



How do I upgrade from a Single User to a Multiple User Account?

This task card demonstrates how to change your account settings. If you have a single user account you can upgrade to a multiple user account in your account details.

1. Login to BICON

Login to your BICON account.

Select **My Account**.

The screenshot shows the BICON website home page. At the top left is the Australian Government logo and name. At the top right is the BICON logo. Below the logo 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 a paragraph of text. Below that is a 'Search for Import Item' section with a search bar and a 'Search' button. Below the search bar are three tabs: 'Quick Search', 'Scientific Name', and 'Tariff Code'. Below the tabs is a search input field with the placeholder text 'What are you importing?' and a 'Search' button.

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

The screenshot shows the BICON website 'My Account' page. At the top left is the Australian Government logo and name. At the top right is the BICON logo. Below the logo 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 a heading and a paragraph of text. Below the text are five sections: 'My Permit Workspace', 'My Followed Cases', 'My Preferences', 'My Details', and 'My Contacts'. The 'My Details' section is highlighted with a red box. Below the 'My Details' section is a link 'Upgrade to a Multiple User Account' (highlighted with a red box). Below the 'My Details' section are three links: 'Go to My Permit Workspace', 'Go to My Followed Cases', and 'Go to My Preferences'. Below the 'My Details' section are four links: 'Go to My Details', 'Set new Secret Answers', and 'Upgrade to a Multiple User Account'. Below the 'My Details' section are five links: 'Go to Create Exporter/Manufacturer', 'Go to Create Importer', 'Go to Create Importer Contact', 'Go to Manage Contacts', and 'Go to Default Importer Contacts'.



2. Upgrade to a Multiple User Account

You will be presented with a screen that asks you to select **Upgrade to a Multiple User Account** or **Join an existing Multiple User Account**. Select **Upgrade to a 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

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.
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>Customs Broker Licence Number: <input type="text"/></p> <p style="font-size: small;">* Licence as provided by the Australian Border Force</p>	<p>* ABN: <input type="text" value="123456789012345"/></p> <p>Nominee Licence Number: <input type="text"/></p> <p style="font-size: small;">* ABN is mandatory for Australian organisations * Leave blank if Sole Trader</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="10 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="2600"/></p>
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Billing Address

Please enter a billing address. This will be applied to all invoices created within this multiple user account.

Same as Work Address

<p>* Address line 1: <input type="text" value="10 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="2600"/></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 Upgrade to a Multiple User Account.

Select

Confirm Upgrade to a Multiple User Account

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

Multiple User Account Details

Please enter the Organisation details.

Organisation Name:	Importers 'R' Us	ABN:	51 824 753 556
Customs Broker Licence Number:		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		

Billing 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		

You will now have a **Multiple User Account** that others can join.
You will be the Administrator of the account.