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## Welcome to the Automated Commercial Environment (ACE)!

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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

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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](mailto: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](mailto: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

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*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](mailto: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.*



*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.*

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 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.*

4. Select **Done**.



# Topic: ACE Initial Account Access



*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](mailto: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>.

**NOTICE TO ALL USERS: READ NOW**  
You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

**NOTICE TO ALL USERS: READ NOW**  
By logging in to the ACE Portal you agree to be bound by the language set forth in the [Terms and Conditions](#) document, last updated on May 16, 2007.

It is mandatory that all ACE users maintain a current email address within their ACE user profile.

**Login Information**  
Enter your ACE UserID and Password to log in:

**UserID:**

**Password:**

Log in using your [DHS PKI](#) profile.

[Forgot Your Password?](#)

If you need assistance with the portal, please contact the CBP Technology Support Center

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.



*Both the User ID and the Password are case-sensitive*

3. Select **Login** to enter the ACE portal.

## **Creating a New Password**

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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.*



## ACE Password Policy

All ACE passwords must:

- Contain **exactly 8 characters**.
- Contain **at least 4 letters**.
- Contain a combination of **uppercase letters, lowercase letters, and numbers**.
- Contain at least one of the following symbols: `!"#$%&'()*+,-./:;<=>?@[\\];^_`{|}~`
- **Not contain any consecutively repeated characters.**

Note that your new password:

- **Cannot contain your userid.**
- **Cannot contain your name.**
- **Cannot be the same as a previously used password.**
- **Cannot be the reverse of a previously used password.**

### 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>, to enter the ACE portal login.



*Be sure to save the website <https://ace.cbp.dhs.gov> to your favorites list!*



## Changing Password

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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*.”

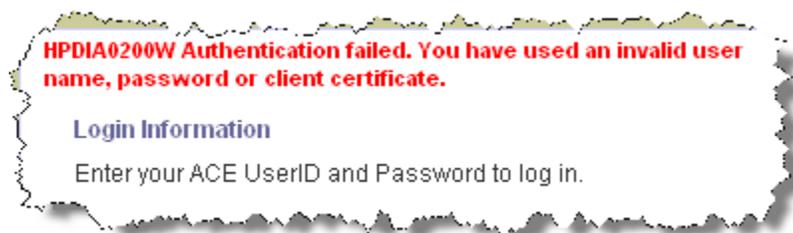


2. Select **Change Password**.
3. Respond to prompts to enter the old password, enter a new password and confirm the new password.
4. Select the **Change Password** button.
5. A message will appear confirming that the user’s password has been changed.

## Login Failure

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





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?"

**Login Information**

Enter your ACE UserID and Password to log in:

**UserID:**

**Password:**

Log in using your [DHS PKI](#) profile.

[Forgot Your Password?](#)

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](mailto: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](http://nemo.cbp.gov/ace_online)

**ACE Web-based Training (WBT)**

Welcome to the ACE Online Training center. These training courses are optimized for a screen resolution of 1024 x 768 or larger, just like the ACE portal.

Should you experience any trouble viewing the courseware, try these few [troubleshooting tips](#).

Your screen resolution is: 1350 x 844  
Available view area: 1350 x 814  
Browser name: Microsoft Internet Explorer  
Browser version: 4

Flash Player 7 or higher is required to view this course.

Get Adobe Flash Player To check the current version of Flash that your browser is running [Click here](#).

You can launch a course from the links below:

- ACE Initial Login **ACE**
- Periodic Payments **R3**
- e-Manifest: Trucks **R4**
- e-Manifiesto: Camiones **R4**
- ACE Reports for the Trade Community
- Enhanced ACE Accounts & Master Data **A1**
- Multi-Modal Manifest & ESAR Enhancements **A2**
- Forms, Declarations, & AD/CVD Cases **A2-3.1**
- Post Summary Corrections **A2-3.2**
- e-Manifest: Rail & Sea **M1**
- e-Manifiesto: Ferrocarril y Marítimo **M1**



**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.