

MID Portal - Motor Insurance Database – Getting started

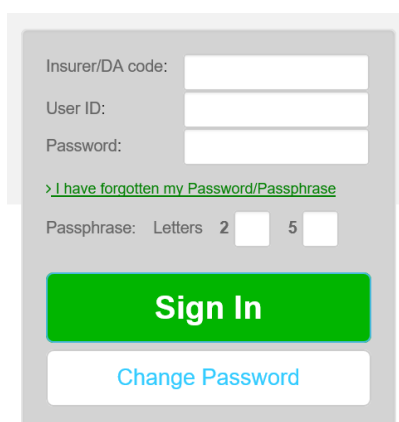
The QBE MID Helpdesk will issue you with your logon details. If you have not received these, please contact the team on **0800 389 2674** or email MID.HELPDESK@UK.QBE.COM

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1) Logging on to the website

- To log onto the Motor Insurance Database (MID), visit www.midportal.org.uk. Please note that the MID Portal is only compatible with **Google Chrome** or **Firefox** browsers.
- The MID helpdesk will supply you with your **user ID, password and passphrase**. You will also receive an email shortly after setup from postmaster@midcontrol.com containing your **validation code**. You cannot sign in until you have received this code.
- Click on the policyholder button and confirm the terms and conditions once read. This will bring up the logon box, shown below. Enter your details:



Insurer/DA code:

User ID:

Password:

[> I have forgotten my Password/Passphrase](#)

Passphrase: Letters 2 5

Sign In

[Change Password](#)

Insurer/DA Code (QBE's insurer ID) – 036

Unique User ID – within email from QBE

Password – initially **QBEMID** (enter in **CAPITALS**)

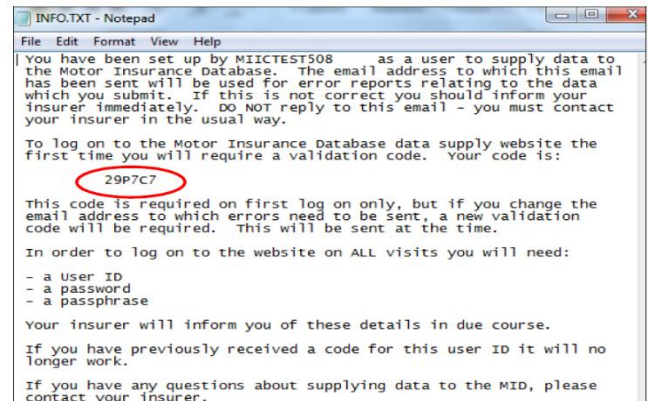
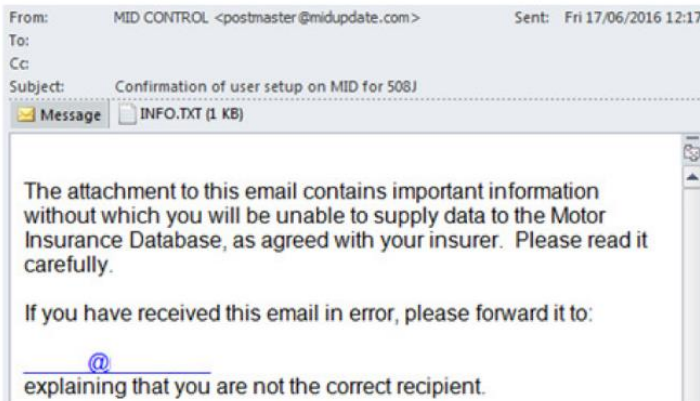
Passphrase – within email from QBE (enter in **CAPITALS**)

- When you have entered all your login details, click '**sign in**'. At this stage, you will be asked to change the original password to one of your own.
- Enter **QBEMID** in the current password box. Create your own password (between 6-8 characters), enter the password again to confirm and then click on **submit**.

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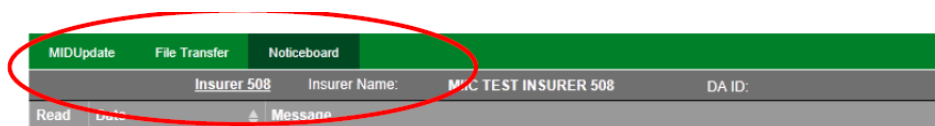
2) Entering the Validation Code

- The next screen asks for the **validation code**. This is contained within the attachment in an email from postmaster@midcontrol.com and will only be required on first logon. Please check spam or trash folders if not in your inbox – it looks like the below snip:



- Enter the validation code into the box on the MID Portal (**CASE SENSITIVE**) and click 'Submit'

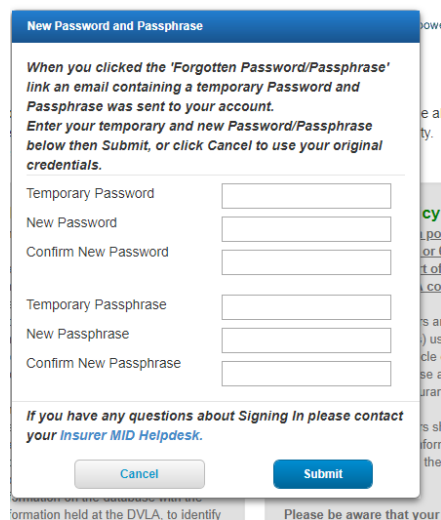
- You will be taken to the 'Noticeboard' tab of the MID Portal. You will need to click on the 'MIDUpdate' tab in order to update vehicles on your policy.



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3) Resetting your password directly from the MID Portal

- Click on the '**Forgotten Password/Passphrase**' link
- An email from **MID Control** will be sent to the email address associated with the MID account. This email can take up to 10 minutes to come through and can drop into the spam or trash folders.
- Once you have received this email **enter the temporary password and passphrase** from the email and create and confirm a new password and passphrase of your own ensuring that it is between **6-8 characters**.



The screenshot shows a web form titled "New Password and Passphrase". The form contains instructions: "When you clicked the 'Forgotten Password/Passphrase' link an email containing a temporary Password and Passphrase was sent to your account. Enter your temporary and new Password/Passphrase below then Submit, or click Cancel to use your original credentials." Below the instructions are six input fields arranged in three pairs: "Temporary Password", "New Password", "Confirm New Password", "Temporary Passphrase", "New Passphrase", and "Confirm New Passphrase". At the bottom of the form are two buttons: "Cancel" and "Submit". Below the form, there is a line of text: "If you have any questions about Signing In please contact your Insurer MID Helpdesk." At the very bottom, there are two small lines of text: "Information held at the DVLA, to identify" and "Please be aware that your".

- Click on Submit
- When logging into your account with your new password and passphrase, you will be prompted to enter a **new validation code** which will have been sent in an email shortly after you requested your password reset.
- Your password will **expire every 30 days** so ensure you regularly sign in to keep your account active

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4) Updating the MID (via the website)

- This is the simplest method of supplying your vehicle data. It is recommended for small fleets of around 30 or less, or if you seldom make changes to the fleet.
- Please note when adding/removing vehicles on the MID, the change can only be backdated **14 days from the date you are making the change** to adhere with Motor Insurance Bureau (MIB) guidelines. Time to supply is regularly monitored and you will be contacted if late vehicle submissions are made.

Adding a vehicle

- Click 'Add Vehicle' and it will bring up the following screen:

Vehicle Registration Number ☐ Trade Plate

Vehicle On Cover Date 01 September 2020

Vehicle Off Cover Date 31 August 2021

Vehicle Details

Vehicle Type: Derivative:

Selected Vehicle Type: Engine Size:

Vehicle Make: Number of Seats:

Vehicle Model: Gross Vehicle Weight:

Driver Details

Class of Use:

Permitted Drivers:

Named Driver 1: ☐ Exclude

Named Driver 4: ☐ Exclude

- By law, you must **supply the following details** as a minimum requirement:

1) Vehicle on date

The first day the vehicle comes on cover in the **current** policy year

2) Vehicle off date

The last day the vehicle is on cover or the renewal date – whichever is sooner

3) VRM (Vehicle Registration Mark)

Enter the Vehicle Registration Number – do not leave spaces

Note: There is space to provide additional data such as Make, Model, Derivative (vehicle trim) but these are not mandatory. However it is preferable to include this information in case the legislation calls for it in the future. Providing as much information as possible also eases the process of checking data.

- The make and model may automatically populate from the vehicle registration
- Click on the pull-down menu to add the **vehicle type**
- If you receive the following warning, it means that the DVLA have not yet updated their database (especially if this is a new vehicle). You can enter the vehicle details manually:

Vehicle Registration Number ☐ Trade Plate

Vehicle On Cover Date 04 November 2020

Vehicle Off Cover Date 21 October 2021

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- Click on 'Submit'

Removing a vehicle

- **IMPORTANT** – when removing a vehicle from the MID, please do not amend any details on the record other than the off-cover date as it will create a duplicate record on the MID. If you need to change the vehicle type, make or model, you will need to remove the vehicle from yesterday's date and then re-add the vehicle with the correct details from today's date.
- To remove a vehicle, enter the registration number into the search box and click 'Search'
- This will bring up the vehicle record. Highlight the record and click on **View/Amend Vehicle/Cover**
- Amend the off date of the vehicle by selecting the date from the calendar and click 'Submit'. The vehicle will now be removed from your policy from this date.
- **Only ever use the 'remove vehicle added in error button' if a vehicle was added to the MID with an incorrect registration number**

Changing a vehicle registration number

- **You cannot simply overwrite a vehicle registration.** If you have added the wrong registration, you will need to remove the vehicle by clicking on the 'remove vehicle added in error'. The correct vehicle should be added using the 'adding a vehicle' section.

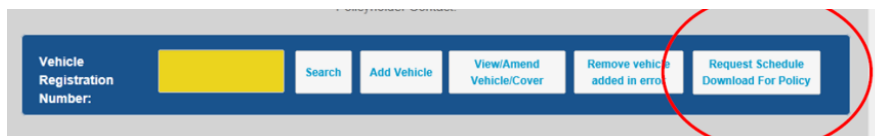
Adding/Deleting vehicles en-masse using a Standard File Template Spreadsheet

- This method is best if you have a **large fleet and/or make a large number of changes**. It involves completing a spreadsheet template, saving it as a CSV (Comma Separated Variable) file and uploading it to the MID website.
- If you have not done this before, please contact QBE MID Helpdesk who can discuss the process with you: MID.helpdesk@uk.qbe.com or 0800 389 2674

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5) Downloading a vehicle schedule

- Select “Request Schedule Download for Policy”



- This will bring up the following box:

A screenshot of a dialog box titled 'Download a Vehicle Schedule'. It contains three radio button options: 'Current Policy Period', 'Today's Schedule', and 'Dates Between'. The 'Dates Between' option is selected, showing two date pickers with 'Select' buttons. At the bottom are 'Download' and 'Cancel' buttons.

- Vehicle schedule options:
 - **Current Policy Period** – this is from inception/renewal until present day
 - **Today's Schedule** – current vehicles only
 - **Dates Between** – vehicle movement between two specified dates
- After selecting “Download” you will get the option to open and /or save the file. The download is in the following format which includes headers for the columns.

Vehicle Registration Number	Trade Plate Indicator	Vehicle Type	Vehicle Make	Vehicle Model	Vehicle Derivative	Vehicle Engine Size	Number of Seats	Gross Vehicle Weight	Vehicle Code	Vehicle On Date	Vehicle Off Date	Last Amended Date	User Prefix	User ID	Amended By
XXXXXX	U	CAR	BMW	420D XDRIVE GRA						20200101	20201111	20201111	36	XXXXXX	P
XXXXXX	U	CAR	RENAULT	CAPTURD-QUE S M						20200828	20201111	20201111	36	XXXXXX	P

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6) MID Warning Codes

All warning codes received from MID Control will start with a “W”. Any vehicle records submitted which result in a warning code being returned will be added to the database. These are minor and generally result from the vehicle registration mark not being available on the Experian’s Vehicle Database from the DVLA or being recorded as Scrapped or Exported.

A list of the most common error and warning codes follows

<u>Error Messages</u>		
<u>Code</u>	<u>Description</u>	<u>Solution</u>
<u>E016</u>	Insurer ID Not Known	QBE Insurer ID is 036 and should be input on each vehicle record. Check this has not been amended automatically to 36.
<u>E019</u>	Invalid Policy Number	Your policy number does not include the trailing 3 characters of the policy number as this represent the policies year of account. So if your policy number is Y0000001FLT0108A, for the MID this will show Y0000001FLT01.
<u>E020</u>	Invalid Vehicle Registration Mark Format	Ensure there are no spaces in the registration mark. For a complete list of acceptable formats, please call QBE MID Helpdesk.
<u>E067</u>	Expiry Date Earlier than Effective Date	Ensure the expiry date is after the effective date.
<u>E070</u>	Invalid Trade Plate Indicator	Please contact QBE MID Helpdesk
<u>E071</u>	Invalid Motor Trade Policy Indicator	Please contact QBE MID Helpdesk
<u>E072</u>	Invalid Vehicle On Date	Date format should be dd/mm/yyyy
<u>E073</u>	Invalid Vehicle Off Date	Date format should be dd/mm/yyyy
<u>E075</u>	Update Type of Vehicle Record not N, A, D or O	Input N,A,D or O
<u>E077</u>	Update Type on Vehicle Record is A and Existing Record Not Found	A vehicle must be added as N for new the first time it appears on the Database.
<u>E079</u>	Update Type on Vehicle Record is N and Existing Record Found	A vehicle must be added as A if it has already been supplied to the database.
<u>E081</u>	No matching vehicle record found for D-Delete	Vehicle with VRM is not available to be deleted. No action to be taken.
<u>E083</u>	Invalid Policy Access on Policy Record	Either the policy number input is incorrect or your logon has not been authorised access to the policy – call QBE MID Helpdesk.
<u>E089</u>	Vehicle On/Off dates not within Policy Effective/Expiry dates	Check both the On and Off dates fall within the period of insurance displayed on the MID website.
<u>E091</u>	Policyholder does not have access to this policy	Either the policy number input is incorrect or your logon has not been authorised access to the policy – call QBE MID Helpdesk.
<u>E095</u>	Policyholder cannot amend or delete this vehicle, it has driver/use data	Driver and Vehicle information can not be amended by the policyholder – call QBE MID Helpdesk.
<u>E099</u>	Vehicle Off Date prior to Vehicle On Date	Ensure the expiry date is after the effective date.

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E100	Policyholder cannot set Foreign Registration Indicator	Call QBE MID Helpdesk.
E106	Policyholder may not supply backdated data	Call QBE MID Helpdesk.
E112	No matching vehicle record found for O-Delete	Vehicle with VRM and On and Off dates supplied is not available to be deleted. Correct On and Off dates to match those displayed on the MID Website and resend.

<u>Warning Messages</u>		
Code	Description	Solution
W001	Vehicle Registration Mark Not Found.	Check Registration Mark and correct if necessary.
W010	Vehicle Registration Mark shown as Exported	No action required.
W011	Update Type Is D And Existing Record Not Found	No action required.
W021	Vehicle Registration Mark not found, delayed check for new vehicle.	No action required.
W022	Vehicle Registration Mark shown as Scrapped	No action required.
W024	Vehicle Registration Mark shown as Scrapped, delayed check for new vehicle	No action required.
W025	Vehicle Registration Mark shown as Exported, delayed check for new vehicle	No action required.
W028	VRM shown as scrapped, delayed check sent by policyholder	No action required.
W029	VRM shown as exported, delayed check sent by policyholder	No action required.
W030	VRM not found, delayed check sent by policyholder	No action required.

7) Keeping the vehicle schedule up to date

Once you have populated the MID with the initial schedule, you will need to keep the data up to date. That means that every time a vehicle is taken on or off cover, you need to log in and make that alteration. Changes must be made within 14 calendar days of the change having taken place.

All vehicles on cover at the date of expiry will roll over automatically to the subsequent cover dates. It will still be possible to view the previous cover schedule, but you will not be permitted to amend the data.