Welcome to the Automated Commercial Environment (ACE)!

At this point, you have read, signed, and sent your ACE Application to U.S. Customs and Border Protection (CBP). Your ACE Secure Data Portal account has been created or will be activated shortly. The following is a step-by-step guide that explains the actions necessary to login to ACE.

Account Creation Automatic e-mail:

Shortly after submitting an ACE Application, the Trade Account Owner (TAO) will receive an automatic e-mail from aceuserservice@customs.treas.gov with the new account information necessary for ACE access.

Password Retrieval Steps:

1. The e-mail contains a URL link to retrieve the temporary password needed to log into ACE. The user must copy the URL provided in the e-mail, paste it into an Internet Explorer window, and hit **Enter**.

   To retrieve the temporary password, the user must enter his/her 'Shared Secret.' The 'Shared Secret' is a combination of random alphanumeric characters and is one of the identification safeguards necessary for entrance into the ACE Secure Data Portal. The TAO receives his/her 'Shared Secret' from his/her Account Manager within two weeks of account establishment.

   - *Please note*: The TAO's 'Shared Secret' is unique, and can only be supplied by the Account Manager.

   - The 'Shared Secret' is case sensitive, so be sure to type in the 'Shared Secret' exactly as it was supplied by the Account Manager.

2. After the information requested has been entered and the user has clicked on the Submit button, the user will be directed to the Web page where he/she can retrieve his/her temporary ACE login password.

   - The user's password is provided on the Password Retrieval Web page.

   - *Please note*: This web page will only be displayed once, so make certain to record this temporary ACE login password exactly as it appears. This password is also case sensitive.

3. After clicking **Finish viewing Password**, the user will be taken to the ACE login screen (https://ace.cbp.dhs.gov).

1

Questions? If you have any questions while logging into the ACE Secure Data Portal, please remember you can always click the '?' icon in the upper right-hand corner to access the user manual for further assistance.

Initial Login Steps:

1. A User enters his/her User ID, which is the Account ID from the automatic e-mail, as well as his/her temporary password provided in the previous screen.

   - Keep in mind that both the User ID and the Password are case sensitive.

2. After clicking **Log in**, the user will be directed to reset his/her password.

Creating New Password Steps:

Setting Challenge Questions:

1. The user must choose and answer 5 out of 14 questions presented that will be used to validate identity should he/she forget his/her password. The answers to the challenge questions are case sensitive; therefore, it is recommended that the answers be entered in all lower case or all upper case to be easily remembered.

2. After answering all five questions, click **Submit Questions** to be taken to the **New Password** screen.

Setting a New Password:

1. Immediately after challenge response questions are successfully submitted, the user's temporary password expires and he/she must enter a new password to be used each time he/she signs in to the portal. Please remember, when selecting a new password, it is case sensitive.

2. A user then enters his/her new password, which is effective immediately.

All ACE passwords must:
- Begin with a number
- Contain at least four letters
- Contain exactly eight alphanumeric characters
- Contain at least one upper and lower case letter
- Not repeat a character consecutively more than once

3. After successfully changing the password, close the current browser session, open a new browser, and enter the ACE URL: https://ace.cbp.dhs.gov to enter the portal **Login Failure Steps**.

If the user enters an invalid username or password, a red error message will appear.

1. If the user forgets his/her username or password and enters the wrong one twice in one sitting, the user must click on the **Forgot Your Password?** link. Before clicking on the link, the user must enter his/her User ID.

   - *Please remember:* the User ID is case sensitive.

   - *Please note:* Entering an invalid username or password a third time disables further attempts at portal entrance! If a user does disable his/her access, please contact the Help Desk and open a trouble ticket. Another temporary password will then be distributed via e-mail.

2. After clicking on the **Forgot Your Password?** link, the user will be asked three out of the five randomly chosen challenge response questions that were initially answered. Please remember, the answers to the three questions are case sensitive.

3. After successfully answering the three challenge questions, a new temporary password is assigned. An automatic e-mail from aceuserservice@customs.treas.gov will be sent to the user's e-mail account.

4. The ACE Account user will go through the same procedure to retrieve their temporary password as they did when they established initial portal access. After receiving the temporary password, the user will be prompted to enter a new password for regular portal access.

   - *Please note*, it is imperative that e-mail addresses are current and always updated to ensure timely communication.

Additional Assistance? If you need additional assistance or need further user information, please contact the ACE Portal Support Center at (703) 921-6000. Please follow prompts. Hours of operation: 8:00 a.m. – 4:30 p.m. EDT Monday – Friday. For problems encountered after hours, please leave a message and you will be contacted the next business day.