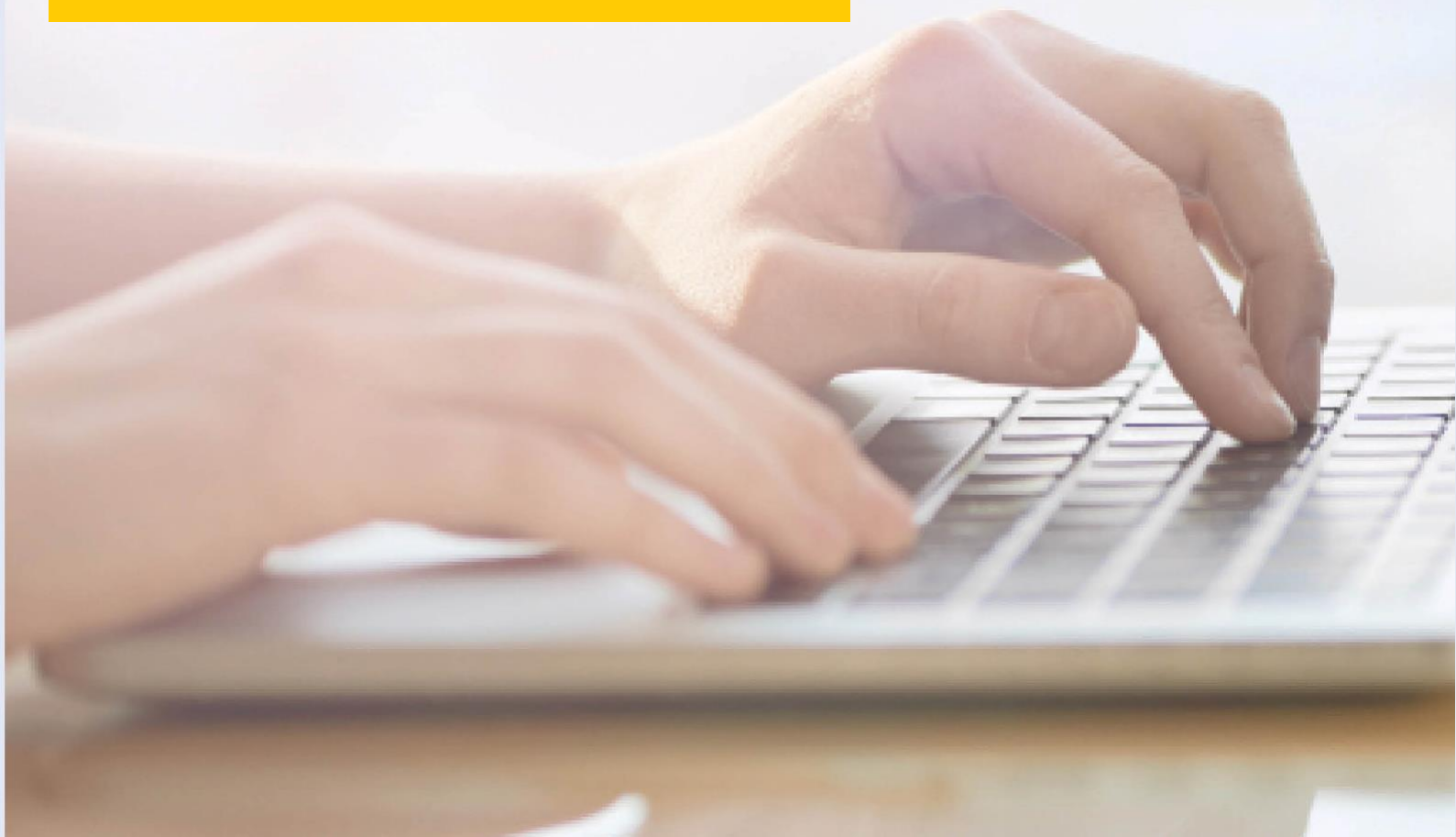




# **eSecure UPDATE**

## CUSTOMER ADMINISTRATOR USER APPROVAL REQUEST

**DHL Express – Excellence. Simply delivered.**



## UPDATED APPROVAL REQUEST EMAIL

Approval Request Email - We will be changing the way you can approve any requests to access your DHL account. The email which is sent to the DHL account administrator in eSecure will allow the request to be rejected, however we will now direct you to MyDHL+ to complete any approvals\*. This supports you in ensuring those essential background checks can be completed before you grant anyone access.

\*Note: Mobile users will need to access MyDHL+ using full site mode or via your desktop or tablet



Dear Test Admin,

You have received this email because the person named below has requested access to use your DHL Express account number.

**Email Address :** [testuser@test.com](mailto:testuser@test.com)

**Account Number :** 98XXXXX13

**Shipper Name :** Jane Doe

**Company Name :** Test Company

To approve or reject this request:

- Login to [MyDHL+](#)
- Go to **My Shipment Settings > Access eSecure**
- Click on Authorized User
- Select Pending from the Status box and click on Search
- The Pending requests will be displayed
- Place a tick next to the e-mail(s) and click the Approve or Reject button

You can also reject the request by clicking the button below.



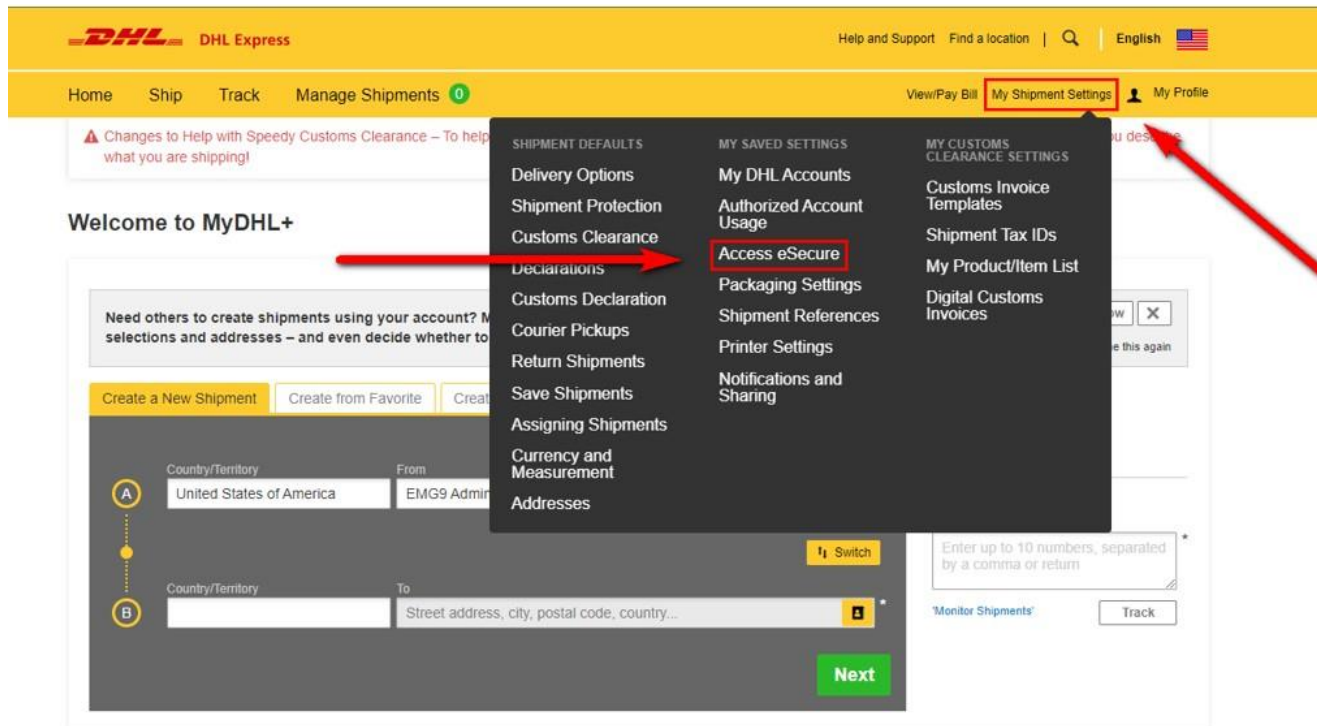
If you accept the request, DHL will not be liable due to any financial impact caused by the misuse of your account by this person. We highly recommend that you contact the requestor prior to accepting this request.

DHL does not guarantee the accuracy of the information provided by the requestor. Ensure you conduct all necessary checks to confirm that the request is legitimate and comes from a person known to you and whom you accept authorised use of your account.

If you have any questions or need technical assistance, please contact us at or email.

Regards,  
DHL Express eSecure Team

# UPDATED USER APPROVAL



Log into MyDHL+ using the Admin profile email. Hover over My Shipment Settings and select Access eSecure.

The screenshot shows the 'Authorized User' form. On the left, there are tabs for 'Authorized User', 'Account No', 'Customer Administrator', 'Authorized Domain', and 'Authorized Account Usage Approval'. The main form area has fields for 'Email ID', 'Account Number', 'Status' (a dropdown menu with 'Approved', 'Rejected', and 'Pending' options), and 'Origin' (a text area with 'UNITED STATES OF AMERICA'). A red box highlights the 'Search' button, and another red box highlights the 'Status' dropdown menu.

Select Authorized User on the left tab. Select Pending under Status Search options, then click Search.

The screenshot shows the 'Authorized User' table. The table has columns for 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'. A red arrow points to the 'Email ID' column header. The table shows 6 records found, with the first record having a status of 'Pending'.

Email ID	Account Number	Origin	Status	Assigned By	Modified Date
<input type="checkbox"/>		UNITED STATES OF AMERICA	Pending	SYSTEM@DHL.COM	18-Feb-22

A list of all Pending requests will be displayed. Check the box next to the Email ID and select Approve or Reject.

In the previous step, you can also select Approved or Rejected to see a list of previously approved or rejected requests.



DHL Express U.S.

[www.mydhl.express.dhl](http://www.mydhl.express.dhl)

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