

How do I request Portal Access?

If you are a Participating Government Agency (PGA) and would like to request access to the ACE Portal, please navigate to the “PGA Security Documents” folder located on the “Security” tab of the PGA Resource Center. In this folder you will find a document titled “ACE Security Reference Guide: From New PGA to ACE Access”. This document details the process that you will need to follow to gain access to the ACE portal.

Important Note: All official requests for portal access must be delivered to the CBP SCO by your official Agency ITDS point of contact.

Important Security Documents:

- ACE Portal Access Application- located at the bottom of the “PGA Security Documents” folder
- Non Disclosure Agreement- located at the bottom of the “PGA Security Documents” folder
- CBP Form 7300- located at the bottom of the “PGA Security Documents” folder.

Navigating to the “PGA Security Documents” Folder

- Navigate to www.itds.gov
- Select “PGA Resource Center” located in the right corner of the site
- Enter your user id and password
- Select the “Security” tab located in the bottom left corner of the page
- Select “PGA Security Documents”

Delivering your “PGA Security Documents” Folder

- All security documents must be delivered by your designated ITDS point of contact.
- Please mail the security packets to the following address:
U.S. Customs and Border Protection
Attention: Beauregard; Julia Shifflett C-137-1
7681 Boston Boulevard
Springfield, VA 22153

If you have any questions regarding the security procedure please contact Julia Shifflett at Julia.shifflett@dhs.gov

Accessing ACE Portal Training

Once you are granted access to the ACE data portal you will:

- Receive a system generated email from the ACE portal with your hash id and shared secret information.
- Receive an email from askitds@cbp.dhs.gov with detailed instructions on accessing web based training available on the PGA Resource Center.

Note: Your training password will not be activated until you are granted access to the ACE portal.