



# Biosecurity Import Conditions System

## BICON UPGRADE FACTSHEET

The BICON website is being upgraded with a new look and feel in late April. This factsheet includes frequently asked questions about the upgrade for new and existing BICON users.

### CONTENTS

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<b>General FAQs</b> .....	<b>1</b>
What is changing? .....	1
Why is the upgrade happening? .....	2
What are the benefits? .....	2
When is the upgrade happening? .....	2
How can I prepare for the upgrade? .....	2
Where can I find further information? .....	2
<b>FAQs for existing BICON users</b> .....	<b>2</b>
Will the BICON website address change?.....	2
Will there be any changes to my BICON account? .....	2
Will I need to re-follow my followed BICON cases? .....	3
Will this upgrade affect my import permit applications? .....	3
Will there be any changes to my import permits? .....	3
Will this upgrade affect what can be imported? .....	3

### GENERAL FAQs

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#### What is changing?

The [BICON website](#) will be updated with a new look and feel. BICON’s functionality won’t change but you’ll notice improvements to BICON’s usability.

The changes include:

- a new colour scheme to align with the new DAFF branding
- a more modern look and feel to provide a seamless user experience between DAFF biosecurity digital services
- a mobile website to improve usability on mobile phones and tablets

- better accessibility for vision impaired users and those using screen-readers
- more clarity on how to apply for import permits.

## Why is the upgrade happening?

BICON was first implemented in November 2015 and was designed for use on desktop browsers. Since then, the way we access websites has changed, with more and more people using mobile phone and tablet devices. Over time, we've made iterative improvements to BICON, but the website is in need of a face lift.

We need to upgrade BICON have a more modern look and feel, be more accessible for everyone, and be more user-friendly on mobile phones and tablets.

## What are the benefits?

BICON users will benefit from:

- improved usability on mobile phones and tablets
- better accessibility for vision impaired users and those using screen readers
- a seamless user experience between DAFF's biosecurity digital services
- a more modern website look and feel
- process improvements when applying for import permits.

## When is the upgrade happening?

The upgrade is planned for late April 2023. Further information about the exact date will be available on the BICON homepage a week before the new website goes live.

## How can I prepare for the upgrade?

You can [preview the updated website](#) to prepare for the upgrade.

Once the changes are live, the [BICON help page](#) will include updated support material for:

- finding import conditions
- account registration and maintenance
- applying for, and managing permits.

## Where can I find further information?

If you have any further questions about the upgrade, you can contact the department by:

- Phone: 1800 900 090 or + 61 3 8318 6700 (from outside Australia)
- Email: [Imports](#)
- the [Contact Us](#) function within BICON.

## FAQS FOR EXISTING BICON USERS

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### Will the BICON website address change?

No, the website address will remain the same, and you won't need to update your browser's bookmarks or favourites to continue using the upgraded website.

### Will there be any changes to my BICON account?

No, your BICON account won't change, and you will still be able to access your account as normal using your current BICON email and password.

## Will I need to re-follow my followed BICON cases?

No, any BICON case you are currently following will still be listed as a followed case in your account after the BICON upgrade.

## Will this upgrade affect my import permit applications?

No, there will be no changes to the applications currently in your account. Any active applications will continue to be assessed by the department.

## Will there be any changes to my import permits?

No, any active import permits that you currently hold will remain active through until their expiry date. All import permits currently in your account will still be accessible as normal.

## Will this upgrade affect what can be imported?

The upgrade to the BICON website will not directly affect what can be imported. Import cases will continue to be updated as biosecurity conditions change. You will still need to regularly check BICON for any changes to import cases. You can keep up to date with changes to import conditions by selecting 'Follow case'.

## Where will I find instructional material to help me use the upgraded website?

Once the changes are live, the [BICON help page](#) will include updated support material for:

- finding import conditions
- account registration and maintenance
- applying for, and managing permits.