



Modernized ACE Portal

User Management

January 2025



U.S. Customs and
Border Protection





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TOPIC 1: ADD A NEW USER AND ACCESS PERMISSIONS

INTRODUCTION

The Modernized ACE Portal provides the ability to add multiple trade user types and their user permissions.

The available trade user types and actions include:

- Trade Account Owner (TAO), added by CBP
 - Add and maintain proxy trade account owners and account users
 - Assign access permissions to the user
 - Assign cross account accessReference the Cross Account Access QRG for details
- Proxy Trade Account Owner (PTAO)
 - Add and maintain account users
 - Assign access permissions to the user
- Account User
 - Manage account information based on access

If the TAO or PTAO is assigned to more than one top account, the appropriate top account must be selected prior to adding the new user.

Once a user is added, the TAO or PTAO assigns user permissions.

Permissions can be assigned to the top account, to all subaccount types under the top account, or to each specific subaccount.

The available permissions include:

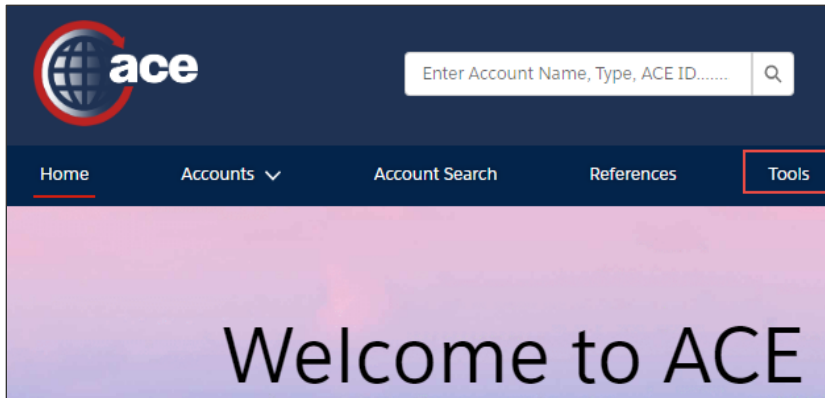
- Access to Top Account
 - Grants or denies user access to the top account
- Full Access to All Subaccount Types
 - Grants the user full access to all subaccount types
- Read-Only Access to All Subaccount Types
 - Allows the user to view, but not modify, the subaccounts for all subaccount types
- No Access to all Tabs for Each Subaccount Type
 - Denies access to all tabs for each subaccount type selected
- Read-Only Access to all Tabs for Each Subaccount Type
 - Allows the user to view, but not modify, the information in all tabs for each subaccount type selected
- Full Access to all Tabs for Each Subaccount Type
 - Grants the user full access to all tabs for each subaccount type selected
- Access to the Tabs for each Subaccount Type
 - For each subaccount type, grants the level of access (No, Read-Only, or Full) to each tab
- Access to Subaccounts
 - For each account identifier(s) of each subaccount type (i.e. filer codes, EINs, IR numbers), grants or denies access



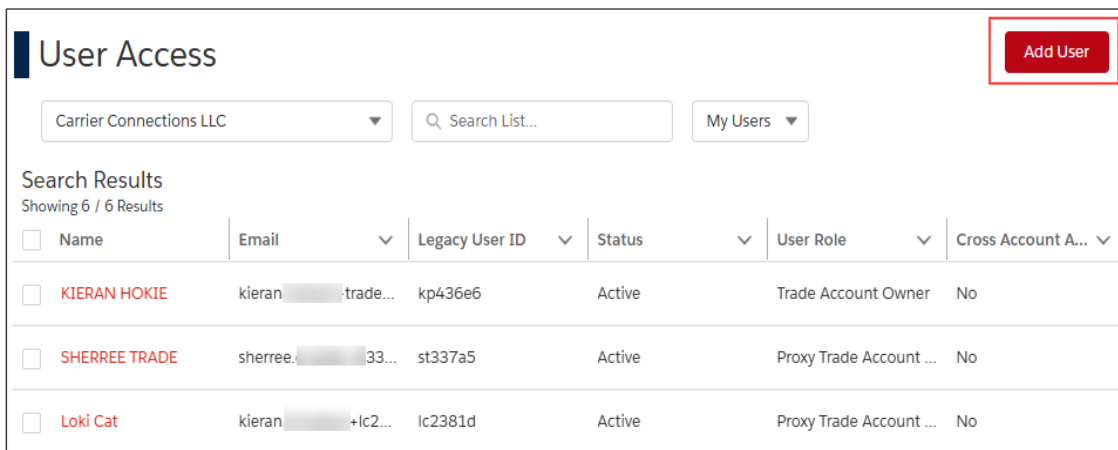


ADD A NEW USER

1. In the **Welcome to ACE** home page, select the **Tools** tab.



The **User Access** pane displays.



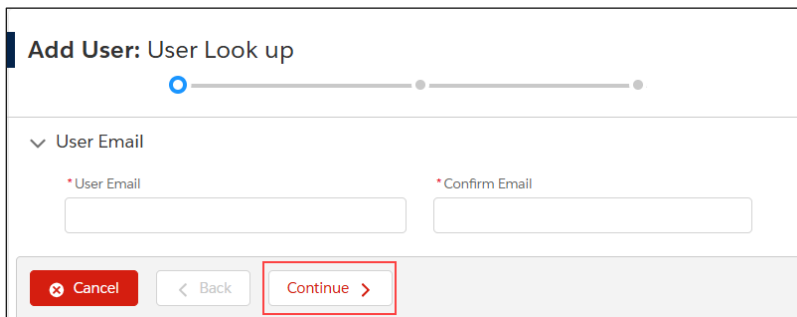
NOTE: The **Search Results** list displays all users assigned to the top account (Carrier Connections LLC) related to the user logged in (TAO or PTAO).



IMPORTANT: If the TAO or PTAO is assigned to more than one top account, use the first field drop-down menu at the top, left (top account name) to select the appropriate top account to add the new user.

2. Select the **Add User** button.

The **Add User: User Look up** pane displays.



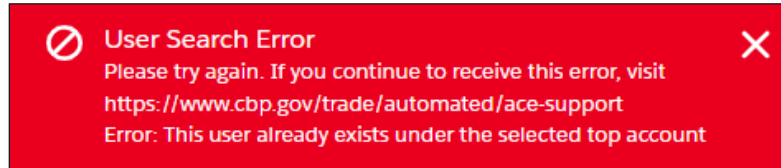


3. In the **User Email** section:

- a. In the ***User Email** field, type the *email address of the new user*.
- b. In the ***Confirm Email** field, again type the *email address of the new user*.
- c. Select the **Continue >** button.



NOTE: The **Error: This user already exists under the selected top account** message displays if the new user email is already associated with the top account.



The **Add User: User Details** pane displays.

Add User: User Details

▼ User Details

<p>*ACE User Type</p> <input type="text" value="TRADE"/>	<p>*Email</p> <input type="text"/>
<p>Title</p> <input type="text" value="Select an Option"/>	<p>*First Name</p> <input type="text"/>
<p>Middle Name</p> <input type="text"/>	<p>*Last Name</p> <input type="text"/>
<p>*Phone</p> <input type="text"/>	<p>Phone Extension</p> <input type="text"/>
<p>Fax</p> <input type="text"/>	

▼ Address Details


<p>Address Type</p> <input type="text" value="Mailing Address"/>	<p>C/O</p> <input type="text"/>
<p>*Country</p> <input type="text" value="United States"/>	<p>*Street</p> <input type="text"/>
<p>Additional Address Line 1</p> <input type="text"/>	<p>* PO Box</p> <input type="text"/>
<p>*City</p> <input type="text"/>	<p>Additional Address Line 2</p> <input type="text"/>
<p>*Postal Code</p> <input type="text"/>	<p>*State</p> <input type="text" value="Select an Option"/>
<p>County</p> <input type="text"/>	



NOTE: The ***ACE User Type**, ***Email**, and ***Address Type** fields are prepopulated and not editable. If all fields are grayed out and not editable, this indicates that the user already exists but is assigned to a different top account. Reference [Topic 2: Add an Existing User](#) for details.





4. In the **User Details** section:
 - a. In the ***First Name** field, type the *first name of the new user*.
 - b. In the ***Last Name** field, type the *last name of the new user*.
 - c. In the ***Phone** field, type the *phone number of the new user*.
 **NOTE:** Include a dash (–) to separate the parts of the phone number.
 - d. Complete other fields, as appropriate.
5. In the **Address Details** section:
 - a. If appropriate, in the ***Country** drop-down menu, select the country.
 - b. In the ***Street** field, type the *street address of the new user*.
OR`
 - c. In the ***PO Box** field, type the *PO Box number of the new user*.
 - d. In the ***City** field, type the *city of the new user*.
 - e. In the ***State** drop-down menu, select the state.
 - f. In the ***Postal Code** field, type the *postal code of the new user*.
 - g. Complete other fields, as appropriate.
6. Select the **Continue >** button.

The **Validate User Address** dialog box displays.

A screenshot of the 'Validate User Address' dialog box. The title bar reads 'Validate User Address' with a subtitle 'Validate Mailing Address Address'. The dialog is split into two columns: 'User's Input Address' (with an orange location pin icon) and 'Validated Address' (with a green location pin icon). The 'User's Input Address' box contains: Street: 123 Main Street, City: Fairfax, State/Province: VA, Country: US, and Postal Code: 22030. The 'Validated Address' box contains: Street: 123 MAIN ST, City: FAIRFAX, State/Province: VA, Country: US, and Postal Code: 22030. Below these boxes is a checkbox labeled 'Use Validated Address?' which is checked. At the bottom right is a red button with a white checkmark and the text 'Confirm'.

7. Select the **✓ Confirm** button.
The **Add User: Add Roles** pane displays.





Add User: Add Roles

Progress bar: [✓] ————— [○]

▼ Select User Role

User First Name: [Text Field]

* User Role: [Select an Option ▼]

User Last Name: [Text Field]

Granting Top Account: [Carrier Connections LLC]

* Access to Top Account: Yes No

User Email: [Text Field]

< Back Save & Exit

8. In the **Select User Role** section:

a. In the ***User Role** drop-down menu, select a user role option.

* User Role

Select an Option ▼

Proxy Trade Account Owner

Trade Account User

b. For ***Access to Top Account**:

i. Retain the default **Yes** to provide access to the top account.

OR

ii. Select the **No** radio button to deny access to the top account.

c. Select the **Save & Exit** button.

The **User Name** pane displays the new user information.

User Name: **Murphys Law** Reactivate

Legacy User Id	User Email	User Type	Top Account Name	Top Account ACE ID	Status
m143a70	murphyslaw@gmail.com	TRADE	Carrier Connections LLC	0000199359	Active

Details Roles

▼ User Information

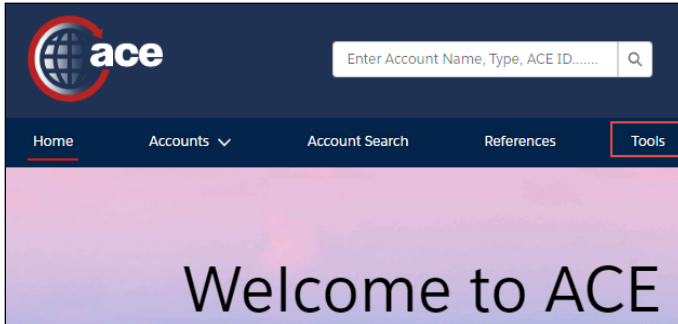
Title	First Name Murphys
Last Name Law	Middle Name
Legacy User Id m143a70	User Role Trade Account User
Top Account ACE Id 0000199359	Top Account Name Carrier Connections LLC
User Email murphyslaw@gmail.com	Access to Top Account Yes



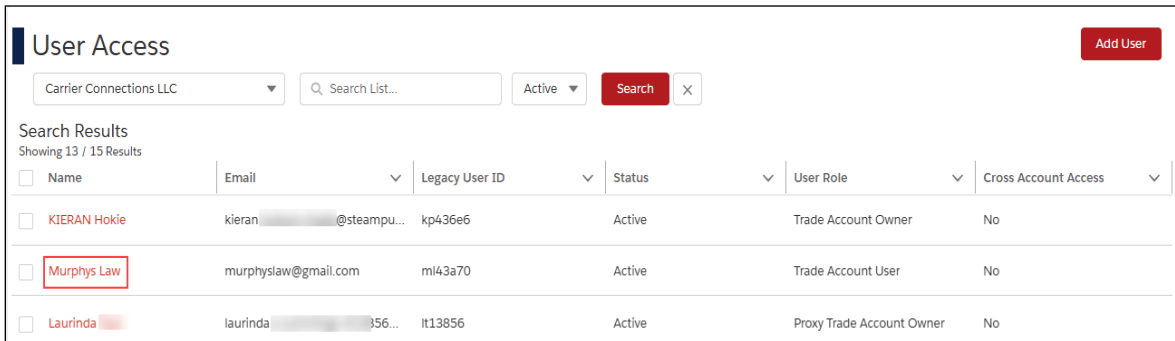


ADD USER PERMISSIONS

1. In the **Welcome to ACE** home page, select the **Tools** tab.

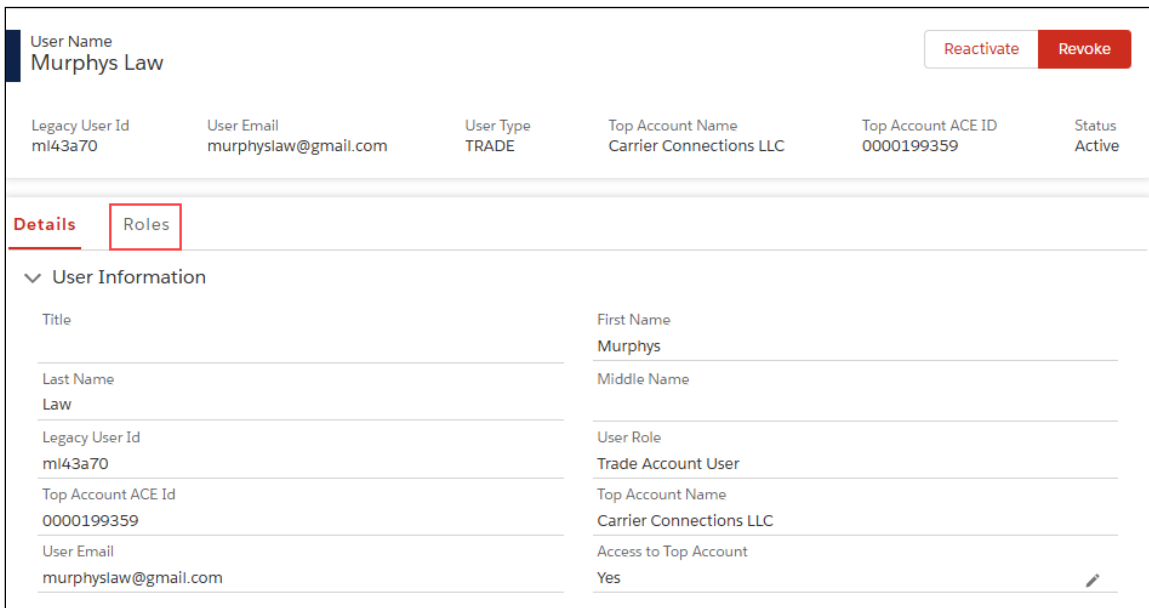


The **User Access** pane displays.



2. In the **Name** column, select the user hyperlink.

The **User Name** pane displays.



3. Select the **Roles** tab.



The screenshot shows the user management interface for a user named 'Murphys Law'. At the top right, there are 'Reactivate' and 'Revoke' buttons. Below this is a table with columns: Legacy User Id (mi43a70), User Email (murphyslaw@gmail.com), User Type (TRADE), Top Account Name (Carrier Connections LLC), Top Account ACE ID (0000199359), and Status (Active). Below the table, there are tabs for 'Details' and 'Roles'. The 'Roles' tab is selected and highlighted with a red box. Below the tabs, there is a text prompt: 'Click below to set same access level for all SubAccount Types'. Underneath this prompt are two buttons: 'Read-Only Access' and 'Full Access', both highlighted with red boxes. Below these buttons is a 'View SubAccount Permissions' section with a 'Done' button highlighted in red. To the right of this section is an 'Expand All' toggle switch. Below the 'View SubAccount Permissions' section is a list of subaccount types: Broker/Filer, Carrier, Exporter, Facility Operator, Importer, Protest Filer, Service Provider, Surety, and Vessel Agency. The 'Carrier' subaccount type is highlighted with a red box.

- a. To assign **Read-Only Access** to all subaccount types:
 - i. Select the **Read-Only Access** button at the top.
The **Confirm** dialog box displays.

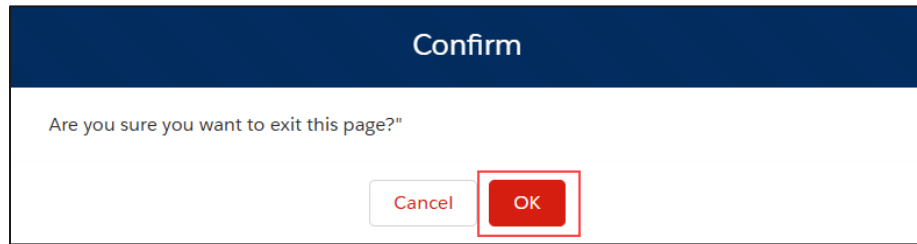
The 'Confirm' dialog box has a dark blue header with the word 'Confirm' in white. The main body is white and contains the text: 'Are you sure you want to provide READ-ONLY ACCESS to this user? Clicking "OK" will update the permissions for all SubAccounts.' At the bottom of the dialog box are two buttons: 'Cancel' and 'OK'.

- ii. Select the **OK** button.
The **Roles have been successfully updated** message displays.

The success message banner is green with a white checkmark icon on the left and a white 'X' icon on the right. The text in the center reads: 'Success Roles have been successfully updated'.

- iii. Select the **Done** button.
The **Confirm** dialog box displays.





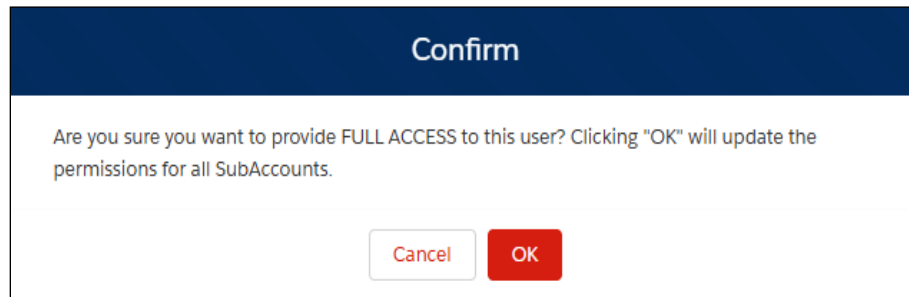
- iv. Select the **OK** button.

The **User Access** pane displays.

OR

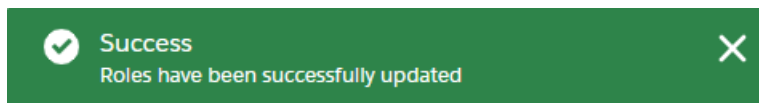
- b. To assign **Full Access** to all subaccount types:
 - i. Select the **Full Access** button at the top.

The **Confirm** dialog box displays.



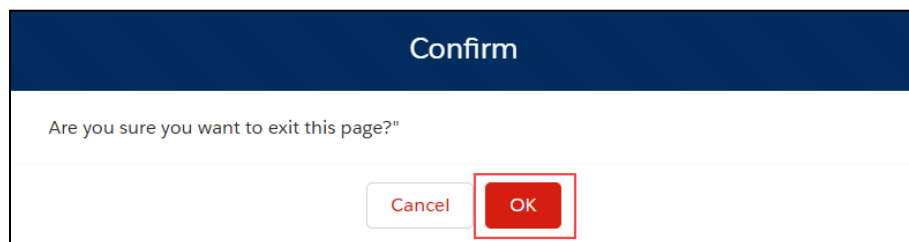
- ii. Select the **OK** button.

The **Roles have been successfully updated** message displays.



- iii. Select the **Done** button.

The **Confirm** dialog box displays.



- iv. Select the **OK** button.

The **User Access** pane displays.

OR

- c. To assign access permissions and/or restrictions to a specific subaccount type(s):
 - i. Select the **Expand** icon > to expand the specific subaccount type access details.





View SubAccount Permissions Done Expand All

> Broker/Filer

▼ Carrier Edit

Authorized Tab Access Authorized SCAC Access

Tab Name	Access
Accounts	Full Access
Action Plan	Full Access
BAL	Full Access
Bond Data	Read-Only
CBP Forms	Full Access
Change History	Read-Only
Declarations	Full Access
Manifest	Full Access
Mode of Communication	Full Access
Report	Read-Only

R141 R142 R143 R144



NOTE: Select the **Expand All** toggle button at the top to expand the details of all the subaccount types at one time. Select the **Expand All** toggle button again to collapse all the subaccount type details.

- ii. Select the **Edit** button.

The **Edit <subaccount type> SubAccount Permissions** pane displays.

Edit Carrier SubAccount Permissions

No Access Read-Only Access Full Access Check All

Authorized Tab Access Authorized SCAC Access

Tab Name	No Access	Read-Only	Full Access
Accounts	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Action Plan	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
BAL	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Bond Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
CBP Forms	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Change History	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Declarations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Manifest	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Mode of Communication	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Report	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

R141 R142 R143 R144



NOTE: The user access radio buttons for the tabs of the subaccount type are prepopulated by default based on the subaccount type and any preassigned permissions.

- d. To assign user access for all tabs of the specific subaccount type:
 - i. Select the **No Access** button, **Read-Only Access** button, or **Full Access** button at the top to assign user access for all the tabs of the subaccount type.





NOTE: The populated user access radio buttons for the tabs of the subaccount type dynamically change based on the Access button selected at the top.

OR

- ii. Select the **No Access**, **Read-Only**, or **Full Access** radio button to assign the appropriate user access for each tab of the subaccount type.
- e. To assign user access to specific accounts of the subaccount type:
 - i. On the right, to deny access to the account indicated by the account identifier, deselect the check box to the left of the specific account identifier.

OR

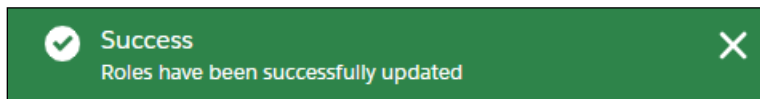
- ii. On the right, to assign access to all accounts of the account type, select the **Check All** toggle button to check all the checkboxes and assign access to all the account identifiers.



NOTE: Select the **Check All** toggle button again to uncheck the check boxes of all the account identifiers and deny access to all accounts of the account type.

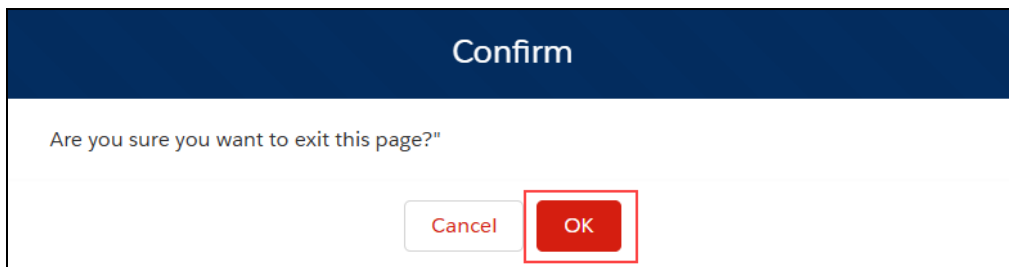
- f. Select the **Submit** button.

The **Roles have been successfully updated** message displays.



- g. Select the **Done** button.

The **Confirm** dialog box displays.



- h. Select the **OK** button.

The **User Access** pane displays.





TOPIC 2: ADD AN EXISTING USER

INTRODUCTION

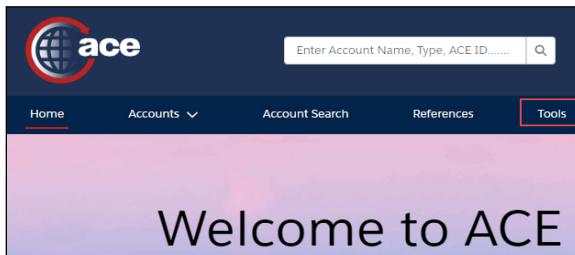
TAOs and PTAOs with proper permissions can add an existing user of a different top account to their top account. The email of the existing user is referenced to add that user.



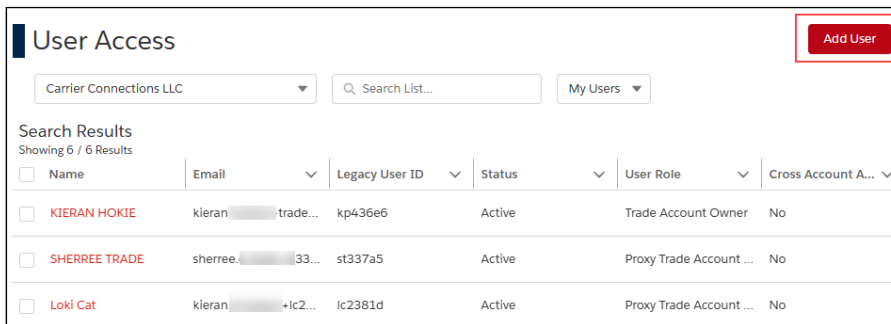
IMPORTANT: If the TAO or PTAO is assigned to more than one top account, the appropriate top account must be selected prior to adding the existing user.

ADD AN EXISTING USER

1. In the **Welcome to ACE** home page, select the **Tools** tab.



The **User Access** pane displays.



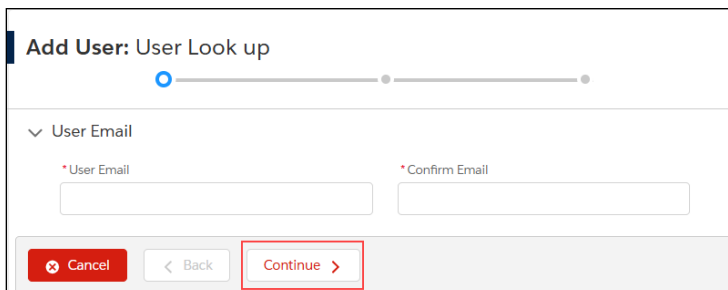
NOTE: The **Search Results** list displays all users assigned to the top account (Carrier Connections LLC) related to the user logged in (TAO or PTAO).



IMPORTANT: If the TAO or PTAO is assigned to more than one top account, use the first field drop-down menu at the top, left (top account name) to select the appropriate top account to add the existing user.

2. Select the **Add User** button.

The **Add User: User Look up** pane displays.

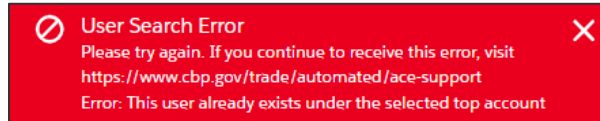




3. In the **User Email** section:
 - a. In the ***User Email** field, type the *email address of the existing user*.
 - b. In the ***Confirm Email** field, again type the *email address of the existing user*.
 - c. Select the **Continue >** button.



NOTE: The **Error: This user already exists under the selected top account** message displays if the existing user email is already associated with the top account.



The **Add User: User Details** pane displays the user information of the existing user.

Add User: User Details

▼ User Details

<p>Title</p> <input type="text" value="Select an Option"/>	<p>*First Name</p> <input type="text" value="Laurinda"/>
<p>Middle Name</p> <input type="text"/>	<p>*Last Name</p> <input type="text" value="Test"/>
<p>*Phone</p> <input type="text" value="123-123-1234"/>	<p>Phone Extension</p> <input type="text"/>
<p>*Email</p> <input type="text" value="laurinda@associates.cbp.dhs.gov"/>	<p>Fax</p> <input type="text"/>

▼ Address Details

<p>*Address Type</p> <p><input type="radio"/> PO Box</p> <p><input checked="" type="radio"/> Street</p>	<p>C/O</p> <input type="text"/>
<p>*Country</p> <input type="text" value="United States"/>	<p>*Street</p> <input type="text" value="22685 HOLIDAY PARK DR"/>
<p>Additional Address Line 1</p> <input type="text" value="Apt A"/>	<p>Additional Address Line 2</p> <input type="text"/>
<p>*City</p> <input type="text" value="STERLING"/>	<p>*State</p> <input type="text" value="Virginia"/>
<p>*Postal Code</p> <input type="text" value="20166-7751"/>	<p>County</p> <input type="text"/>



NOTE: The **User Details** and **Address Details** fields are prepopulated for the existing user and not editable.

4. Select the **Continue >** button.

The **Add User: Add Roles** pane displays.





Add User: Add Roles

✓ ————— ✓ ————— ○

▼ Select User Role

User First Name

* User Role

Select an Option ▼

Proxy Trade Account Owner

Trade Account User

User Last Name

User Email

* Access to Top Account

Yes

No

< Back

Save & Exit

5. In the **Select User Role** section:
 - a. In the ***User Role** drop-down menu, select a user role option.
 - b. For ***Access to Top Account**:
 - i. Select the **Yes** radio button to grant access to the top account.
 OR
 - ii. Select the **No** radio button to deny access to the top account.
 - c. Select the **Save & Exit** button.

The **User Name** pane of the added existing user displays.

User Name
Laurinda Test

Reactivate
Revoke

Legacy User Id	User Email	User Type	Top Account Name	Top Account ACE ID	Status
It13856	laurinda._____	TRADE	Carrier Connections LLC	0000199359	Active

Details Roles

▼ User Information

Title	First Name Laurinda
Last Name Test	Middle Name
Legacy User Id It13856	User Role Proxy Trade Account Owner ✎
Top Account ACE Id 0000199359	Top Account Name Carrier Connections LLC
User Email laurinda._____@associates.cbp.dhs.gov	Access to Top Account Yes ✎



NOTE: The **Top Account Name** field at the top displays the top account to which the existing user was added.





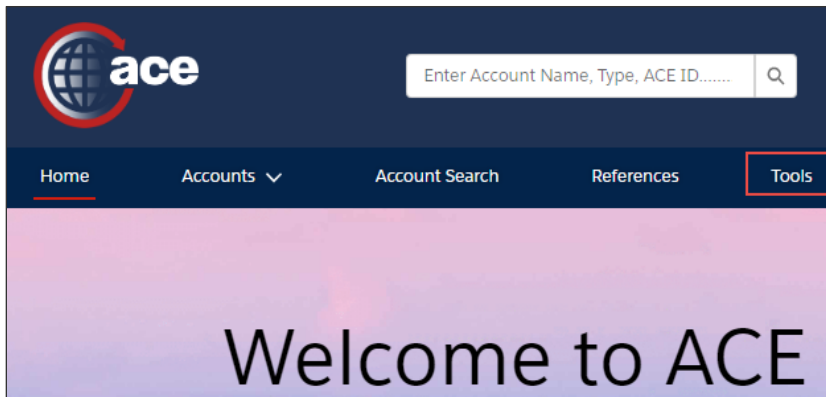
TOPIC 3: SEARCH, VIEW, AND EDIT THE USER DETAILS AND PERMISSIONS

INTRODUCTION

Use the **Search** feature to locate users and then view and edit user details and permissions.

SEARCH FOR A USER

1. In the **Welcome to ACE** home page, select the **Tools** tab.



The **User Access** pane displays.

User Access
Add User

Carrier Connections LLC

Q Search List...

My Users

Search Results
Showing 6 / 6 Results

<input type="checkbox"/> Name	Email	Legacy User ID	Status	User Role	Cross Account A...
<input type="checkbox"/> Ciri Cat	kieran	cc0383b	Active	Trade Account User	No
<input type="checkbox"/> Laurinda Test	laurinda	lt13856	Active	Proxy Trade Account ...	No
<input type="checkbox"/> Laurinda	laurinda	lc839ce	Active	Trade Account User	No



NOTE: The **Search Results** list displays all users assigned to the top account (Carrier Connections LLC) related to the user logged in (TAO or PTAO).



IMPORTANT: If the TAO or PTAO is assigned to more than one top account, use the first field drop-down menu at the top, left (top account name) to select the appropriate top account to search for the user.

2. If appropriate, in the **User Access** pane, in the **Search List...** field, type a *partial or complete user name* to narrow the search results or locate a specific user in the indicated top account.

The **Search Results** display.

3. In the **Search Results** list, in the **Name** column, select the user hyperlink.

The **User Name** pane displays.





VIEW AND EDIT USER DETAILS

1. In the **User Name** pane, in the **Details** tab, select an **Edit** icon to edit the user details.

User Name
Laurinda Test

Legacy User Id: It13856 | User Email: laurinda. | User Type: TRADE | Top Account Name: Carrier Connections LLC | Top Account ACE ID: 0000199359 | Status: Active

Details Roles

▼ User Information

Title: | First Name: Laurinda

Last Name: Test | Middle Name: |

Legacy User Id: It13856 | User Role: Proxy Trade Account Owner

Top Account ACE Id: 0000199359 | Top Account Name: Carrier Connections LLC

User Email: laurinda@associates.cbp.dhs.gov | Access to Top Account: Yes

The edit pane displays.

2. In the **Details** tab, in the **User Information** section:

User Name
Laurinda Test

Legacy User Id: It13856 | User Email: laurinda. | User Type: TRADE | Top Account Name: Carrier Connections LLC | Top Account ACE ID: 0000199359 | Status: Active

Details Roles

▼ User Information

Title: | First Name: Laurinda

Last Name: Test | Middle Name: |

Legacy User Id: It13856 | User Role: Trade Account User

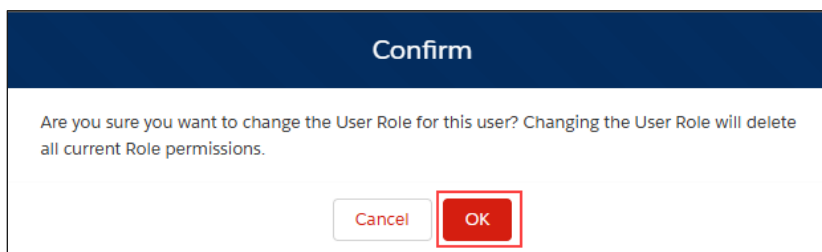
Top Account ACE Id: 0000199359 | Top Account Name: Carrier Connections LLC

User Email: laurinda@associates.cbp.dhs.gov | * Access to Top Account: Yes No

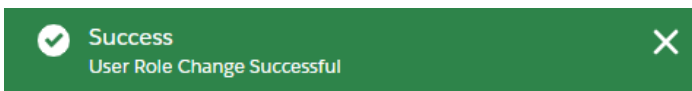
Cancel Save

- a. If appropriate, in the **User Role** drop-down menu, select the updated role.
- b. If appropriate, for ***Access to Top Account**, select the updated radio button.
- c. If appropriate, select the **Save** button.
- d. For an updated user role, in the **Confirm** dialog box, select the **OK** button.

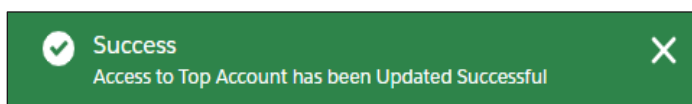




The **User Role Change Successful** success message displays

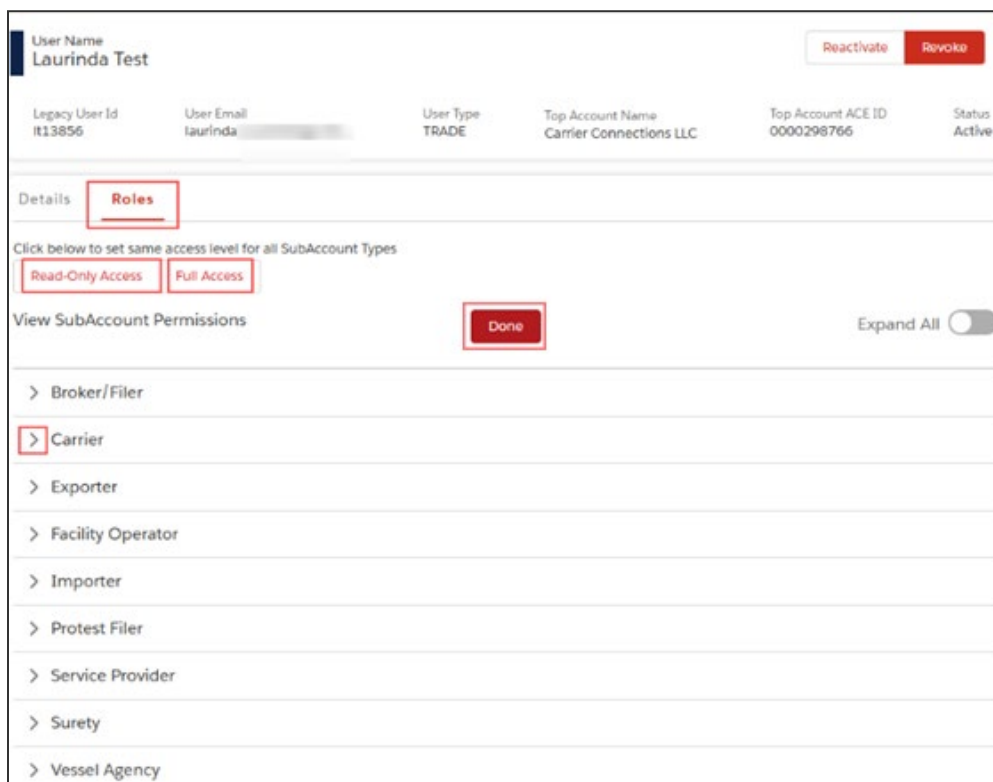


For an updated access to top account, the **Access to Top Account has been Updated Successful** message displays.



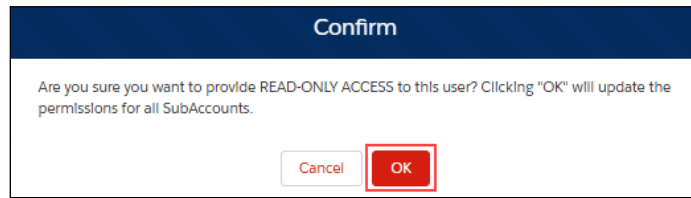
VIEW AND EDIT USER PERMISSIONS

1. In the **User Name** pane, select the **Roles** tab.



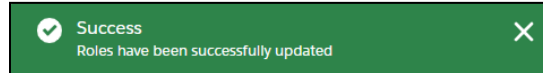
- a. To modify access to all subaccounts to **Read-Only Access**:
 - i. Select the **Read-Only Access** button at the top.
 - The **Confirm** dialog box displays.





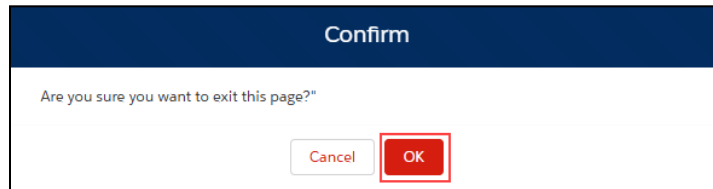
- ii. Select the **OK** button.

The **Roles have been successfully updated** message displays.



- iii. Select the **Done** button.

The **Confirm** dialog box displays.



- i. Select the **OK** button.

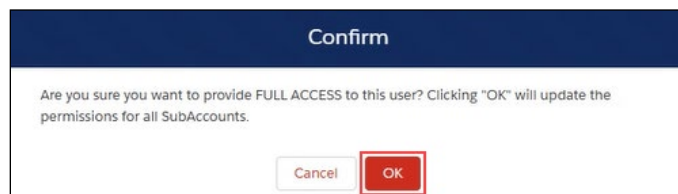
The **User Access** pane displays.

OR

- b. To modify access to all subaccounts to **Full Access**:

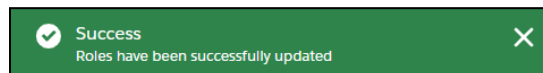
- i. Select the **Full Access** button at the top.

The **Confirm** dialog box displays.



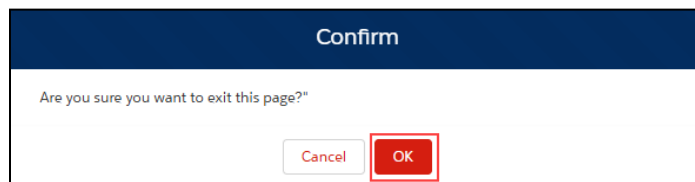
- ii. Select the **OK** button.

The **Roles have been successfully updated** message displays.



- iii. Select the **Done** button.

The **Confirm** dialog box displays.





- ii. Select the **OK** button.

The **User Access** pane displays.

OR

- c. To modify access permissions and/or restrictions to a specific subaccount type(s):

- i. Select the **Expand** icon > to expand the specific subaccount type access details.

View SubAccount Permissions

Done Expand All

> Broker/Filer

▼ Carrier Edit

Authorized Tab Access	Access	Authorized SCAC Access
Tab Name		R141 R142 R143 R144
Accounts	Full Access	
Action Plan	Full Access	
BAL	Full Access	
Bond Data	Read-Only	
CBP Forms	Full Access	
Change History	Read-Only	
Declarations	Full Access	
Manifest	Full Access	
Mode of Communication	Full Access	
Report	Read-Only	



NOTE: Select the **Expand All** toggle button at the top to expand the details of all the subaccount types at one time. Select the **Expand All** toggle button again to collapse all the subaccount type details.

- ii. Select the **Edit** button.

The **Edit <subaccount type> SubAccount Permissions** pane displays.

Edit Carrier SubAccount Permissions

No Access Read-Only Access Full Access Check All

Authorized Tab Access	No Access	Read-Only	Full Access	Authorized SCAC Access
Tab Name				R141 R142 R143 R144
Accounts	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Action Plan	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
BAL	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Bond Data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
CBP Forms	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Change History	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
Declarations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Manifest	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Mode of Communication	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Report	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	

Cancel Submit





NOTE: The user access radio buttons for the tabs of the subaccount type are prepopulated by default based on the subaccount type and preassigned permissions.

- d. To modify user access for the tabs of the specific subaccount type:
 - i. Select the **No Access** button, **Read-Only Access** button, or **Full Access** button at the top to modify user access for all the tabs of the subaccount type.



NOTE: The populated user access radio buttons for the tabs of the subaccount type dynamically change based on the Access button selected at the top.

OR

- ii. Select the radio buttons to modify the appropriate user access for each tab of the subaccount type.
- e. To modify user access for specific accounts of the subaccount type:
 - i. On the right, to deny access to the account indicated by the account identifier, deselect the check box to the left of the specific account.

OR

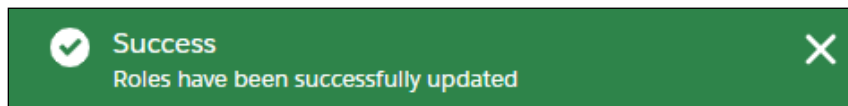
- ii. On the right, to assign access to all accounts of the account type, select the **Check All** toggle button to check all the checkboxes and assign access to all the account identifiers.



NOTE: Select the **Check All** toggle button again to uncheck the check boxes of all the account identifiers and deny access to all accounts of the account type

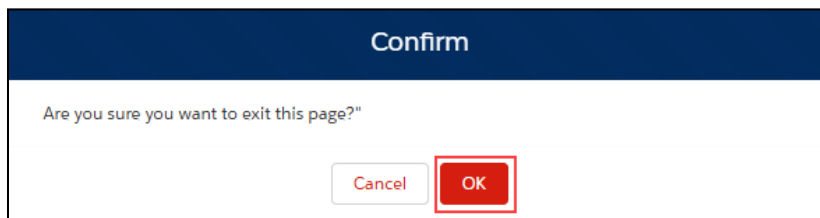
- f. Select the **Submit** button.

The **Roles have been successfully updated** message displays.



- g. Select the **Done** button.

The **Confirm** dialog box displays.



- h. Select the **OK** button.

The **User Access** pane displays.





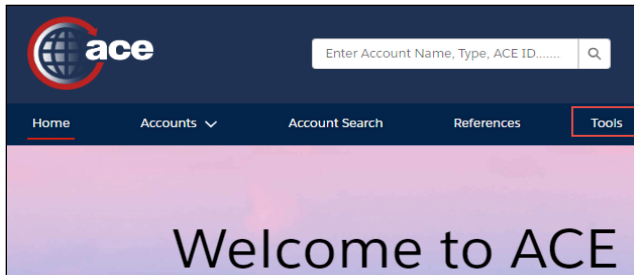
TOPIC 4: REACTIVATE AND REVOKE A USER

INTRODUCTION

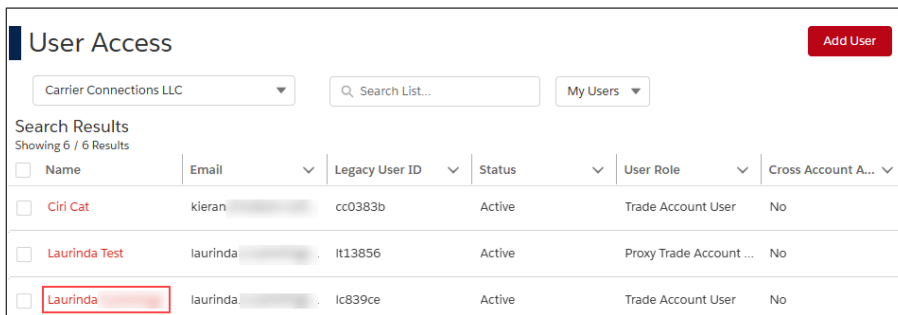
TAOs and PTAOs can reactivate and revoke users. Only a user with an inactive status can be reactivated. A user may have an inactive status due to 45 days of inactivity or a suspended user. Only active users can be revoked.

REACTIVATE A USER

1. In the **Welcome to ACE** home page, select the **Tools** tab.

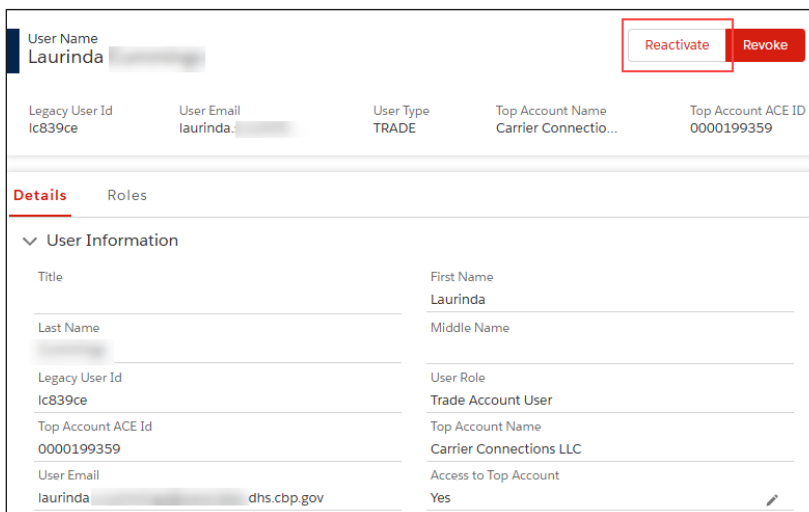


The **User Access** pane displays.



2. In the **Name** column, select the user name hyperlink of the user to reactivate.

The **User Name** pane displays.

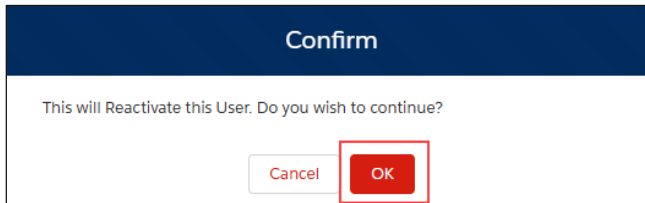


3. At the top, right select the **Reactivate** button.



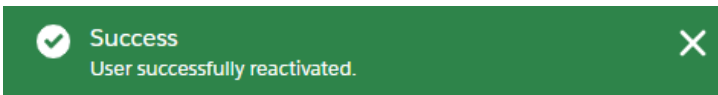


The **Confirm** dialog box displays.



4. Select the **OK** button.

The **User successfully reactivated** message displays.

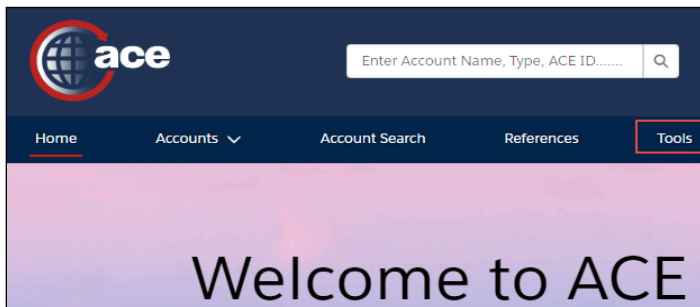


5. In the **User Name** pane, select the **Roles** tab to view and ensure the proper access permissions are assigned.

Reference [Topic 3: Search, View, and Edit the User Details and Permissions](#) for details to update user permissions in the **Roles** tab.

REVOKE A USER

1. In the **Welcome to ACE** home page, select the **Tools** tab.



The **User Access** pane displays.

Name	Email	Legacy User ID	Status	User Role	Cross Account A...
KIERAN HOKIE	kieran. trade...	kp436e6	Active	Trade Account Owner	No
SHERREE TRADE	sherree. st33...	st337a5	Active	Proxy Trade Account ...	No
Loki Cat	kieran. -lc2...	lc2381d	Active	Proxy Trade Account ...	No
Clri Cat	kieran. +cc0...	cc0383b	Active	Trade Account User	No
Laurinda Test	laurinda. ...	lt13856	Active	Proxy Trade Account ...	No
Laurinda	laurinda. ...	lc839ce	Active	Trade Account User	No

2. In the **Name** column, select the user name hyperlink of the user to revoke.



The **User Name** pane displays.

3. In the upper, right select the **Revoke** button.

The **Confirm** dialog box displays.

4. Select the **OK** button.

The **User has been Revoked Successfully** message displays.

