

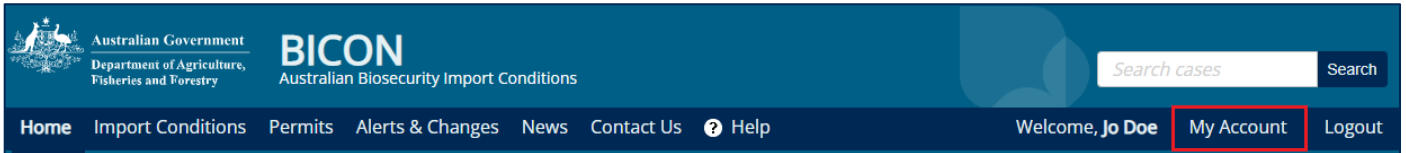


# How do I manage My Details?

This task card demonstrates how to manage your details in BICON. You must have already registered for an account to access **My Account**.

## Login and View My Account

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



## My Account

You will have access to:

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

Select the **My Details** hyperlink.

### 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](#)



## My Details

Here you are able to view and change:

### Username

- Preferred contact email
- Preferred method of contact

### Password

- Change password

### Personal Details

- Name
- Phone

### 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

Preferred contact email

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

Preferred method of contact

[Click here to change your preferred contact email](#)

#### Password

[Click here to change your password](#)

#### Personal Details

Title *(Optional)*

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

Surname  Mobile *(Optional)*

#### Address

To apply for import permits you must have a physical Australian address.

Address line 1 *(Optional)*  Suburb / Locality *(Optional)*

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

Address line 3 *(Optional)*  Country *(Optional)*



## Manage Contact Information

Your account email address will be used as your username to access BICON and this cannot be changed. You can nominate a different email as your preferred contact email to receive system correspondence. This can be provided by selecting the **Click here to change your preferred contact email** hyperlink. You may also choose your **Preferred method of contact** by selecting it from the drop down menu.

### 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

Preferred contact email

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

**Preferred method of contact**

Email

[Click here to change your preferred contact email](#)

## Change Password

To change your BICON account password under the My Details page select the **Click here to change your password** hyperlink.

Change your password by entering your existing password, entering your new password and confirming your new password. Confirm your new password by selecting **Save & Return**.

### My Details

Allows you to manage/edit your own details. Changing your details does not automatically update 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



## Manage Personal and Address Details

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

### Personal Details

**Title** *(Optional)*  
Dr

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

**Surname**  **Mobile** *(Optional)*

### Address

To apply for import permits you must have a physical Australian address.

**Address line 1** *(Optional)*  **Suburb / Locality** *(Optional)*

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

**Address line 3** *(Optional)*  **Country** *(Optional)*

## Set New Secret Answers

From the My Account page under the My Details heading, select the **Set new Secret Answers** hyperlink. 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 your password.

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



Enter your new secret questions/answers and select **Save & Return**. You will now have new security questions 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	Question
<input type="text" value="Write my own Security Question"/>	<input type="text"/>
	Answer
	<input type="text"/>
Security question 2	Answer
<input type="text" value="What was the first company that you worked for?"/>	<input type="text"/>
Security question 3	Answer
<input type="text" value="What was the first company that you worked for?"/>	<input type="text"/>

*NOTE: You can create your own security questions or use the questions in the default list.*

## 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**.

*TIP: If you need to upgrade your single user account to a multiple user account, see the task card - **How do I upgrade from a Single User to a Multiple User Account?***

*TIP: 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?***