



How do I manage My Details?

This task card is to assist in managing your details in BICON. You must have already registered for an account to access My Account.

1. Login and View My Account

1.1 Login

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



You will have access to:

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

1.2 My Details

Select **Go to My Details**. Other **My Account** options are detailed in related task cards.

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

Lists 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](#) ➔
[Set new Secret Answers](#) ➔
[Upgrade to a Multiple User Account](#) ➔

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](#) ➔



2. My Details

Here you will be able to update:

- Username
 - Preferred Contact Email
 - Preferred Method of Contact
- Password
 - Change Password
- Personal Details
 - Name
 - Phone/Fax
- 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:

Password

You change your BICON account password using the link provided below.

[Click here to change your password](#)

Broker Details

Nominee Licence Number:

* Licence as provided by the Australian Border Force

Personal Details

* Title:

Given Name(s): Surname:

Work Phone: Home Phone:

Mobile: Fax:

Work Address * Must be a physical address. PO Boxes are not permitted.

* Address line 1: * Suburb / Locality:

Address line 2: * State / Territory:

Address line 3: * Post Code / Zip Code:

Country:

Changes will not be saved Return to My Account



2.1 Manage Contact Information

Your account email address will be used as your username to access BICON. You may nominate a different email to receive system correspondence. This can be provided by completing the **Preferred Contact Email** field. You may also chose your **Preferred method of contact** by selecting it from the drop down menu.

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:

2.2 Change Password

To change your BICON account password select **Click here** to change your password link.

This will open up the **My Details** window. Change your password by entering your existing password and then entering your new password. Confirm by selecting .

My Details

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

Changes will not be saved Return to My Details

2.3 Manage Personal and Address Details

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

Personal Details

* Title:

Given Name(s): Surname:

Work Phone: Home Phone:

Mobile: Fax:

Work Address * Must be a physical address. PO Boxes are not permitted.

* Address line 1: Suburb / Locality:

Address line 2: State / Territory:

Address line 3: Post Code / Zip Code:

Country:

Changes will not be saved Return to My Account



2.4 Set New Secret Answers

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.

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:

[Cancel](#) [Continue](#)

Enter your new secret question 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:

* Answer:

* Security Question 2:

* Answer:

* Security Question 3:

* Answer:

[Cancel](#)
Changes will not be saved

[Save & Return](#)
Save your changes and return

You can write your own security questions or use the questions in the default list.

Select [Save & Return](#)

You will now have new Security Questions and Answers.

2.5 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**.

If you wish to do this refer to the

If you need to upgrade your single user account to a multiple user account, see the Task Card - [How do I upgrade to a new multiple user account?](#)

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?](#)