

## News You Can Use: Contacting the ACE National Help Desk

### How can I contact the Automated Commercial Environment (ACE) National Help Desk?

- You can contact the help desk at 1-866-530-4172. Select option one (for ACE support ) followed by option one (for ACE password support) or option two (for ACE trade support, or e-mail the help desk at: [ACE.Support@cbp.dhs.gov](mailto:ACE.Support@cbp.dhs.gov)).
- Please have the following information available when calling: Standard Carrier Alpha Code for carriers, importer of record number for importers, and filer code for brokers.
- During times of peak call volume, you can opt to leave a voice mail message. When choosing this option, be sure to include the following in your message: contact information; brief description of the nature of your problem (e.g., password reset, login, e-Manifest); and ACE user ID.

### When should I call the ACE National Help Desk?

- If you need help using the ACE Secure Data Portal, or have questions about ACE, you should not hesitate to call the help desk.
- For the fastest response to questions about Electronic Data Interchange, please contact your client representative before contacting the help desk.

### How can I check the status of my ACE application?

- To ensure verification of receipt of your application by U.S. Customs and Border Protection (CBP), CBP recommends requesting the shipment tracking/receipt confirmation service when sending your application to CBP.
- You can call the help desk to verify the status of the ACE application once it is received by CBP or you may email the help desk at [ACE.Support@cbp.dhs.gov](mailto:ACE.Support@cbp.dhs.gov) .

### I forgot my password. Do I need to call the help desk?

- You do not have to call the help desk to retrieve a forgotten password. You can retrieve a forgotten password through the ACE Secure Data Portal with an ACE user ID. Here is how:
  1. From the login information screen, enter your ACE user ID.
  2. Click the "Forgot Your Password" link.
  3. Type a response to each question on the "Reset Password – Challenge Questions" screen (note: answers are case-sensitive).
  4. Click the "Submit" button when done.
  5. Click the "OK" button when the "Password Change Successful" message appears.
  6. A new password will be e-mailed to the account specified in your ACE user profile
  7. Once you have received this e-mail, open it and click on the hyperlink.
  8. Type a "Shared Secret" in the blank field.
  9. Click the "Submit" button, and a new temporary password will appear with your account ID. Return to the ACE login screen, and enter your user ID and temporary password.



**U.S. Customs and  
Border Protection**