



Customs-Trade Partnership Against Terrorism

Portal 2.0 Frequently Asked Questions

(1) Why does C-TPAT need a new Portal system?

C-TPAT is developing a new version of the C-TPAT Portal to streamline applications to U.S. partnership programs, to add functionality requested by Partners, and to meet DHS mandated security requirements. The design of Portal 2.0 allows greater flexibility for future requirements, supports multiple applications with a single sign-on, allows Partners the ability to maintain memberships in multiple partnership programs, (e.g., C-TPAT and Importer Self-Assessment (ISA)), and the ability to create multi-mode account types (e.g., broker/consolidator, importer/exporter).

(2) What are the advantages of the new system?

Portal 2.0 will allow for new levels of flexibility and security where they did not previously exist in the initial C-TPAT Portal system. Trade Users will be able to use a single sign on to manage multiple accounts, and in Phase II will be able to merge multiple C-TPAT accounts to reduce administrative time required by managing multiple accounts. The new system will also facilitate interagency communication and coordinate government resources to consolidate international validation trips, by:

- Reducing the number of separate yet similar accounts.
- Allowing companies to establish relationships between C-TPAT accounts that have different security standards (Importer with Tier II benefits vs. Importer with Tier III benefits), link accounts in an organization tree, such as manufacturer and importer accounts.
- Simplification of the Status Verification Interface (SVI) partner monitoring system for Trade and CBP.
- Simplification of the Security Profile.
- Better organization in the Document Libraries.

(3) When is C-TPAT Portal 2.0 going to launch?

C-TPAT Portal 2.0 is being developed in four phases. Phase I will launch on December 8, 2014, with Phase II launching approximately five to six months after this date. Phases III and IV are still in development and currently have no fixed deployment dates.

(4) What is the web address for the Portal 2.0 system?

The web address for C-TPAT Portal 2.0 will remain <https://ctpat.cbp.dhs.gov>.

(5) What should I do if I cannot access the new Portal?

Check the browser you are using to access Portal 2.0. DHS security standards allows CBP to program for and test only Internet Explorer. This has resulted in Portal 2.0 being designed and tested only for Internet Explorer 10 and up.



- (a) Internet Explorer 9 or earlier: Portal 2.0 has not been tested on these older browsers. If you are experiencing difficulties, the recommended solution is upgrading to Internet Explorer 10 or above.
- (b) Internet Explorer 10 and 11: If you have previously set your Compatibility View settings to view the older Portal 1.0, you will need to reset them by deleting dhs.gov from the *Websites you have added to Compatibility View* box. See the Troubleshooting Guide for assistance.
- (c) Due to DHS restrictions, Firefox, Safari, and Google Chrome have not been tested for compatibility. It has been determined during the Portal 2.0 Pilot these browsers will usually function normally if the user decides to accept the security certificates when the warning message appears.

(6) What are the major changes?

C-TPAT Portal 2.0 is designed to manage multiple accounts with one main account containing generic company information, which is called the Trade Account. In Phase I, companies will start managing their company information through a Trade Account. Beginning in Portal 2.0 Phase II, users of a Trade Account will be able to manage multiple C-TPAT accounts within this single Trade Account.

(7) Do I need to re-enter any information into the new system?

All information will transfer from your current C-TPAT account in Portal 1.0 to your Trade Account and C-TPAT account in Portal 2.0. All users will be required to establish new passwords, to include security questions.

If you have incomplete information in your C-TPAT account (e.g., no Brief Company History, no Number of Employees, no CBP bond number for importers) you will be required to complete that information when you first log in to Portal 2.0. Failure to complete this basic information will prevent users from your company from conducting any other actions or operations within the account. The solution is to complete all of these data fields, which were introduced as mandatory elements in 2010. If you do not desire to complete this information, please contact your Supply Chain Security Specialist in writing with your company's intent to withdraw from the C-TPAT Program.

(8) How does the Status Verification Interface (SVI) change?

SVI will undergo significant changes in Portal 2.0. SVI numbers will be abolished. All current monitoring between Partners will carry over to Portal 2.0. All future requests to monitor will be made and accepted within the C-TPAT Portal site quite similar to many internet social media sites. Email requests between partners will no longer be necessary. All of the partners you are currently monitoring, and all partners who are currently monitoring you, will be migrated over to the new system. All new monitoring requests must be made through the new on-line system. See the Status Verification (SVI) Tutorial on CBP.gov for assistance.



(9) Are there any training materials?

A complete Portal 2.0 Phase I User Manual is available in the Public Document Library in the C-TPAT Portal, and also on CBP.gov at <http://www.cbp.gov/border-security/ports-entry/cargo-security/c-tpat-customs-trade-partnership-against-terrorism/portal-resource>. A series of short training guides are also available in these locations, extracted from the full User Manual, to aid in common account actions, including completing an Annual Review; adding addresses and contacts; and making an SVI monitoring request.

(10) How do I reset my password?

First, be sure you are entering your user name correctly. The user name must be exactly the same as the email address that you entered into the system as your contact information. If you are sure your user name is correct, please follow these instructions below:

1. Go to the C-TPAT Portal web tool.
2. Click on the "Forgot your password?" link below the login button.
3. In the block for "User Name" type in the email address exactly as you typed it when you originally accessed the C-TPAT Portal.
4. Click Submit and wait at the password request screen until you see an acknowledgment that an email will be sent with a temporary password. Note that during heavy internet use periods receiving the email may take up to an hour. *Do not submit multiple requests on the same calendar day.*
5. Click on the link provided in the email and follow the instructions to create a new password. As an added layer of security, you will be asked to provide answers to three security questions. Follow the instructions to create a new password.
6. Ensure your new password meets the DHS requirements as displayed on the login screen.

If you have any questions on these issues, your first point of contact is your assigned Supply Chain Security Specialist.