



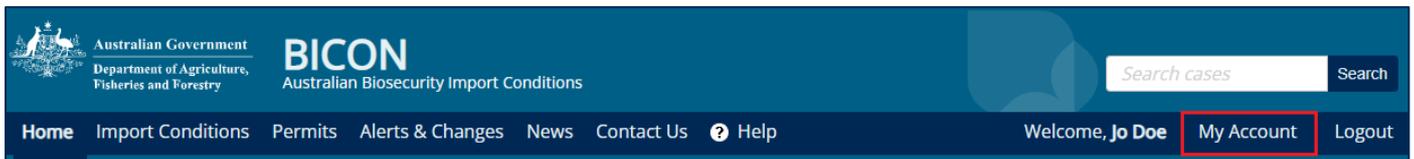
How do I upgrade from a Single User to a Multiple User Account?

This task card demonstrates how to change your account settings. If you have a single user account you can upgrade to a multiple user account in your account details.

NOTE: All of your existing BICON account information will be transferred including permits, applications and correspondence. Once upgraded you may not return to a single user account.

Login to BICON

Login to your BICON account and select **My Account**.



Under **My Details** select **Upgrade to a Multiple User Account**.

My Account

Please select from one of the options below to manage your account.

My Permit Workspace

Your Permit Workspace allows you to manage existing draft permit applications, check on the status of submitted applications and also to view and manage issued import permits.

[My Permit Workspace](#)

My Followed Cases

Lists all import cases which are currently being followed and allows you to remove cases from your followed list.

[My Followed Cases](#)

My Preferences

Allows you to change your default settings. They include printing settings as well as providing answers to common questions.

[My Preferences](#)

My Details

Allows you to manage/edit your own details. Please note changing your details does not automatically update current permit applications or issued permits.

[My Details](#)
[Set new Secret Answers](#)
[Upgrade to a Multiple User Account](#)

My Contacts

Contact details are required to facilitate the permit application process. My Contacts allows you to create new or edit existing contact details.

[Create Exporter / Manufacturer](#)
[Create Importer](#)
[Create Importer Contact](#)
[Manage Contacts](#)
[Default Importer Contacts](#)



Upgrade to a Multiple User Account

You will be presented with a screen that asks you to either select, Upgrade to a Multiple User Account or Join an existing Multiple User Account. Select **Upgrade to a Multiple User Account**.

Upgrade or Join Multiple User Account

Upgrade to a Multiple User Account

Upgrading to a multiple user account allows you to follow cases, apply for and manage import permits on behalf of clients, respond to correspondence, pay invoices, add additional users, transfer permit applications to other users and share permit application contacts. As an account administrator you will be able to confirm/reject additional user requests, create additional administrators and remove existing users.

Upgrade to a Multiple User Account

Join existing Multiple User Account

Joining the account your organisation has set up allows you to follow cases, apply for and manage import permits on behalf of clients, respond to correspondence, pay invoices, transfer permit applications to other users and share permit application contacts within your organisation.

[Join an existing Multiple User Account](#)

[Previous](#)

Complete the details and select **Submit**.

*NOTE: Brokers wishing to apply for Automatic Entry Processing for Commodities (AEP COMM) access will need to complete the Automatic Entry Processing for Commodities section. Please refer to the task card - **How do I register for Automatic Entry Processing for Commodities (AEP COMM)?** for details.*

Upgrade to a Multiple User Account

Upgrading to a multiple user account allows you to follow cases, apply for and manage import permits on behalf of clients, respond to correspondence, pay invoices, add additional users, transfer permit applications to other users and share permit application contacts. As an account administrator you will be able to confirm/reject additional user requests, create additional administrators and remove existing users. Once complete, this action cannot be reversed.

Multiple User Account Details

Please enter the Organisation details.

Organisation name	ABN
<input type="text" value="Importers 'R' Us"/>	<input type="text" value="34 190 894 983"/>
<small>ABN is mandatory for Australian organisations</small>	
Customs broker licence number <small>(Optional)</small>	Nominee licence number <small>(Optional)</small>
<input type="text"/>	<input type="text"/>
<small>Licence as provided by the Australian Border Force</small>	<small>* Leave blank if Sole Trader</small>

Automatic Entry Processing for Commodities

Do you require Automatic Entry Processing for Commodities (AEP COMM) user access to BICON?

Work Address

Update your address. This must be a physical address, PO Boxes are not permitted.

Address line 1	Suburb / Locality	
<input type="text" value="10 Street St"/>	<input type="text" value="SUBURB"/>	
Address line 2 <small>(Optional)</small>	State / Territory	Post code
<input type="text"/>	<input type="text" value="VIC"/>	<input type="text" value="2600"/>
Address line 3 <small>(Optional)</small>	Country	
<input type="text"/>	<input type="text" value="Australia"/>	

Billing Address

Please enter a billing address. This will be applied to all invoices created within this multiple user account.

Same as Work Address

Address line 1	Suburb / Locality	
<input type="text" value="10 Street St"/>	<input type="text" value="SUBURB"/>	
Address line 2 <small>(Optional)</small>	State / Territory	Post code
<input type="text"/>	<input type="text" value="VIC"/>	<input type="text" value="2600"/>
Address line 3 <small>(Optional)</small>	Country	
<input type="text"/>	<input type="text" value="Select ..."/>	

[Cancel](#)

[Submit](#)



Confirm Upgrade to a Multiple User Account.

Check the details are correct and select **Confirm**.

Confirm Upgrade to a Multiple User Account

Please confirm the details. Once complete, this action cannot be reversed.

Multiple User Account Details

Organisation name	Importers 'R' Us	ABN	34 190 894 983
Customs broker licence number		Nominee licence number	

Automatic Entry Processing for Commodities

Do you require Automatic Entry Processing for Commodities (AEPCOMM) user access to BICON? No

Work Address

Address line 1	10 Street St	Suburb / Locality	SUBURB
Address line 2		State / Territory	VIC
Address line 3		Post code	2600
Country	Australia		

Billing Address

Address line 1	10 Street St	Suburb / Locality	SUBURB
Address line 2		State / Territory	VIC
Address line 3		Post code	2600
Country	Australia		

You will now have a multiple user account. You can invite others to join your account and you will be an administrator of the account.