



# How do I manage My Details?

This task card is to assist in managing your details in BICON. You must have already registered for an account to access My Account.

## 1. Login and View My Account

### 1.1 Login

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

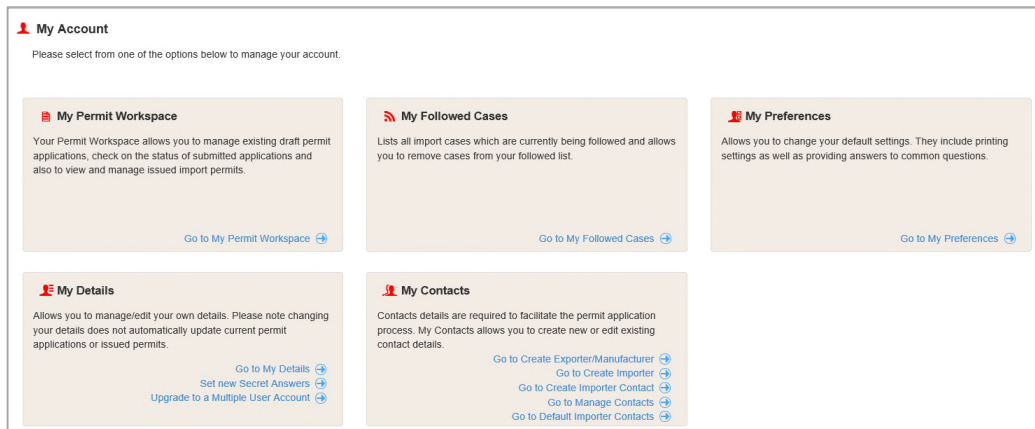


You will have access to:

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

### 1.2 My Details

Select **Go to My Details**. Other **My Account** options are detailed in related task cards.



## 2. My Details

Here you will be able to update:

- Username
  - Preferred Contact Email
  - Preferred Method of Contact
- Password
  - Change Password
- Personal Details
  - Name
  - Phone/Fax
- Address



**My Details**

Allows you to manage/edit your own details. Changing your details does not automatically update current permit applications or issued permits.

**Username**

Your account email address will be used as your username for accessing BICON. You may nominate a different email for system correspondence to be sent to.

Account email: adam@get.com.au

Preferred Contact Email:  
adam@get.com.au

\* If populated, your preferred contact email will be used for system correspondence

Preferred method of contact: Email

**Password**

You change your BICON account password using the link provided below.

[Click here to change your password](#)

**Broker Details**

Nominee Licence Number:

\* Licence as provided by the Australian Border Force

**Personal Details**

\* Title: Mr

Given Name(s): Adam      \* Surname: Mendoza

Work Phone: 0269887663      Home Phone:

Mobile: 0400366548      Fax:

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

\* Address line 1: 46 Williams Rd      \* Suburb / Locality: Toorak

Address line 2:       \* State / Territory: Vic

Address line 3:       \* Post Code / Zip Code: 3142

Country: Australia

Changes will not be saved Return to My Account

## 2.1 Manage Contact Information

Your account email address will be used as your username to access BICON and this is locked in BICON it cannot be changed. You can nominate a different email to receive system correspondence. This can be provided by completing the **Preferred Contact Email** field. You may also choose your **Preferred method of contact** by selecting it from the drop down menu.

**Username**

Your account email address will be used as your username for accessing BICON. You may nominate a different email for system correspondence to be sent to.

Account email: importer@company.com

Preferred Contact Email:

\* If populated, your preferred contact email will be used for system correspondence

Preferred method of contact: Email

Email

Post



## 2.2 Change Password

To change your BICON account password select **Click here** to change your password link.

This will open up the **My Details** window. Change your password by entering your existing password and then entering your new password. Confirm by selecting [Save & Return](#).

**My Details**  
Allows you to manage/edit your own details. Changing your details does not automatically updated current permit applications or issued permits.

**Change Password**  
Please confirm your existing password and then enter a new password, this will then be used for accessing BICON.

\* Old Password:

\* New Password:

\* Confirm New Password:

[Cancel](#) [Save & Return](#)  
Changes will not be saved Return to My Details

## 2.3 Manage Personal and Address Details

The bottom section of the **My Details** page allows you to update your personal and address details. Simply fill out the sections that apply and [Save & Return](#) to confirm changes.

**Personal Details**

\* Title:

Given Name(s):

Work Phone:

Mobile:

\* Surname:

Home Phone:

Fax:

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

\* Address line 1:

Address line 2:

Address line 3:

Country:

\* Suburb / Locality:

\* State / Territory:

\* Post Code / Zip Code:

[Cancel](#) [Save & Return](#)  
Changes will not be saved Return to My Account

## 2.4 Set New Secret Answers

Here you can change the answers to your secret questions. These are the questions that you use if you have forgotten your password and need to reset.

You will be asked to re-enter your password. Enter your password and select [Continue](#).

**Verify password**  
For security purposes, you must re-enter your credentials to access this feature.

Password:

[Cancel](#) [Continue](#)



Enter your new secret question and answers.

### Set new Secret Answers

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:

Changes will not be saved Save your changes and return

*Note: You can write your own security questions or use the questions in the default list.*

Select

You will now have new Security Questions and Answers.

## 2.5 If you have a single user account

After registration you may upgrade your account to a **Multiple User Account** if desired. You may also upgrade your single user account to **Join an existing Multiple User Account**.

If you wish to do this refer to the

*Tip: If you need to upgrade your single user account to a multiple user account, see the Task Card - **How do I upgrade to a new multiple user account?***

*If you work for an organisation and wish to join an existing multiple user account see the Task Card – **How do I upgrade and join an existing multiple user account?***