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# **eSecure Basics Guide**

User Management simply explained

## 1. Introduction

What is eSecure?

DHL eSecure is an innovative security feature that allows you to manage and approve access to your DHL Express account number(s). It helps prevent unauthorized use by third parties within our standard online shipping systems.


This guide provides a brief overview of how eSecure works and why secure user management is important for your account.

## 2. Email Notification for Access Requests


What happens when a new request is submitted?

As soon as a user requests access to your account number, you will receive an email as an eSecure administrator. This email informs you about the request and gives you the option to either approve or reject access.


**DHL eSecure- Action Required: Approve/Reject DHL Express Account Access Request**



esecure@dhl.com  
To


↩ Reply
↩ Reply All
→

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.  
 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.


Help Center Link

Dear

Approve/Reject DHL Express Account Access Request

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

**Email Address:** [@gmail.com](#)  
**Account Number:** 96XXXXX86  
**Shipper Name:** Test Test  
**Company Name :** Test

**Review and Respond:**

1. Log in to [MyDHL+](#) using the email this message was sent to.
2. Go to My Shipment Settings, Access eSecure and review pending requests
3. Select the relevant emails and choose Approve or Reject.
4. Alternatively, you can click here to [reject](#).

Click the link [here](#) for guidance on how to use eSecure.

### 3. Rejecting Access Requests

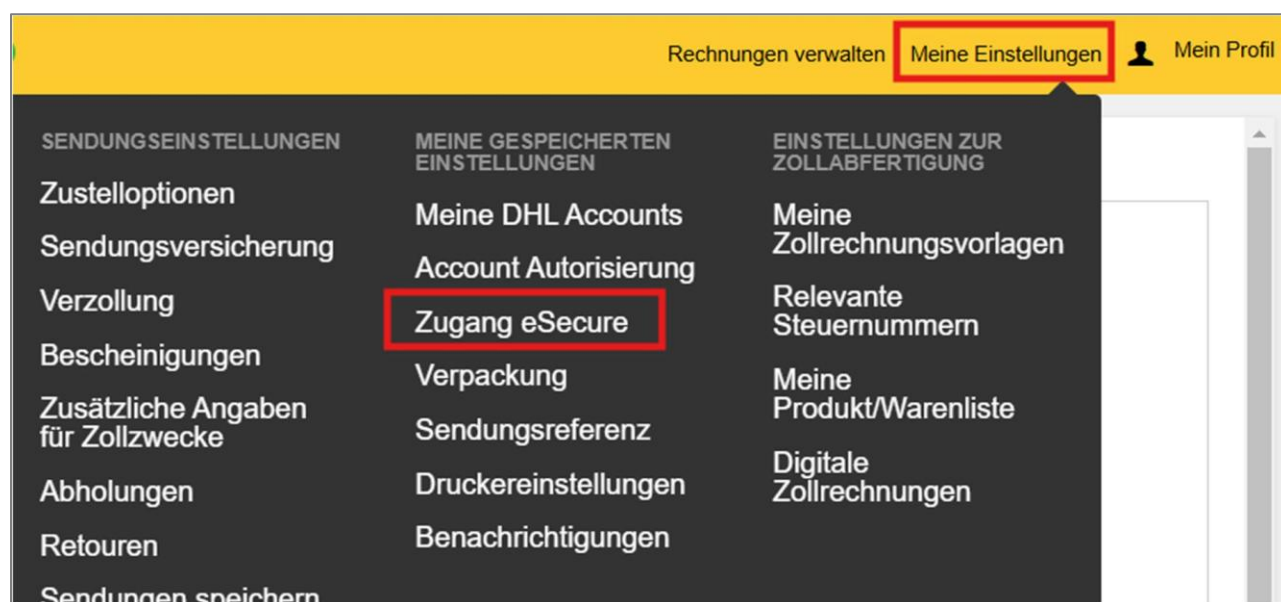
When and how should you reject requests?

If you do not recognize the requesting email address or do not want to grant access, you can reject the request directly via the email—without taking any further steps in MyDHL+.

### 4. Approving Users in MyDHL+

If you would like to grant this user access, the owner of the email address that received the eSecure notification must log in to MyDHL+ and complete the following steps:

After successfully logging in, please click on **My Settings > eSecure Access**.



You may need to accept the terms and conditions if this is your first time accessing eSecure.

You will automatically be directed to the **Authorized User** tab with the status **Pending**. The requesting email address will be displayed below.

Select the checkbox next to the email address and then click **Approve** to grant the user access.

The screenshot shows the 'Authorized User' management interface. The top navigation bar includes 'Home', 'Versenden', 'Verfolgen', 'Verwalten' (with a notification count of 13), 'Rechnungen verwalten', 'Meine Einstellungen', and 'Mein Profil'. The left sidebar lists 'Authorized User', 'Account No', 'Customer Administrator', 'Authorized Domain', and 'Authorized Account Usage Approval'. The main content area has search filters for 'Email ID', 'Account Number', 'Status', and 'Origin'. The 'Status' dropdown is set to 'Pending'. Below the filters, there are 'Advanced Search', 'Search', and 'Reset' buttons. A green banner indicates '1 records found'. Action buttons include 'Add', 'Approve', 'Reject', 'Copy', 'Upload', and 'Download'. A table below shows one record with columns: 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'. The record has a checkbox, an email address ending in '@gmail.com', account number '960950186', origin 'AUSTRIA', status 'Pending', assigned by 'SYSTEM@DHL.COM', and modified date '24-Feb-25'.

## 5. Releasing Rejected Requests

How to restore access If a request has already been rejected, you can reopen it at any time. In the **Status** section, click on **Rejected** and then on **Search**. All rejected email addresses will be displayed below.

You can filter the list by date to find the desired request more quickly. Select the respective email address using the checkbox and then click **Approve** to grant access.

The screenshot shows the 'Authorized User' management interface with the 'Status' dropdown set to 'Rejected'. The 'Search' button is highlighted. A green banner indicates '48 records found'. The table below shows 48 records. The first record is highlighted with a red box and has columns: 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'. The record has a checkbox, an email address ending in '@gmail.com', account number '960950186', origin 'AUSTRIA', status 'Rejected', assigned by '@dhl.com', and modified date '24-Feb-25'.

## 6. Adding Users Manually

Proactively granting access

You also have the option to add users proactively. To do so, use the **Add** function and enter the relevant account number as well as the user’s email address.

This will take you to a new interface where you can enter the **account number** for which you want to grant access, as well as the user (**Email ID**).

The screenshot shows the 'Authorized User' management interface. On the left is a sidebar with navigation options: 'Account No', 'Customer Administrator', 'Authorized Domain', and 'Authorized Account Usage Approval'. The main content area is titled 'Authorized User' and contains several input fields: 'Email ID', 'Account Number', 'Status' (a dropdown menu with options 'Approved', 'Rejected', and 'Pending'), and 'Origin' (a dropdown menu with 'AUSTRIA' selected). Below these fields is an 'Advanced Search' link. At the bottom right of the search area are 'Search' and 'Reset' buttons. Below the search area, a green bar indicates '0 records found'. To the right of this bar are buttons for 'Add', 'Approve', 'Reject', 'Copy', and 'Upload'. Below the buttons is a table header with columns: 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'. Below the header, it says 'No Record Found.'

In the new interface, click **Save** after entering the required details.

The screenshot shows the 'Authorized User' management interface in the 'Add' form. At the top, a blue information bar says 'Use comma (,) for multiple entries in Account number and Email ID fields'. Below this are two large text input fields: 'Account Number' and 'Email ID'. Both fields are highlighted with red boxes. At the bottom right of the form are 'Save' and 'Cancel' buttons, with the 'Save' button also highlighted with a red box.

## 7. Tips & Best Practices


Important recommendations


- Regularly review your user list
- Grant access only to known and trusted users
- Remove access rights when they are no longer required

## 8. Support & Contact

If you have any further questions, please feel free to contact us at any time:

 [ess.at@dhl.com](mailto:ess.at@dhl.com)

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 Monday to Friday, 8:00 a.m. – 5:00 p.m.