



How do I add and manage users within my existing multiple user account?

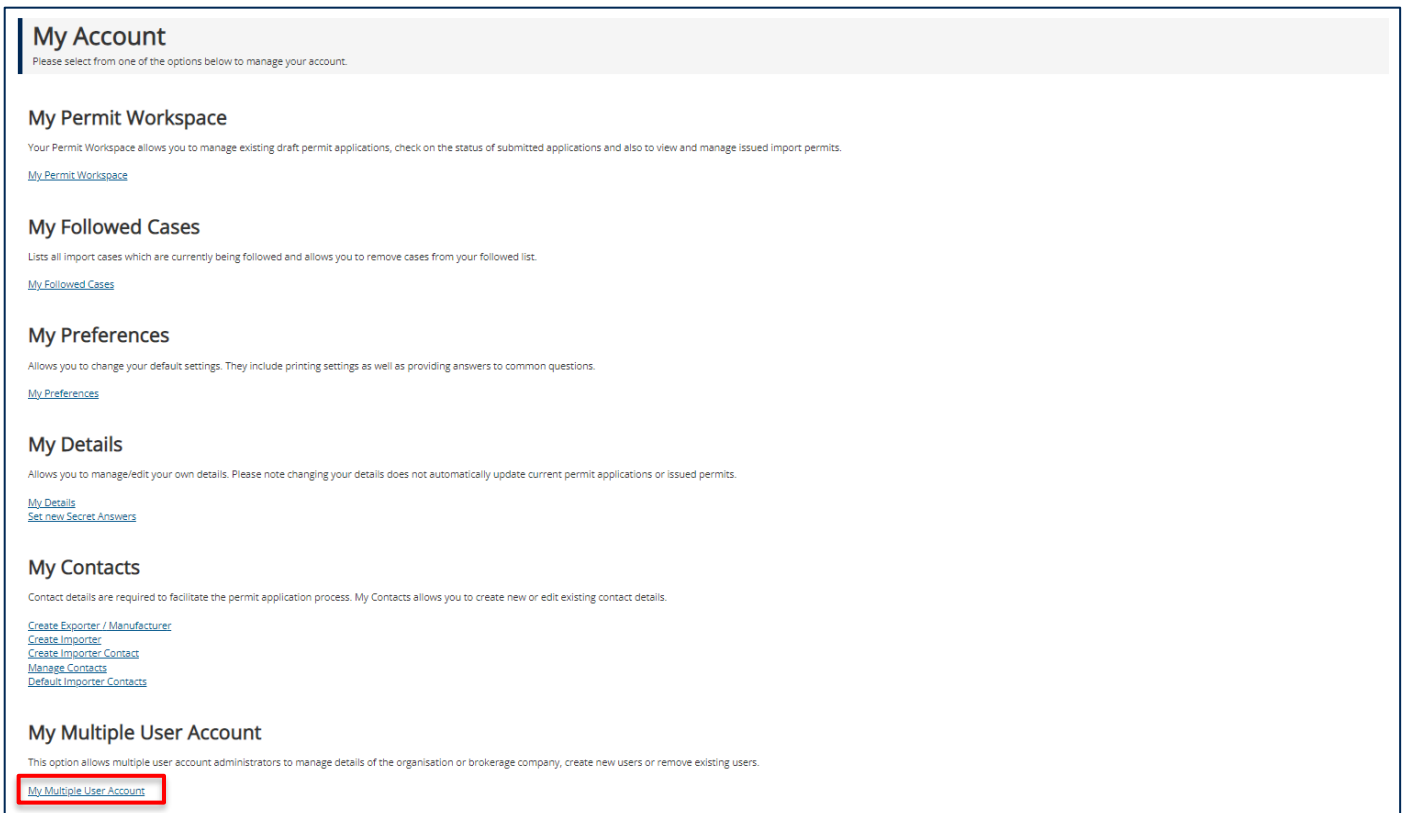
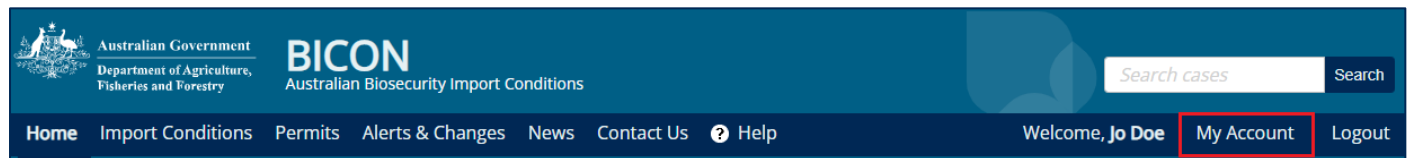
This task card describes how administrators of a multiple user account can:

- Create a new user
- Accept and reject requests to join the multiple user account
- Activate and deactivate users
- Add and remove account administrators
- Transfer import permit applications between your registered BICON users

Creating a new user in your multiple user account

BICON multiple user account administrators are able to create new users within the account.

To create a new user account - Login to BICON, select **My Account** and then select **My Multiple User Account**.



From the **My Multiple User Account** page you are able to create new users.



Select **Create New User**.



My Multiple User Account

Your multiple user account allows administrators to manage details of the organisation or brokerage company, create or confirm new users or remove existing users.

Organisation name

ABN

Customs broker licence

[✕ Edit multiple user account details](#)

Filter Users

All users All

Name	Account Email	Status	Administrator	AEPCOMM	<input type="button" value="+ Create new user"/>
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Fill out the details in the Create New User page and select **Save & Return**.

The new user will be notified via the email to finalise the registration process.

The new user will need to activate their account from a link in the email they receive. They then will be required to set up their own security questions and password.

Create New User

User Details

Nominee licence number *(Optional)*

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

Automatic Entry Processing for Commodities

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

Personal Details

Title

Given name(s) *(Optional)*

Work phone *(Optional)*

Home phone *(Optional)*

Surname

Mobile *(Optional)*

Fax *(Optional)*

Work Address

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

Address line 1

Suburb / Locality

Address line 2 *(Optional)*

State / Territory

Post code

Address line 3 *(Optional)*

Country



Accepting and rejecting requests to join a multiple user account

As a BICON multiple user account administrator, if a new user submits a request to join your account via the BICON “Join an existing multiple user account” option, you will receive an email notification with the request.

The email will contain a link to the BICON homepage.

To accept or reject their request you will need to be logged in to BICON. Once you are logged in select **My Account**, then select **My Multiple User Account**.

The screenshot shows the BICON website header. On the left is the Australian Government logo and the text 'Australian Government Department of Agriculture, Fisheries and Forestry'. In the center is the 'BICON Australian Biosecurity Import Conditions' logo. On the right is a search bar with the text 'Search cases' and a 'Search' button. Below the logo is a navigation bar with links: Home, Import Conditions, Permits, Alerts & Changes, News, Contact Us, and Help. On the right side of the navigation bar, the user is logged in as 'Welcome, Jo Doe'. The 'My Account' link is highlighted with a red box, and the 'Logout' link is also visible.

The screenshot shows the 'My Account' page. At the top, there is a heading 'My Account' and a sub-heading 'Please select from one of the options below to manage your account.' Below this are several sections: 'My Permit Workspace', 'My Followed Cases', 'My Preferences', 'My Details', 'My Contacts', and 'My Multiple User Account'. Each section has a brief description and a link. The 'My Multiple User Account' link is highlighted with a red box.



Use the drop down menu to filter by **All Users** and **All** and then select **Filter**.

Select **Confirm User** to check the users details before deciding whether to confirm or reject a user.

My Multiple User Account

Your multiple user account allows administrators to manage details of the organisation or brokerage company, create or confirm new users or remove existing users.

Organisation name
ABN
Customs broker licence

[X Edit multiple user account details](#)

Filter Users

Name	Account Email	Status	Administrator	AEPCOMM	
Doe, Jan	Jan@email.com	Not Active	No	No	<input type="button" value="Confirm user"/>

Showing 1 - 1 results of 1 Results per page

[Export results](#)

The **Confirm New User** screen displays and provides the new users details.

Here you can either:

- accept the new user by selecting **Confirm User**. The new user is sent an email advising them to finalise their registration
- reject the new user by selecting **Reject User**, or
- return to your My Multiple User Account by selecting **Cancel** without accepting or rejecting the new user.

My Multiple User Account

Your multiple user account allows administrators to manage details of the organisation or brokerage company, create or confirm new users or remove existing users.

Confirm New User

Please provide confirmation that the following user should be granted access under the organisation account that you administer.

The customs broker details entered below are what the user has selected, these fields are for your information only. If these are different to the actual customs broker details, they will be updated once you confirm this user.

Name
Email Address
Nominee licence number
Organisation name
Customs broker licence number



Activating and Deactivating Users

There may be times when you need to deactivate a user to remove their access (temporarily or permanently). You can easily **Deactivate** or **Activate** a user by selecting the appropriate choice on the **My Multiple User Account** page.

Filter Users

Enter a name All users All

Name	Account Email	Status	Administrator	AEPCOMM	
Doe, Jan	Jan@email.com	Active	No	No	Edit Deactivate Make Administrator
Doe, Test	Test@email.com	Not Active	No	No	Edit Activate Make Administrator

[+ Create new user](#)

Adding and Removing Administrators

You can choose to give administrator access to any of your account users. Administrator access allows the user to activate, deactivate, create and accept new users as well as edit your multiple user account details. To make an account user an account administrator select **Make Administrator**. To remove administrator access for that account user select **Remove Administrator**.

NOTE: You will need to put in your password when confirming to remove or make an administrator.

NOTE: To view applications and permits created by other users the user must be an administrator.

Filter Users

Enter a name All users All

Name	Account Email	Status	Administrator	AEPCOMM	
Doe, Jan	Jan@email.com	Active	Yes	No	Edit Deactivate Remove Administrator
Doe, Test	Test@email.com	Not Active	No	No	Edit Activate Make Administrator

[+ Create new user](#)

Transferring Applications

BICON allows you to transfer import permit applications between registered users within your multiple user account. Login to BICON and select the **Permits** tab to locate your applications.

Australian Government Department of Agriculture, Fisheries and Forestry **BICON** Australian Biosecurity Import Conditions

Search cases

Home Import Conditions **Permits** Alerts & Changes News Contact Us

Welcome, Jo Doe My Account | Logout



From the **Permits** drop down menu, select **Application** and then select **Search**.

Permits

Here you can track and manage current applications, review archived permit applications, respond to correspondence or view your invoices. To create a new permit application please select Import Conditions from the menu above and search for the commodity you are looking to import.

Manage Permits

Correspondence

Invoices

Are you looking for a Permit, Application or Variation Request?

Application ▼

Identification number

Permit type ▼

Commodity ▼

Application type ▼

Program ▼

Status ▼

Importer ▼

Importer contact ▼

Applicant ▼

Created / Submitted

From

To

Action required only Owing fees only

[Reset All](#) Search

The search results display applications associated with your multiple user account. Tick the box against the application that you want to transfer to a different user. Use the **Transfer to** dropdown section to select the registered user you want to transfer the application to then, select **Transfer**.

<input type="checkbox"/>	Application ID	Created	Importer	Importer Contact	Applicant	Application Type	Status	Permit Type(s)
<input checked="" type="checkbox"/>	0008017071	21/12/2022	Doe, J. Dr	Doe, J	Doe, John	New Permit	Draft - Complete	Dairy
<input type="checkbox"/>	0008017068	21/12/2022	Doe, J. Dr	Doe, J	Doe, John	New Permit	Draft - Complete	Dairy

Please select an action ▼

Transfer to ... ▲

Transfer

Showing 1 - 2 results of 2

Transfer to ...

30 ▼

The transfer of the application will be confirmed with a message above the application list.

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Applications transferred to Doe, Jan.

Manage Permits

Correspondence

Invoices