provide any trading names which are relevant to your organisation and who may also be accessing the service under your application.
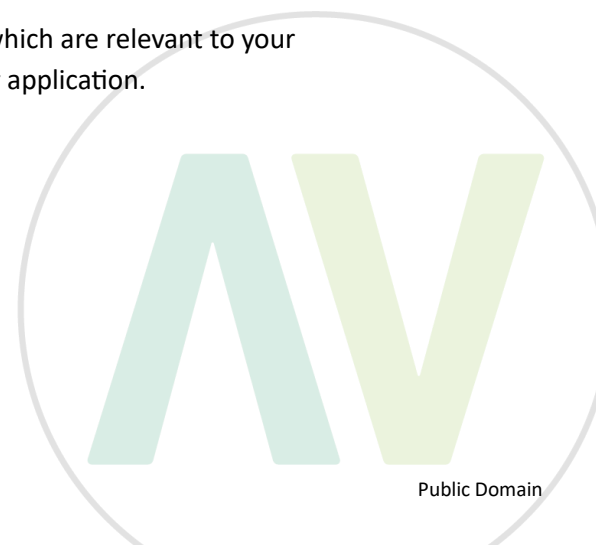
2.2.1 Country and Address

Your organisation's address will need to be given next. United Kingdom will automatically be populated within the form, so if your organisation is *not* based here, please choose the relevant country from the drop- down menu.

Give the postcode which is associated with your head office/ICO/main address. If this can't be found, enter this manually.

Provide your organisation's telephone number, this does *not* need to be your organisation's head office number.

2.2.2 Due Diligence information

You'll be asked to provide various details about your organisation. These are relevant to your organisation type.

You'll be asked to provide your ICO number if you have one. Please make sure the relevant prefix at the beginning of the number is also added.

If you don't have an ICO number, please tell us the reason why you don't have one or are not required to have one. This will be reviewed by MIB.

Similarly, you may also be asked to provide your FCA number or give a reason why you don't have this.

2.2.2.1 Insurers/ Delegated Authorities (DA)

Depending on your organisation type, due diligence information will be asked for to complete the registration process.
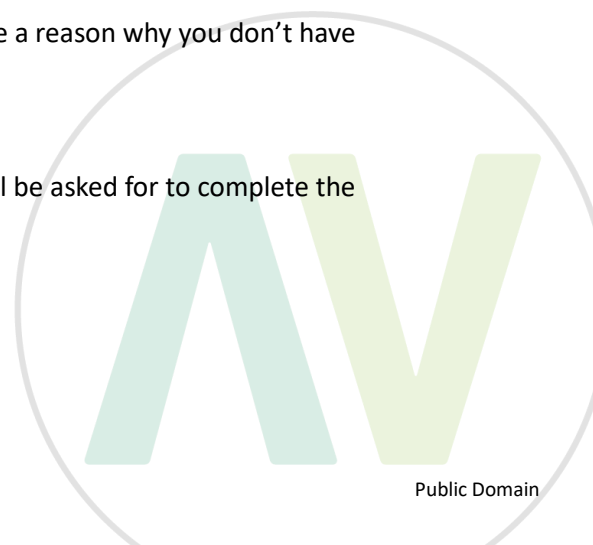
As an underwriting insurer and a member of the MIB, you'll need to provide your Motor Insurance Database (MID) supplier ID, and your membership number, also known as a Green Card number. If you're currently a MID authorised DA, you'll need to provide your MID supplier ID.

If you were previously a subscriber of MIAFTR, you would have been provided with your subscriber code's, please enter all that you will require access to.

If you are unable to enter all of these, please contact us via the help button.

2.3 More about your Organisation

If you're supplying Motor Insurance Policy Data, please provide an estimate of the number of policies your company issues per year. You'll also need to state whether this is private or fleet/commercial.

If another organisation supplies data on your behalf, you'll need to provide us with their details, or provide us with the details of the organisation you're supplying for.

Additionally, if you're an underwriting insurer and you'll use an approved DA to supply data, please provide their name.

You'll need to provide us with more information about your organisation, all questions that are displayed are relevant to your organisation type and you're advised to provide as much detail as possible.

2.4 Email domains

Once you've provided all your information, you'll be asked to provide a list of currently used email domain names.

For security reasons you'll only be able to create user accounts with approved email domains.
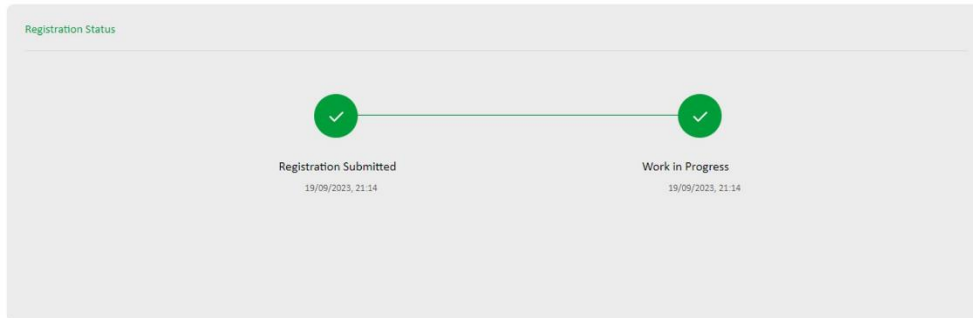
2.5 Review your answers

Please review all the information you've provided and, if necessary, update any answers.
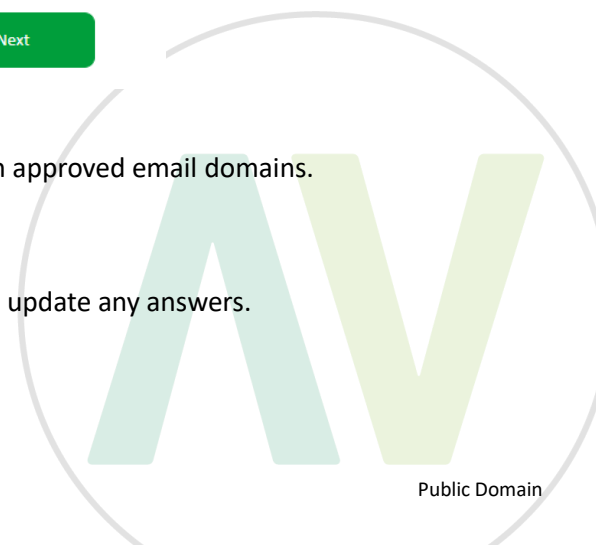
Then submit your application. You'll receive an email confirming your application has been received and will undergo due diligence checks.

If your application is rejected, you'll be contacted and told why. You'll be given the opportunity to appeal and provide additional details if needed.

2.6 Accept the user agreement

Once your registration has gone through the MIB's due diligence process, and approved, you'll be provided with a link to login and where required, view the relevant legal agreements. Organisations may need to accept an agreement. There are various agreements dependant on your organisation's purpose of access. All users will also accept the **User Terms and Conditions**.

It's your responsibility to make sure the correct members of *your* organisation have read and understood these agreements prior to accepting them.

You'll be required to scroll down and review the agreements presented before you 'Accept' or 'Decline' them.

You can download the agreement documents, which will be available in your browser downloads, to share them with colleagues within your organisation.
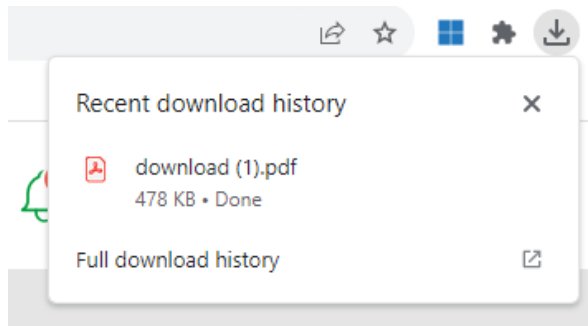
Once accepted, you'll need to provide us with the contact details of a legal representative at your organisation. This is to ensure that any legal communications MIB issues are sent with the right people at your organisation.

Once this has been submitted, you'll be redirected to the login page. Should your organisation need to test, further information will be sent via email.
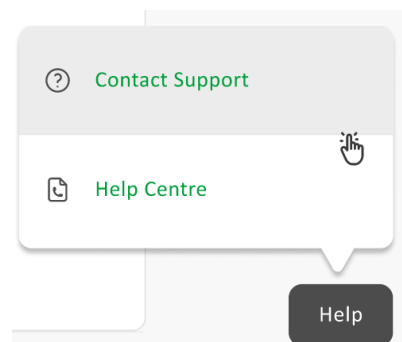
3 Login

Once your organisation has been approved, you'll be able to login to Navigate. You'll be presented with a dashboard showing the relevant data services you have access to. An example of this is shown below.
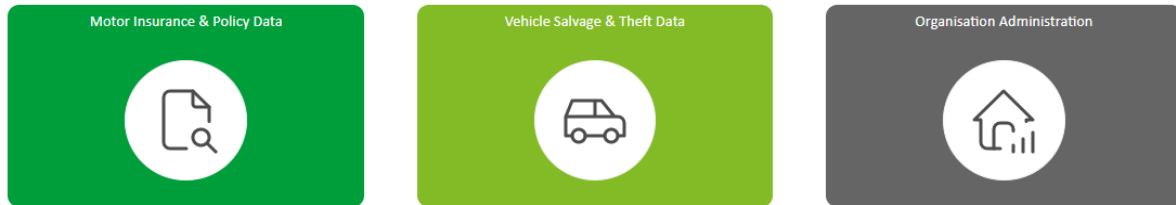
4 Help Centre

Navigate has a Help Centre where you can get help. The button's at the bottom right corner of the page.

Contact support lets you enter your details (if not already populated) and lets you submit a general request for help and a brief description of the issue. A response will be provided by the Navigate team. The Help Centre also lets you access a Frequently Asked Questions page that includes useful information and guides.