



How do I 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.

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.

Log in to BICON

Log in to your BICON account and select **My Account**.

The screenshot shows the BICON website header. On the left is the Australian Government logo. In the center is the BICON logo with the text 'Australian Biosecurity Import Conditions'. On the right is a search bar with the text 'Search cases' and a 'Search' button. Below the header is a navigation menu with links: Home, Import Conditions, Permits, Alerts & Changes, News, Contact Us, and Help. On the right side of the navigation menu, it says 'Welcome, Jo Doe' and 'My Account' (highlighted with a red box), and 'Logout'.

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

The screenshot shows the 'My Account' page. At the top, there is a heading 'My Account' and a sub-heading 'Please select from one of the options below to manage your account.' Below this are several sections: 'My Permit Workspace', 'My Followed Cases', 'My Preferences', 'My Details', and 'My Contacts'. Under the 'My Details' section, there are three links: 'My Details', 'Set new Secret Answers', and 'Upgrade to a Multiple User Account' (highlighted with a red box). Under the 'My Contacts' section, there are four links: 'Create Exporter / Manufacturer', 'Create Importer', 'Create Importer Contact', 'Manage Contacts', and 'Default Importer Contacts'.



Join an existing Multiple User Account

You will be presented with a screen that asks you to either select, Upgrade to a Multiple User Account or Join an 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

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Complete the multiple user account details. You will need to include the account administrator's email and select **Submit**.

*NOTE: Brokers wishing to apply for Automatic Entry Processing for Commodities (AEP COMM) access will need to complete the Automatic Entry Processing for Commodities section. Please refer to the task card - **How do I register for Automatic Entry Processing for Commodities (AEP COMM)?** for details.*

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.

Organisation name	Account administrator's email
<input type="text"/>	<input type="text"/>

Nominee licence number (Optional)

Licence as provided by the Australian Border Force

Automatic Entry Processing for Commodities

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

Work Address

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

Address line 1	Suburb / Locality	
<input type="text" value="123 London Cct"/>	<input type="text" value="PADDINGTON"/>	
Address line 2 <small>(Optional)</small>	State / Territory	Post code
<input type="text"/>	Select ...	<input type="text" value="2021"/>
Address line 3 <small>(Optional)</small>	Country	
<input type="text"/>	Australia	

[Cancel](#)

Submit



Confirm Join an Existing Multiple User Account

Check details and select **Confirm**.

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	Johndoe@email.com
Nominee licence number			

Automatic Entry Processing for Commodities

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

Work Address

Address line 1	10 Street St	Suburb / Locality	SUBURB
Address line 2		State / Territory	VIC
Address line 3		Post code	2600
Country	Australia		

TIP: 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.