ACE Portal Modernization – User Management
Last updated: February 3, 2025

On February 22, 2025, U.S. Customs and Border Protection (CBP) will migrate Automated Commercial Environment Secure Data Portal (ACE Portal) account user access management functionality to the modernized ACE Portal. Migration of user access management functionality represents the final step of CBP's ACE Portal modernization effort. Following this deployment, ACE Portal users will complete all ACE Portal functions in the modernized platform.

What will change for trade users?

- Beginning on February 23, users will manage all user access to their ACE Portal account via the modernized user management tool. Users will not have access to this functionality in the legacy ACE Portal following this deployment.

- As a reminder, using the "User Access" features found under the "Tools" tab in the modernized ACE Portal, Trade Account Owners (TAO) and Proxy Trade Account Owners (PTAO) can:

  o Create new Trade Account Users (TAU) and PTAOs

  o Modify new and existing user access to one or multiple Top Accounts and Sub-accounts

    ▪ Account access options include full access or read-only access at the Top account and sub-account levels

  o Search for users

  o Reactive and revoke user access

  o Grant and view cross-account access (Account Owner-only)

- **IMPORTANT**: <u>Beginning at 5:00 a.m. ET on February 20, CBP will disable all ACE Portal user access changes in the legacy ACE Portal</u> to ensure that all user access is properly migrated to the modernized ACE Portal. See the below table for a summary of which platform can be used for ACE Portal provisioning in the future:

	Legacy ACE Portal	Modernized ACE Portal
Up to February 19	Yes	No
February 20 - 22	No	No
Beginning on February 23	No	Yes

- For more information on managing ACE Portal account user access, view the [Managing an ACE Portal account webpage](#).

U.S. Customs and Border Protection

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What additional resources are available?

- **Training**
  - Modernized ACE Portal user management training resources are now available on the [ACE Training and References webpage.](#)

- **Biweekly Trade Call Demonstration**
  - CBP will demonstrate the modernized user management tool during the following upcoming ACE Biweekly Trade Call:
    - February 6, 2025
    - 2:00 p.m. ET
    - [Join via Webex](#)

- **Deployment Support Calls**
  - The Trade Transformation Office (TTO) will conduct a post-deployment support call for the trade community on the following date:
    - February 27, 2025
    - 2:00 p.m. ET
    - Join via [Microsoft Teams Desktop or Mobile App](#)
  - Participants are encouraged to join at the start of the call when CBP will provide a brief deployment status update. A question-and-answer segment will follow. Calls may end early if all questions have been addressed.
  - Additional calls may be scheduled if demand warrants. More details will be announced on these support call/s and via CSMS message.

- **Additional Support**
  - For questions about the ACE Portal Modernization, contact ACEPortalModHelp@cbp.dhs.gov.
  - For technical issues, contact the CBP ACE Account Service Desk (ASD) at (866) 530-4172 or ace.support@cbp.dhs.gov.