

If you are unable to access your account, please double check that your user name is correct. The user name should be the same as the e-mail address you entered into the Portal as your contact information. If you need to reset your password, please go to this website for instructions: [[link to password reset document](#)].

If you are still unable to access your account, it may be locked. This can happen for a number of reasons, including if you have entered an incorrect password too many times, or if your account has been suspended due to a change in your company's C-TPAT status.

If your account seems locked, please contact your Supply Chain Security Officer or the C-TPAT Duty Officer of the day at industry.partnership@dhs.gov or (202) 344-1180 for assistance.