



How do I add and manage users within my existing multiple user account?

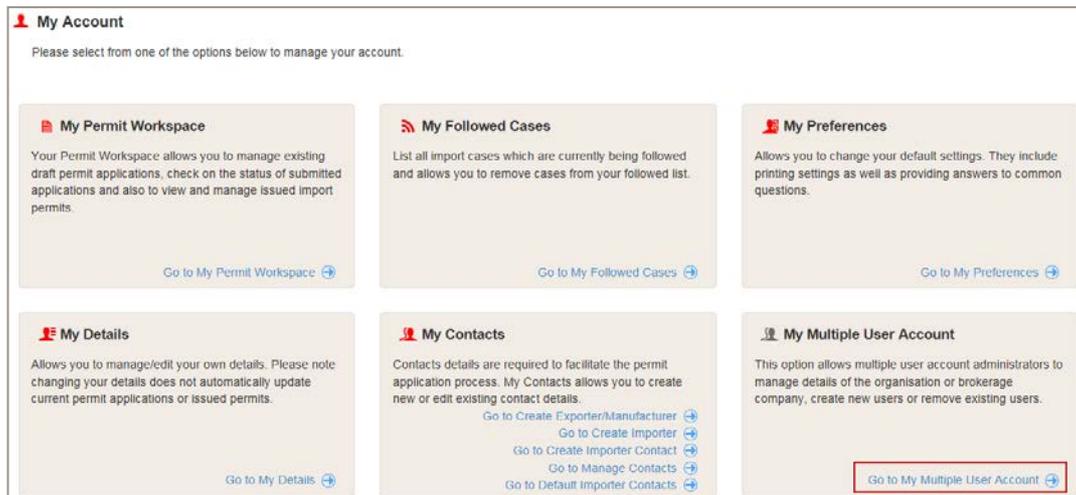
This task card describes how administrators of a multiple user account can:

1. Create a new user.
2. Accept and reject requests to join the multiple user account.
3. Activate and deactivate users.
4. Add and remove account administrators.
5. Transfer import permit applications between your registered BICON users.
6. Resend a link to a user who has not activated their account.

1. Creating a new user in your multiple user account

BICON multiple user account administrators are able to create new users within the account.

Login to BICON, select **My Account** and then select **Go to My Multiple User Account**.



From the **My Multiple User Account** page you are able to create new users. Select **Create New User**.



My Multiple User Account

Your multiple user account allows administrators to manage details of the organisation or brokerage company, create or confirm new users or remove existing users.

Organisation Name: G.E.T Pty Ltd
 ABN / ACN: 33051775556
 Customs Broker Licence: 2795

[Edit Multiple User Account Details](#)

Filter Users

Enter a Name All Users

Name	Account Email	Status	Administrator
+ Create New User			

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In the **Create New User** page, complete the new user details and select [Save and Return](#).

Create New User

User Details

Nominee Licence Number:
* 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:

Personal Details

* Title:

Given Name(s): Surname:

Work Phone: Home Phone:

Mobile: Fax:

Work Address

Must be a physical address, PO Boxes are not permitted

* Address line 1: Suburb / Locality:

Address line 2: State / Territory:

Address line 3: Post Code / Zip Code:

Country:

Changes will not be saved Return to My Account

The new user will now be notified via email to finalise their registration process. (The new user will need to activate a link in the email they receive and then set up their own security questions and password)

2. Accepting and rejecting requests to join a multiple user account

As a BICON multiple user account administrator, if a new user submits a request to join your account via the BICON “Join an existing multiple user account” option, you will receive an email notification with the request. The email will contain a link to the BICON homepage. Login to BICON and select **My Account** and then select **Go to My Multiple User Account**.

Australian Government
Department of Agriculture

BICON
Australian Biosecurity
Import Conditions

Home Import Conditions Permits Alerts & Changes News Contact Us ? Help

Welcome, A Noon [My Account](#) | [Logout](#)



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.

[Go to My Permit Workspace](#)

My Followed Cases

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

[Go to My Followed Cases](#)

My Preferences

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

[Go to 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.

[Go to My Details](#)

My Contacts

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

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

My Multiple User Account

This option allows multiple user account administrators to manage details of the organisation or brokerage company, create new users or remove existing users.

[Go to My Multiple User Account](#)

Use the drop down menu to filter on **All Users** and **All** and then select [Filter](#).

Select **Confirm User** to check the users details before deciding whether to confirm or reject a user.

My Multiple User Account

Your multiple user account allows administrators to manage details of the organisation or brokerage company, create or confirm new users or remove existing users.

Organisation Name: Imports R US
ABN: 33051775556
Customs Broker Licence: [Edit Multiple User Account Details](#)

Filter Users

Enter a Name All Users All [Filter](#)

Name	Account Email	Status	Administrator	AEPCOMM	+ Create New User
Enus, Anton	AntonEnus@notreal.com	Active	Yes	No	Confirm User
Sarah, Gemmell-Smith	jim@agriculture.gov.au	Not Active	No	No	Edit
Morrison, Jim	jim@email.com	Not Active	No	No	Edit
Doubtfire, Joyce	joyce@doubtfire.com	Not Active	No	No	Edit
Goncalves, Ricardo	RicardoGoncalves@notreal.com	Active	Yes	No	Confirm User
Swift, Taylor	taylor@email.com	Not Active	No	No	Edit
Swift, Taylor	taylor@swift.com	Not Active	No	No	Edit
Swift, Taylor	taylor@tmail.com	Not Active	No	No	Confirm User
Brown, Zac	zac@brown.com	Not Active	No	No	Confirm User

Showing 1 - 9 Results of 9 Results per page: 10

The **Confirm New User** screen displays and provides the new users details.

Confirm New User

Please provide confirmation that the following user should be granted access under the customs broker account that you administer.

*The customs broker details entered below are what the user has selected, these fields are for your information only. If these are different to the actual customs broker details, they will be updated once you confirm this user.

Name: Jessica Rabbit
Email Address: rabbit@gmail.com
Nominee Licence Number: 369852
Customs Broker Name: Fast Pets Pty Ltd
Customs Broker Licence Number: MBN00001

[Cancel](#) [Reject User](#) [Confirm User](#)

Here you can either:



1. accept the new user by selecting **Confirm User** . The new user is sent an email advising them to finalise their registration,
2. reject the new user by selecting **Reject User** ,
3. or return to your **My Multiple User Account** by selecting **Cancel** without accepting or rejecting the new user.

3. Activating and Deactivating Users

There may be times when you need to deactivate a user to remove their access (temporarily or permanently). You can easily deactivate or activate a user by selecting the appropriate choice on the **My Multiple User Account** page.

Name	Account Email	Status	Administrator	+ Create New User		
Espre, Me	BICONTTest30@agriculture.gov.au	Active	No	Edit	Deactivate	Make Administrator
Davidson the 3rd, Wendy	BICONTTest31@agriculture.gov.au	Active	Yes	Edit	Deactivate	Remove Administrator
Rovers, Renae	BICONTTest32@agriculture.gov.au	Active	Yes	Edit	Deactivate	Remove Administrator
Grover, Madeline	BICONTTest33@agriculture.gov.au	Active	Yes	Edit	Deactivate	Remove Administrator
Jones, Allison	BICONTTest34@agriculture.gov.au	Active	No	Edit	Deactivate	Make Administrator
Smith, Grace	BICONTTest35@agriculture.gov.au	Active	Yes	Edit	Deactivate	Remove Administrator
Summers, Winter	BICONTTest36@agriculture.gov.au	Active	No	Edit	Deactivate	Make Administrator
Rogers-Doyle, Rod	BICONTTest37@agriculture.gov.au	Active	No	Edit	Deactivate	Make Administrator
Momis, Stan	BICONTTest38@agriculture.gov.au	Active	No	Edit	Deactivate	Make Administrator
Davis, Walter	BICONTTest40@agriculture.gov.au	Not Active	Yes	Edit	Activate	Remove Administrator

4. Adding and Removing Administrators

You can choose to give administrator access to any of your account users. Administrator access allows the user to activate, deactivate, create and accept new users as well as edit your multiple user account details. To make an account user an account administrator select **Make Administrator**. To remove administrator access for that account user select **Remove Administrator**.

Name	Account Email	Status	Administrator	+ Create New User		
Broker, Third	BICONTTest38@agriculture.gov.au	Active	Yes	Edit	Deactivate	Remove Administrator
Broker, Under	BICONTTest40@agriculture.gov.au	Active	Yes	Edit	Deactivate	Remove Administrator
Broker, Final Fabs	FABS.Broker.Final@Broker.gov	Active	No	Edit	Deactivate	Make Administrator

5. Transferring Applications

BICON allows you to transfer import permit applications between registered users within your multiple user account. Select the **Permits** tab to locate your applications.



From the **Permits** drop down menu, select **Application** and then select **Search** .



Permits
Here you can create new permit applications, track and manage current applications, review archived permit applications, respond to correspondence or view your invoices.

Permit Type / Commodity Search **Manage Permits** Correspondence Invoices

Are you looking for a Permit, Application or Variation Request? Permit

Identification Number: All Types

Permit Type: All **Application**

Commodity: All Permit

Status: All

Importer: All

Importer Contact: All

Reset All Search

The search results display applications associated with your multiple user account. Tick the box against the application that you want to transfer to a different user. Use the **Transfer To** section to select the registered user you want to transfer the application to. Select **Transfer**.

Application ID	Created	Importer	Applicant	Application Type	Status	Permit Type(s)
<input type="checkbox"/> 0000151572	26/05/2015	Importer, Other	Second, Broker	New Permit	Submitted	
<input checked="" type="checkbox"/> 0000151575	26/05/2015	Importer, Other	Second, Broker	New Permit	Draft - Complete	Select Registered User Broker, Final Fabs Broker, Under Broker, Under Holmes, Second, Broker Broker, Third
<input type="checkbox"/> 0000151578	26/05/2015	Importer, Other	Second, Broker	New Permit	Draft - Complete	
<input type="checkbox"/> 0000151581	26/05/2015	Importer, Other	Second, Broker	New Permit	Draft - Complete	

Please select an action Transfer To: Select Registered User

Showing 1 - 4 Results of 4 Export Results **Transfer** Results per page: 10

The transfer of the application will be confirmed with a message above the application list.



6. Resend a link to a user who has not activated their account

Occasionally, a user will want to join your multi user account, but will not activate the confirmation email in the required time. The email expires after 24 hours.

When this happened have the user attempt to register again. They will receive a message that tell them they are already registered with the system and offer them a link to resend the confirmation email.

Registration

Conditions Of Use Account Type Account Details Confirm Email Set Password Registered

This user is already registered with the system.
If you have lost your confirmation email you can [resend it](#) to the registered email address.

Multiple User Account Details

Have them click the link in the email and they will be able to complete the registration and join the multi user account.