



How do I register a new multiple user account?

This task card describes how to register a new multiple user account. Only select this option when you:

- have confirmed that your organisation does not have an existing multiple user account
- want to create and be the initial administrator of a new multiple user account for your organisation
- require tax invoices/receipts to be issued with an ABN.

If you need to set up an account as an individual only, see the Task Card - [How do I register for a new single user account](#).

If you work for an organisation with an existing multiple user account and you are one of multiple staff managing permit applications, speak with your BICON account administrator about joining your organisation's existing multiple user account (preferable) or see the Task Card – [How do I submit a request to join a multiple user account](#).

1. Register New Account

Select **Login** or **Register** on the home page and then select [register for a new account](#).

2. Conditions of Use

Read through the BICON Conditions of Use. If you agree, select the [I accept](#) button.



3. Account Type

Select **New multiple user account** and then select [Next](#) .

Registration

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

*** 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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4. Account Details

BICON account email details must be for an identified individual, not a generic position (e.g. johncitizen@isd not admin@isd). Phone numbers and postcodes must only contain digits - Ensure there are no spaces or brackets.

Complete the account details and select [Next](#) .

Registration

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

Multiple User Account Details

Please enter the Organisation details.

* Organisation Name: * Account Administrator's Email:

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:

Security

* Security Code:

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5. Confirm Email

You will receive an email to verify that you own the email address provided in your registration.

Select the link in the email to proceed to the next step.

Registration

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

Please check your email.

An email has been sent to angus@international.org.au. Please click on the link provided in the email to confirm 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 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.

If you don't receive an email, check the junk mail folder and add @agriculture.gov.au to your safe senders list.

6. Set Password

Complete the **Password** and **Security Questions**. You can either chose from a set question in the drop down menu or write your own security question(s).

Select Next

Registration

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

Password

Your password must be between 7 and 15 characters and must have at least one upper case, one number and one special character ~!@#%&*

* Password:

* Retype Password:

Security Questions

You must provide answers to three security questions which will be used as verification in case you forget your password.

* Security Question 1: Write my own Security Question

* Answer:

* Security Question 2: Write my own Security Question

* Answer:

* Security Question 3: Write my own Security Question

* Answer:

Next



7. Registration Successful

You are now registered.

Select [Next](#) to login to BICON.

Registration

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

Registration Successful!

You are now registered with the Department's BICON system.

As a registered broker you can now:

- Follow import cases and stay informed of updated to import conditions,
- Apply for permits online,
- Make payments for permits,
- Check on the status of existing permit applications, and
- Enter and update contact information for Importer's.

[Next](#)

Now you are registered as an account administrator you will be able to:

- Add additional users, transfer permit applications to other users and share permit application contacts.
- Confirm/reject additional user requests, create additional administrators and remove users.
- Follow import cases.
- Apply for permits online.
- Make payments for permit applications.
- Check the status of permits.
- Manage permits.
- Update contacts for your importers.