



# How do I register a New Multiple User Account?

This task card describes how to register a new Multiple User Account. Select this option only 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.

**TIP:** If you need to set up an account as an individual, see the Task Card [How do I register a new Single User Account?](#)

**NOTE:** 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 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 .



### 3. Account Type

Select **New multiple user account** and then select  .

#### 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.

**NOTE:** See the next page of this task card for a description of how to enter Account Details for your multiple user account.



## 4. Account Details

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

**NOTE:** Only populate the Automatic Entry Process for Commodities field if you have confirmed that you are an accredited broker under the Automatic Entry Processing for Commodities (AEP COMM) scheme.

Complete the account details and select  .

### Registration

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

**Multiple User Account Details**  
Please enter the Organisation details.

* Organisation Name:	<input type="text" value="Importers 'R' Us"/>	ABN:	<input type="text" value="51 824 753 556"/>
			<small>* ABN is mandatory for Australian organisations</small>
Customs Broker Licence Number:	<input type="text"/>	Nominee Licence Number:	<input type="text"/>
	<small>* Licence as provided by the Australian Border Force</small>		<small>* Leave blank if Sole Trader</small>

**Username**  
Please enter your email address which will be used as your username for accessing BICON.

* Email:	<input type="text" value="jo@email.com"/>	Preferred method of contact:	<input type="text" value="Email"/>
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**Automatic Entry Processing for Commodities**  
Do you require Automatic Entry Processing for Commodities (AEP COMM) user access to BICON?

AEP COMM Approved Arrangement ID:  \* Format: A1234

**Personal Details**

* Title:	<input type="text" value="Dr"/>	* Surname:	<input type="text" value="Bloggs"/>
Given Name(s):	<input type="text" value="Jo"/>	Home Phone:	<input type="text"/>
Work Phone:	<input type="text"/>	Fax:	<input type="text"/>
Mobile:	<input type="text"/>		

**Work Address**  
Must be a physical address, PO Boxes are not permitted.

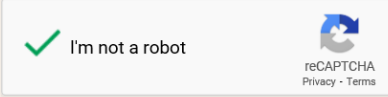
* Address line 1:	<input type="text" value="10 Street St"/>	* Suburb / Locality:	<input type="text" value="Suburb"/>
Address line 2:	<input type="text"/>	* State / Territory:	<input type="text" value="ACT"/>
Address line 3:	<input type="text"/>	* Post Code / Zip Code:	<input type="text" value="2600"/>
* Country:	<input type="text" value="Australia"/>		



**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:	<input type="text" value="10 Street St"/>	* Suburb / Locality:	<input type="text" value="Suburb"/>
Address line 2:	<input type="text"/>	* State / Territory:	<input type="text" value="ACT"/>
Address line 3:	<input type="text"/>	* Post Code / Zip Code:	<input type="text" value="2600"/>
* Country:	<input type="text" value="Australia"/>		

**Security**

\* reCAPTCHA: 



## 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 jo@email.com. 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.

*TIP: 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** section and the three **Security Questions**. Your password must be between 10 and 15 characters, have one upper case letter, one number and one special character (~!@#\$\$%^&\*). Keep a secure record of your security question answers because they will be used as verification if you forget your password.

Select .

**Registration**

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

**Password**  
Your password must be between 10 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:

\* Answer:

\* Security Question 2:

\* Answer:

\* Security Question 3:

\* Answer:

## 7. Registration Successful

You are now registered as an account administrator .

Select  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 user of the system you can now:

- Follow import cases and stay informed of updates 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 to be used on permit applications.