



How do I submit a request to join an existing multiple user account?

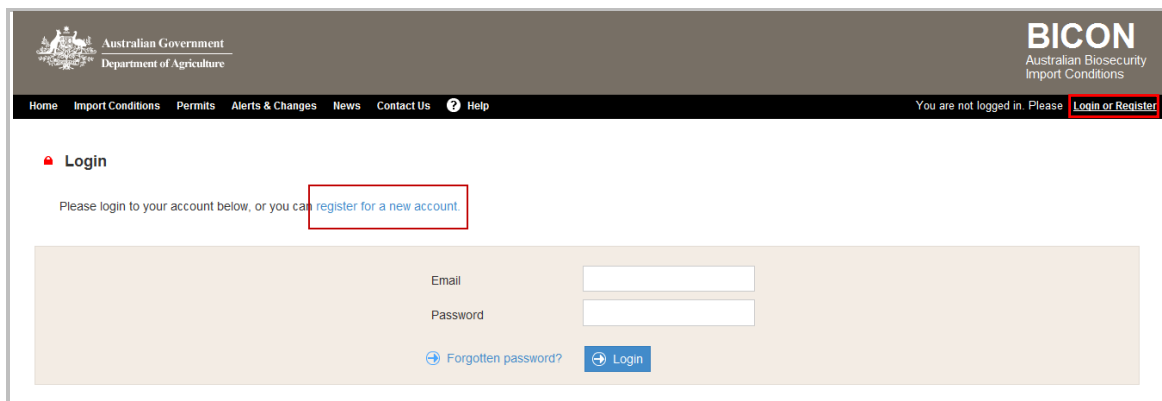
This task card describes how to submit a request to join an existing multiple user account. Speak with your organisation's BICON account administrator before selecting this option because it may not be their preferred way of adding new users to the organisation's multiple user account.

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?](#)

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?](#)

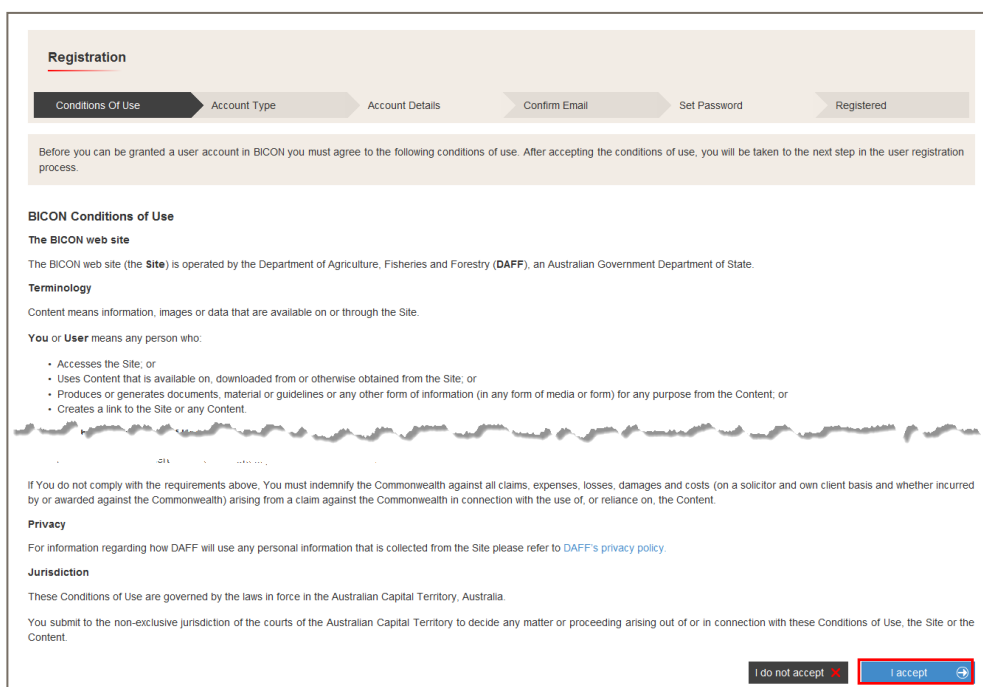
1. Register New User

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. Registration Type

Select **Join an existing 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

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

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 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 and set your password.

Registration

Broker confirmation required

An email has been sent to the broker's administrator who will need to confirm that you should be listed as a user under their broker or organisation account. Once this confirmation is received, an email will be sent to boo@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.