

ACE Portal Modernization – Phase 1

Last updated: February 10, 2022



On January 22, 2022, U.S. Customs and Border Protection (CBP) successfully deployed Phase 1 of the Automated Commercial Environment (ACE) Portal Modernization. The ACE Secure Data Portal (ACE Portal) offers trade users real-time access to trade data through features such as ACE Reports, ACE account management, and electronic communication with CBP and Partner Government Agencies (PGAs). The modernization effort—planned for multiple phases over 2022—will entail the transition of existing functionality to an upgraded platform, offering easier use and better performance. For more information, please review the details below and visit the [ACE Portal Modernization webpage](#) on CBP.gov.

What will change in the ACE Portal for trade users?

The Phase 1 enhancements began the modernization of the ACE Portal, including a new login screen, a new home page, and a modernized Accounts user interface (UI) for viewing all account data and editing some basic information. Until future deployments, all other ACE Portal functionality will remain in the legacy ACE Portal.

Between January 22, 2022, and the final deployment of the ACE Portal enhancements, trade users will have access to both the legacy ACE Portal and the modernized ACE Portal.

During this period, CBP will continuously synchronize data between both versions. Within the modernized ACE Portal, users will have two options to return to the legacy ACE Portal:

- Select the “Legacy ACE Portal” button in the notification banner
- Navigate to the References tab and select the “Legacy ACE Portal” button

New Home Page

When users log in using the new ACE Portal login page, they are routed to the modernized ACE Portal homepage, where multiple resources will offer an enhanced user experience. These resources include:

- A global search tool, offering searches by keyword, name, identifier, etc. and the ability to filter searches by account type
- A list of recently viewed accounts for easy access
- Links to timely updates on the ACE system and support resources

New Accounts UI

In addition to the new home page, the first phase of ACE Portal enhancements includes an upgraded Accounts UI. Some key Accounts features include:

- Easy navigation through a hierarchical account display
- All Sub-accounts listed under a Top Account
- Display/edit functions for all account types
- Display/edit/create functions for account contacts and addresses
- Display of all other supporting account data



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Access

As of January 22, trade community users have the option to access the ACE Portal via the legacy login page or using the new login page. To access the modernized ACE Portal, users may click the link on the legacy ACE Portal login screen or navigate to ace.cbp.gov.

When accessing the new ACE Portal for the first time, trade users will select the “External Login” button and will be prompted to create a new username and password. From there, users will complete a one-time sync of existing ACE Portal access permissions by entering their legacy ACE Portal username and password. Once this initial sync is complete, trade community users may access the new ACE Portal with their new username and password. Furthermore, after logging in to the new ACE Portal, navigating back to the legacy ACE Portal from the enhanced ACE Portal will not require another sign-in – the access will be seamless between the two versions for each session.

Users have one month to link their accounts and transition to using the new login page. Beginning February 20, 2022, users will no longer be able to log in from the legacy login page.

What additional resources are available?

- **Training**
 - ACE Portal Modernization training resources are available on the [ACE Training and References](#) webpage.
- **Additional Support**
 - For more information, please visit the [ACE Portal Modernization webpage](#).
 - For questions about the ACE Portal Modernization, contact ACEPortalModHelp@cbp.dhs.gov.
 - For technical issues, contact the CBP ACE Account Service Desk (ASD) at (866) 530-4172 or ace.support@cbp.dhs.gov.

