



# How do I upgrade from my single user account to join an existing Multiple User Account?

This task card demonstrates how to change your account settings. If you have a single user account you can upgrade and join an existing multiple user account in your account details.

## 1. Log in to BICON

Log in to your BICON account.

Select **My Account**.

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



## 2. Join an existing Multiple User Account

You will be presented with a screen that asks you select **Upgrade to a Multiple User Account** or **Join 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 **Join an existing Multiple User Account**.

**Join an Existing Multiple User Account**

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.

Once complete, this action cannot be reversed.

**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

**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:  \* Suburb / Locality:

Address line 2:  \* State / Territory:

Address line 3:  \* Post Code / Zip Code:

\* Country:

[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 Join an Existing Multiple User Account**

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

**Multiple User Account Details**

Organisation Name: Imports For U      Account Administrator's Email: kymme.hoadley@agriculture.gov.au  
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: 2620  
Country: Australia

Cancel

Confirm

Changes will not be saved

Select

The Administrator of the Multiple User Account will receive an email with your request to join. Once the Administrator accepts your request you will have access to the multiple user account. You will receive an email alerting you to your acceptance.