



# 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.

## 1. Log in to BICON

Log in to your BICON account.

Select **My Account**.

The screenshot shows the BICON website interface. At the top, there is a navigation bar with links for Home, Import Conditions, Permits, Alerts & Changes, News, Contact Us, and Help. The user is logged in as 'Kymme Hoadley'. The 'My Account' link is highlighted with a mouse cursor. Below the navigation bar, there is a 'Welcome to BICON' message and a search bar for import items. The search bar has tabs for 'Quick Search', 'Scientific Name', and 'Tariff Code'. The search input field contains the text 'What are you importing?' and there is a 'Search' button. Below the search bar, there are search parameters: 'Import Into: Australia' and 'Effective On: 4 January 2017'. There is also an 'Advanced Search' link.

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

The screenshot shows the 'My Account' page. The page title is 'My Account' and it says 'Please select from one of the options below to manage your account.' There are five main sections:

- 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. Link: [Go to 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. Link: [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. Link: [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. Links: [Go to My Details](#), [Set new Secret Answers](#), [Upgrade to a Multiple User Account](#) (highlighted with a red box).
- My Contacts:** Contacts details are required to facilitate the permit application process. My Contacts allows you to create new or edit existing contact details. Links: [Go to Create Exporter/Manufacturer](#), [Go to Create Importer](#), [Go to Create Importer Contact](#), [Go to Manage Contacts](#), [Go to Default Importer Contacts](#)



## 2. Upgrade or Join a Multiple User Account

You will be presented with a screen that asks you select **Upgrade to a Multiple User Account** or **Join an existing 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 ↗](#)

Select **Upgrade to a 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. Once complete, this action cannot be reversed.

**Multiple User Account Details**

Please enter the Organisation details.

\* Organisation Name:

Customs Broker Licence Number:   
\* Licence as provided by the Australian Border Force

\* ABN:   
\* ABN is mandatory for Australian organisations

Nominee Licence Number:   
\* Leave blank if Sole Trader

**Automatic Entry Processing for Commodities**

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

AA Site ID:

**Work Address**

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

\* Address line 1:

Address line 2:

Address line 3:

\* Country:

\* Suburb / Locality:

\* State / Territory:

\* Post Code / Zip Code:

**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:

Address line 2:

Address line 3:

\* Country:

\* Suburb / Locality:

\* State / Territory:

\* Post Code / Zip Code:

Cancel
Submit

Changes will not be saved

Complete the details. \* denotes a mandatory field

Brokers wishing to apply for AEP COMM access will need to complete the **Automatic Entry Processing for Commodities** section. Please refer to [How do I register for AEP COMM access](#) for details.

Select Submit

*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.*



## Confirm Upgrade to a Multiple User Account.

Select

**Confirm Upgrade to a Multiple User Account**

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

**Multiple User Account Details**

Please enter the Organisation details.

Organisation Name:	Imports R Us	ABN:	33051775556
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

AA Site ID:

**Work Address**

Address line 1:	18 Marcus Clarke Street	Suburb / Locality:	Canberra
Address line 2:		State / Territory:	ACT
Address line 3:		Post Code / Zip Code:	2600
Country:	Australia		

**Billing Address**

Address line 1:	18 Marcus Clarke Street	Suburb / Locality:	Canberra
Address line 2:		State / Territory:	ACT
Address line 3:		Post Code / Zip Code:	2600
Country:	Australia		

Changes will not be saved

Brokers wishing to apply for AEPCOMM access will need to complete the **Automatic Entry Processing for Commodities** section. Please refer to [How do I register for AEPCOMM access](#) for details.

You will now have a Multiple User Account that others can join. You will be the Administrator of the account.