Modernized ACE Portal

Account Type

January 2022

U.S. Customs and Border Protection
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TOPIC 1: CREATE A MODERNIZED ACE PORTAL ACCOUNT AND LOG IN

INTRODUCTION

Before you can access the Modernized ACE Portal, you must create a Modernized ACE Portal account. You will link your Legacy ACE account to your new Modernized ACE Portal account to synchronize your roles. This is a one-time step for the first login.

You can view all your Legacy ACE accounts in the Modernized ACE Portal and toggle between the two applications without logging in again.

IMPORTANT: Your ACE Accounts must be active and in good standing to link from the Legacy ACE Portal to the Modernized ACE Portal. Additionally, we recommend using Google Chrome to access the ACE Modernized Portal.

All fields are required.

CREATE A MODERNIZED ACE PORTAL ACCOUNT

1. In Google Chrome, type ace.cbp.gov.
2. In the Welcome to the ACE Secure Data Portal page, select the Trade/PGA User Login button.
3. In the login screen, select the **Not a member?** hyperlink.
a. In the **First Name** field, type *your first name*.

b. In the **Last Name** field, type *your last name*.

c. In the **Email** field, type *your work email address*.

d. In the **Create Password** field, type a *password*.

**NOTE:** Passwords must have at least 12 characters at least one lower case letter, one upper case letter, and a number.

**TIP:** As you create your password, a checkmark displays when each criterion has been met.
a. In the **User Id** field, type your *Legacy ACE user ID*.

b. In the **Password** field, type your *Legacy ACE password*.

c. Select the **Link Legacy ACE Account** button.

**IMPORTANT:** When your Modernized ACE Portal and Legacy ACE accounts are linked, your roles are synchronized. Registering and linking to the Legacy ACE Portal is a one-time step.

Your ACE Accounts must be active and in good standing to link from the Legacy ACE Portal to the Modernized ACE Portal.

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**LOG INTO THE MODERNIZED ACE PORTAL**

1. In an internet browser, type `ace.cbp.gov`.

2. In the **Welcome to ACE Secure Data Portal** page, in the **Sign into ACE** pane, select the **Trade/PGA User Login** button.
a. In the **Email** field, type your account **email address**.

b. In the **Password** field, type your account **password**.

c. Select the **LOG IN** button.

The **Welcome to ACE** home page displays.
**TOPIC 2: ACCESS THE LEGACY ACE PORTAL FROM THE MODERNIZED ACE PORTAL**

**INTRODUCTION**

All information in the Modernized ACE Portal is synchronized with the Legacy ACE Portal. Any updates you make in Legacy ACE Portal are visible in the Modernized ACE Portal. Any updates you make in the Modernized ACE Portal are visible in the Legacy ACE Portal.

Until all Legacy ACE Portal functionality is available in the Modernized ACE Portal, you can access the Legacy ACE Portal through the Modernized ACE Portal.

**ACCESS THE LEGACY ACE PORTAL FROM THE MODERNIZED ACE PORTAL**

1. In the *Welcome to ACE* page, select the *To return to Legacy ACE, please click here* hyperlink.

   For questions about the new ACE portal, please click here. To return to Legacy ACE, please click here.

The Legacy ACE Portal displays bypassing the login screen.
TOPIC 3: NAVIGATE THE MODERNIZED ACE PORTAL

INTRODUCTION
After creating your Modernized ACE Portal account, the Modernized ACE Portal home page displays. The home page consists of:

1. **Home, Accounts, Account Search, and References tabs**
   - **Home** – Returns you to the home page.
   - **Accounts** – Contains a list of all types of accounts.
   - **Account Search** – Displays all search results and filter capability.
   - **References** – Displays links to other ACE applications.

2. **Global Search (Enter Account Name, Type, ACE ID…)**
   - Search for accounts and records by keyword, name, or identifier.

3. **(Your Name) drop-down menu:**
   - **Contact Support** – Contact CBP with technical issues concerning the Modernized ACE Portal.
   - **Log Out** – Log out of the Modernized ACE Portal.

4. **Global Search (Enter Account Name, Type, ACE ID…)**
   - Search for accounts and records by keyword, name, or identifier.

5. **Recently Viewed Accounts**
   - The last ten accounts viewed.

   Select an account hyperlink to display the account’s details.

   **IMPORTANT:** As a Trade user, you only are able to see your Top Accounts and all associated subaccounts. If you view one account ten times, it will only display once in Recently Viewed Accounts.

![Figure 1: Modernized ACE Portal Home Page](image-url)
7. **ACE Development and Deployment Schedule** - Contains information associated with the Modernized ACE Portal deployments, and upcoming ACE Portal events.

![ACE Development and Deployment Schedule](image)

Figure 2: Modernized ACE Portal Home Page

8. **CBP Twitter Feed** – Contains links to CBP news.

![CBP Twitter Feed](image)

Figure 3: Modernized ACE Portal Home Page

1. In the Global Search field:
3. Select any subaccount to display the subaccount’s details.
SEARCH USING THE ACCOUNT TAB IN THE HOME PAGE

All your accounts for the account type selected display.
The account details page and the **Details** tab displays.

![Account Details Display](image)
**TOPIC 4: LOCATE AND EDIT A TOP ACCOUNT**

**INTRODUCTION**
You can locate and edit any information in any of your Top Accounts in the Modernized ACE Portal.

**LOCATE AND EDIT A CONTACT FOR A TOP ACCOUNT**

1. In the Accounts tab, select Top from the drop-down menu.

All your top accounts display.

TIP: If you know the name of the Top Account, type it in the Global Search field. If the Top Account was recently viewed, select it from the Recently Viewed Accounts pane.

2. In the Top Accounts page, in the Account Name column, select an account name hyperlink.

The Account Details page displays.

NOTE: Use the Search Filters pane to filter the list of Top Accounts. In the Keyword field, search for accounts using whole or partial words and selecting the Search button. A wild card character is not required. All records with the keyword in the name will display regardless of the type of account. In addition to a keyword search, you can search by ID. When searching by ID, you can search by partial identification number.
3. In the **Details** or **Contacts** tab, select the **Edit** icon in any field.

![Screenshot of the Modernized ACE Portal interface](image)

**NOTE:** The details for the Top Account display in the right pane. All accounts associated with the Top Account display in the **Account Navigation** pane on the left. Select a subaccount hyperlink to open the subaccount page.

To edit **Program Participation**, select the **Edit** icon and move the programs using the **Move selection to selected programs** and **Move selection to available programs** arrows.

![Program Participation screenshot](image)

4. In the appropriate field:
   a. Select the field.
   b. Repeat for other fields as necessary.
d. Select the **Save** button.

The Account Details pane displays with the edited information.

**IMPORTANT:** Any edits you make in the Modernized ACE Portal are visible in the Legacy ACE Portal.
5 Locate and Edit Subaccount Information

You can view and edit any of the subaccounts associated with your Top Accounts.

**View and Edit Subaccount Information**

1. In the **Accounts** tab, select a record type from the drop-down menu.

   ![Accounts Tab](image)

   **TIP:** If you know the name of the record, type it in the **Global Search** field.

2. In the accounts page that displays, in the **Name** column, select an account name hyperlink.

   ![Account List](image)

   **NOTE:** Use the **Search Filters** pane to filter the list of Top Accounts. In the **Keyword** field, search for accounts using whole or partial words and selecting the **Search** button. A wild card character is not required. All records with the keyword in the name will display regardless of the type of account. In addition to a keyword
search, you can search by ID. When searching by ID, you can search by partial identification number.

The Account Details page displays.

3. In the Account Name pane, select a tab.

**NOTE:** The tabs available depend on the type of subaccount selected.

4. Select a hyperlink in the first column or the Edit icon (depending on the tab selected).

5. In the appropriate field:
b. Edit the information.

c. Repeat for other fields as necessary.

d. Select the **Save** button.

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**6 ADD AN ADDRESS TO A SUBACCOUNT**

The Add Address functionality has been streamlined in the Modernized ACE Portal.

### ADD AN ADDRESS TO A SUBACCOUNT

1. In the Global Search field:
   a. Type the *account name*.
   b. Select the **Search** icon.

   **TIP:** You can also select the **Accounts** drop-down menu and select the type of account, then select the account from the list that displays. If the account is in the **Recently Viewed Accounts** list, select the account hyperlink.

2. In the pane that displays:
   a. Select the **Addresses** tab.
   b. Select the **Add New Address** button.

   **TIP:** You can update an existing address by selecting the address type hyperlink in the **Address Type** column.
**TOPIC:**

**INTRODUCTION**

a. In the **Address Type** drop-down menu, select the type of address.
b. In the *Street field, type the **street address**.
c. In the **City** field, type the **city where the address is located**.
d. In the **State** field, type the **state where the address is located**.
e. In the **Postal Code** field, type the **zip code for the address**.

4. In the **Contact Information** section:

a. In the **Phone** field, type the **telephone number for the address**.
b. In the **Email** field, type the **email address for the location**.
c. Complete other fields as appropriate.
d. Select the **Save** button.

![Create a New Address](image1)

5. In the **Validate Address** dialog box:
   a. Select the **Use Validated Address?** checkbox to use the validated address.
   b. Select the **Done** button.

The new address displays in the **Related Addresses** table.
**ADD A CONTACT TO AN ACCOUNT OR SUBACCOUNT**

To add a contact to an account or subaccount, select the **Add Contact** button and complete the four steps. Fields with an asterisk are required.

1. In the Global Search field:
   a. Type the **account name**.
   b. Select the **Search** icon.

   **TIP:** You can also select the **Accounts** drop-down menu and select the type of account, then select the account from the list that displays. If the account is in the **Recently Viewed Accounts** list, select the account hyperlink.

2. In the pane that displays:
   a. Select the **Contacts** tab.
   b. Select the **Add Contact** button.

3. In the **Add New Contact Step 1 (of 4): Personal Information** dialog box:
   a. In the **Type** drop-down menu, select the type of contact.
   c. In the **Last Name** field, type the **contact’s last name**.
   e. Select the **Save & Continue** button.
4. In the **Add Contact Step 2 (of 4): Address Information** dialog box:
   a. In the **PO Box** field, type the contact’s *PO Box number*.
   b. In the **Country** drop-down menu, select the contact’s country.
5. In the Validate Address dialog box:
   
   a. Select the Use Validated Address? checkbox to use the validated address.
   
   b. Select the Done button.

6. In the Add New Address Step 3 (of 4): Contact Information dialog box:
   
   a. Complete the contact fields, as appropriate.
   
   b. Select the Save & Continue button.

7. In the Add New Contact Step 4 (of 4): Review Details dialog box:
   
   a. Review the contact information.
   
   b. Select the Edit button to make any changes.
c. Select the **Save & Submit** button.

The contact information displays in the **Contact** tab.
TOPIC 8: SHARE FEEDBACK ON THE MODERNIZED ACE PORTAL

INTRODUCTION
Share feedback on what you like or what can be improved using the Give Us Feedback feature. The feedback is monitored and shared with the stakeholders to determine if the suggestion(s) should be implemented.

The Give Us Feedback button displays on each page of the Modernized ACE Portal.

SHARE FEEDBACK ON THE MODERNIZED ACE PORTAL

1. In the Modernized ACE Portal, select the Give Us Feedback button.

2. In the Give Us Feedback dialog box:
   a. In the What do you like? field, type a comment.
   b. In the What we can improve? field, type a comment.
   c. In the Rate Us! field, move the slider bar to rate the UI.
   d. Select the Submit button.

   NOTE: Select the Cancel button to cancel the feedback and close the dialog box.

   Select the Need Support? hyperlink for general information about CBP.
TOPIC 9: ACCESS SUPPORT FOR MODERNIZED ACE PORTAL ISSUES

INTRODUCTION
Unlike Feedback, use the Support feature to get help with technical issues.

ACCESS SUPPORT FOR MODERNIZED ACE PORTAL ISSUES

1. In the Modernized ACE Portal home page, select **Support** from the drop-down menu next to your name.

   ![Support Menu](image)

   **NOTE:** You can also access support through the **Support** hyperlink in the footer on the home page.

2. In the **ACE Support** home page, in the ACE Portal section, select the **E-mail ACE Support** button.

   ![ACE Support Button](image)

   An email addressed to **ACE.Support@cbp.dhs.gov** will open in your default email application.
3. In the email body, type the issue you are having with the Modernized ACE Portal.

4. Select the send button.

The email is sent to the CBP Technology Service Desk (TSD)/ACE Service Desk (ASD). An email will be sent back when the issue is resolved and/or seeking additional information acknowledging the receipt of the request.