



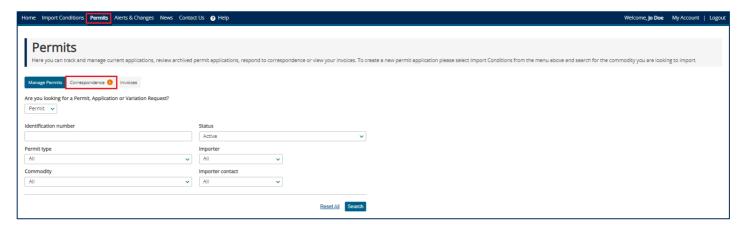
How do I manage correspondence with the Department?

This task card demonstrates how to manage correspondence with the department as a registered user.

Login to your BICON Account to View Correspondence

Login to BICON and select Permits and then select the Correspondence tab.

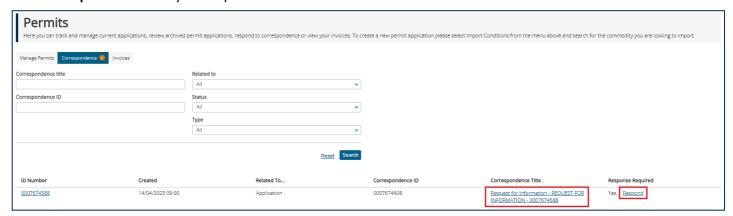
Correspondence specifically linked to your applications and permits will be located in the **Correspondence** tab. You will also receive an email notification when you have been contacted.



Respond to Correspondence

You can select any of the **Correspondence Titles** to view the correspondence. In the instance where a response is required, you will be able to see this identified in the Response Required column.

Select **Respond** to submit your response.



TIP: If correspondence is requested from you by the department, your application may not progress until a response is received.





Contact the department about your Permit Application

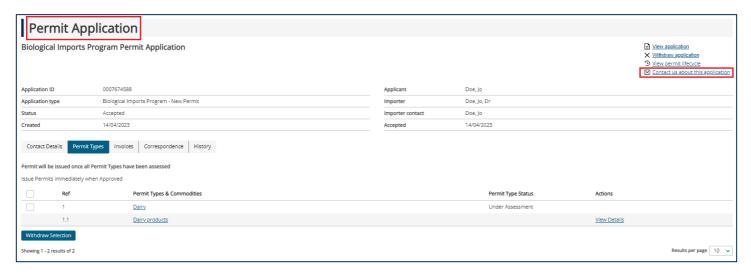
If you wish to contact the department regarding a permit application, you can contact them directly through the permit application page.

Select Permits from the top menu bar and search for the application you wish to contact the department about. Then select the application ID link to open the **Permit Application** screen.

Here you can choose to:

- View the application
- Withdraw the application
- View the permit history (permit lifecycle)
- Contact the department about the application

Select Contact Us about this application







This will generate a **Create Correspondence** page, which will enable you to contact the department. This will also link to the application, so you can track your submission to the department, as well as their response. Enter in your correspondence and Select **Submit**.

