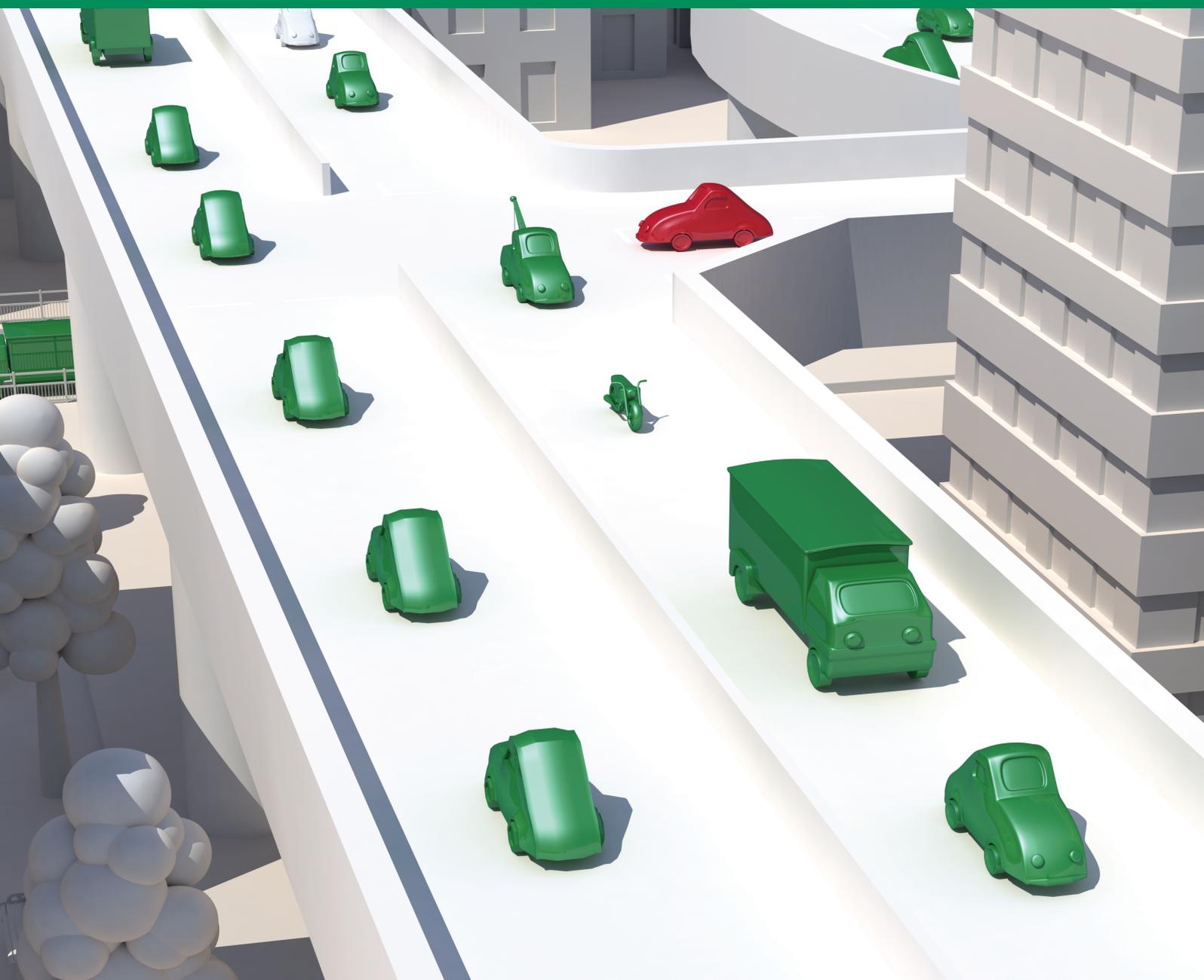


MIDportal



MIDupdate Policyholder quick-start guide



MIDupdate Policyholder
quick-start guide
August 2017

Contents

- 1. Login changes** **3**
What to expect
- 2. Users awaiting migration** **4**
Old landing page
- 3. Users who have migrated** **5**
New landing page
- 4. Enhancements** **6**
What has changed



For help and support, regarding this guide or the migration process, please contact [your insurer's MID Helpdesk](#)

Login changes

MIDupdate is changing, it has become MIDportal. This will become the new place for accessing MIDupdate for the purpose of managing your policy vehicle data.

When you visit www.midupdate.com, you are redirected to the MIDportal login page. Select 'Connect as Policy Holder'. The login information you provide remains unchanged, the only new feature is a tick-box to confirm acceptance of the website terms of use, cookie policy and user agreement documents.

The screenshot shows the MIDportal login interface. At the top left is the 'mib MIDportal' logo, and at the top right is 'powered by Experian'. A welcome message reads: 'Hello! Welcome to the all-new MID Portal Application!!'. The main content area is divided into several sections:

- Connect as Insurer/DA** and **Connect as Policy Holder** buttons.
- A checkbox: I confirm that: I have read, understood and accept the [Website Terms of Use](#), [Cookie Policy](#) and the [Policyholder User Agreement](#).
- Input fields for: Insurer/DA code: (circled in red), User ID:, Password:, and Passphrase: (with character counts: Letters 2, 6).
- A green **Sign In** button and a **Change Password** link.
- About MIB and the MID**: The Motor Insurers' Bureau (MIB) works in partnership with Experian to manage the Motor Insurance Database (MID) and the MIDportal on behalf of the insurance industry. The MID was introduced to combat the problem of uninsured driving and the associated costs to the insurers and, ultimately, to all policyholders. The MID is the central record of all insured vehicles in the UK. It is used by the Police and the Driver and Vehicle Licensing Agency (DVLA) to enforce motor insurance laws. MIB shares the information on the database with the information held at the DVLA to identify uninsured vehicles under the Continuous Insurance Enforcement (CIE) scheme. Enforcement agencies and the police have the power to remove uninsured vehicles from UK roads. You can find out more about the MID, MIB and other services provided by the MIB Group at www.mib.org.uk.
- MIDportal for Policyholders**: Authorised fleet operators and motor traders (and their agents) use the MIDportal to submit vehicle data to the Motor Insurance Database and to view details of their motor insurance policies. Commercial policyholders should contact their insurer for further information on how to submit vehicle data to the MID via this method.
- Welcome to the MIDportal**: The MIDportal is the new way to access services previously offered via MIDCheck and MIDUpdate. If you are a user then you will know what you can do. From July to September 2016 a migration programme will be running to move insurers and users to the new MIDportal. Insurers/DAs: Until your insurance company has migrated you will be redirected automatically to MIDCheck or MIDUpdate; after migration you will be redirected to the new MIDportal website. Policyholders: Until your insurance company has migrated you will be redirected automatically to MIDUpdate; after migration you will be redirected to the new MIDportal website. If you need more information contact your [Insurer Helpdesk](#).
- MIDportal for Insurers and DAs**: Authorised users at Insurance companies (and their representatives) use the MIDportal to view details of motor insurance policies on the MID and perform other MID related tasks.

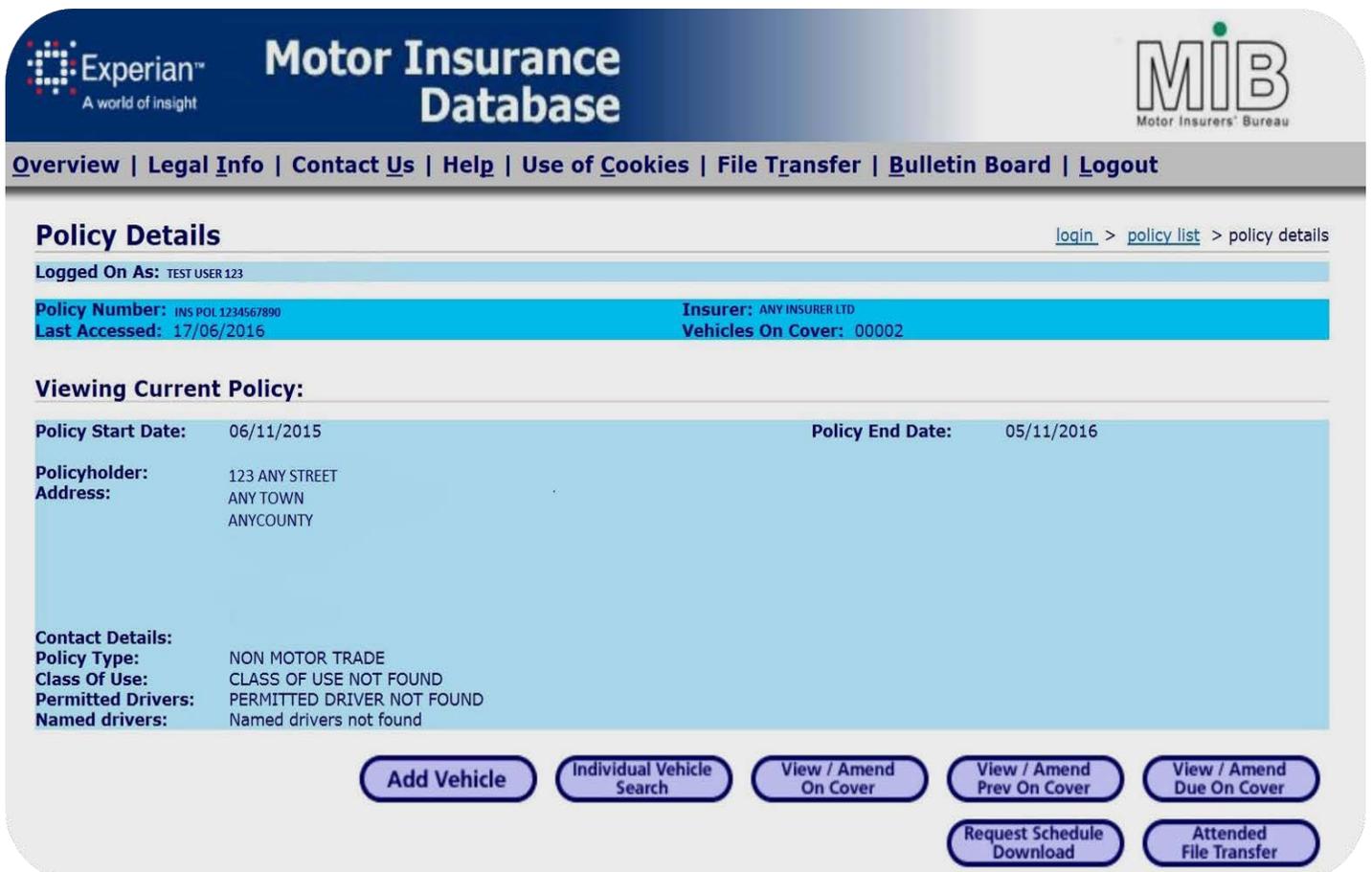
A red arrow points from the text 'This is your User ID prefix' to the 'Insurer/DA code:' input field.

This is your User ID prefix

Users awaiting migration

Old landing page

You will be redirected to the below MIDupdate site until your insurer is migrated. Which will happen on a single date.



The screenshot shows the Motor Insurance Database (MIB) website interface. At the top, there are logos for Experian (A world of insight) and MIB (Motor Insurers' Bureau). A navigation bar includes links for Overview, Legal Info, Contact Us, Help, Use of Cookies, File Transfer, Bulletin Board, and Logout. The main content area is titled "Policy Details" and includes a breadcrumb trail: login > policy list > policy details. It shows the user is logged on as "TEST USER 123". Key policy information includes: Policy Number: INS POL 1234567890, Last Accessed: 17/06/2016, Insurer: ANY INSURER LTD, and Vehicles On Cover: 00002. The "Viewing Current Policy:" section displays: Policy Start Date: 06/11/2015, Policy End Date: 05/11/2016, Policyholder Address: 123 ANY STREET, ANY TOWN, ANYCOUNTY. Contact details include: Policy Type: NON MOTOR TRADE, Class Of Use: CLASS OF USE NOT FOUND, Permitted Drivers: PERMITTED DRIVER NOT FOUND, and Named drivers: Named drivers not found. At the bottom, there are several action buttons: Add Vehicle, Individual Vehicle Search, View / Amend On Cover, View / Amend Prev On Cover, View / Amend Due On Cover, Request Schedule Download, and Attended File Transfer.



Users who have migrated

New landing page (www.midportal.org.uk)

Once your insurer has been migrated (which will happen on a single date), you will begin to access the new MIDupdate service via the MIDportal as shown below.

The screenshot displays the MIDportal interface for a user named RUSSELL. The main header shows the 'mib MIDportal' logo and 'powered by Experian'. The user's name 'RUSSELL' and a 'Change Password' link are visible. The page is for 'Insurer 508' (MIIC TEST INSURER 508) with DA ID: . The policy number is MIDPOUM2POL003B, which is currently 'CURRENT'. The policy start date is 24/03/2016 and the end date is 23/03/2017.

Policy Details:

- Policy Type: NON MOTOR TRADE
- Policyholder Name: LUNA MARKS LTD.
- Last Accessed Date: 17/06/2016
- Policyholder Address: MU POL ADDRESS 1, TEST ADDY 2, TEST TOWN, TEST COUNTY
- Policyholder Contact: MK14 6XT

Below the details is a 'Vehicle Registration Number' field (currently empty) with buttons for 'Search', 'Add Vehicle', 'View/Amend Vehicle/Cover', 'Remove vehicle added in error', and 'Request Schedule Download For Policy'.

The interface indicates 'This Policy currently covers 96 vehicles' and offers filters: 'Show all vehicles' (selected), 'On Cover Only', 'Previously On Cover Only', and 'Due On Cover Only'.

VRN	On Date	Off Date	Type	Make	Model	CC	Cover Status
B6	31.05.2016	23.03.2017		ALFA ROMEO		00000	ON
KL90QWR	31.05.2016	31.05.2016				00000	PREV ON
MPU003A	24.03.2016	24.04.2016		RENAULT	MEGANE GT LINE	01995	PREV ON
MPU003A	24.03.2016	24.04.2016		RENAULT	MEGANE GT LINE	01995	PREV ON
MPU003B	26.03.2016	20.04.2016		LOTUS	ESPRIT S2	01973	PREV ON
MPU003C	01.04.2016	01.05.2016		SEAT	LEON CUPRA FR T	01968	PREV ON
MPU003C	01.04.2016	05.05.2016	CAR	SEAT1	LEON CUPRA FR1	01968	PREV ON

At the bottom, it says 'Displaying vehicle records 1 to 50 of 112' with navigation buttons. The footer contains links for Motor Insurers' Bureau, Terms of Use, Contact Us, Policyholder User Agreement, Insurer/DA User Agreement, Cookie Policy, Privacy Policy, and Accessibility Policy.



Enhancements

When you use the new MIDportal, you'll see the following changes:

New 'File Transfer' screen

There's a new tab in the menu bar at the top of the screen, use this tab to submit your files. On the same screen you can also monitor the progress of a file you have submitted.

Here you can also view a summary of your file by clicking on your 'file request ID' to display the details of your file.

Forgotten login credentials

If you forget your password or passphrase, click on the appropriate link and enter your User ID. You will be emailed temporary credentials to use and will need to create a new password and passphrase.

If you forget your User ID or your ID prefix, you will need to contact your insurer helpdesk.

Noticeboard

The new noticeboard in the MIDportal system is used to share important information relating to any changes for MIDupdate.

The noticeboard will be visible each time you log in, so you can keep up to date with all the latest news and changes.

New results file download

If you need a copy of your results file, you can download this by going to the 'file transfer' screen and clicking on your 'file request ID'.

You'll then see a button labelled 'export results file'.

New screen design in MIDupdate

The new screen has a traffic light system to assist you in easily identifying the status of vehicles on a policy follows:

- Red** - No longer on cover
- Amber** - Due on cover
- Green** - Currently on cover.

Insurer helpdesk contacts

If you need help, you can find your insurer's MIDupdate help desk contact details by clicking on 'contact us' at the foot of the page.

A page will open and in the section 'Policyholders, Fleet Managers and Motor Traders' there's a link 'MIDportal Helpdesk'