



Partner Government Agency (PGA) Access the ACE Portal Certification and Production Environment

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U.S. Customs and
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TOPIC 1: REQUEST ACCESS TO THE PRODUCTION AND CERTIFICATION ENVIRONMENTS

INTRODUCTION

This guide outlines the process for you to access the ACE Portal. Depending upon your production environment status, varying steps are required to request access to CBP's certification environment. The different production environment statuses are indicated below. Follow the corresponding steps and select the topic hyperlinks for details to request access and then login to the appropriate environment(s).

- If you have an **active** ACE Portal account in the production environment:
 1. Request access to the certification environment. Refer to [Topic 2](#) for details.
 2. Log in to the certification environment. Refer to [Topic 4](#) for details.
- If you have an **inactive** ACE Portal account in the production environment:
 1. Reactivate access to the production environment. Refer to [Topic 3](#) for details.
 2. Log in to the production environment. Refer to [Topic 4](#) for details.
 3. Request access to the certification environment. Refer to [Topic 2](#) for details.
 4. Log in to the certification environment. Refer to [Topic 4](#) for details.
- If you have a **new** ACE Portal account in the production environment:
 1. Request access to the production environment. Refer to [Topic 3](#) for details.
 2. Log in to the production environment. Refer to [Topic 4](#) for details.
 3. Request access to the certification environment. Refer to [Topic 2](#) for details.
 4. Log in to the certification environment. Refer to [Topic 4](#) for details.





TOPIC 2: APPLY FOR ACCESS TO THE CERTIFICATION ENVIRONMENT

INTRODUCTION

If you have an active account in the production environment, you can request access to the certification environment. Complete the appropriate forms indicated in the steps below and email them per step 3.



NOTE: If you do not have active access to the production environment, reference [Topic 3](#) for the steps to apply for access or reactive your account.

APPLY FOR ACCESS TO THE ACE PORTAL CERTIFICATION ENVIRONMENT

1. Select the hyperlink below to complete the **PGA User Application Form for ACE Portal Access** to request access to the certification environment.

[PGA User Application Form for ACE Portal Access \(cbp.gov\)](https://cbp.gov)



IMPORTANT: In the **Name Changes (i.e. due to marital status), Removal/Deactivation Reason or Other Details** field, type *CBP CERT Environment*.

PGA User Application Form for ACE Portal Access	
Partner Government Agency (Department/Agency/Bureau):	Application Type (Check (x) one) <input type="checkbox"/> Create New User (must be accompanied by other required application documents) <input type="checkbox"/>
	Update User Information User Roles: <input type="checkbox"/> Add <input type="checkbox"/> Change <input type="checkbox"/> Remove <input type="checkbox"/> Restore Annual Recertification of User: <input type="checkbox"/> Yes <input type="checkbox"/> No <small>Note: If requesting an account Restore, only complete Applicant's Name, ACE User ID, and Authorization block.</small>
Name Changes (i.e. due to marital status), Removal/Deactivation Reason or Other Details: CBP CERT Environment	
Applicant Information Applicant's Name (print legibly : Last name, First name, Middle Initial) ACE User ID (if existing user):	

2. For access to the Government Client Manifest Capability (GCMC) system, the Automated Export System (AES) system, and/or the Quota system in the Certification Environment, double click on the image below to complete the **ATS Security Access Excel Spreadsheet**. CBP will calculate the HASHID for the user, if unknown.



ATS Security Access Spreadsheet.xlsx

3. Email the **PGA User Application Form for ACE Portal Access** and the **ATS Security Access Excel Spreadsheet** to PGAACEAccess@cbp.dhs.gov.



IMPORTANT: Packages that do not have all forms filled out and signed will be returned to the sender for completion, which will delay the approval and provisioning process.





TOPIC 3: APPLY FOR OR REACTIVATE ACCESS TO THE PRODUCTION ENVIRONMENT

INTRODUCTION

You must have an active ACE Portal production environment account before you can be provisioned for access to the Certification Environment. You can request new ACE Portal access to the production environment and request access to the Government Client Manifest Capability (GCMC) system, the Automated Export System (AES) system, and/or the Quota systems by completing the required forms.

If your ACE Portal production account is inactive, the PGA System Control Officer (SCO) cannot provision you in the ACE Portal Certification Environment until you reactivate your ACE Portal production account.

APPLY FOR OR REACTIVE ACCESS TO THE ACE PORTAL PRODUCTION ENVIRONMENT

1. Select the hyperlink to complete the **PGA User Application Form for ACE Portal Access**.

[PGA User Application Form for ACE Portal Access \(cbp.gov\)](#)

2. Select the hyperlink to complete the **CBP Form 7300** form.

[CBP Form 7300-Information System Security Administration Non-CBP User Certification](#)



IMPORTANT: The completed form contains sensitive Personally Identifiable Information (PII) and must be emailed by the agency security officer as a password protected file.

Submit the **CBP Form 7300** to the 7300systemaccess@cbp.dhs.gov requests mailbox for a Background Investigation (BI) verification.

3. Select the hyperlink to complete the **Non-Disclosure Agreement** form.

[Non-Disclosure Agreement for Sensitive But Unclassified Information \(cbp.gov\)](#)



IMPORTANT: All blocks must be initialed on page 1, and page 3 must be filled in and witnessed by a supervisor.

4. Select the hyperlink to complete the **CBP Form DHS 4300 Rules of Behavior**.

[Rules of Behavior PGA \(cbp.gov\)](#)

5. To access to the Government Client Manifest Capability (GCMC) system, the Automated Export System (AES) system, and/or the Quota system in production, complete the ATS Security Access Excel spreadsheet. Double click on the image below to access and complete the spreadsheet. CBP will calculate the HASHID for the user, if unknown.



ATS Security Access
Spreadsheet.xlsx

6. Email the **PGA Access to Production** form, Non-Disclosure Agreement form, DHS 4300 Rules of Behavior form, and the ATS Security Access Excel spreadsheet to PGAACEAccess@cbp.dhs.gov.



IMPORTANT: Packages that do not have all forms filled out and signed will be returned to the sender for completion, which will delay the approval and provisioning process.





TOPIC 4: LOG IN TO THE CERTIFICATION ENVIRONMENT AND/OR THE PRODUCTION ENVIRONMENT

INTRODUCTION

When all submitted documents are reviewed and the request to access the CERT or Production environment is approved, you will receive an email from ACEuserservices@cbp.dhs.gov stating that an account has been created and specifying your certification account login data.

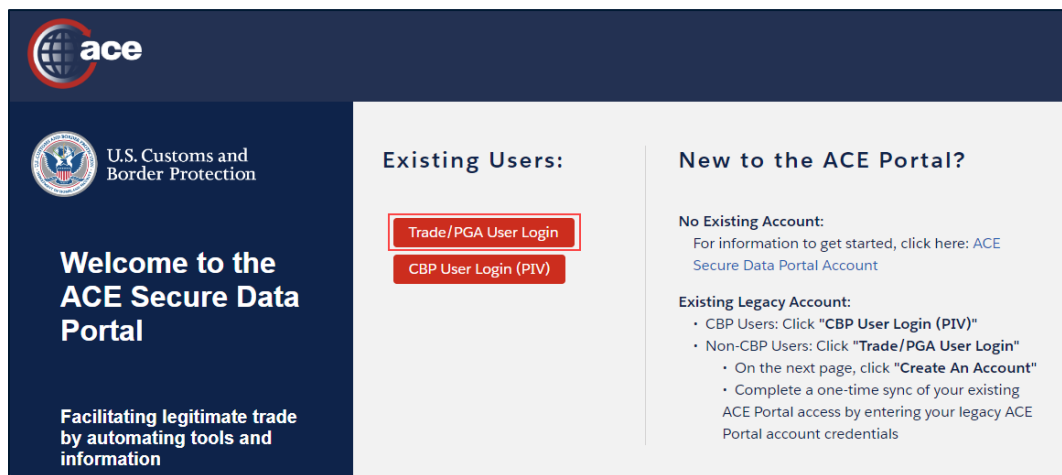
You will log in and sync your Legacy ACE Portal Certification account to the Modernized ACE Portal Certification account or your Legacy ACE Portal Production account to the Modernized ACE Portal Production account.



NOTE: If you have any questions, please reach out to PGAACEAccess@cbp.dhs.gov.

LOG IN TO THE ACE PORTAL CERTIFICATION ENVIRONMENT AND/OR THE PRODUCTION ENVIRONMENT

1. In an Internet browser session (Chrome or Edge):
 - a. Type <https://ace-test.cbp.gov> to launch the ACE Portal Certification (CERT) Environment
OR
 - b. Type <https://ace.cbp.gov> to launch the ACE Portal Production (PROD) Environment.
2. In the Welcome to the ACE Secure Data Portal page, in the Existing Users pane, select the Trade/PGA User Login button.



3. In the login screen, select the **CREATE AN ACCOUNT** button.





4. In the **Create Your CBP Account** pane:

a. In the **First Name** field, type *your first name*.



TIP: When you select the **First Name** field, a dialog box may display with your name and email address. Selecting anywhere in this dialog box auto-populates all fields except the **Create Password** and **Confirm Password** fields.

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 for the CERT and/or PROD environment*.



NOTE: Passwords must have at least 15 characters and 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.

Password must contain the following:

- ✓ A lowercase letter
- ✓ A capital (uppercase) letter
- ✓ A number
- ✗ Minimum 15 characters

e. In the **Confirm Password** field, re-type *your password for the CERT and/or PROD environment*.

f. Select the checkbox before the **I read and accept the Privacy Act Statement**.

g. Select the **SIGN UP** button.

5. In the **Two Factor Authentication** page:

a. In the **Security Token** field, type the *six-digit code sent to your email address*.

b. Select the **VERIFY** button.





6. In the page that displays, select the **ACCEPT TERMS** button.



7. In the **Link your Legacy ACE User** page:
 - a. In the **User Id** field, type *your CERT and/or PROD Legacy ACE user ID from the access request email*.
 - b. In the **Password** field, type *your CERT and/or PROD Legacy ACE password from the access request email*.
 - c. Select the **Link Legacy ACE Account** button.

Link your Legacy ACE User

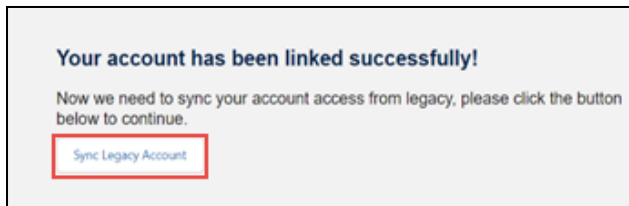
Use your Legacy ACE UserId and Legacy ACE Secure Data Portal.

User Id

Password

Link Legacy ACE Account

8. In the **Your account has been linked successfully!** dialog box, select the **Sync Legacy Account** button.



The **Welcome to ACE** CERT environment homepage displays.



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

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

