



How do I upgrade and join an existing Multiple User Account?

This task card demonstrates how to change your account settings to upgrade from a single user account to join an existing multiple user account, in your account details.

1. Log in to BICON

Log in to your BICON account.

Select **My Account**.

The screenshot shows the BICON homepage. At the top left is the Australian Government logo and name. At the top right is the BICON logo. Below the logos is a navigation bar with links: Home, Import Conditions, Permits, Alerts & Changes, News, Contact Us, and Help. On the right side of the navigation bar, it says 'Welcome, Jo Pass' followed by 'My Account' (highlighted with a red box) and 'Logout'. Below the navigation bar is a 'Welcome to BICON' section with introductory text. Underneath is a search section titled 'Search for Import Item' with a search bar and a 'Search' button.

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

The screenshot shows the 'My Account' page. At the top left is the Australian Government logo and name. At the top right is the BICON logo. Below the logos is a navigation bar with links: Home, Import Conditions, Permits, Alerts & Changes, News, Contact Us, and Help. On the right side of the navigation bar, it says 'Welcome, Jo Pass' followed by 'My Account' and 'Logout'. Below the navigation bar is a 'My Account' section with the text 'Please select from one of the options below to manage your account.' There are five main sections: 'My Permit Workspace', 'My Followed Cases', 'My Preferences', 'My Details', and 'My Contacts'. The 'My Details' section is highlighted with a red box, and within it, the link 'Upgrade to a Multiple User Account' is also highlighted with a red box.



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**. Select **Join an 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](#) →

Complete the details. * denotes a mandatory field

Brokers wishing to apply for AEPCOMM access will need to complete the **Automatic Entry Processing for Commodities** section. Please refer to [How do I register for AEPCOMM access](#) for details.

Select

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.

<p>* Organisation Name: <input type="text" value="Importers 'R' Us"/></p> <p>Nominee Licence Number: <input type="text"/></p> <p><small>* Licence as provided by the Australian Border Force</small></p>	<p>* Account Administrator's Email: <input type="text" value="Account Administrator@t"/></p>
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Automatic Entry Processing for Commodities

Do you require Automatic Entry Processing for Commodities (AEPCOMM) user access to BICON?

AEPCOMM Approved Arrangement ID:

* Format: A1234

Work Address

Update your address. This must be a physical address, PO Boxes are not permitted.

<p>* Address line 1: <input type="text" value="15 Street St"/></p> <p>Address line 2: <input type="text"/></p> <p>Address line 3: <input type="text"/></p> <p>* Country: <input type="text" value="Australia"/></p>	<p>* Suburb / Locality: <input type="text" value="Suburb"/></p> <p>* State / Territory: <input type="text" value="ACT"/></p> <p>* Post Code / Zip Code: <input type="text" value="2610"/></p>
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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**.

Select .

Confirm Join an Existing Multiple User Account

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

Multiple User Account Details

Organisation Name:	Importers 'R' Us	Account Administrator's Email:	
Nominee Licence Number:			

Automatic Entry Processing for Commodities

Do you require Automatic Entry Processing for Commodities (AEPCOMM) user access to BICON? No

AEPCOMM Approved Arrangement ID:

Work Address

Address line 1:	10 Street St	Suburb / Locality:	Suburb
Address line 2:		State / Territory:	ACT
Address line 3:		Post Code / Zip Code:	2600
Country:	Australia		

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.