



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

This task card describes how administrators of a multiple user account can accept and reject requests to join the multiple user account.

## 1. 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.

Log in to BICON and select **My Account** and then select **Go to My Multiple User Account**.

**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. [Go to My Permit Workspace](#)
- My Followed Cases**: List all import cases which are currently being followed and allows you to remove cases from your followed list. [Go to My Followed Cases](#)
- My Preferences**: Allows you to change your default settings. They include printing settings as well as providing answers to common questions. [Go to 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. [Go to My Details](#)
- My Contacts**: Contacts details are required to facilitate the permit application process. My Contacts allows you to create new or edit existing contact details. [Go to Create Exporter/Manufacturer](#), [Go to Create Importer](#), [Go to Create Importer Contact](#), [Go to Manage Contacts](#), [Go to Default Importer Contacts](#)
- My Multiple User Account**: This option allows multiple user account administrators to manage details of the organisation or brokerage company, create new users or remove existing users. [Go to My Multiple User Account](#)

Use the drop down menu to filter on **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: Imports R US  
ABN: 33051775556  
Customs Broker Licence: [Edit Multiple User Account Details](#)

**Filter Users**

Enter a Name  All Users All [Filter](#)

Name	Account Email	Status	Administrator	AEPCOMM	+ Create New User
Enus, Anton	AntonEnus@notreal.com	Active	Yes	No	<a href="#">Confirm User</a>
Sarah, Gemmill-Smith	jim@agriculture.gov.au	Not Active	No	No	<a href="#">Edit</a>
Morrison, Jim	jim@email.com	Not Active	No	No	<a href="#">Edit</a>
Doubtfire, Joyce	joyce@doubtfire.com	Not Active	No	No	<a href="#">Edit</a>
Goncalves, Ricardo	RicardoGoncalves@notreal.com	Active	Yes	No	<a href="#">Confirm User</a>
Swift, Taylor	taylor@email.com	Not Active	No	No	<a href="#">Edit</a>
Swift, Taylor	taylor@swift.com	Not Active	No	No	<a href="#">Edit</a>
Swift, Taylor	taylor@tmail.com	Not Active	No	No	<a href="#">Confirm User</a>
Brown, Zac	zac@brown.com	Not Active	No	No	<a href="#">Confirm User</a>

Showing 1 - 9 Results of 9 Results per page: 10



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

**Confirm New User**

Please provide confirmation that the following user should be granted access under the customs broker 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:	Jessica Rabbit
Email Address:	rabbit@gmail.com
Nominee Licence Number:	369852
Customs Broker Name:	Fast Pets Pty Ltd
Customs Broker Licence Number:	MBN00001

Here you can either:

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