



Customs Trade Partnership Against Terrorism

CTPAT Portal User Manual

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Revision 1.2



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Terms and Definitions

AEO	Authorized Economic Operator. A party involved in the international movement of goods in whatever function that has been approved by or on behalf of a national Customs Administration as complying with WCO or equivalent supply chain security standards. AEO programs are intended to include all economic operators to enhance security along all points of the supply chain.
AQUA Lane	Advanced Quality Unlading Approval. A benefit for low-risk Sea Carriers in the CTPAT program. It allows vessels under the control of the CTPAT carrier to request permission to unlade cargo on arrival.
CBSA	Canada Border Services Agency. The Canadian government agency which administers the supply chain security program, Partners In Protection (“PIP”).
Certified	Status bestowed a successful applicant after its Security Profile has been approved. Also known as Tier one status.
Certified Exceeding	Status for CTPAT Importers who meet and-exceed the minimum-security criteria, as well as engage in several “Best Practices.” This status is granted by CTPAT Headquarters only on a case-by-case basis, after the Importer successfully completed a CTPAT validation with no Actions Required and verified “Best Practices.” Also known as Tier III status.
Certified Non-Importer Validation Completed	Status of CTPAT Non-Importer Partners that meet the minimum-security criteria and have successfully completed a validation. Non-Importers do not receive “Tier” status or benefits.
Certified, Validated	Status of CTPAT Importers who have met the minimum security criteria and successfully completed a validation. Also known as Tier II status.
COAC	Advisory Committee on Commercial Operations of Customs and Border Protection (“COAC”). COAC is a 20-member advisory council composed of members of the Trade. The council advises the secretaries of the Department of the Treasury and the Department of Homeland Security on the

	commercial operations of CBP and related DHS and Treasury functions. COAC considers issues, such as: global supply chain security and facilitation, modernization and automation, air cargo security, customs broker regulations, trade enforcement, exports, trusted trader, revenue modernization, a single U.S. Government approach to trade and safety of imports, agricultural inspection, and the protection of intellectual property rights.
Company Officer	A high-level company employee who holds an office of authority, and acts in an official capacity on behalf of a company. A Company Officer would have the authority to contract or otherwise act on behalf of the company.
Company Profile	The portion of a CTPAT Portal Application or Account that contains basic company information, such as addresses, points of contact, and brief description of company operations.
Consultant	A third party who provides professional or expert advice for his client, the company. However, he is unable to act in an official capacity making decisions for his client. A consultant may submit information to CTPAT for his client, as long as the client is aware of what is being submitted and accurately reflects his client's security procedures.
CTPAT	Customs Trade Partnership Against Terrorism. A voluntary partnership between the U.S. Government and members of the trade based on the security of international supply chains with a focus on anti-terrorism. The program is led by U.S. Customs and Border Protection (CBP).
Security Profile Annual Review	The account review that must be conducted on an annual basis by the Partner within the 90 days prior to the Partner's "Anniversary Date" shown in the Portal. This process includes a review and update of the Security Profile (Company Profile should also be updated), to ensure that the information contained therein remains current and accurate. The company officer must sign the Membership Agreement in the Portal, prior to submitting the

	<p>Security Profile to complete the Annual Review. Once submitted, the assigned Supply Chain Security Specialist (SCSS) must vet the Partner to ensure that it is not barred from further CTPAT participation based on the eligibility requirements and current vetting thresholds. The SCSS reviews the Security Profile in order to verify that the partner still meets the CTPAT Minimum Security Criteria.</p>
CTPAT Application	<p>A CTPAT application is shown as a CTPAT account in the Portal, where company and security profiles are completed and initially submitted to CTPAT for consideration.</p>
CTPAT Partner	<p>A company that has achieved Certified status with the CTPAT program, continues to meet the eligibility and vetting requirements, and adheres to the Partner Agreement.</p>
Customs and Border Protection (CBP)	<p>One of the U.S. Department of Homeland Security’s largest and most complex components, with a priority mission of keeping terrorists and their weapons out of the U.S. CBP also is responsible for securing and facilitating trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws.</p>
De-Linking Trade Accounts	<p>Delinking Trade accounts allows a company the ability to rescind previously established relationships among CTPAT Portal trade accounts, so that developments such as divesture and company restructuring are reflected in the accounts.</p>
Eligibility Requirements	<p>Business model and activity requirements relevant to a CTPAT eligible trade entity. These requirements must be met by CTPAT program applicants at the time of application for CTPAT membership.</p>
FAST	<p>The Free and Secure Trade program. A commercial clearance program administered by CBP for known low-risk shipments entering the United States from Canada and Mexico. This program allows expedited processing through dedicated vehicle lanes for commercial carriers who have fulfilled certain eligibility requirements. FAST vehicle lanes process cargo at land border ports of entry that serve commercial cargo.</p>

	Participation in FAST requires that every link in the supply chain, from manufacturer to carrier to driver to importer, is CTPAT certified.
FMC	U.S. Federal Maritime Commission. An independent federal agency responsible for regulating the U.S. international ocean transportation system for the benefit of U.S. exporters, importers, and the U.S. consumer.
IATA	International Air Transport Association (“IATA”). A global trade association for the airline industry. IATA has 290 member airlines in 120 countries.
IOR – Importer of Record Number	Internal Revenue Service (IRS) number, Employer Identification Number (EIN), Social Security Number (SSN), or CBP assigned number of the entity liable for payment of all duties and responsible for meeting all statutory and regulatory requirements incurred as a result of importation.
Linking Trade Accounts	Linking Trade accounts allows a company the ability to create relationships among CTPAT Portal trade accounts to represent a company’s actual organizational.
Merge Trade Accounts	Merging Trade Accounts allows the ability to consolidate accounts that are at the same level in a Trade Organization hierarchy.
Merge Security Models	Merging CTPAT Security Models allows the ability to consolidate accounts with identical security practices and procedures to be managed as one account.
Minimum Security Criteria	Security standards that companies must meet to be accepted as a partner in CTPAT.
MRA	Mutual Recognition Arrangement. A country’s government formally recognizing the AEO program of another country’s government, and thereby granting benefits to the AEOs of that country.
Portal (the CTPAT portal)	A single logon system built to establish account relationships across multiple partner government agency programs.
PDF	Portable Document Format. How information is formatted when exporting information from a CTPAT Account. Such documents are saved electronically using the “.pdf” file extension. An example of this is a Security Profile that has been uploaded to the Partner Document Exchange after Approval.
PGA’s	Partner Government Agency (e.g., TSA, FDA)
PIP	Partners In Protection, a supply chain security program administered by the Canadian Border Services Agency (CBSA).
Point of Contact	The Point of Contact (POC) is any person listed as

	<p>a contact in CTPAT's Portal system. These POCs are the only people authorized to work with the CTPAT program on the company's behalf. Points of Contact must be empowered to make decisions and policy changes regarding the Partner's security procedures.</p>
Risk Assessment	<p>Risk Assessment for most businesses would mean identifying and evaluating levels of risks involved in all areas of the business. For example, natural disasters, civil unrest, acts of terrorism, labor strikes may all be areas of risk that a business considers when importing merchandise. For CTPAT purposes, a Risk Assessment is narrower in scope and may be defined as an International Supply Chain Security Risk Assessment that examines security threats and vulnerabilities associated with a CTPAT Partner's international supply chain in each node of the chain from the point of origin where the goods are manufactured, packed and stuffed for export, until they reach their final destination for distribution. The assessment should also include a plan to mitigate the risks identified in the assessment.</p>
SCAC	<p>Standard Carrier Alpha Code. A unique code used to identify transportation companies (highway carriers). Typically four alphabetic letters long, the SCAC was developed by the National Motor Freight Traffic Association in the 1960s to help the transportation industry computerize data and records.</p>
Security Model	<p>An account which houses a business type and can contain various Trade Organizations.</p>
Security Profile	<p>The security profile is the Applicant/Partner's written declaration of security measures and procedures used throughout the international supply chain. The security profile is maintained in the CTPAT Portal account and must be reviewed by the CTPAT Partners on at least an annual basis as part of its required Annual Review of Security Profile. The information provided in the security profile is verified during the validation process.</p>
Split Trade Account	<p>The ability to split an active trade account into two trade accounts and assign a security model to one of the trade accounts (if applicable).</p>

Split Security Model	The ability to separate a multi-mode CTPAT account into two security models to manage them separately.
SVI – Status Verification Interface	Online tool used by CTPAT Partners to verify membership and status of other Partners in the CTPAT program.
Supply Chain Security Specialist (SCSS)	The CBP representative who manages the accounts of CTPAT Partners and works with those companies to achieve and maintain CTPAT certification.
Trade Account	Generic Company organization profile information that can be used to apply to CTPAT numerous times, or potentially future industry partnership programs.
Trade Compliance	The Trade Compliance (TC) program, launched in 2002, is a trade facilitation partnership program that reaches out to importers with the goal of evaluating and building importers’ systems of internal controls. TC members are exempt from the CBP’s Regulatory Audit pool. Membership in CTPAT is a prerequisite for TC.
Trade Organization	A hierarchy of one or more linked Trade Accounts.
Trade User	A person who has a user account in the Partner Portal.
Trade Compliance	A trade facilitation partnership option offered to importers in the CTPAT program which allows them to monitor their own cargo compliance through self-assessments.
TUI	Trade User Interface
Validation	A site visit by SCSSs to accomplish the verification of company security measures and supply chain security practices based on the CTPAT minimum-security criteria. Validations are mandated by the SAFE Port Act to take place at least every four years but may be conducted more frequently based on risk. A validation requires a physical, virtual or telephone site visit.

Introduction

The CTPAT web portal is constantly changing to meet the demands of the trade environment and technology and new trends in supply chain security. The portal has expanded to include the addition of the Trade Compliance elements and the changes required to update the MSC. This Manual explains the basic maneuverability throughout the portal to be able to have an accurate and complete CTPAT application. It will also enable partners in the program can take advantage of CTPAT and foreign AEO cargo facilitation benefits.

CTPAT is also work in partnership with other U.S. Government / trade partnership programs and other departments within CBP and DHS such as the Transportation Security Administration (TSA), to assist with air with carrier validations, and with the Agriculture Programs and Trade Liaison (APTL), to advise and lead efforts with the newly implemented agricultural requirements of the MSC. Internationally, in response to initiatives driven by the President of the United States, the Secretary of Homeland Security, and the Commissioner of U.S. Customs and Border Protection, the portal has improved to allow for growing relationships with foreign government Authorized Economic Operator (AEO) programs that would enable U.S. trade to expand benefits to foreign ports of entry. The CTPAT web portal can manage new accounts relating to the many new areas the CTPAT program has a need.

Portal Account Management

SYSTEMS REQUIREMENTS

- Google Chrome to access Portal applications
- JAVA updates
- Ensure all company profile information has been updated
(*Difficulty using portal applications will result if not up to date*)

Joining CTPAT

The application process for the CTPAT program is initiated online. A company representative must complete the application on a secure website called the CTPAT Portal. There are two components to the application process: the Company Profile and the Security Profile. The company profile section of the application asks for addresses and contact information. Once the company profile is complete and the “Submit” button is clicked, an account is created in the CTPAT Portal. When this account has been created, the company representative will then enter information pertaining to company supply chain cargo security into the Security Profile. The Security Profile section of the website is reviewed by a Supply Chain Security Specialist (SCSS) who will be assigned to the company account. The SCSS then reviews the file and determines the company’s ability to meet CTPAT minimum security requirements.

After the security profile is reviewed and accepted, the company will be accepted into the CTPAT program and may start receiving cargo facilitation benefits. At this time, the SCSS assigned to the account will contact the main point of contact to set up site visits of the supply chain called “validations”. Validations are required because the SCSS must physically verify that the information documented in the security profile that was uploaded into the CTPAT portal really exists and are being practiced by company

employees. When the SCSS reviews the company’s operations and has found them to meet CTPAT requirements, the company will become validated as a Tier II company, and will begin receiving the full benefits of the CTPAT Program. Below, are the steps to begin applying to the CTPAT program:

1. First, click on the following link to our website to register: CTPAT web (dhs.gov)

Thank you for your interest and participation in the U.S. Customs and Border Protection's (CBP) Trusted Trader Programs. CBP appreciates your assistance in strengthening global supply chain security and commitment to trade compliance.

As you begin your application for CBP's Trusted Trader Programs, Trade Compliance and/or the Customs Trade Partnership Against Terrorism (CTPAT), and whenever updating your account(s), always be aware there are user assistance materials freely available at cbp.gov/ctpat. There is no fee or payment required to apply to or remain a Partner in any of CBP's Trusted Trader Programs.

For those who have been assigned a Supply Chain Security Specialist (SCSS) for CTPAT or a National Account Manager (NAM) for Trade Compliance, that CBP Official should always be your first point of contact for all questions relating to supply chain security or trade compliance. If you have not yet been assigned an SCSS for CTPAT, you may contact industry.partnership@cbp.dhs.gov for assistance. If you have not yet been assigned a NAM, you may contact trustedtrader@cbp.dhs.gov for assistance.

These Trusted Trader Programs aim to move toward a whole of government approach to supply chain security and trade compliance by strengthening government collaboration between participating Government agencies.

Notice: This system contains trade secrets and commercial and financial information relating to the confidential business of private parties. The trade secrets act, (18 USC 1905), provides penalties for disclosure of such information. CBP employees who violate this act and make wrongful disclosures of confidential commercial information may be subject to a personal fine of up to \$1,000, imprisonment for not more than one year, or both, and shall be removed from employment. An improper disclosure of certain information contained in this system would constitute a violation of the privacy act (5 USC 552a). Violators could be subject to a fine of not more than \$5,000. Information contained in this system is subject to the 3rd party rule and may not be disclosed to other government agencies without the express permission of the agency supplying the original information.

Paperwork reduction act statement: an agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number. The control number for this collection is 1651-0077. The estimated average time to complete this application is

Report a Technical problem with this site (password resets, error messages, navigation issues, etc.)
Contact the CTPAT Program Office (completing your Security Profile, Validation process, CTPAT policies, etc.)
Help Desk: 1-800-927-8729
Build Version: 2.15.7

2. Next, create a user profile:

Create user profile

Complete the user registration form



All * fields are required.

Already have an account? [Sign in](#)

Email: *

you@company.com

Confirm Email: *

Title: *

Eg. CEO

Salutation: *

--- Select One ---

First Name: *

Eg. John

Middle Initial:

3. Then the welcome page displays:

U.S. Customs & Border Protection
U.S. Department of Homeland Security

CTPAT™
YOUR SUPPLY CHAIN'S STRONGEST LINK

Help George Rudy grudyfamily@gmail.com

Welcome to the CTPAT Portal!

This version of the Portal has been designed and built for the trusted trade community to apply for and maintain CTPAT membership.

A complete user manual for the CTPAT Portal can be found at the following link: www.cbp.gov/ctpat.

Use the Get Started button to create your first trade account.

Get Started

Complete the following steps to become a CTPAT partner:

- Register as a CTPAT User
- Create a trade account
- Create and submit a CTPAT account
- Get certified and validated
- Continue to update your CTPAT account annually

Click on the Get Started button and follow the instructions that follow.

You must complete all the information requested with an asterisk * to progress to the next stage. When you are done entering the required information, select “Save to the list below” and then the “Next” button to progress through to the next tabs.

Trade Account Actions

Create

Trade Account Profile

Previous Save

Company Information Addresses Users Summary

View PDF

Summary

Company Information

Company Name	Miami Fishing Company
Doing Business As	Fish for you
Ownership Type	Corporation
Telephone Number	3058675309

Trade Account Profile

Previous Next Save

Company Information Addresses Users Summary

All * fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.

Add/Edit Address

Type *	Distribution Center	Address Line 2	
Address Line 1 *	3432 Washington	Country *	---Select Country---
City *	Los Angeles	State	---Select State---
Postal Code *			

Save to the list below Cancel

Address

Once you are done, a thank you message appears, and continue following the instructions as stated below, "Next step: Click the icon above to create a new CTPAT account."

Company Name: Virginia Fishing DBA: fish boat


Trade Account Profile

Next Save Delete

Company Information Addresses Users Summary

All * fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.

Company Information

Company Name* Virginia Fishing  Doing Business As fish boat

Ownership Type* Corporation Thank you for creating your CTPAT trade account. Telephone Number* 12023441954

Fax Number Next step: Click the icon above to create a new CTPAT account Website

Business Start Date* 02/02/2022 Number of Employees* 28241

Company History* We have a boat and a pole.

View PDF

Now the account should be set up the Apply to CTPAT button will populate as demonstrated in the image below:

U.S. Customs & Border Protection U.S. Department of Homeland Security CTPAT™ YOUR SUPPLY CHAIN'S STRONGEST LINK

Trade Organization(s) Virginia Fishing

Trade Account Information Trade Account Profile Documents Status Verification Interface Tasks for Trade Organization

Partnership Programs CTPAT Accounts

Trade Account Actions

Company Name: Virginia Fishing DBA: fish boat

Virginia Fishing - Security Models

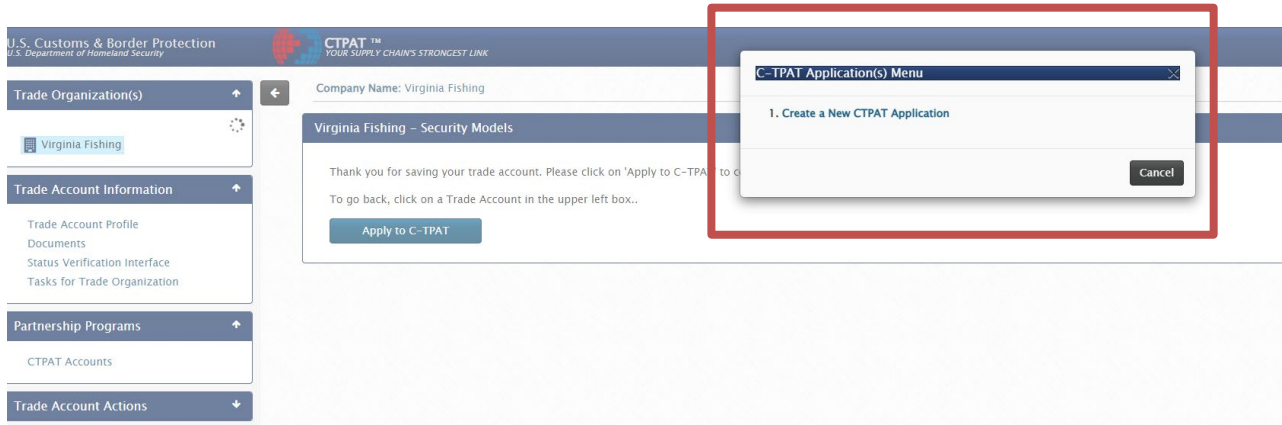
Thank you for saving your trade account. Please click on "Apply to C-TPAT" to complete a C-TPAT application.

To go back, click on a Trade Account in the upper left box..

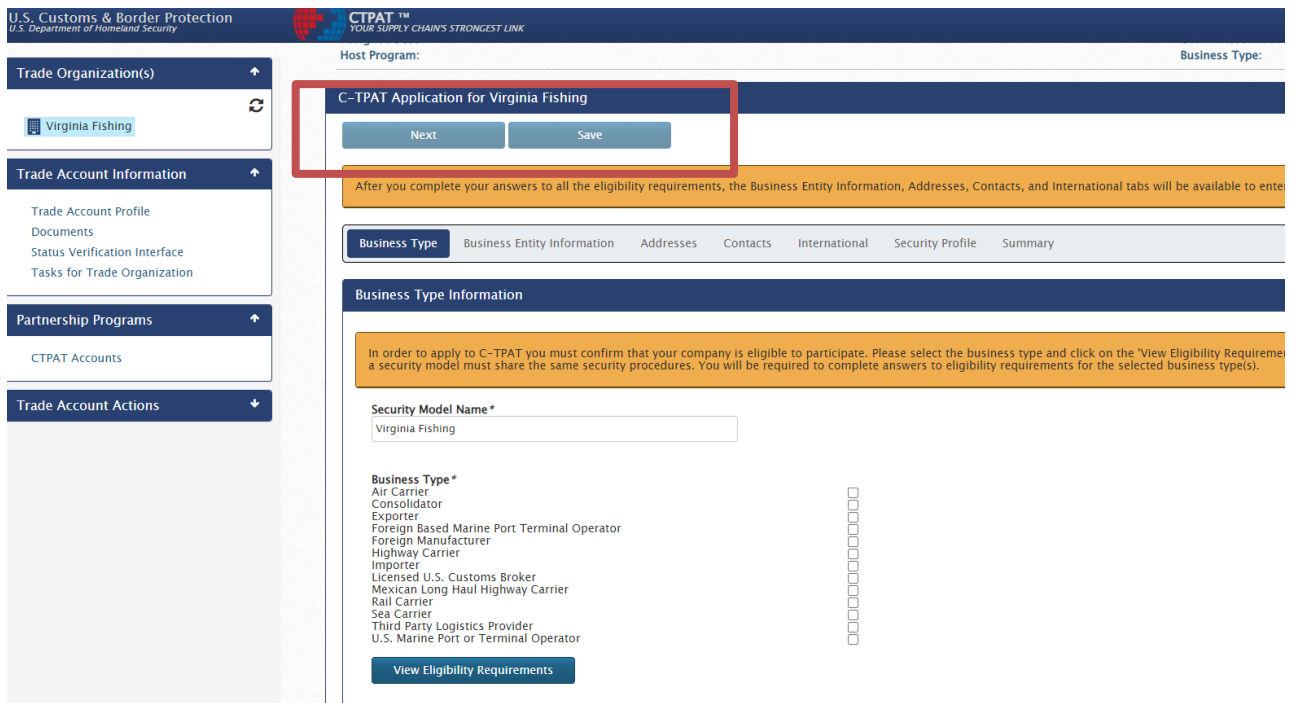
Apply to C-TPAT

Now you can begin the application process as shown *above* by clicking on the “Apply to C-TPAT.”

Note: If you do not see this screen, you can click on the Partnership Programs box to the left and select CTPAT Accounts. Then this screen will show up.



Continue following the steps and filling in the questions and hit Next to continue and Save at the end:



Business Type tab is the first tab that is displayed as shown in the figure below:

C-TPAT Application for Virginia Fishing

Next

Save

After you complete your answers to all the eligibility requirements, the Business Entity Information, Addresses, Contacts, and In

Business Type

Business Entity Information

Addresses

Contacts

International

Security Profile

Summary

Business Type Information

In order to apply to C-TPAT you must confirm that your company is eligible to participate. Please select the business type and a security model must share the same security procedures. You will be required to complete answers to eligibility requiremen

Security Model Name*

Virginia Fishing – Exporter,Highway Carrier

Business Type*

Air Carrier
Consolidator
Exporter
Foreign Based Marine Port Terminal Operator
Foreign Manufacturer
Highway Carrier
Importer
Licensed U.S. Customs Broker
Mexican Long Haul Highway Carrier
Rail Carrier
Sea Carrier
Third Party Logistics Provider
U.S. Marine Port or Terminal Operator

View Eligibility Requirements

Here, you can select multiple business types; however, future updates to the portal will only allow one business type to be selected at a time.

Then, click on the *View eligibility Requirements* button to make sure you are eligible by answering the questions pertaining to each business type selected:

Security Model Name *
Virginia Fishing - Exporter,Highway Carrier

- Business Type*
- Air Carrier
 - Consolidator
 - Exporter
 - Foreign Based Marine Port Terminal Operator
 - Foreign Manufacturer
 - Highway Carrier
 - Importer
 - Licensed U.S. Customs Broker
 - Mexican Long Haul Highway Carrier
 - Rail Carrier
 - Sea Carrier
 - Third Party Logistics Provider
 - U.S. Marine Port or Terminal Operator

View Eligibility Requirements

Reset Eligibility Answers



Eligibility Requirements	
<input type="radio"/> Yes <input type="radio"/> No	Is your company an active international border crossing U.S./Mexico or U.S./Canada Highway Carrier? When applying, carriers will be designated as either Mexican or Canadian based on where the company crosses goods. If your company crosses freight on both borders, you should apply under the Mexican carrier designation.
<input type="radio"/> Yes <input type="radio"/> No	Is your company an active U.S. Exporter?
<input type="radio"/> Yes <input type="radio"/> No	Does your company have a business office staffed in the U.S.?
<input type="radio"/> Yes <input type="radio"/> No	Does your company have an Employer Identification Number (EIN), or a Dun & Bradstreet (DUNS) number?
<input type="radio"/> Yes <input type="radio"/> No	Does your company have a business office staffed in the U.S., Mexico or Canada?
<input type="radio"/> Yes <input type="radio"/> No	Does your company have an active U.S. National Motor Freight Traffic Association Standard Carrier Alpha Code (SCAC Code / four Alpha Characters) and a U.S. Department of Transportation Number (DOT Number / six digits)?
<input type="radio"/> Yes <input type="radio"/> No	Does your company have a designated company officer that will be the primary cargo security officer responsible for CTPAT?
<input type="radio"/> Yes <input type="radio"/> No	Will your company sign the "CTPAT-Partner Agreement to Voluntarily Participate" and demonstrate commitment to the obligations outlined in this Agreement? This document is signed by a Company officer when the company applies for CTPAT membership via the CTPAT Portal.
<input type="radio"/> Yes <input type="radio"/> No	Will your company complete a supply chain security profile in the CTPAT Portal, identifying how the company meets and maintains the Program's MSC?
<input type="radio"/> Yes <input type="radio"/> No	If your company is a Mexican based company, will you provide the business "Acta Constitutiva", which lists the full legal name of the company, and the full name of the owner or officer within the company?

Is your company an active international border crossing U.S./Mexico or U.S./Canada Highway Carrier? When applying, carriers will be designated as either Mexican or Canadian based on where the company crosses goods. If your company crosses freight on both borders, you should apply under the Mexican carrier designation.

Is your company an active U.S. Exporter?

Does your company have a business office staffed in the U.S.?

Does your company have an Employer Identification Number (EIN), or a Dun & Bradstreet (DUNS) number?

Does your company have a business office staffed in the U.S., Mexico or Canada?

Does your company have an active U.S. National Motor Freight Traffic Association Standard Carrier Alpha Code (SCAC Code / four Alpha Characters) and a U.S. Department of Transportation Number (DOT Number / six digits)?

Does your company have a designated company officer that will be the primary cargo security officer responsible for CTPAT?

Will your company sign the "CTPAT-Partner Agreement to Voluntarily Participate" and demonstrate commitment to the obligations outlined in this Agreement? This document is signed by a Company officer when the company applies for CTPAT membership via the CTPAT Portal.

Will your company complete a supply chain security profile in the CTPAT Portal, identifying how the company meets and maintains the Program's MSC?

If your company is a Mexican based company, will you provide the business "Acta Constitutiva", which lists the full legal name of the company, and the full name of the owner or officer within the company?

You cannot proceed without completing this step because this will determine if you are eligible for the program. If you are not eligible, the following message populates if a "no" answer is selected:

Security Model Name *
Virginia Fishing - Exporter,Importer

All Eligibility requirements are not Complete

- Business Type*
- Air Carrier
 - Consolidator
 - Exporter
 - Foreign Based Marine Port Terminal Operator
 - Foreign Manufacturer
 - Highway Carrier
 - Importer
 - Licensed U.S. Customs Broker
 - Mexican Long Haul Highway Carrier
 - Rail Carrier
 - Sea Carrier
 - Third Party Logistics Provider
 - U.S. Marine Port or Terminal Operator

Reset Eligibility Answers



U.S. Customs and Border Protection thanks you for your interest in C-TPAT. Based on your response to the eligibility questionnaire, your organization is not currently eligible for C-TPAT certification.

If you have any questions regarding C-TPAT eligibility please visit the following address:
<https://www.cbp.gov/border-security/ports-entry/cargo-security/c-tpat-customs-trade-partnership-against-terrorism/apply/security-criteria>

For further C-TPAT program information please email C-TPAT support at industry.partnership@cbp.dhs.gov.

Eligibility Requirements

<input type="radio"/> Yes <input checked="" type="radio"/> No	Is your company an active U.S. Importer or Non-Resident Canadian Importer? Active is defined as having imported goods into the U.S. within the past 12 months.
<input checked="" type="radio"/> Yes <input type="radio"/> No	Does your company have and maintain an active U.S. Importer of record (IOR) number in one of the following formats: U.S. Social Security Number, Internal Revenue Service assigned IDs, or CBP assigned Importer ID?
<input checked="" type="radio"/> Yes <input type="radio"/> No	Does your company possess a valid continuous import bond registered with CBP and operate a business office staffed in the U.S. or Canada?
<input checked="" type="radio"/> Yes <input type="radio"/> No	Is your company an active U.S. Exporter?

If you are found to be eligible, you progress to the next tab, the *Business Entity Information (BEI)* tab:

Business Type **Business Entity Information** Addresses Contacts International Security Profile Summary

Business Entity Information

All additional Business Entity Information (BEI) listed in this application account must adhere to the same security policies and procedures which will be verified in the C-TPAT validation process. If a BEI (SCAC, IOR, MID, etc.) has a unique set of security policies, procedures or infrastructure related to it, the company should create a separate account as benefits and benefit level maybe affected.

Business Type	BEI Type	BEI Value
Importer	BOND	Nine digit alphanumeric code
Exporter	DUNS	Optional - Nine digit number or Nine digit numeric code in format (##-###-####)
Importer	DUNS	Optional - Nine digit number or Nine digit numeric code in format (##-###-####)
Exporter	EIN	##-#####
Importer	IOR	###-##-#### or ##-##### (Last two characters are alphanumeric), or #####-####

+ Add New BEI Record

This is a very important tab because this is where the business entity information identifiers are entered. The identifiers are used to apply CTPAT benefits in CBP systems for your cargo to be facilitated, so be sure they are active numbers and that they are accurate.

The BEIs must be in a specific format to be accepted, please follow the hover over messages that describe the number of spaces needed for each format or it will not be accepted:

123658952

Optional – Nine digit number or Nine digit number

Optional – Nine digit number or Nine digit number

21-6847585

21-235562

IOR Number must be in the format of ###-##-#### or ##-##### (Last two characters are alphanumeric), or #####-####

CTPAT Security Models – Adding additional Business Identifiers such as EIN, IOR, MID, SCAC, etc.
 For all business types in CTPAT, certain business entity information is required to be entered as part of the eligibility criteria. For more information on required business entity identifiers, please visit CBP.gov/CTPAT and go to the Applying to CTPAT link on the right.

To enter business entity information, go to the desired box, enter the ID, and <Add New BEI Record>. Select the ID and click <Delete> to delete the ID.

Note: Certain Business Entity ID's cannot be added, modified, or removed by Trade Users once they have been entered into your account. *Contact your assigned SCSS to add, modify, or remove Importer of Record, SCAC codes, or MID numbers.* Click <Next> above to continue to the next tab.

Business Type **Business Entity Information** Addresses Contacts International Security Profile Summary

Business Entity Information

All additional Business Entity Information (BEI) listed in this application/account must adhere to the same security policies and procedures which will be verified in the C-TPAT validation process. If a BEI (SCAC, IOR, MID, etc.) has a unique set of security policies, procedures or infrastructure related to it, the company should create a separate account as benefits and benefit level maybe affected.

Business Type	BEI Type	BEI Value	
Importer	BOND	2a1111111	
Importer	IOR	112-12-1122	Nine digit alphanumeric code
Importer	BOND	enter your bond value here	

Then, enter the countries that you conduct business with then hit next to move on to addresses and contacts:

Country Of Origin – Please list your top five Countries of Origin by value

% Imports	Country of Origin	State of Origin	City of Origin	Delete Entry
50	Andorra	La Massana		
50	Brunei Darussalam			

% Imports:

Country of Origin:

State/Province of Origin:

City of Origin:

If you get a message such as the one below explaining the information is missing, update the page, and then continue by hitting “Next”:

Company Name: Virginia Fishing
Assigned SCSS:
Host Program:

DBA: fish boat
CTPAT Account #:
Business Type:

C-TPAT Application for Virginia Fishing

Previous
Next
Save

Business Type
Business Entity Information
Addresses
Contacts
International
Security Profile
Summary

Please resolve the following issues before proceeding

- Number of Border Crossings (Highway Carrier) cannot be 0 or null
- Services Offered is required
- Driver Sources is required
- To what Center are you currently assigned? (Importer)

All additional Business Entity Information (BEI) listed in this application/account must adhere to the same security policies and procedures which will be verified in the C-TPAT validation process. If to it, the company should create a separate account as benefits and benefit level maybe affected.

Business Type	BEI Type	BEI Value
Importer	BOND	125495326
Highway Carrier	DOT	
Highway Carrier	DUNS	
Importer	DUNS	
Importer	IOR	123-23-5232
Highway Carrier	SCAC	

+ Add New BEI Record

Trade Account Information - Addresses

In the Trade Account Information panel on the left, click on the arrow to display the information inside the block. You will then see the addresses tab to the right in the tab ribbon. Enter your address information to input the address of the trade account. To enter address information for CTPAT Accounts, follow the instructions below.

CTPAT Accounts - Addresses

In the Partnership Programs panel on the left, click on <CTPAT Accounts>, then on the far right, click on the "Select" drop down button and chose Company Profile from the list. Click on the <Addresses> tab. All CTPAT accounts must have a designated Primary Address and a Mailing Address (which may be the same address). To indicate the Primary Address, click in the circle of the desired address row. To select Mailing address, click in the Mailing address box in the address line. For all other CTPAT addresses, select the <Secondary> box. When your selection is complete, click <Next> to continue to the next tab, or <Save> to save your work. All CTPAT addresses must be entered into the Trade Account Profile of the Trade Account before they can be associated with your CTPAT Security Model.

To add, edit or delete an address,

1. Select the *Trade Organization* account on the left side pane
 *Note: if you attempt to change/edit/delete a company address while in the CTPAT account Company Profile, the portal will not allow edits to an address in that section. You must navigate to the *Trade Organization*, as shown below, for the edit option to be available.
2. Choose the Address tab, and then use one of the tabs at the bottom of the page to Add, Edit or

Delete:

[Add](#) [Edit](#) [Delete](#)

Trade Organization(s) ↕

- C-TPAT Test Importer-2017010
- CTPAT Test Importer**
- CTPAT Test Importer2

Trade Account Information ↕

- Trade Account Profile
- Documents
- Status Verification Interface
- Tasks for Trade Organization

Partnership Programs ↕

- CTPAT Accounts

Trade Account Actions ↕

Company Name: CTPAT Test Importer DBA: CTPAT Test Importer

Trade Account Profile

[Previous](#) [Next](#) [Save](#)

[Company Information](#) **[Addresses](#)** [Users](#) [Summary](#)

All * fields are required. In order to save your trade account profile information you must enter all the required fields in the Company Information tab and add one address in the Addresses tab.

Address

Please enter Trade Account addresses related to: headquarters offices (including international corporate headquarters locations), Trade/Security Point of Contacts and office locations, import/export cargo handling facility locations, policy generation and training locations, etc. If numerous import/export cargo handling facilities exist, please provide the Top 3 locations by volume of imported/exported cargo or Top 3 locations with highest risk.

Show entries Search:

Address Type	Address Line 1	Address Line 2	City	Postal Code	Country	State/Province
Main Office	555 Main Street		Arlington	77707	United States	Virginia
Main Office	125 RC3 Street	Suite # 100	RC3 City Edit	255112	United States	Alabama
Main Office	125 Long Street		City	2255	United States	Alabama

Showing 1 to 3 of 3 entries Previous Next

[Add](#) [Edit](#) [Delete](#)

[View PDF](#)

Contacts

In the contacts tab, enter the information for the contacts that you'd like to manage your account. To enter address information after the initial account creation, see the following instructions on contacts:

CTPAT Accounts – Security Models – Contacts

After entering the user information into the Trade Account Profile of your Trade Account, click on <C-TPAT Accounts> in the Partnership Programs block on the left side of the screen, then click on the Select... drop down Menu button and pick Company Profile. and Click the Contacts tab:

The screenshot shows the 'Security Model (Test Imp/Exp Account) for Test Company' interface. At the top, there are three buttons: 'Previous', 'Next', and 'Save'. Below these is a navigation bar with tabs: 'Business Type', 'Business Entity Information', 'Addresses', 'Contacts' (which is highlighted), 'International', 'Security Profile', and 'Summary'. The main content area is titled 'Contact(s)' and contains the following text: 'On the list below from your Trade Organization, indicate which individuals you desire to have access to this C-TPAT security model. The Primary contact must be either an officer or an employee, not a consultant. There must be at least one company officer indicated, as only a company officer can sign agreements and submit security profiles and validation responses. A person who is listed as a consultant in the Trade Organization can be designated as only a consultant in this security model.' Below this text is a table with columns: 'Primary Contact', 'Officer', 'Employee', 'Consultant', 'Receive Email', and 'User Email'. The first row has a radio button selected under 'Primary Contact', a checked box under 'Officer', an unchecked box under 'Employee', an unchecked box under 'Consultant', a checked box under 'Receive Email', and the email address 'testuser2@test.com' under 'User Email'.

Every CTPAT Security Model must have a company officer. A Company Officer is a person who holds an office of authority, and acts in an official capacity on behalf of a company.

Any contact can update the security profile, but *only company officers* can *submit* the Annual Review and changes to the Security Profile, and electronically sign the CTPAT Partner, SVI, Exporter, NEEC, and Mutual Recognition agreements.

CTPAT Accounts – Security Model- Primary Point of Contact

Every CTPAT Security Model must also have a Primary POC. To indicate <Primary Contact> for your CTPAT account, click in the circle in the desired contact row. The Primary POC can be either a company officer or employee. For all other CTPAT users, indicate their role in the organization by clicking the Company Officer (Officer), Employee, or Consultant box.

CTPAT Accounts – User Role Responsibility

Things to remember when assigning contact roles:

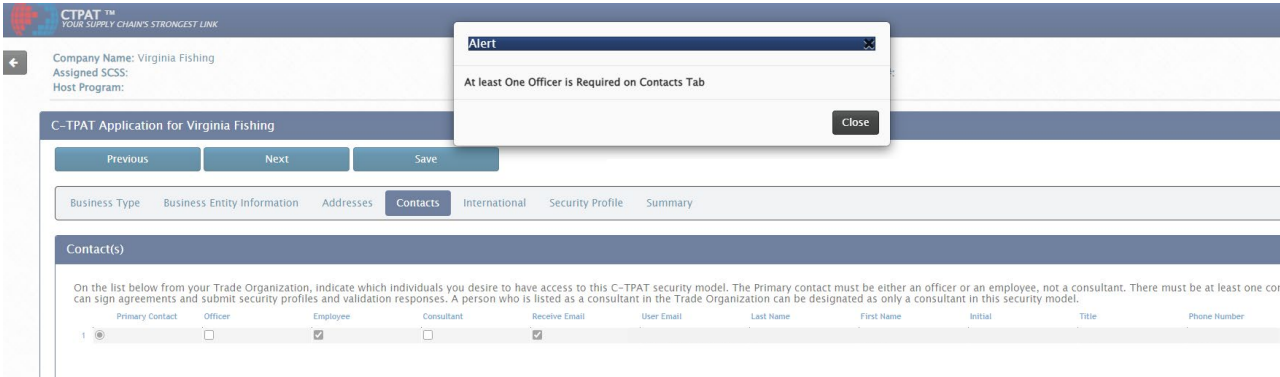
- Any contact can update the security profile
- Only an Officer can actually *submit* security profile updates to CBP, and sign agreements
- The Primary POC can be either an Officer or Employee, but not a consultant.

All CTPAT contacts will have to be entered into the Trade Account Profile of the Trade Account before they can be associated with a CTPAT Security Model.

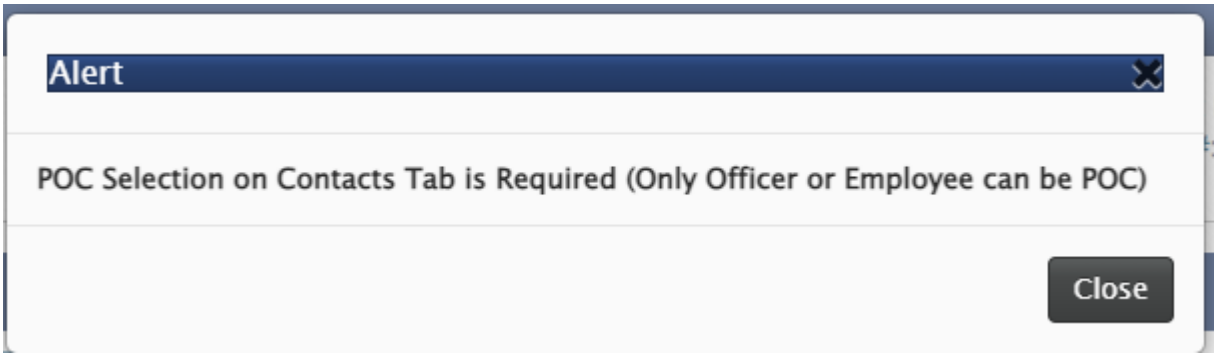
Select a Primary Contact, Officer, standard employee or a Consultant:

Enter the contact information:

You must have an officer. An officer represents the company and has the authority to speak on all matters for the company. An officer is typically an upper-level manager with the authority to make changes within the company’s supply chain security. If an officer is not selected, the following message pops up:



A consultant cannot be an officer. An officer must be a company employee. Only one officer can be selected. If more than one is selected, this pop up shows up:



International Tab

The first step here is to click on the Consent form below. To select any of the MRA partner AEOs, you must agree to sharing company information mentioned in the document.

Consent for Disclosure of Customs–Trade Partnership Against Terrorism (C–TPAT) Information to the Specified Mutual Recognition Program Government Officials.

Upon completion of this consent, C–TPAT will be authorized to provide the information outlined below to government officials for the Mutual Recognition Program specified. The information will only be provided to those government officials directly responsible for the program in which United States Customs and Border Protection has entered into Mutual Recognition.

The information that will be released will be:

- Company name
- Company identifiers (i.e. SCAC, IOR, MID)
- Program Status
- Date of membership

Your company has the right to revoke this consent at any time by removing the check block for that program. The revocation will not have any effect on any actions taken in reliance on the consent prior to the time consent was revoked.

Listed are the international programs recognized by C–TPAT that are available to your company based on status and business type. If you would like to participate a company officer must electronically sign the appropriate program agreements.

Only an individual designated as a company officer in this account is allowed to sign or revoke this agreement.

Do Not Agree

Agree

To enter address information after the initial account creation, see the following instructions on the international tab:

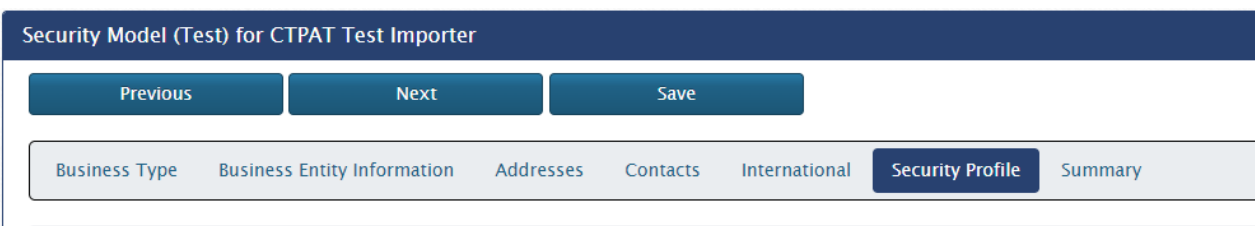
International Programs – How to Participate In The Portal

Listed under the *International tab* are the international programs related to CTPAT that are available to your company based on status and business type. If you would like to participate, a company officer must electronically sign the appropriate program agreements. Click <Next> to continue to the next tab.

Then, select the countries that you are agreeing to share company information with as shown in the country name list below.

Mutual Recognition Agreement – Optional			
<input type="checkbox"/> I agree to the Mutual Recognition Consent for Disclosure			
<input type="checkbox"/> Canada	<input type="checkbox"/> Dominican Republic	<input type="checkbox"/> European Union	<input type="checkbox"/> India
<input type="checkbox"/> Israel	<input type="checkbox"/> Japan	<input type="checkbox"/> Jordan	<input type="checkbox"/> Korea, Republic of
<input type="checkbox"/> Mexico	<input type="checkbox"/> New Zealand	<input type="checkbox"/> Peru	<input type="checkbox"/> Singapore
<input type="checkbox"/> Taiwan	<input type="checkbox"/> United Kingdom		

Security Profile Tab



The Security Profile is formatted as a line-by-line Criteria Statement that covers the Minimum-Security Criteria listed on CBP.gov/CTPAT. It is recommended that all new applicants review the minimum-security criteria related to the business type(s) before starting a CTPAT application.

To enter security profile information after the initial account creation, see the following instructions on modifying the security profile:

To access your security profile, click <CTPAT Accounts >, then click the Drop Down “select...” menu to the right of the screen and select Security Profile. The Security Profile features major security sections in a column down the left side of the screen and the criteria statements for each category on the right.

Answer each criteria statement with details of how your company adheres to the security practice or procedure listed. If you have evidence of implementation, please use the *Documents* section, Upload button, to upload documents relating to specific criteria statements. If a statement is not applicable to your business model, you may respond “Not Applicable,” but must also detail the reason why the statement is not applicable. When data entry is complete, click the <Save/Next> button to move to the next statement.

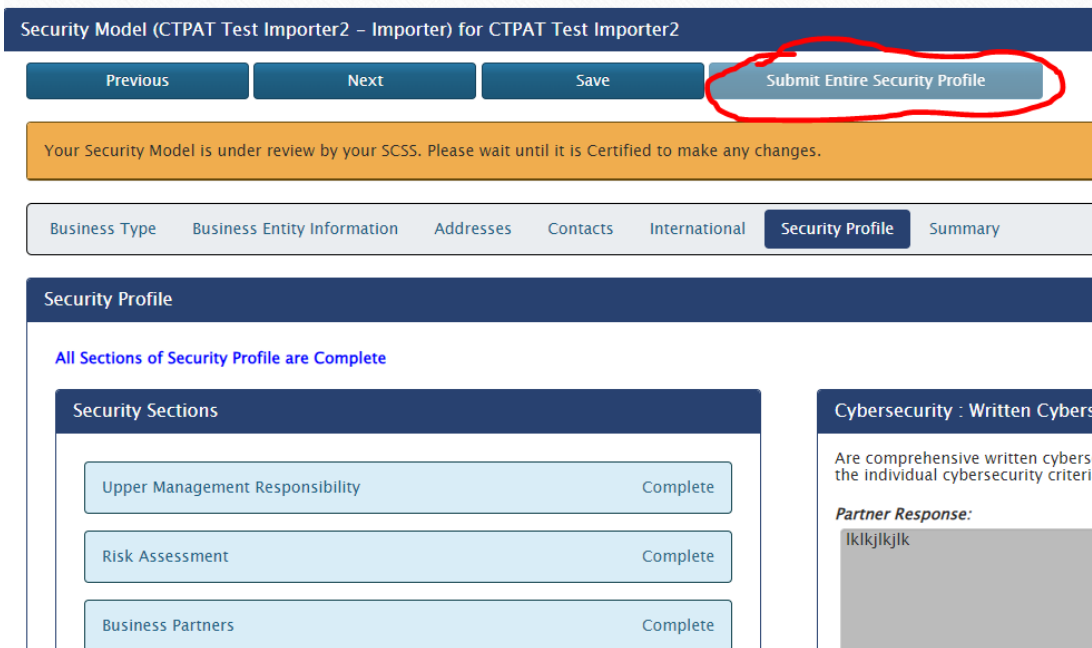
The program automatically moves to the next security category.

Once all criteria statements in the Security Profile have a response, click the <Save> button at the top of the screen. Note: The security profile does not need to be completed at one time. As long as you save each section, the information will be in the security profile when you log back in.

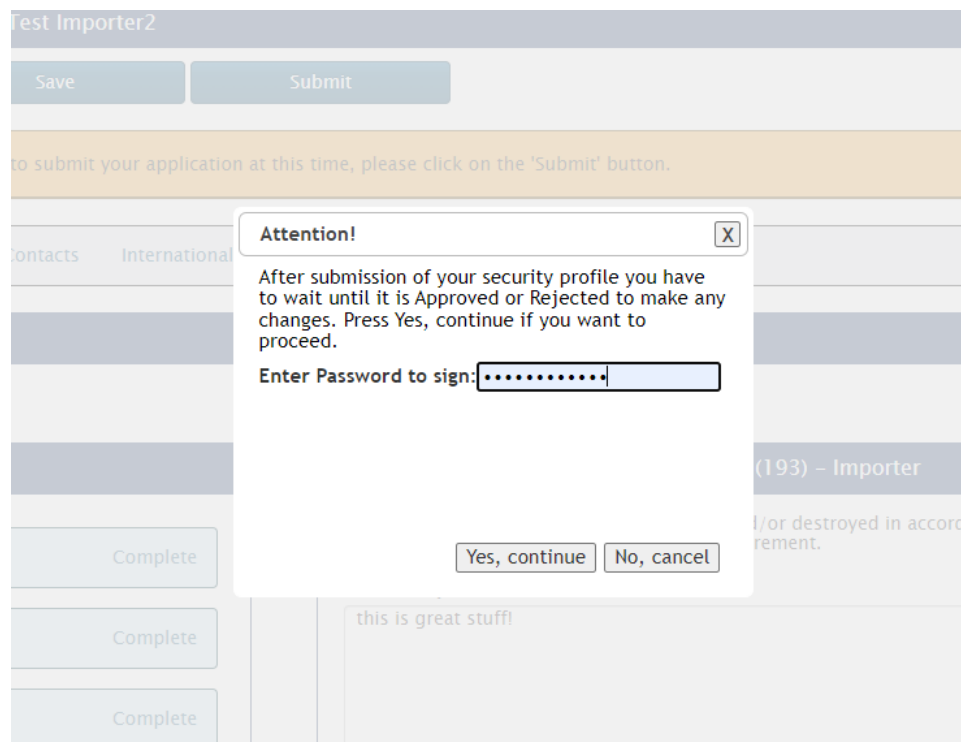
Important! When you have answered all of the security profile questions, you **MUST** click on the <**Submit Entire Security Profile**> button in order for your SCSS to be able to accept / reject your security profile.



Security Sections	
Upper Management Responsibility	Complete
Risk Assessment	Complete
Business Partners	Incomplete
Procedural Security	Incomplete
Conveyance and IIT	Incomplete
Agricultural Procedures	Incomplete



Then agree to the CTPAT Partner Agreement to participate. The “Attention” message comes up letting you know that the security profile has to be reviewed and you will have to await it to be approved/denied.



Security Profile - Adding additional Information and Returning to Skipped Questions

Click on the Security category in the “Security Sections” that is shown as “Incomplete”. To the right of the security section, scroll down the Section Criteria box until you locate the “Incomplete” status.

The screenshot shows a navigation bar with tabs: Business Type, Business Entity Information, Addresses, Contacts, International, Security Profile (selected), and Summary. Below the navigation bar is a dark blue header for "Security Profile". A message states "All Sections of Security Profile are Not Complete". A table titled "Security Sections" lists four sections, all with an "Incomplete" status. A red box highlights the "Incomplete" status for the first section, "Upper Management Responsibility". To the right, there is a section for "Upper Management Responsibility" with a text area for "Partner Response" and a "SCSS Comments" field.

Section Name	Status
Upper Management Responsibility	Incomplete
Risk Assessment	Incomplete
Business Partners	Incomplete
Procedural Security	Incomplete

Click on the number to bring up the section. Enter the information then click on save/next.

The screenshot shows a "Section Criteria" table with two rows. The first row is for "Part. Outsourcing Importer (200) – Importer" and the second row is for "Business Partner Requirements : Written Proc. Importer (700) – Importer". Both rows have a status of "Approved". A red box highlights the number "1" in the first row, and a red arrow points from it to the "Security Training and Threat Awareness Approved" box in the left sidebar. Another red arrow points from the number "2" in the second row to the "Information Technology Security Approved" box in the left sidebar.

Section Name	Status	Criteria Description
Part. Outsourcing Importer (200) – Importer	Approved	Where outsourcing or contracting elements of the supply chain, such as a foreign facility, conveyance, domestic warehouse, or other elements, the partner must work with business partners to ensure that effective security measures (C-TPAT Security Criteria/Guidelines) are in place and adhered to throughout the supply chain.
Business Partner Requirements : Written Proc. Importer (700) – Importer	Approved	The partner must have written and verifiable processes for the selection of business partners to include specific factors or practices which would trigger additional scrutiny by the C-TPAT

Summary

The summary tab is the last tab in the ribbon.

Review CTPAT Security Model information in the Summary. The Summary page will display all information entered into the CTPAT Security Model, including the Security Profile, and will allow you to view the document in a .PDF by clicking on the: <View PDF>, located at the *top left* and *bottom left* of the screen. There is no need to complete all Security Profile input at one time. As long as you “Save” the current information before exiting this section, you may return to add more information, and/or to make changes to already entered information at any time.

When all information is entered, and all blocks under the header “Security Sections” indicate that the information is complete, the entire Security Profile may be submitted.

Please note that only a company officer can submit a CTPAT application, as all CTPAT Partners have to electronically sign the CTPAT Partner Agreement upon applying to the program, and only company officers are permitted to sign agreements.

Summary

Business Type Information

Security Model Name Testing - Importer

Business Type Importer **Status** Applicant **CTPAT Account #**

Business Type Exporter **Status** Applicant **CTPAT Account #**

Business Entity Information

Importer

BOND

IOR
12-345678910

Exporter

EIN
12-1234567

Dun and Bradstreet Number

Addresses

Primary	Secondary	Mailing	Address Type	Address Line 1	Address Line 2	City	Postal Code	Country	State
Y	N	N	Main Office	123 Main Street		Testing	11111	United States	Michigan

Contacts

Primary Contact	Officer	Employee	Consultant	User Email	Last Name	First Name	Initial	Title	Phone Number
Y	Y	N	N	test@test.com	Test	Test	undefined	Test Title	000-000-0000

International

Mutual Recognition Agreement : Agreed
Mutual Recognition Programs
Canada

Security Profile

Introduction Statements : Point of Origin Statement

The supply chain for C-TPAT purposes is defined from point of origin (manufacturer/supplier/vendor) through to point of distribution - and recognizes the diverse business models C-TPAT members employ.

Partner Response:

Introduction Statements : Int'l Supply Chain Statement

C-TPAT recognizes the complexity of international supply chains and endorses the application and implementation of security measures based upon risk analysis.

Partner Response:

To print, click on the <View PDF> button at the bottom of the page, and then you will be able to print the summary page.

After you have reviewed the last tab for accuracy, the summary tab, your account should be complete. Just await a SCSS to approve your security profile and schedule you for a site visit aka a validation.

Account Maintenance After Initial Setup

Trade Accounts

The CTPAT Portal organizes and displays accounts by Trade Account. A Trade Account is an account management tool that stores generic company information, such as addresses and users, which the trade can use to apply to CTPAT manage multiple CTPAT accounts, and potentially to apply to future industry partnership programs. All Trade Organizations that you have access to will appear in the upper left corner of the left side menu and can be accessed at any time during the login session as shown below.

The left side navigation menu allows users to see all trade organizations and accounts in which they are listed as a user. The navigation bar will always appear on the left side. Place the cursor over the account name to select the account you wish to access. The account will be highlighted when you place the cursor over it.

(Please note; not all CTPAT participants will have multiple accounts). If you have only one account then only that account will be highlighted. Regardless of whether you have one or multiple accounts, you must click on the trade organization to access the various functions in the Portal.

Selecting the trade organization will bring up the Trade Account Profile on the screen, which will be located to the right of the Trade Organization(s) navigation bar. (The following paragraphs give a general overview of the information boxes to the left. A detailed review of each subtopic is located in the body of this document).

Trade Account Information

To access the Trade Account Information menu, click on the drop-down arrow in the second box on the left. After selecting a Trade Organization, you will see the Trade Account screen of the Trade Organization. On that page, you will have access to Company Information, Addresses and Users associated with the selected Trade Organization.

Partnership Programs

This section allows the user to apply to the various programs within CTPAT and create a new application for those programs. Accessing CTPAT Accounts within a Trade Account Click on CTPAT Accounts to see all CTPAT accounts in the selected Trade Organization displayed in the middle of the screen. Document Library, Messages, Status Verification Interface (Partner Monitoring), and Tasks for Trade Organization are also available from the Trade Account Information block on the lower left side of the screen.

Trade Account Information

To perform trade account operations on your trade accounts, such as linking trade accounts to create a trade hierarchy, click on the Trade Organization that you want to work with. Then, when the Trade Account Profile screen comes up, click on “Manage” in the Trade Account Actions block on the left side.

To review Tasks related to the Trade Organization that you want to work on, click on the desired Trade Organization and then, when the Trade Account Profile screen appears, click on “Tasks” in the Trade Account Actions block on the left side of the screen.

Managing An Account

Resetting Passwords

Passwords must be reset every 90 days, in accordance with DHS Standards pertaining to account security. There are two ways to reset your password:

- (1) Reset your password using the name drop down in the upper right corner of the CTPAT Portal. Once you are logged into the CTPAT Portal, click where you see your name and email address in the upper right corner of the screen. Follow the system prompts to set a new password. Note that you will be required to provide your current password to complete the requested action.
- (2) If you do not recall your password, go to the CTPAT Portal login page at <https://ctpat.cbp.dhs.gov> and click on the link located below the username and password entry boxes. Enter your username (email address used to establish the account) and click. You will receive an email to that email address with an active link to set a new password. Note the link can only be used once, will expire in 24 hours, and will require you to enter your security questions and answers before you will be prompted to create a new password. If you do not recall your security questions and answers, please contact the CTPAT Helpdesk for assistance at: **1-800-927-8729**.

Managing Account - Changing Email Address

Users may change their email address. To change your email address, log into the CTPAT Portal and click on your where your name and email address appear in the upper right corner of the screen. Select Change Email and follow the system prompts to update your email address. Please note that you will need to provide your current password to change your email address.

Creating a Trade Account

A Trade Account is an account management tool that stores company information, such as addresses and users, which can be used to apply to CTPAT numerous times, manage multiple CTPAT accounts, and can be applied to future industry partnership programs.

Creating a Trade Account Profile

The Trade Account Profile of your Trade account contains common company information that may be used to manage multiple applications or accounts in the Portal. To access your Trade account information, select the desired account on the left of the screen. Use the tabs in the middle of the screen to review and edit fields in Company Information, Addresses and Users.

Annual Security Profile Review

The CTPAT Partner agreement calls for the annual review of the security profile submitted to CTPAT, “Specifically, the Partner agrees to: Using the online application process (the CTPAT Portal), complete a supply chain security profile and update information regarding the company on an annual basis”. The annual review window is initiated 90 days before the partner anniversary date. While Partners are encouraged to update the security profile at any time as company procedures change, only changes made during the 90-day window will satisfy the annual review requirement.

Specifically, the requirement begins with an annual supply chain risk assessment (guidance to complete a Five Step Risk Assessment can be found at: CTPAT Five Step Risk Assessment Process Book - FINAL (cbp.gov)). Completion of the risk assessment may result in changes to your supply chain security policies and procedures. These changes should be reflected in the annual review.

Ninety days prior to the due date the CTPAT Partner account will receive a message with a due date for the annual review. To complete the annual review within the ninety-day window, log into the Partner Portal, select the corresponding Trade Account, then select <CTPAT Accounts> from the left side menu. Select the "Select" drop down on the right, and <Security Profile> in the drop-down menu.

The Partner must review all information in the security profile. If any updates to security practices and procedures have taken place during the year, update the response to the corresponding criteria statement with the updated information. If no changes in security have taken place, there is no need to add supplemental text. When you agree that the information for an item is correct, check the box and continue to the next item by clicking on the Save/Next button.

Once all questions have been answered, click <Submit Entire Security Profile > at the top of the screen. Your assigned SCSS will begin reviewing the updates. When your security profile is complete, you must check off each item you have completed certifying the information provided is accurate.

Validation Summary

To access your Validation records, log into the CTPAT Portal, select the corresponding Trade Account, then select <CTPAT Accounts> from the Partnership Programs box on the left side of the screen. Click on the Main Menu box on the far right and select <Validation Summary>. Your Validation Report is available in the lower window for each validation that has been completed for your company. Double click on the desired validation to see more details.

Validation Response

To complete your Validation Response, log into the CTPAT Portal, select the corresponding Trade Account, then select <CTPAT Accounts> from the left side menu. Click on the Main Menu and select <Validation Summary>. Double click on the validation with a Response status of Pending. Use the space provided in the text boxes to reply to the Recommendations or Actions Required listed, and use the <Upload File> utility under each text box to include required evidence of implementation. To save your

work, click <Save> at the bottom of the Validation Response. Click <Submit> only when all of your replies are complete.

CTPAT Security Model Operations

Along with trade account operations creating associations between accounts, the Portal allows CTPAT companies to create multi-modal accounts, using the Security Model Operations option.

Linking Security Models

Linking CTPAT Models allows two companies to show their relationship.

Company Name: C-TPAT Test Importer-20170101 DBA: --

Trade Accounts Link Request

TOP Account: C-TPAT Test Importer-20170101
 Subsidiary Account: CTPAT Test Importer

Detail specific reasons to CBP on why your company desires this action

we own both companies but they have different addresses

You are requesting to link accounts. Once submitted, your request will be sent to C-TPAT for approval. You will be notified by email of the status of your request. Click Submit to continue.

Submit Request Cancel

De-Linking Security Models

De-Linking security models separates the two companies into individual accounts. Click on the De-Link tab to begin the De-Link process and follow the instructions.

Manage Trade Accounts

- Link Trade Account - The ability to create relationships among C-TPAT Portal trade accounts, to represent a company's actual organizational.
- Delink Trade Account - The ability to separate linked trade accounts.
- Merge Trade Account - The ability to combine trade accounts that are at the same level in an organizational hierarchy. This is different than linking as linking would create a relationship between two trade accounts but not consolidate them into one trade account.

Link Trade Accounts De-Link Trade Accounts Merge Trade Accounts Split Trade Accounts

List of Requests

OPERATION	TOP ACCOUNT	SUBSIDIARY ACCOUNT	REQUEST BY	REQUEST DATE	RESPONSE BY	RESPONSE DATE	STATUS	C-TPAT OPERATION STATUS	APPROVE/DEN
-----------	-------------	--------------------	------------	--------------	-------------	---------------	--------	-------------------------	-------------

Merging Security Models

Merging two CTPAT Security Models allows trade members the ability to consolidate accounts with identical security practices and procedures to be managed as one account. Merging two CTPAT Security Models:

- Requires both CTPAT Security Models to be managed under one trade account.
- Requires that both accounts have identical security practices and procedures.
- Requires a request made by a company officer.
- Requires that the request be approved by CTPAT Management

To make a request to **merge** two CTPAT Security Models:

1. Log into the CTPAT Portal and click on the Trade Organizations(s) and select the trade account.
2. Click on *CTPAT Accounts* in the left side menu in the Partnership Programs
3. Click *Manage CTPAT Security Models*.
4. Select Merge Trade Accounts (see below)

Trade Organization(s) ↑

- ▶ C-TPAT Test Importer-20170101 ⌵
- ▶ CTPAT Test Importer
- ▶ CTPAT Test Importer2

Trade Account Information ↑

- Trade Account Profile
- Documents
- Status Verification Interface
- Tasks for Trade Organization

Partnership Programs ↑

- CTPAT Accounts

Trade Account Actions ↑

- Create
- Manage
- Tasks

Manage Trade Accounts

- Link Trade Account - The ability to create relationships among C-TPAT Portal trade accounts, to represent a company's actual organizational.
- Delink Trade Account - The ability to separate linked trade accounts.
- Merge Trade Account - The ability to combine trade accounts that are at the same level in an organizational hierarchy. This is different than linking as linking would create a relationship between two trade accounts but not consolidate them into one trade account.

Link Trade Accounts

De-Link Trade Accounts

Merge Trade Accounts

Split Trade Accounts

List of Requests

OPERATION ▲	TOP ACCOUNT ⌵	SUBSIDIARY ACCOUNT ⌵	REQUEST BY ⌵	REQUEST DATE ⌵	RESPONSE BY ⌵	RESPONSE DATE ⌵	STATUS ⌵	C-TPAT OPERATION STATUS ⌵	APPROVE/DEN
--	--	---	---	---	--	--	---	--	-------------

- (1) Click the Merge CTPAT Accounts link.

Security Model Accounts Merge Request

First Security Model

--- Select ---
▼

Second Security Model

--- Select ---
▼

Detail specific reasons to CBP on why your company desires this action

Submit Request

Cancel

- (2) Select a First Security Model and a Second Model.
- (3) Give a detailed reason for merging these Security Models.
- (4) The requests will go through an approval process within the CTPAT Program. Once the merge is approved by CTPAT Management, the Security Model will subsume the business type(s) of the first and second security models.
- (5) A CTPAT company officer from the security model must then complete a consolidated security model, where the response to common criteria will be presented in a side-by-side comparison of the previously separated security models. The Company Officer should select the appropriate response or provide a new response, then click Submit Entire Security Profile.

Splitting a Security Model

Splitting allows the trade ability to request to separate a multi-mode CTPAT Security Model into two security models to manage them separately to support corporate divestitures.

Splitting your CTPAT Security Model:

- Requires that a CTPAT Security Model in good standing have two or more business types associated with it.
- Requires a request made by a company officer.
- Requires that the request be approved by CTPAT Management.

To make a request to **split** your current CTPAT Security Model into two security models:

- (1) Log into the CTPAT Portal and click on the Trade Organizations(s) and select the trade account.
- (2) Click on *CTPAT Accounts* in the left side menu in the Partnership Programs box.
- (3) Click *Manage CTPAT Security Models*.
 1. Click on the **Split** Security Model link.
 2. Select a Security Model from the list, then select the business type to split from the model.
NOTE: Only one business type can be split per request.

select a Business Type to Split

Business Type *

---Select Business Type---

New Security Model Name *

Detail specific reasons to CBP on why your company desires this action

Submit Request

Cancel

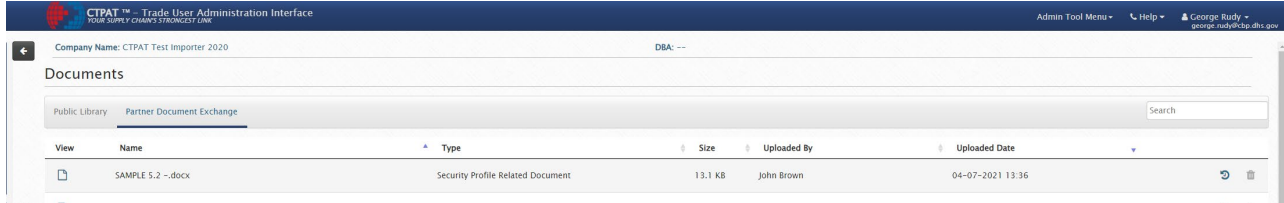
3. Provide a name for the new security model, then give a detailed reason for splitting this business type from your Security Model.
4. The request to split a business type from your Security Model will be reviewed by CTPAT management. Once the request is approved, you will be prompted to review the security profiles for both security models and submit to the SCSS for approval.

Public Library

All users in a Trade Account will have access to documents in the Trade Public Document Library. A user need not be associated as a Contact in a CTPAT account to have access to this library. To access the Trade Public Document Library, click on *Documents* in the Trade Account Information box on the left side of the screen. Click on the *Public Library* tab. Only CBP CTPAT Administrative personnel are permitted to upload documents into this library.

Partner Document Exchange

A trade user associated as a contact with a CTPAT account will have access to the Partner Document Exchange-specific for that account. Any documents uploaded as part of a Security Profile or Validation Response in the CTPAT Portal will be stored in the Partner Document Exchange, tagged to the location in the CTPAT Portal from which the document was uploaded.



Accessing Documents

To access the CTPAT Partner Library, click <Documents>, and select the <CTPAT Partner Library> tab.



Uploading Documents

To upload a document to the Partner Document Exchange, select the <Upload> tab shown below.



Choose the desired document from your local network or workstation and specify the *Document type* from the drop-down list and the CTPAT Security Model to which the document is associated from the drop-down lists provided. Note: Any documents uploaded as part of a Security Profile and in the Validation Response in the Partner Portal will be stored in the Partner Document Exchange, accessible once a user has a certified account, tagged to the location in the CTPAT Portal from which the document was uploaded.

Upload Document

File to upload: *

Document type:* --- Select One ---

Security Model: * --- Select One ---
Testing - Importer

Documents

Public Library C-TPAT Partner Library Partner Document Exchange Upload

All * fields are required.

File to upload: * No file chosen

Document type: Applicant Certified

Security Model:

Applicant Certified
ITRAC
Other
PIA Related Document
Security Profile Related Document
Validation Supporting Document
Withdrawal from C-TPAT

Updating Document Titles

To update a document, upload the new document keeping the same file name, and the new document will replace the old one. The document will have the new version and the old version of the document will be stored in the document archive. Old files cannot be deleted, just updated.

Status Verification Interface (SVI- Partner Monitoring)

SVI or Partner monitoring allows CTPAT Partners to track the CTPAT status of their business partners. It is located on the left of the screen in the Trade Account Information navigation box; see below:

Trade Organization(s)

- Test Compa
- Test for mo
- Test Harris

Trade Account Information

- Trade Account Profile
- Documents
- Messages
- Status Verification Interface**
- Tasks for Trade

Company Name: Test Company DBA: --

Status Verification Interface (SVI)

The Status Verification Interface (SVI) is a tool for monitoring other C-TPAT business partners for C-TPAT compliance. Use of this tool will reduce the workload required to meet the minimum security criteria requirements of screening and monitoring business partners, while at the same time enhance the effectiveness of your business partner screening process.

SVI Agreement Partners You Are Monitoring Request Monitoring Partners Monitoring You

U.S. Customs and Border Protection
Department of Homeland Security
Customs-Trade Partnership Against Terrorism
Consent to use Company Name

We, the undersigned, consent to the addition of our company name to the C-TPAT application.
The C-TPAT application allows consenting certified C-TPAT partners to verify the participation status of other consenting certified

SVI Requirements

To participate in SVI, a company must:

- (1) Have a Certified CTPAT account in good standing.
- (2) Consent to share your status with other companies, as is stated in the SVI Agreement. *NOTE: If SVI agreement is revoked, your company will be removed from all Partners Monitoring You and all Partners You are Monitoring.*

Joining SVI

To participate in SVI, click on the desired Trade Account and select Status Verification Interface from the Trade Account Information block on the left side of the screen. Sign the SVI Agreement by selecting the <SVI Agreement> tab and clicking in the <Agree> box.

SVI Monitoring SVI Request Monitoring SVI Agreement

About Status Verification Interface

The Status Verification Interface (SVI) is a tool for monitoring other C-TPAT business partners for C-TPAT compliance. Use of this tool will reduce the workload required to meet the minimum security criteria requirements of screening and monitoring business partners, while at the same time enhance the effectiveness of your partner screening process. To participate in SVI Partner Monitoring, click on Join SVI.

[View SVI Agreement](#)

SVI Agreement

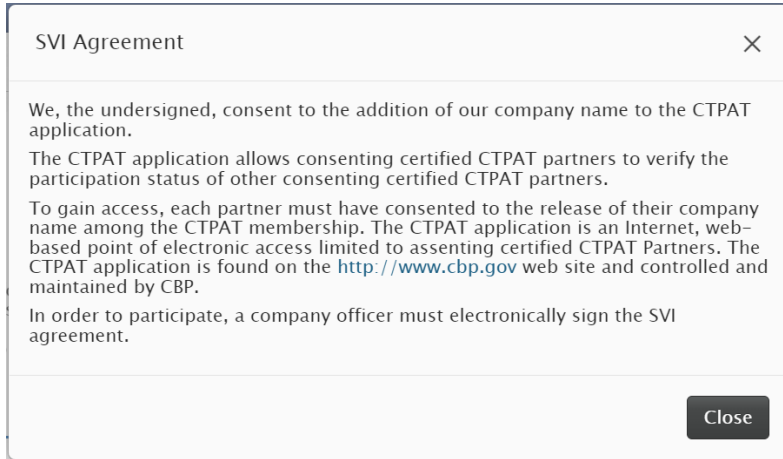
Show 10 entries Search:

Model Number ^	Model Name/Business...	Model Status	Agree Status	Action	Settings
420167579	(Exporter/Importer)	Validated	Not Participati...	Join SVI	

Note: If you are already participating in SVI, the "Join SVI" button will say "Withdraw".

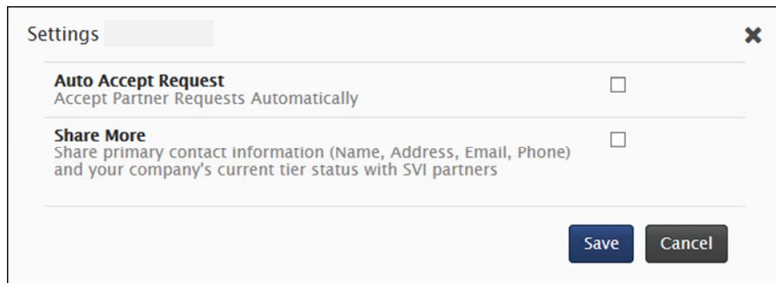
Once the user clicks on the "Join SVI" button, the SVI agreement will appear and will prompt the user to

either agree or to cancel.



SVI Settings

Once the agreement is accepted, the SVI settings dialog box will appear. Users can always change a setting at any time by clicking the Settings icon from the SVI Agreement tab.



Auto Accept Request: When checked, the Portal will automatically except all incoming requests from other partners.

Share More: When checked the Portal will provide other partners additional information that you have agreed to provide.

When a user chooses to share additional information with the *Share More* option, their name will appear as a hyperlink to all their SVI partners. To view additional partner details, click the hyperlink.

“Share More” detail:



Primary Contact Email	joe@ctpat.com
Primary Contact Phone Number	3051231234
Security Model Status	Exceeding

[Close](#)

Navigating Through SVI

The SVI system is operated and managed through two tabs as shown below:

Status Verification Interface (SVI)

▼ More about SVI

The Status Verification Interface (SVI) is a tool for monitoring other CTPAT business partners for CTPAT compliance. Use of this tool will reduce the workload required to meet the minimum security criteria requirements of screening and m while at the same time enhance the effectiveness of your partner screening process.

To participate in SVI Partner Monitoring, click on Join SVI on the **Manage Accounts** page.

[View SVI Agreement](#)

Partners Monitoring Partner Search

All
 Your Requests
 Requests by Companies

View all companies View companies you are monitoring View companies who are monitoring you

Filter Connection List

Filter by any column

Company	Model Name	Model Status	Request Status	Request
Doing Business As	Business Type			

Each tab has a specific SVI tasks associated with it:

SVI Monitoring: Provides current list and status of your SVI partners and requests. Also provides capability for users to download a Microsoft Excel spreadsheet of their SVI partners.

SVI Partner Search: Enable users to search for and send SVI requests to CTPAT Partners participating in SVI.

SVI Agreement: Where users agree to Join SVI and manage settings.

E-mailing CTPAT Certification emails to non-CTPAT Business Partners

First, navigate to the SVI page.

The screenshot shows the CTPAT Status Verification Interface (SVI) form. The left sidebar contains navigation options: Trade Organization(s), Trade Account Information (with 'Status Verification Interface' circled), Partnership Programs, and Trade Account Actions. The main content area is titled 'Trade Account Profile' and includes a 'Company Name' field, a 'DBA' field, and tabs for 'Company Information', 'Addresses', 'Users', and 'Summary'. The 'Company Information' tab is active, showing fields for 'Company Name*', 'Ownership Type*' (set to 'Corporation'), 'Doing Business As', 'Telephone Number*', 'Fax Number', and 'Website'. A 'Next' button and a 'Save' button are located at the top of the form.

Select the "Manage Accounts" tab on the bottom right. Note: You must utilize Google Chrome to view this button.

The screenshot shows the CTPAT Partners Monitoring page. The left sidebar contains navigation options: Trade Organization(s) (with 'J. Gallard Manufacturer' selected), Trade Account Information (with 'Status Verification Interface' selected), Partnership Programs, and Trade Account Actions. The main content area is titled 'Partners Monitoring' and includes a 'Security Model' dropdown set to 'J. Gallard Manufacturer'. Below this are radio buttons for 'All' (selected), 'Your Requests', and 'Requests by Companies'. A table displays the following data:

Company	Model Name	Model Status	Request Status	Request Date	Actions
J. Gallard Manufacturer	Doing Business As		SENT	2022-09-28	
J. Gallard Manufacturer	Certified		ACCEPTED	2021-12-15	
J. Gallard Manufacturer	Certified		ACCEPTED	2021-04-19	

At the bottom right, there are buttons for 'View Excel' and 'Manage Accounts' (circled).

Then select the Paper Airplane on the left side of the company name as shown below:

The screenshot shows the CTPAT Status Verification Interface (SVI) for the company "J. Gallard Manufacturer". The interface includes a left-hand navigation menu with sections for Trade Organization(s), Trade Account Information, Partnership Programs, and Trade Account Actions. The main content area displays the SVI for the selected company, with a table listing the company's status. A paper airplane icon is circled in the table row for "J. Gallard Manufacturer".

Model Number	Model Name/Business ...	Model Status	Agree Status	Action	Settings
	J. Gallard Manufacturer	Certified	Participating	Withdraw	⚙️

Sending Requests

To request a Partner to monitor you:

- (1) Click Status Verification Interface on the Trade Account Information block on the left side of the screen.
- (2) Select <Partner Search>.
- (3) In the Search box, type the company name you want to find. You may enter as few as three characters of the name, as long as the characters (including spaces and special characters) appear consecutively within the name. For instance, if a company's name is "ABC Trucking" you may find them by typing in ABC or C T or kin, but not by typing BCT (no space between the C and the T). Note: Only companies that have signed the SVI Partner agreement and are currently in Certified status or above and those who have checked the Searchable flag on the SVI Agreement page will appear in the results.
- (4) Click in the <Add> box by the company that you want to monitor your company.
- (5) The status of the request (pending, accepted, declined) will appear in your Partners Monitoring list as pending. Your request will show up in the Partner's "Partners Monitoring" list with a request status of "Sent." Once the monitoring company approves the request, by accepting the SVI request, the company's status will also appear in your Partners Monitoring list.

Status Verification Interface (SVI)

[> More about SVI](#)

Partners Monitoring Partner Search Security Model: All Security Models

All View all companies
 Your Requests View companies you are monitoring
 Requests by Companies View companies who are monitoring you

Filter Connection List
Filter by any column

Company Doing Business As	Model Name Business Type	Model Status	Request Status	Request Date	Actions
CTPAT Test Importer 2020 View additional details	Model Name - Importer Importer	Not Certified	ACCEPTED	2020-01-10	
CTPAT Test Importer 2020 View additional details	Model Name - Importer Importer	Not Certified	ACCEPTED	2018-07-18	
CTPAT Test 3PL 2015-20170101	3PL Security Model Third Party Logistics Provider	Validated	ACCEPTED	2018-03-21	

Status Verification Interface (SVI)

[> More about SVI](#)

Partners Monitoring Partner Search Security Model: CTPAT Test Foreign Marine 2015 - Foreign Manufacturer-TESTS

Partner Search
CTPAT Test 3PL

Filter Search Results
Filter by any column

Company Doing Business As	Model Name Business Type	Request Status	Request Date	Actions
CTPAT Test 3PL 2015-20170101	3PL Security Model Third Party Logistics Provider			

Previous Next

Accepting, Denying/Blocking Requests

Unless the user has selected to Auto Accept in the settings dialog box, each new incoming SVI request will need to be accepted or declined by the recipient. Even if the request is accepted, either monitoring partner may stop all monitoring at any time from the SVI monitoring Tab by clicking the Remove icon.

To accept a request to monitor a Partner:

- (1) Go to the Partners Monitoring tab.
- (2) Click the ACCEPT icon for the requesting partner.

To decline an incoming request:

- (1) Go to the Status Monitoring tab.
- (2) Click the DECLINE icon for the requesting partner.

Status Verification Interface (SVI)

> More about SVI

Partners Monitoring
Partner Search






Security Model:
 Consolidator 58 - ImporterC

All
View all companies

Your Requests
View companies you are monitoring

Requests by Companies
View companies who are monitoring you

Filter Connection List
 Filter by any column

Company <small>Doing Business As</small>	Model Name <small>Business Type</small>	Model Status	Request Status	Request Date	Actions
CNTest2-8.5 <small>test Doing Business As</small>	SMN-Test <small>U.S. Marine Port or Terminal Operator</small>	Not Certified	ACCEPTED	2021-05-06	
818 Testing Inc	818 Testing Inc - Importer ** XFS / exe <small>Importer</small>		RECEIVED	2021-05-06	 
Tijuana Test S.A. de C.V.	Tijuana Test S.A. de C.V. - Highway Car <small>Highway Carrier - U.S. / Mexico</small>		RECEIVED	2021-05-06	 

The red icon works as a toggle that has two options, they are: Decline and Remove/Block. With each click the button will change to the next action. Accept or Decline SVI request buttons:

Click the red icon to deny the request. By doing so the user will automatically block any new requests from the sender.

All Your Requests Requests by Companies
Filter Connection List
Filter by any column

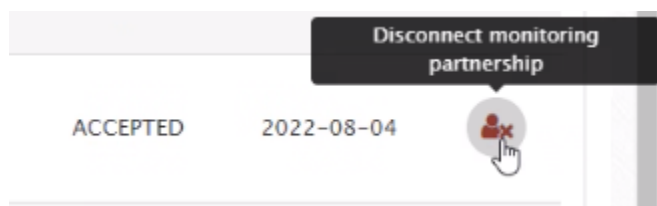
Company Doing Business As	Model Name Business Type	Model Status	Request Status	Request Date	Actions
CNTest2-8.5 test - Doing Business As	SMN-Test U.S. Marine Port or Terminal Operator	Not Certified	ACCEPTED	2021-05-06	
813 Testing Inc 813 UAT	813 Testing Inc - Highway Carrier ** Annu Highway Carrier - U.S. / Mexico		SENT	2021-05-06	
818 Testing Inc	818 Testing Inc - Rail Carrier **SVI201** Rail Carrier		DECLINED	2021-05-06	
Tijuana Test S.A. de C.V.	Tijuana Test S.A. de C.V. - Highway Carrier Highway Carrier - U.S. / Mexico		BLOCKED	2021-05-06	
818 Testing Inc View additional details	818 Testing Inc - Importer ** XFS / exe*** Importer	Certified	ACCEPTED	2021-05-06	
BCNTest2-8/7 Consolidator test - Doing Business As View additional details	SMN-Consolidator Consolidator	Certified	ACCEPTED	2021-05-06	

Previous Next

Stop Monitoring Partners

A user can stop monitoring a partner at any time they choose. To stop monitoring a partner:

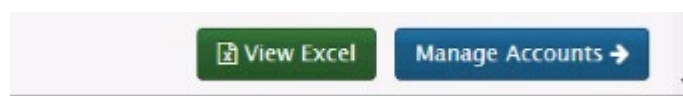
- (1) Navigate to the SVI Monitoring tab.
- (2) Click on the disconnect monitoring partnership icon; the red icon with the “x” on it, under the Actions column.



Quitting SVI

CTPAT Partners may withdraw from and rejoin the SVI program at any time. Upon withdrawal from the SVI program, all existing links with monitoring companies will be broken and the Partner will no longer be visible in the SVI system.

To withdrawal from SVI, navigate to the “Manage Accounts” tab, on the bottom right-hand corner of the screen then click on the “Withdraw” button.



Model Status	Agree Status	Action	Settings
Validated	Participating	Withdraw	

Partners You Are Monitoring

In addition to accepting and declining monitoring requests, the “Partners you are Monitoring” tab displays the companies you are monitoring and their current CTPAT status. To filter companies on this page, click on the toggle button. The available filters will display companies from which you have: Accepted, Declined, or Revoked monitoring requests.

Partners Monitoring
Partner Search

Security Model:
 Consolidator 58 - ImporterC v

All
View all companies

Your Requests
View companies you are monitoring

Requests by Companies
View companies who are monitoring you

Filter Connection List

Company <small>Doing Business As</small>	Model Name <small>Business Type</small>	Model Status	Request Status	Request Date	Actions
CNTest2-8.5 <small>test - Doing Business As</small>	SMN-Test <small>U.S. Marine Port or Terminal Operator</small>	Not Certified	ACCEPTED	2021-05-06	
813 Testing Inc <small>813 UAT</small>	813 Testing Inc - Highway Carrier ** Annu <small>Highway Carrier - U.S. / Mexico</small>		SENT	2021-05-06	
818 Testing Inc	818 Testing Inc - Rail Carrier **SVI201** <small>Rail Carrier</small>		DECLINED	2021-05-06	
818 Testing Inc View additional details	818 Testing Inc - Importer ** XFS / exe*** <small>Importer</small>	Certified	ACCEPTED	2021-05-06	
BCNTest2-8/7 Consolidator <small>test - Doing Business As</small>	SMN-Consolidator <small>Consolidator</small>	Certified	ACCEPTED	2021-05-06	

International Initiatives

European Union Authorized Economic Operator (AEO) Registration

On May 4, 2012, the United States of America (U.S.) and the European Union (EU) signed a decision on the Mutual Recognition of their respective trade partnership programs, namely the Customs-Trade Partnership Against Terrorism (CTPAT) program in the U.S. and the (AEO) program in the EU.

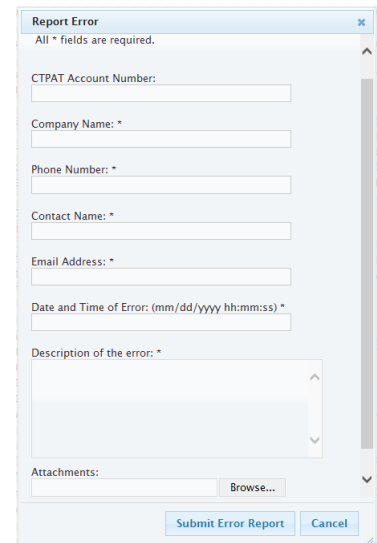
The exchange of program information and the granting of benefits to operators holding a membership status in the respective trade partnership programs are implemented in two phases. Following the launch of the information exchange of EU AEO members in July 2012, manufacturers and exporters shipping to the U.S. started to receive a reduction of their targeting scores in CBP’s Automated Targeting System.

CBP's targeting system cannot process the EU Economic Operator Registration and Identification Scheme (EORI) number. It can only process information linked to a Manufacturer's Identification Number (MID) or an Importer of Record Number (IOR). For AEO manufacturers and exporters to get a reduction in their targeting score in CBP's targeting system, a "matching procedure" to associate EORI numbers and MID numbers was established. U.S. CBP created a web application where AEO manufacturers/exporters may register their EORI numbers and associate them with their MID number(s). IMPORTANT: this applies only to manufacturing or exporting companies in the EU. Other EU AEOs do not need to register. Companies outside the EU may not register.

Troubleshooting in The Portal

Reporting Site Errors

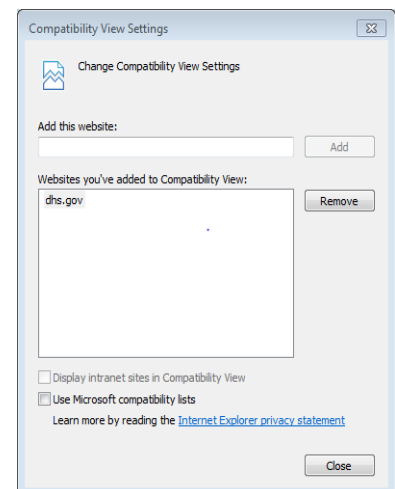
An online issue report form was developed to expedite trade members reporting errors in the CTPAT Portal. To submit a site error, scroll to the bottom of the interface and click "Submit Error Report." You do not need to be logged into the CTPAT portal to submit a site issue. Fill out the resulting form with information regarding the error that you are experiencing. Required fields are indicated by an asterisk (*). Please attach a screenshot of the screen error to help Duty Officers troubleshoot the problem more efficiently. Click when complete.



Compatibility Settings

The CTPAT Portal is fully compatible with Google Chrome, and that is the suggested browser. *Warning: Use of any other browser may result in limited viewing and functional capabilities. If using Internet Explorer (IE), you must use IE version 10 or above. To identify your web browser, on the IE Menu Bar, click on Help, and then click on IE. If using IE 10 or above, please make sure that you are not viewing the Portal in Compatibility View.

1. Go to the CTPAT Portal site in Internet Explorer web browser (<https://ctpat.cbp.dhs.gov>)
2. Select the Tools Menu
3. Then select "Compatibility View Settings"
4. Check the "Websites you have added to Compatibility View", and remove DHS.gov, if it exists, by highlighting DHS.gov and clicking "Remove".
5. Close and restart your browser, then again attempt to sign into the Portal.



TLS Settings

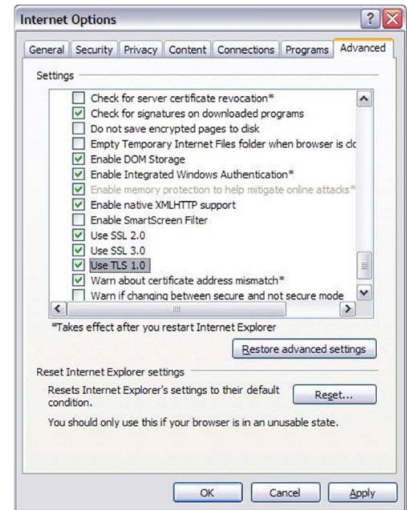
The CTPAT Portal requires the use of TLS 1.0 for

secure connections. Sometimes an update in Windows will cause this setting to be changed. In order to fix it, you will need to enable the use of TLS 1.0. Follow the directions below, being sure to choose the web browser you will use to access Portal.

1. Open the Internet Options Dialog Box (under the Tools Menu)
2. Go to the Advanced Tab
3. Check Use TLS 1.0
4. Click Apply

If Trade Organizations Do Not display

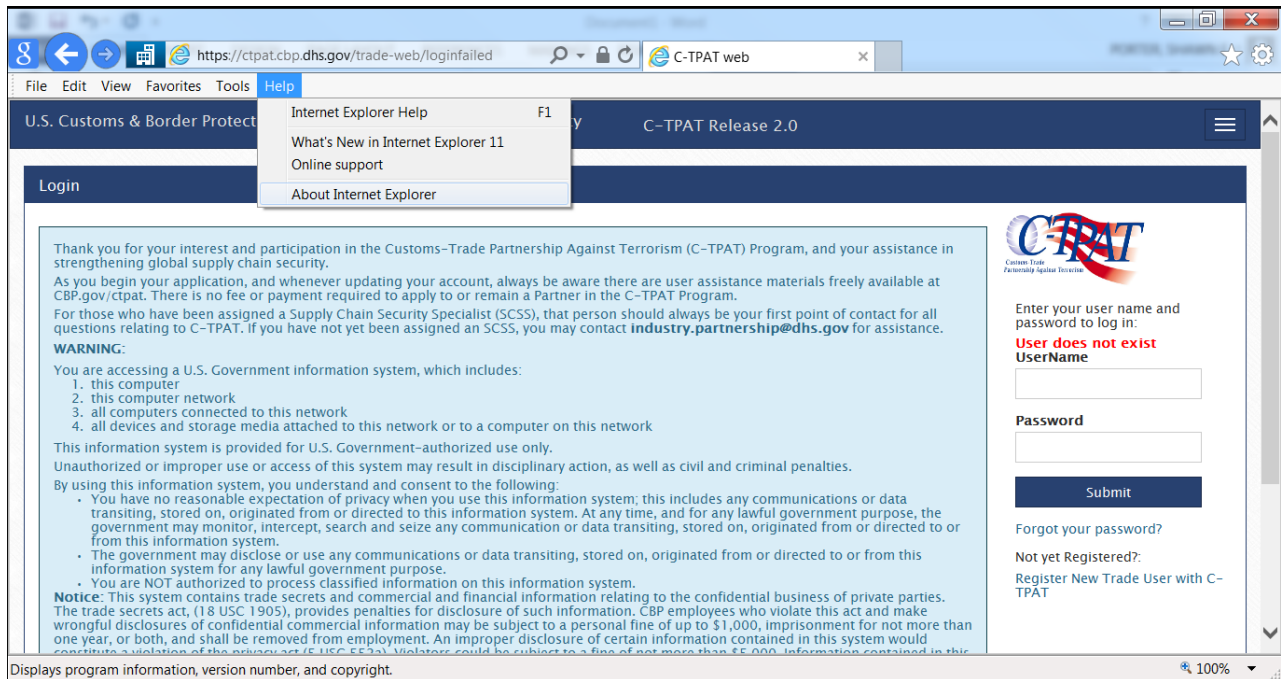
Some CTPAT Trade Users have communicated to the Help Desk that upon signing in to CTPAT Portal 2.0 no Trade Organizations display on the screen, as shown here.



To resolve this issue, follow these steps:

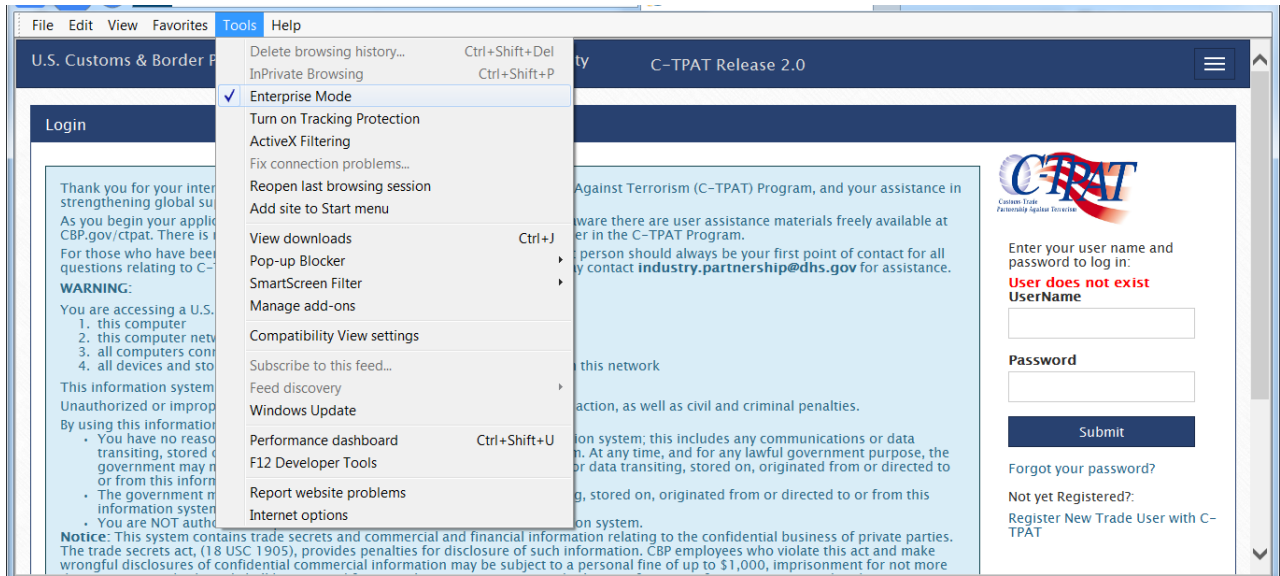
1. Determine the version of Internet Explorer in use on your computer by clicking on Help / About Internet Explorer.
2. If Internet Explorer 11 displays, click on Tools and remove the checkmark from in front of Enterprise Mode.
3. You may need to sign back in.
4. You will need to uncheck Enterprise Mode the first time you visit each unique screen on the following pages is a lengthier explanation of the bullet list above.

The reason this issue occurred is that CTPAT Portal 2.0 was designed to function in Internet Explorer 10. When Internet Explorer 11 was deployed, it included the new Enterprise Mode display functionality, which changed how web pages are displayed by Internet Explorer. The first step in resolving this issue is to determine what version of Internet Explorer is in use on the computer. This is done by opening a browser window in Internet Explorer and then clicking on Help on the menu bar, and then on About Internet Explorer.



Result:

If the result is like that above, showing Internet Explorer 11, you will need to follow the below procedure. The first time each page of the Portal is visited, users of Internet Explorer 11 will need to go to Tools and remove the check mark from the Enterprise Mode function shown below.



The first time this is done on the landing page the page will refresh, and may also sign the user out with an error message of “User does not exist.” Simply ignore this message and sign back into the Portal. This change in settings will need to be done only each time a new page is visited; Internet Explorer should remember the settings you have chosen on that computer on each subsequent visit.

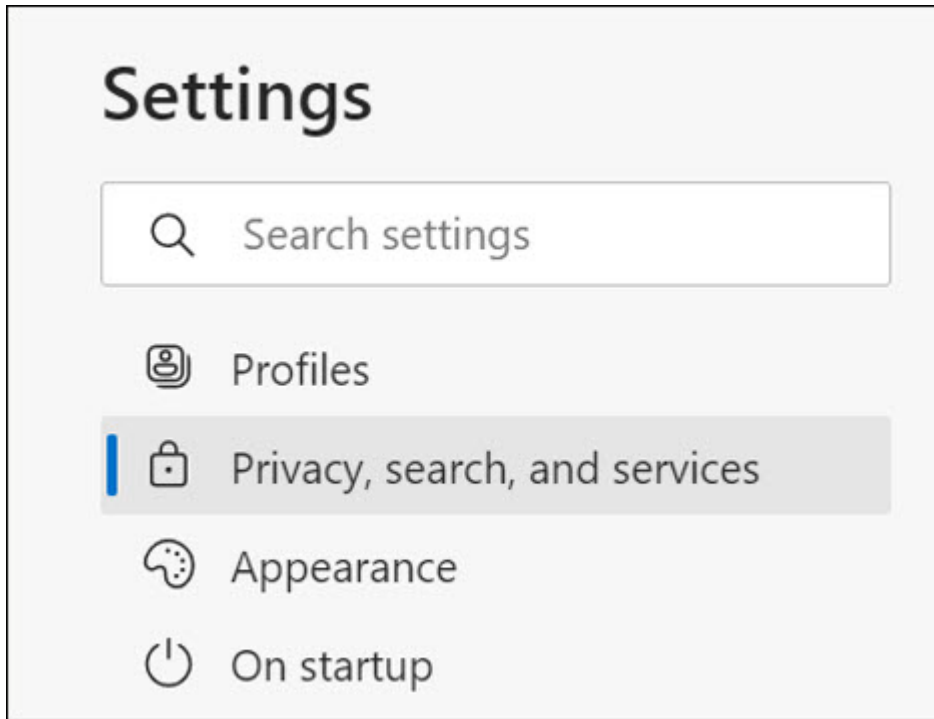
Clear Cache and Cookies in Microsoft Edge

Note: Microsoft Edge is only available with the Windows 10 operating system.

Clear Cache and Cookies



1. Click the Menu icon  at the top-right corner of the screen, then click Settings.
2. Click on Privacy, search, and services from the list of options on the left-hand side



3. Scroll down to Clear browsing data and click Choose what to clear.



4. Change the **Time range** at the top to **All Time** and check the boxes next to **Cookies and other site data** and **Cached images and files**. Then, click **Clear now**.