

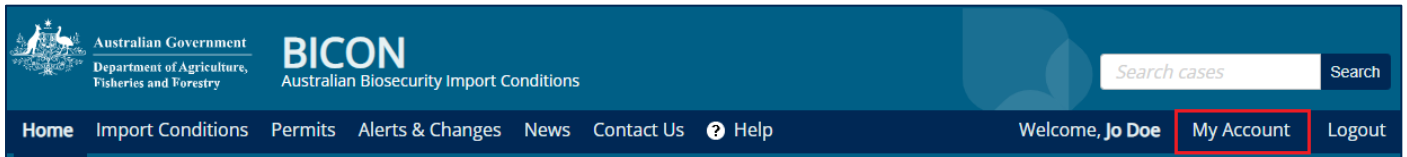


How do I manage My Contacts?

This task card demonstrates how to manage your contacts in BICON. You must have already registered for an account to access the **My Account** option. Once you have registered in BICON, you can access your account which holds information relating to your permit applications in a secure environment.

Login and View My Account

Login to your BICON account and select **My Account**.



You will have access to:

- My Permit Workspace
- My Followed Cases
- My Preferences
- My Details
- My Contacts

My Contacts

The **My Contacts** section allows you to manage existing contacts and create new ones. Click the hyperlink for the option you want to manage or create.

The options are:

- Create Exporter/Manufacturer
- Create Importer
- Create Importer Contact
- Manage Contacts
- Default Importer Contacts



My Account

Please select from one of the options below to manage your account.

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.

[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.

[My Followed Cases](#)

My Preferences

Allows you to change your default settings. They include printing settings as well as providing answers to common questions.

[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.

[My Details](#)

[Set new Secret Answers](#)

[Upgrade to a Multiple User Account](#)

My Contacts

Contact details are required to facilitate the permit application process. My Contacts allows you to create new or edit existing contact details.

[Create Exporter / Manufacturer](#)

[Create Importer](#)

[Create Importer Contact](#)

[Manage Contacts](#)

[Default Importer Contacts](#)

Manage Existing Contacts

Manage Contacts

From the **My Account** page under the **My Contacts** section select the **Manage Contacts** hyperlink. You will be able to view the contacts set up, including exporter/manufacturer, importer contact and importer. You can edit the contact details here. You can also deactivate contacts that are no longer required.

Manage Contacts

You can select filter options to help with finding Contacts.

Given Name	Surname	Company Name	Type	Status	
J	D	Importer 'R' Us	Exporter / Manufacturer	Active	Edit Deactivate
John	Doe	Importer 'R' Us	Exporter / Manufacturer	Active	Edit Deactivate
Jo	Doe		Importer	Active	Edit
Jo	Doe		Importer contact	Active	Edit Deactivate



Default Importer Contacts

From the **My Account** page under the **My Contacts** sub heading select the **Default Importer Contacts** hyperlink. Here you can set up the default importer contact by selecting your importer contact using the **Importer contact** dropdown option and select **Save**.

Default Importer Contact

Select your default importer contact.

Importer contact

Importer

Create New Contacts

Exporter or Manufacturer

From the **My Account** page under the **My Contacts** sub heading select the **Create Exporter/Manufacturer** hyperlink. Complete the details for the exporter or the manufacturer and select **Save & Return**.

Create Exporter / Manufacturer

Please provide details for either the exporter or the manufacturer. If the exporter and manufacturer are the same, you will only need to create one record.

Company Details

Organisation Name

Importers of live animals who are not using an Exporting Agent, please enter your full name

Contact Details

Email Preferred method of contact

Title (Optional)

Given name(s) Home phone (Optional) Work phone (Optional)

Surname Mobile (Optional)

Address

Address line 1 Suburb / Locality (Optional)

Address line 2 (Optional) State / Territory (Optional) Post code / Zip code (Optional)

Address line 3 (Optional) Country



Importer Contact

From the **My Account** page under the **My Contacts** sub heading select the **Create Importer Contact** hyperlink. Complete the details for the importer contact and select **Save & Return**.

NOTE: Importer contacts must only be people.

Create Importer Contact

Please provide details for the importer contact. An importer contact must be a person the Department can contact regarding permit applications or import permits.

Select Importer

Existing importers
Select

Importer Contact Details

Set as default contact

Email Preferred method of contact
Email

Title *(Optional)*

Given name(s) Work phone *(Optional)* Home phone *(Optional)*

Surname Mobile *(Optional)*

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 Australia



Importer

From the **My Account** page under the **My Contacts** sub heading select the **Create Importer** hyperlink. Complete the details for the importer and select **Save & Create Importer Contact** to continue to create an importer contact or select **Save & Return**.

NOTE: Importers can be listed as a person or a company.

Create Importer

Please provide details for the Importer. An Importer can either be a person or an organisation. The importer will appear on any permits that you apply for.

Importer Details

Is the importer a person or a company?

Address

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

Address line 1 <input type="text" value="123 London Cct"/>	Suburb / Locality <input type="text" value="PADDINGTON"/>	
Address line 2 (Optional) <input type="text"/>	State / Territory <input type="text" value="Select ..."/>	Post code <input type="text" value="2021"/>
Address line 3 (Optional) <input type="text"/>	Country <input type="text" value="AUSTRALIA"/>	

Importers must have an Australian address