QUICK REFERENCE GUIDE

AUTOMATED COMMERCIAL ENVIRONMENT (ACE)

ACE INITIAL ACCOUNT ACCESS

OFFICE OF TRADE

 U.S. Customs and Border Protection

VERSION 1.0

FEBRUARY 2019

APPROVED

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TOPIC 1: INITIAL LOGIN TO A NEW ACCOUNT IN ACE

INTRODUCTION

The following process to request a new account in ACE must occur prior to the initial login to ACE.

For a new account owner:

a. The account owner completes and submits the online application for a new account in ACE.

b. CBP creates the ACE account for the new account owner.

c. Approximately 1 to 2 days after submitting the online application (allowing 14 to 21 days for paper submission, busy seasons, or large volumes of applications), an ACE account administrator sends a welcome e-mail with the Shared secret to the new account owner. Exporter and Protest Filer account owners will not receive the welcome e-mail.

For a proxy account owner or trade user:

The account owner is responsible for creating the new ACE Portal account for a proxy account owner or trade user. Once their new account is created, the proxy account owner can create the new account for a trade user.

For all users:

Once the new ACE account is created, the ACE system generates an e-mail from aceuserservice@cbp.dhs.gov that includes an Account ID and a hyperlink to retrieve an initial temporary password.

! **IMPORTANT:** The password retrieval hyperlink expires at Midnight (12:00 A.M ET) on the date it was sent.

aceuserservice@cbp.dhs.gov   ■ BAKER, ANITA C. (CTR)

New Account Information from Identity Manager

ⓘ Follow up. Start by Monday, February 19, 2018. Due by Monday, February 19, 2018.

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ACE Email Notification

The following new TAM_TDI_Accounts [itamprofile] account has been created for you:

Owner Name:	Anita Baker
Account ID:	AB23xy4z:
Transaction ID:	9871110102345760089
Retrieve Password Page:	https://ace.cbp.dhs.gov/itim1/itim/console/getpassword?transactionid=9871110102345760089
Password Retrieval Expiration (Hours):	504
Time of service provision:	Feb 16, 2018 05:41:54 EST

In order to retrieve your password from the Retrieve Password page, you will need to enter your shared secret value. If you do not know this value, please contact an administrator for assistance.

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NOTE: Computer settings may need to be modified to allow the ACE e-mail address to be accepted if a spam blocker, antivirus, or other filtering software is used.

NOTE: For new account owners, if the ACE system e-mail is not received within 24 hours of receiving the welcome e-mail from the account administrator, please call the **CBP Technology Service Desk** at 1-866-530-4172.
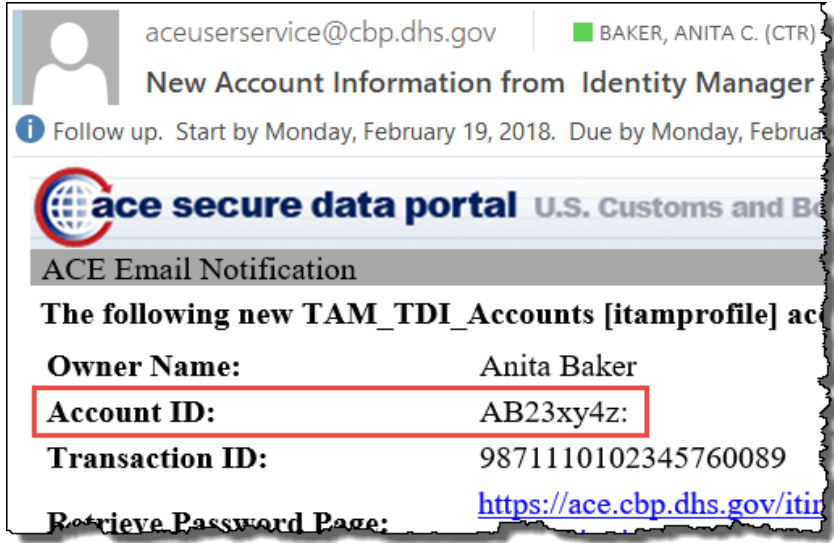
This topic describes the process for the initial login to a new account in the Automated Commercial Environment (ACE). A user ID and password are required to log in. Steps for acquiring these, and for validating the new user, are included.

The tables below provide the steps in each phase of the process for logging in to the new account in ACE for the first time.
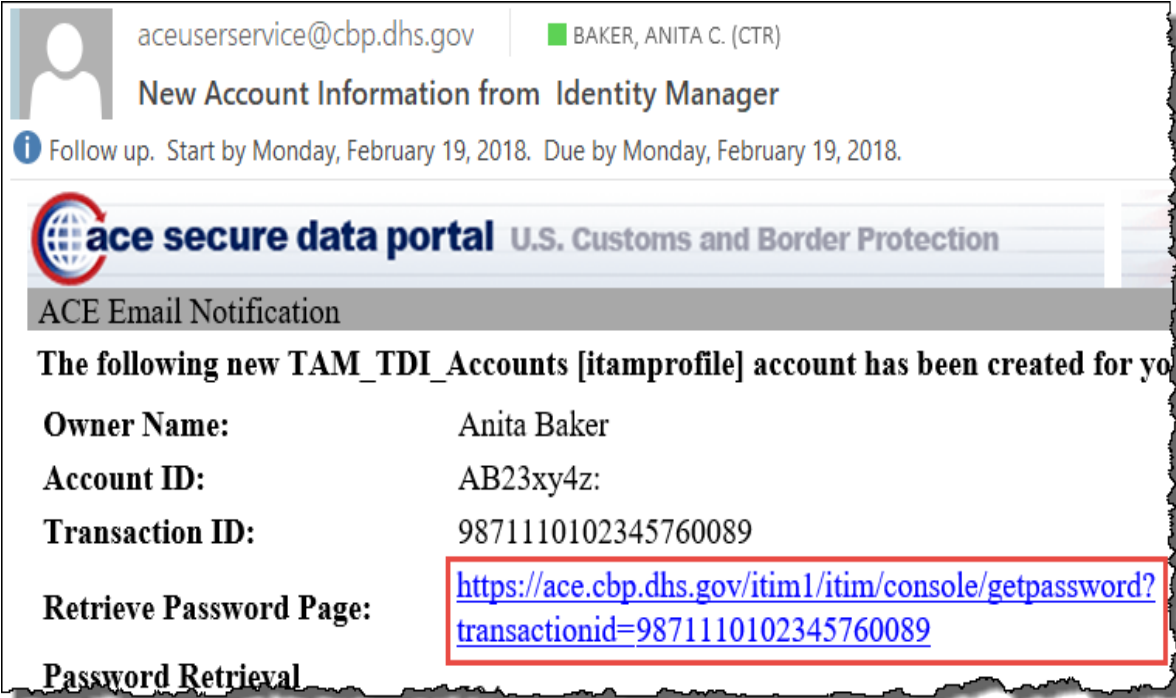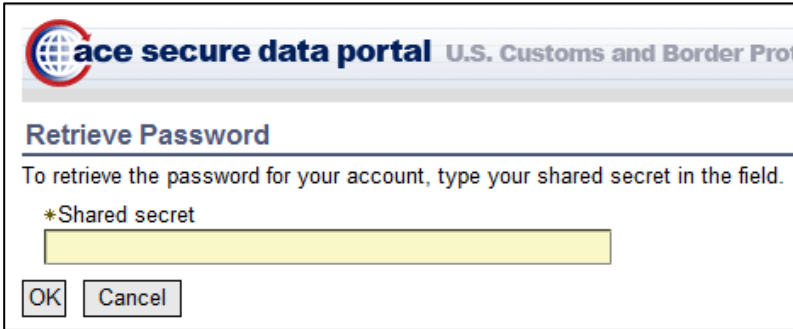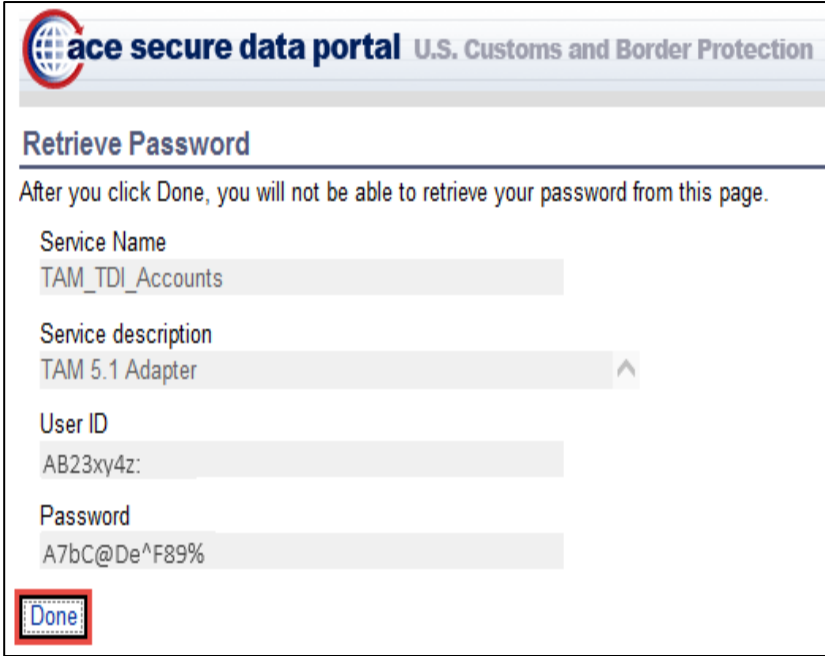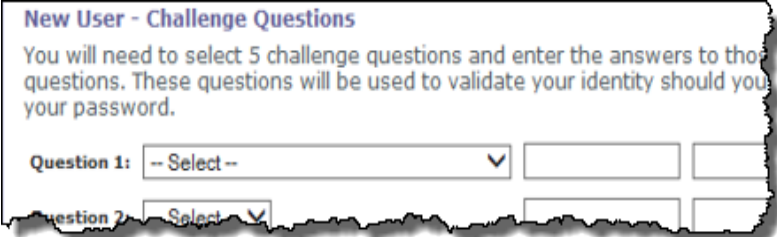
NOTE: If a user does not log in to their ACE Portal account once within a period of 45 days, ACE access is disabled. Call the **CBP Technology Service Desk** at 1-866-530-4172 to enable the account.

DETERMINE THE SHARED SECRET (USER ID)

Step	Action
1.	The shared secret is a unique code that enables retrieval of a temporary ACE password. For new account owners to determine the shared secret: a. If a secure company e-mail address was provided in the online application, the shared secret will be found at the end of the shared secret paragraph in the ACE welcome e-mail. b. If a commercial e-mail address such as Hotmail, Yahoo, Gmail, etc. was provided in the online application, contact the **CBP Technology Service Desk** at 1-866-530-4172 in order to obtain the shared secret. Provide the **Account ID** in the ACE system e-mail to the **CBP Technology Service Desk** technician for identity validation.
2.	For all other new account users (including Exporter and Protest Filer account owners), the shared secret will be the **Account ID:** defined in the **ACE Email Notification** section in the ACE system e-mail.

RETRIEVE A TEMPORARY PASSWORD

Step	Action
1.	In the ACE system e-mail, in the **ACE Email Notification** section, select the **Retrieve Password Page:** hyperlink. aceuserservice@cbp.dhs.gov ■ BAKER, ANITA C. (CTR) **New Account Information from Identity Manager** ⓘ Follow up. Start by Monday, February 19, 2018. Due by Monday, February 19, 2018. **ace secure data portal** U.S. Customs and Border Protection ACE Email Notification The following new TAM_TDI_Accounts [itamprofile] account has been created for yo **Owner Name:** Anita Baker **Account ID:** AB23xy4z: **Transaction ID:** 9871110102345760089 **Retrieve Password Page:** https://ace.cbp.dhs.gov/itim1/itim/console/getpassword?transactionid=9871110102345760089 **Password Retrieval** The **Retrieve Password** portlet displays.
2.	In the **Retrieve Password** portlet, in the *** Shared secret** field, type the *shared secret determined earlier*. ❗ **IMPORTANT:** The shared secret is case-sensitive; be sure to type it exactly as provided in the e-mail. **ace secure data portal** U.S. Customs and Border Prot Retrieve Password To retrieve the password for your account, type your shared secret in the field. ＊Shared secret [ ] OK Cancel
3.	Select the **OK** button. The **Retrieve Password** portlet updates with user ID and password information.

Step	Action
4.	In the updated **Retrieve Password** portlet, make note of the **User ID** and **Password** fields and select the **Done** button. **!** **IMPORTANT:** The **Retrieve Password** portlet will only display once; make certain to record the temporary ACE login password exactly as it appears or copy it electronically. This password is case-sensitive. **ace secure data portal** U.S. Customs and Border Protection **Retrieve Password** After you click Done, you will not be able to retrieve your password from this page. Service Name TAM_TDI_Accounts Service description TAM 5.1 Adapter User ID AB23xy4z: Password A7bC@De^F89% Done
5.	In the temporary password portlet: a. In the ***Current password:** field, type or paste the *temporary password*. b. Select the **Submit** button. **ace secure data portal** U.S. Customs and Border Protection *Current password: ●●●●●●●●●●●● Submit Cancel The **New User – Challenge Questions** portlet displays. **New User - Challenge Questions** You will need to select 5 challenge questions and enter the answers to those questions. These questions will be used to validate your identity should you your password. Question 1: -- Select -- Question 2: -- Select --

ANSWER THE CHALLENGE QUESTIONS

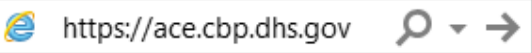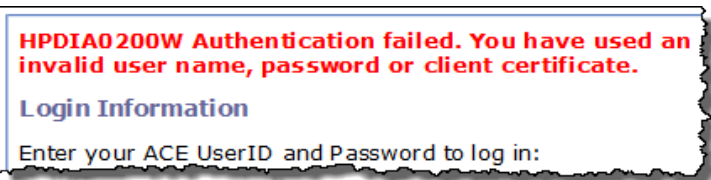| Step	Action
1.	The challenge questions are a security feature that allows ACE to properly identify the user if the password is forgotten.
	In the **New User – Challenge Questions** portlet, repeat the following steps for each of the five Questions:
	a. Select the **Question #:** drop-down menu.
	b. Select one of the challenge question choices whose answer is easy for you to remember.
	c. In the first textbox to the right of the selected question, type the *answer to the question*.
	NOTE: The answers are case-sensitive. For ease of memory, it is suggested the answers be typed in all lower case or all upper case.
	d. In the second textbox to the right of the selected question, retype the *answer to the question*.
	NOTE: If adjacent answers do not match, the ACE system will not continue until the errors are corrected.
	New User - Challenge Questions
	You will need to select 5 challenge questions and enter the answers to those questions. These questions will be used to validate your identity should you forget your password.
	Question 1: What is your mother's maiden name?
	Question 2: What is your favorite color?
	Question 3: What is your pet's name?
	Question 4: What was your first car?
	Question 5: What is the name of your High School?
	Submit Questions Cancel
2.	Select the **Submit Questions** button.
	The new password portlet displays to change the temporary assigned password to a user chosen password.

CREATE A NEW PASSWORD

Step	Action
1.	In the **User password has expired** portlet: a. In the ***New Password** field, type a *new password*. **NOTE:** Selecting the **Password Policy** hyperlink displays detailed information about the password requirements. b. In the ***Retype new Password** field, type the *new password* again. c. Select the **Continue** button. User AB23xy4z's password has expired To change your password, please provide the following information. Your new password must adhere to the Password Policy rules and will become effective immediately. *New Password *Retype new Password Continue Cancel The **Reset Password** dialog box displays the password change was successful message.
2.	In the **Reset Password** dialog box, select the **Close** button. Reset Password Your password change was successful. Please close all browser sessions, and load a new browser session to log in. Close **NOTE:** As the message states, the browser session must be closed and the initial login to ACE must occur in a new browser session.
3.	In the upper right corner of Internet Explorer, select the **X** to close all browser sessions. U.S. Customs and Border Pr... S. Government and provided rd or any other security **NOTE:** Select **Yes** if the **The Web page you are viewing is trying to close the window. Do you want to close this window?** message displays. This will close the current browser session.

LOG IN TO ACE

Step	Action
1.	Open an Internet Explorer browser session. **NOTE:** Internet Explorer version 10 or higher is required for login and to use the capabilities within ACE.
2.	In the browser's URL address bar at the top: a. Type the ACE URL *(*https://ace.cbp.dhs.gov*)* to access the ACE Portal. b. Select the **Go** icon ➜ to the right. 🄴 https://ace.cbp.dhs.gov 🔍 ▾ ➜ The **ACE Secure Data Portal** login portlet displays.
3.	In the **Login Information** portlet: a. In the **UserID:** field, type the *user ID*. b. In the **Password:** field, type the *new password*. c. Select the **Login** button. **Login Information** Enter your ACE UserID and Password to log in: UserID: [AB23xy4z] Password: [•••••••••••] [Login] Forgot Your Password? The **ACE Secure Data Portal** displays. **NOTE:** If the user ID or password is invalid, an error message will display. **HPDIA0200W 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 an invalid user ID or password is entered three times, ACE access is disabled. Contact the **CBP Technology Service Desk** at 1-866-530-4172 to open a trouble ticket. An e-mail is sent with a hyperlink to retrieve a temporary password and a new password will need to be created.

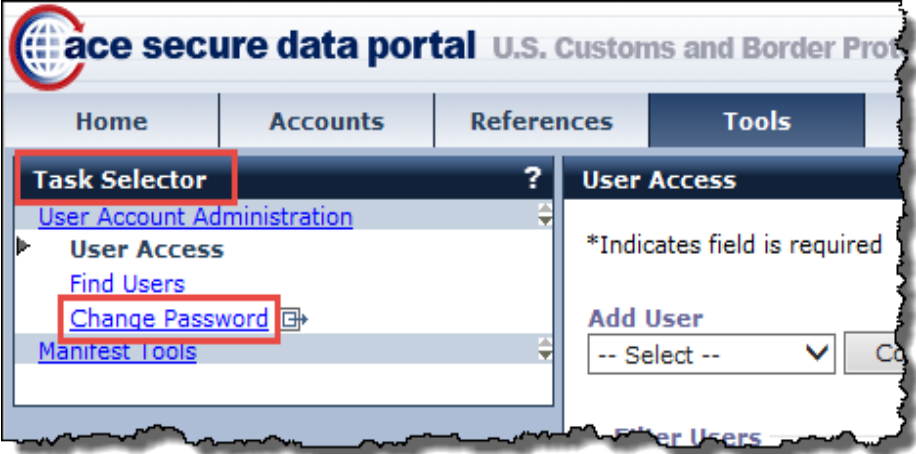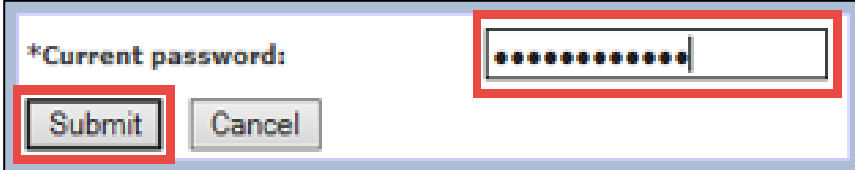# TOPIC 2: PASSWORD MAINTENANCE

INTRODUCTION

ACE passwords need to be changed or reset periodically. They expire every 90 days. When a password expires, a prompt to reset the password will display.
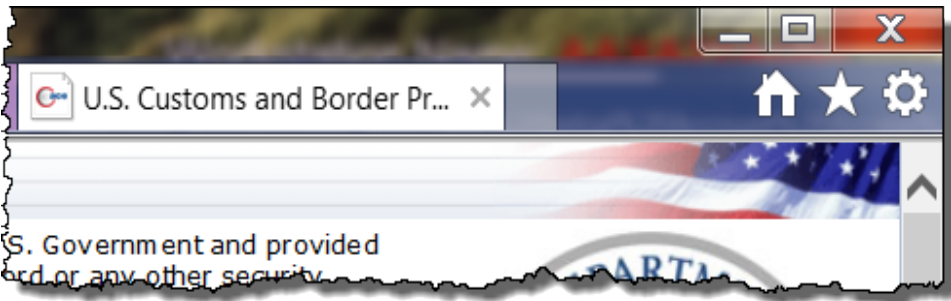
ACE users have the option to change the account password at any time using the **Tools** tab in ACE.

If a password is forgotten, it can be reset using the **Forgot Your Password?** hyperlink. After the user correctly answers three of the five challenge questions, an e-mail is generated with a hyperlink to retrieve a temporary password to enable the password to be reset.

The tables below provide steps for changing the ACE password or resetting a forgotten password.
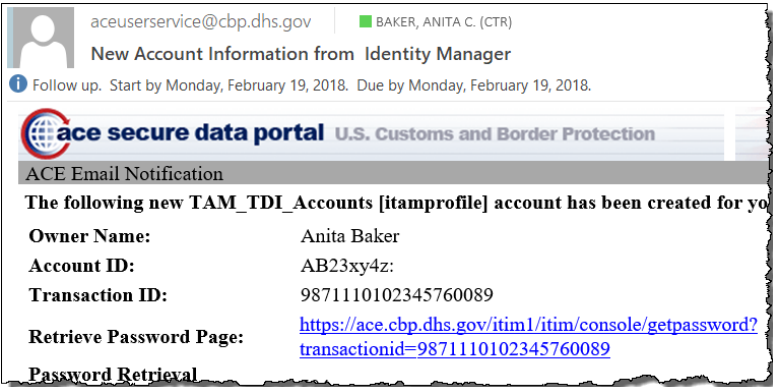
INITIATE A PASSWORD CHANGE

Step	Action
1.	In the **ACE Secure Data Portal**, select the **Tools** tab.
2.	In the **Task Selector** portlet on the left, select the **Change Password** hyperlink.
3.	In the password portlet: a. In the ***Current password:** field, type the *current password*. b. Select the **Submit** button. The **Reset Password** portlet displays.

Step	Action
4.	In the **Reset Password** portlet: a. In the ***New Password** field, type a *new password*. b. In the ***Retype new Password** field, type the *new password* again. c. Select the **Continue** button. Reset Password To change your password, please provide the following information. Your new password must adhere to the Password Policy rules and will become effective immediately. *New Password [_____] *Retype new Password [_____] [Continue] [Cancel] The **Reset Password** dialog box displays with a message indicating that the password change was successful.
5.	In the **Reset Password** dialog box, select the **Close** button. Reset Password Your password change was successful. Please close all browser sessions, and load a new browser session to log in. [Close] **NOTE:** As the message states, the browser session must be closed and the initial login to ACE must occur in a new browser session.
6.	In the upper right corner of Internet Explorer, select the **X** to close all browser sessions. U.S. Customs and Border Pr... ✕ S. Government and provided rd or any other security **NOTE:** Select **Yes** if the **The Web page you are viewing is trying to close the window. Do you want to close this window?** message displays. This will close the current browser session.

RESET A FORGOTTEN PASSWORD

Step	Action
1.	In the ACE login page, in the **Login Information** portlet: a. In the **UserID:** field, type the *user ID*. b. Select the **Forgot Your Password?** hyperlink at the bottom. **Login Information** Enter your ACE UserID and Password to log in: UserID: AB23xy4z Password: Login Forgot Your Password? The **Reset Password – Challenge Questions** portlet displays with three challenge questions. **NOTE:** The user ID must be entered prior to selecting the hyperlink or an error message displays. Message from webpage Please enter your username and press the "Forgot your password?" link OK
2.	In the **Reset Password – Challenge Questions** portlet: a. In the textbox to the right of each question, type the *answer to the question*. **NOTE:** Remember, the answers to the questions are case-sensitive. b. Select the **Submit** button. **Reset Password - Challenge Questions** You will need to answer the 3 challenge questions that you identified when you set up your account. These questions will be used to validate your identity to reset your password. A temporary password will be emailed to you. What is your mother's maiden name? What is the name of your first pet? What is your favorite color? Submit Cancel The **Reset Password – Challenge Questions** dialog box displays with a message indicating that the password reset was successful.

Step	Action
3.	In the **Reset Password – Challenge Questions** dialog box, select the **OK** button. An e-mail is sent with the Account ID and a hyperlink to retrieve the new temporary password. **NOTE:** It is imperative that e-mail addresses be current and always updated to ensure timely communication. Notify local LAN support about receiving e-mails from aceuserservice@cbp.dhs.gov to ensure the receipt of these e-mails is not blocked.
4.	Refer to the following tables to complete the **Reset a Forgotten Password** process. a. **Retrieve a Temporary Password**, steps 1 – 5. b. **Create a New Password**, steps 1 – 3.