



How do I submit a request to join an existing Multiple User Account?

This task card describes how to submit a request to join an existing multiple user account as a new user. Speak with your organisation's BICON account administrator before selecting this option because, it may not be their preferred way of adding new users to the organisation's multiple user account.

TIP: If you need to set up an account as an individual only, see the task card - **How do I register a new Single User Account?**

TIP: If you work for an organisation without an existing multiple user account and you are one of multiple staff managing permit applications, see the task card – **How do I register a new Multiple User Account?**

Register New User

Select **Login or Register** on the home page and then select **register for a new account**.

The screenshot shows the BICON website interface. At the top, there is a search bar labeled 'Search cases' and a 'Search' button. Below the search bar is a navigation menu with links for 'Home', 'Import Conditions', 'Permits', 'Alerts & Changes', 'News', 'Contact Us', and 'Help'. A 'Login or Register' link with a user icon is highlighted with a red box. The main content area features a 'Login' heading and a text prompt: 'Please login to your account below, or you can [register for a new account](#).' The 'register for a new account' link is highlighted with a red box. Below this, there are input fields for 'Email' and 'Password', and a 'Login' button. A 'Forgotten password?' link is also present.



Conditions Of Use

Read through the BICON Conditions of Use. If you agree, select **I accept**.

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Before you can be granted a user account in BICON you must agree to the following conditions of use. After accepting the conditions of use, you will be taken to the next step in the user registration process.

BICON Conditions of Use

The BICON web site

The BICON web site (the Site) is operated by the Department of Agriculture, Fisheries and Forestry (the Department), an Australian Government Department.

Terminology

Content means information, images or data that are available on or through the Site.

You or User means any person who:

- Accesses the Site; or
- Uses Content that is available on, downloaded from or otherwise obtained from the Site; or
- Produces or generates documents, material or guidelines or any other form of information (in any form of media or form) for any purpose from the Content; or
- Creates a link to the Site or any Content.

Scope of these Conditions of Use

Your use of the Site and the Content is governed by these Conditions of Use as amended from time to time.

In consideration for the Department allowing you to access the Site and use the Content, you agree to comply with these Conditions of Use.

The Department may change these Conditions of Use and the Privacy Policy at any time without prior notice to You, so please check the Conditions of Use and the Privacy Policy before you access the Site or use the Content.

Privacy Notice

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable. 'Personal information' that is collected under or in accordance with the *Biosecurity Act 2015* is also 'protected information' under the *Biosecurity Act 2015*.

The Department collects personal information at various points in the BICON system, including at the time in which a user registers to use the BICON System, and for the purposes of:

- creating and managing a BICON user account;
- allowing a BICON user to make import permit applications in BICON; and
- conducting an assessment of the goods which are the subject of an application for an import permit and determining whether an import permit may be granted in respect of those goods.

The collection of this information is authorised under the *Biosecurity Act 2015*.

Any personal information collected by the Department through the BICON system:

- will be used for the purposes set out above and otherwise in accordance with the *Biosecurity Act 2015*;
- may be disclosed to other government departments and agencies, such as the Australian Customs and Border Protection Service, for these purposes, provided the disclosure is consistent with the *Biosecurity Act 2015*; and
- it will not usually be disclosed overseas. In every case it will only be disclosed if authorised by the *Biosecurity Act 2015*.

If the relevant personal information requested during the account registration process or captured in your account is not provided, the department may be unable to complete this user registration process or initiate correspondence with you and the Director of Biosecurity (or relevant delegate) in respect of an application for an import permit. The Director of Biosecurity may also be unable to determine if an import permit may be granted in respect of the goods which are the subject of an application for an import permit through the BICON system.

See our [Privacy Policy](https://awe.gov.au/about/commitment/privacy/) web page (https://awe.gov.au/about/commitment/privacy/) to learn more about accessing or correcting personal information or making a complaint. Alternatively, telephone the department on +61 2 6272 3933.

False or misleading information

It is a criminal offence under the *Criminal Code 1995* to knowingly give false or misleading information to a Commonwealth officer exercising powers under Commonwealth law. This offence carries a potential penalty of 12 months' imprisonment.

Jurisdiction

These Conditions of Use are governed by the laws in force in the Australian Capital Territory, Australia.

You submit to the non-exclusive jurisdiction of the courts of the Australian Capital Territory to decide any matter or proceeding arising out of or in connection with these Conditions of Use, the Site or the Content.



Account Type

Select **Join an existing multiple user account** and then select **Next**.

Registration

Which type of account do you want to create?

Please ensure you select the correct account type before proceeding as this cannot be changed later.
Refer to the [BICON Help](#) page for assistance in selecting the correct account type.

- New single user account**
Select this option if you are an individual looking to follow cases or apply for import permits yourself. You will also be able to respond to correspondence with the department and pay invoices.
Do not select this option if you work for an organisation (e.g. brokerage or importer) that has a multiple user account in BICON or you wish to create a new account for your organisation.
- Join an existing multiple user account**
Select this option if you want to join the multiple user account in BICON for your organisation (e.g. brokerage or importer).
You will be asked during registration to provide the email address of the account administrator who will need to confirm you as a user before you can proceed with the registration. The existing account administrator can make you an administrator of the account if required.
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.
Do not select this option if your organisation does not have a multiple user account created in BICON.
- New multiple user account**
Select this option if you want to create and be the administrator of a new multiple user account for your organisation (e.g. brokerage or importer).
Setting up 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.
Do not select this option if your organisation already has a multiple user account created in BICON or you do not need to have multiple users.

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Account Details

Complete the account details. You will need to include the account administrator's email and select **Next**.

NOTE: Numeric fields must only contain digits (Do not use symbols, including the + symbol). Ensure that there are no spaces or brackets in phone numbers and postcodes.

NOTE: Only populate the Automatic Entry Processing for Commodities field if you have confirmed that you are an accredited broker under the Automatic Entry Processing for Commodities (AEPCOMM) scheme.

Registration

Progress bar: Done Conditions Of Use, Done Account Type, **In progress Account Details**, To do Confirm Email, To do Set Password, To do Registered

Multiple User Account Details

Please enter the Organisation details.

Organisation name Account administrator's email

Nominee licence number (Optional)

Licence as provided by the Australian Border Force

Username

Please enter your email address which will be used as your username for accessing BICON.

Email Preferred method of contact

Automatic Entry Processing for Commodities

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

Personal Details

Title

Given name(s) (Optional) Work phone (Optional) Home phone (Optional)

Surname Mobile (Optional) Fax (Optional)

Work Address

Must be a physical address, PO Boxes are not permitted.

Address line 1 Suburb / Locality

Address line 2 (Optional) State / Territory Post code

Address line 3 (Optional) Country

Security

reCAPTCHA I'm not a robot



Confirm Email

You will receive an email to confirm your registration has been submitted to a BICON account administrator for your organisation. If your organisation's BICON account administrator confirms you as a user, you will receive an email with instructions about how to finalise your registration.

Select the link in the email to verify your email address

Registration

Account administrator confirmation required

An email has been sent to the account's administrator who will need to confirm that you should be listed as a user under their organisation account. Once this confirmation is received, an email will be sent to Jan@email.com. Please click the link provided in the email to verify that you own the email address. Once you click on the link in the email, the registration will proceed to the next step.

If you do not receive this email, please check your junk/spam mail folder and be sure to add '@agriculture.gov.au' to the safe sender's list.

If you still experience difficulty, please [contact us](#) for further assistance.