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 log in to the ACE portal.

You must use Web Browser Internet Explorer version 6.0 or higher in order to log in to and use the capabilities within ACE.

Notice of Account Creation

Approximately 14 to 21 days after submitting an ACE Application (if an electronic ACE Application was submitted, this time frame may be shorter), the Trade Account Owner (TAO) will receive two e-mails notifying them that their account has been created. One email will be system generated from aceuserservice@cbp.dhs.gov, with the account information necessary for ACE access. The other e-mail will be sent by an ACE account administrator. Both emails are needed to access the ACE Secure Data Portal; each email contains instructions on how to activate the account.

If you do not receive the system generated e-mail from aceuserservice@cbp.dhs.gov within 24 hours of receiving the TAO e-mail from your account administrator, please call the Technology Service Desk at 1-866-530-4172. You may need to specifically permit this e-mail address in your computer settings if you use a spam blocker, antivirus, or other filtering software.
Password Retrieval

The Password Retrieval link expires 21 days from when it was sent.

To retrieve your temporary password to sign into the ACE portal, follow the steps below:

1. Open the e-mail you have just received from aceuserservice@cbp.dhs.gov and select the blue hyperlink for the Retrieve Password Page.

2. Enter your "Shared Secret."

   Your shared secret is a unique code that will enable you to retrieve a temporary ACE password. If you have provided a commercial e-mail address such as hotmail, yahoo, gmail, sympatico etc., you will need to contact the Technology Service Desk at 1-866-530-4172 in order to obtain your shared secret. You will need to provide your User ID to the Technology Service Desk so they may validate your identity. If you have provided your secure company e-mail address on your ACE application, your shared secret will be found at the end of the “shared secret” paragraph. Once you have your shared secret, you will be able to retrieve your password and log into the ACE portal.

3. Select the Submit button. After selecting the “Submit” button, the user will be directed to the Password Retrieval Page, where the temporary ACE login password can be retrieved.

   The “Shared Secret” is case-sensitive; be sure to type in the “Shared Secret” exactly as it was supplied by either the Account Administrator or the Technology Support Center.

4. Select Done.

The Password Retrieval Page will only be displayed once; make certain to record the temporary ACE login password exactly as it appears. This password is case sensitive.
In the future, when you create a new user in the ACE Secure Data Portal, an e-mail address for each new user must be entered for he/she to receive the e-mail from aceuserservice@customs.treas.gov. This e-mail contains a system-generated User ID. The system-generated User ID is also the shared secret for all the users within your ACE account. (Note: The TAO is the only user on the account with a unique shared secret that is not identical to their User ID.)

Initial Login

Once you have retrieved your temporary password, you can log into the ACE Secure Data Portal by going to https://ace.cbp.dhs.gov.

Follow the steps below:

1. Enter your “User ID,” which is the Account ID from the automatic e-mail.
2. Enter the temporary password, which was provided on the Password Retrieval Page.
3. Select **Login** to enter the ACE portal.

### Creating a New Password

The first time you, as the TAO, log into the ACE Secure Data Portal with your temporary password, you will be asked to answer 5 out of 14 predefined challenge questions (these questions pertain to information only you would know). You will need to repeat the same answer in the two text boxes to the right of each question. Your answers are case-sensitive. It is recommended that the answers be entered in all lower case or all upper case for ease of memory. This is a security feature that will allow ACE to properly identify you should you forget your password in the future. After you have answered your predefined challenge questions, ACE will ask you to change your temporary system-generated password to a password of your choice.

*If you mistype any of the responses to your challenge questions, causing the adjacent answers not to match, the system will not let you continue until the errors are corrected.*

Select **Submit Questions** to be taken to the "**New Password**" screen.

*After successfully submitting the challenge response questions, the user will be prompted to create a permanent password. Passwords are case-sensitive.*
Setting a New Password:

1. Enter your current password. This is the temporary password you just used to log into the ACE portal.
2. Enter a new password that conforms to the ACE password policy.
3. Retype your new password.
4. Select **Continue**. If the new password just created met all of the password criteria, a message will display stating that the user was successful. All browser sessions will need to be closed and a new browser session opened.
5. Select **Close**.
6. A message will appear stating that, "the Web page you are viewing is trying to close the window. Do you want to close this window?" Select **Yes**. This will cause the browser session to automatically close.

   You must completely close down your current browser session or you will not be able to log back into your ACE portal account using your new password correctly.

7. Open a new browser and enter the ACE URL, [https://ace.cbp.dhs.gov](https://ace.cbp.dhs.gov), to enter the ACE portal login.

   Be sure to save the website [https://ace.cbp.dhs.gov](https://ace.cbp.dhs.gov) to your favorites list!
Changing Password

ACE Portal passwords are set to expire every 45 days. When a password expires, the user will be prompted to reset the password. The steps for resetting a password are the same as “Setting a New Password.” Users can also change their password at any time by going to the “Tools” tab and following the steps below:

1. Select **User Account Administration** Under “Task Selector.”
2. Select **Change Password**.
3. Respond to prompts to enter the old password, enter a new password and confirm the new password.
4. Select the **Change Password** button.
5. A message will appear confirming that the user’s password has been changed.

Login Failure

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

HPBIA0200W Authentication failed. You have used an invalid user name, password or client certificate.

Login Information
Enter your ACE UserID and Password to log in.
If the wrong password is entered three times in the same browser session, the user must contact the Technology Support Center to reset their password.

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 Technology Support Center and open a trouble ticket. Another temporary password will then be distributed via e-mail.

Resetting a Password:
If you forget your password, you can have it automatically reset by answering three of your five challenge questions.

1. Type your “User ID” into the log in field on the ACE Log In screen.
2. Select the blue hyperlink, “Forgot Your Password?”

<table>
<thead>
<tr>
<th>Login Information</th>
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<tbody>
<tr>
<td>Enter your ACE UserID and Password to log in:</td>
</tr>
<tr>
<td>UserID: [ ]</td>
</tr>
<tr>
<td>Password: [ ]</td>
</tr>
<tr>
<td>Login</td>
</tr>
</tbody>
</table>

3. Answer three out of your five challenge questions. Please remember, the answers to the three questions are case-sensitive. Select Submit.

You will receive notification that you have successfully reset your password. An e-mail will be sent to the user’s account with their Account ID and the link to retrieve their new temporary password. Follow the Password Retrieval steps outlined earlier in this document.

It is imperative that e-mail addresses are current and always updated to ensure timely communication.

Users should notify their LAN support that they will be receiving e-mails from aceuserservice@customs.treas.gov to ensure the receipt of these e-mails is not blocked.
Additional ACE Resources

For additional assistance, take the available web-based training (WBT)

The URL for the ACE Online Training Center and the required user name and password are:

http://nemo.cbp.gov/ace_online

Do you need additional assistance with the ACE Initial Login and Password?  If you are a trade caller or if you are calling outside the United States, please contact the Technology Service Desk at 1-866-530-4172.