STEP BY STEP GUIDE
eSECURE

DHL Express – Excellence. Simply delivered.
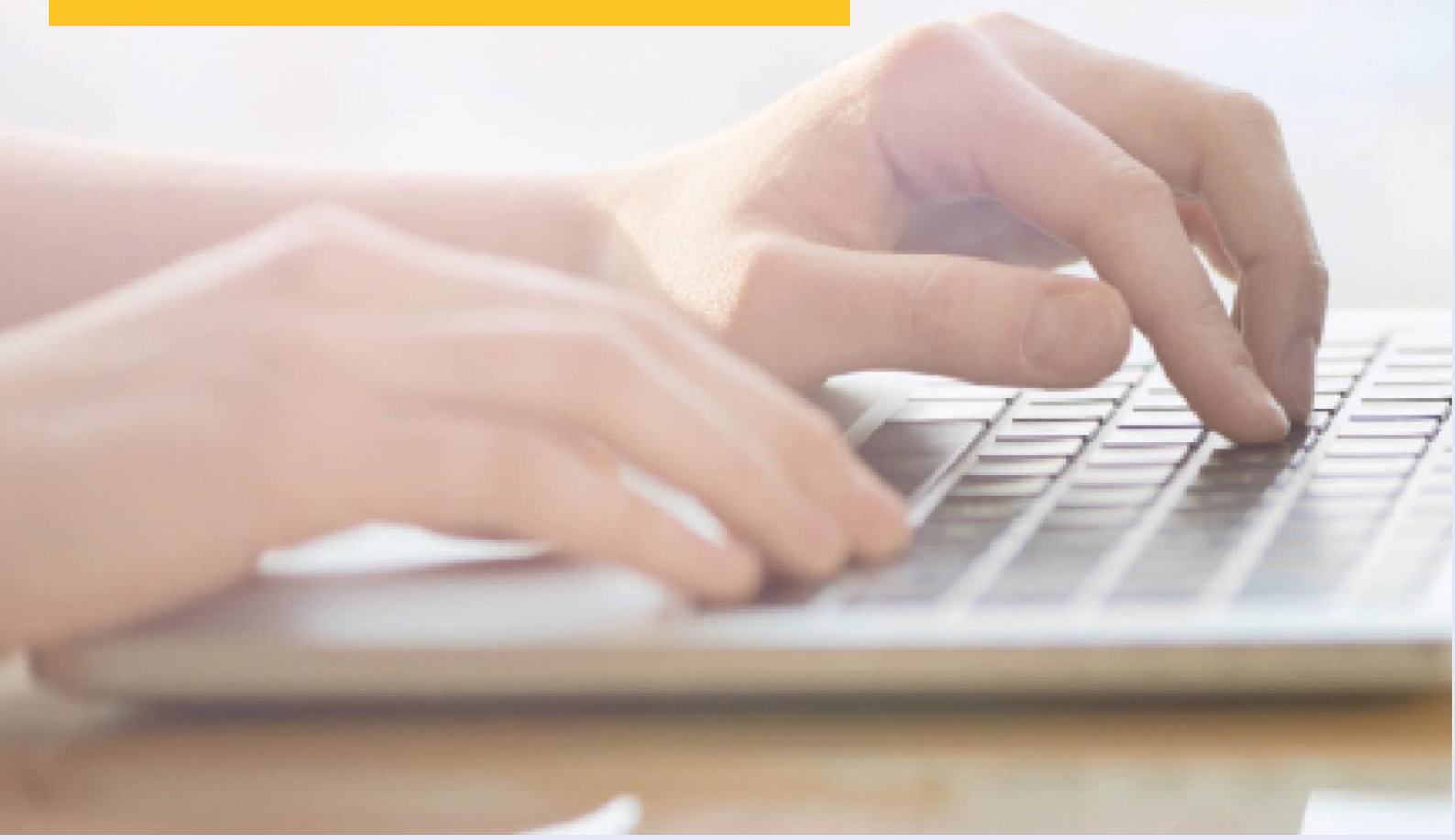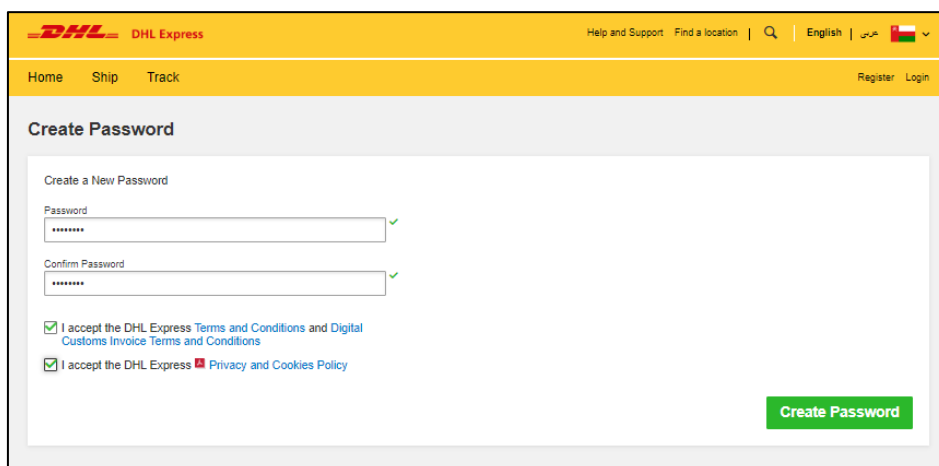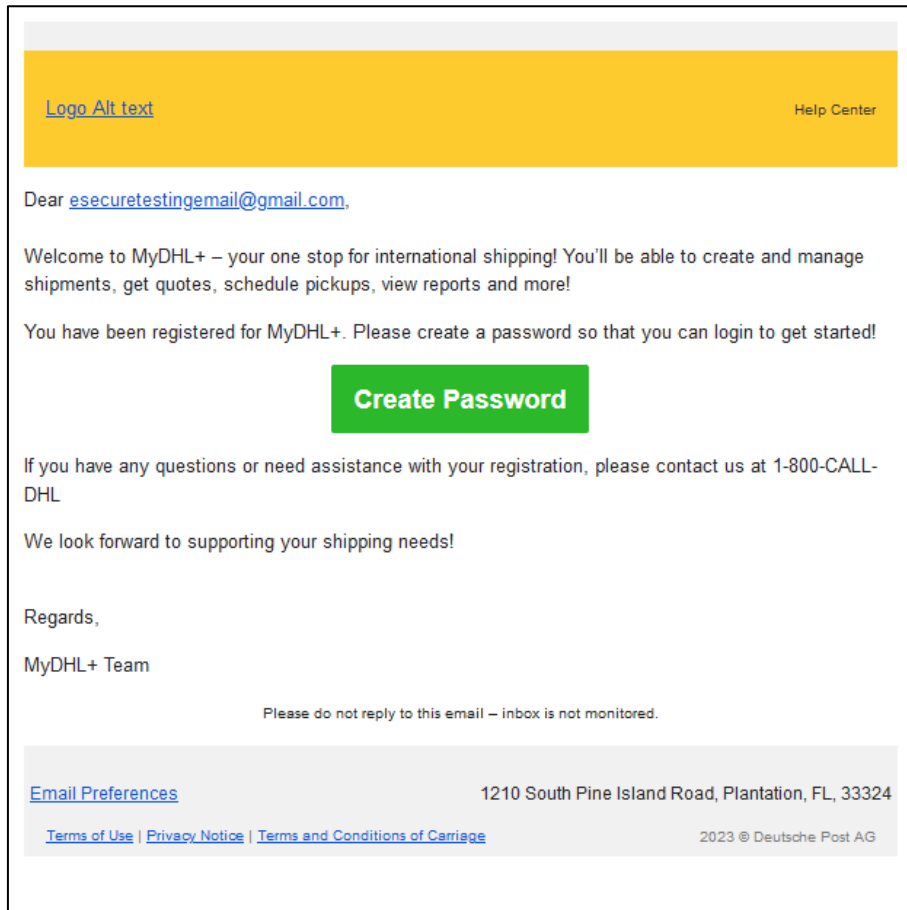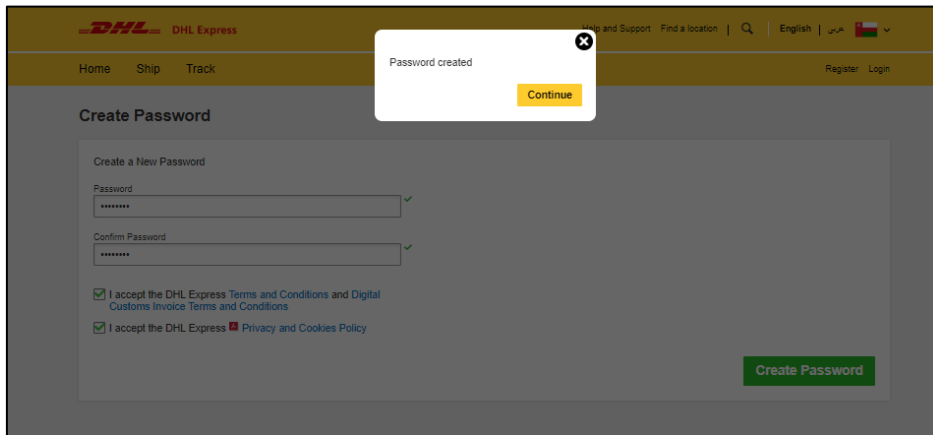
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CUSTOMER ADMINISTRATOR REGISTRATION

As a Customer Administrator for a newly enabled DHL Express Account in eSecure, look out for a 'Create Password' email from dhlSender@dhl.com to complete the registration process of your new MyDHL+ User Profile.
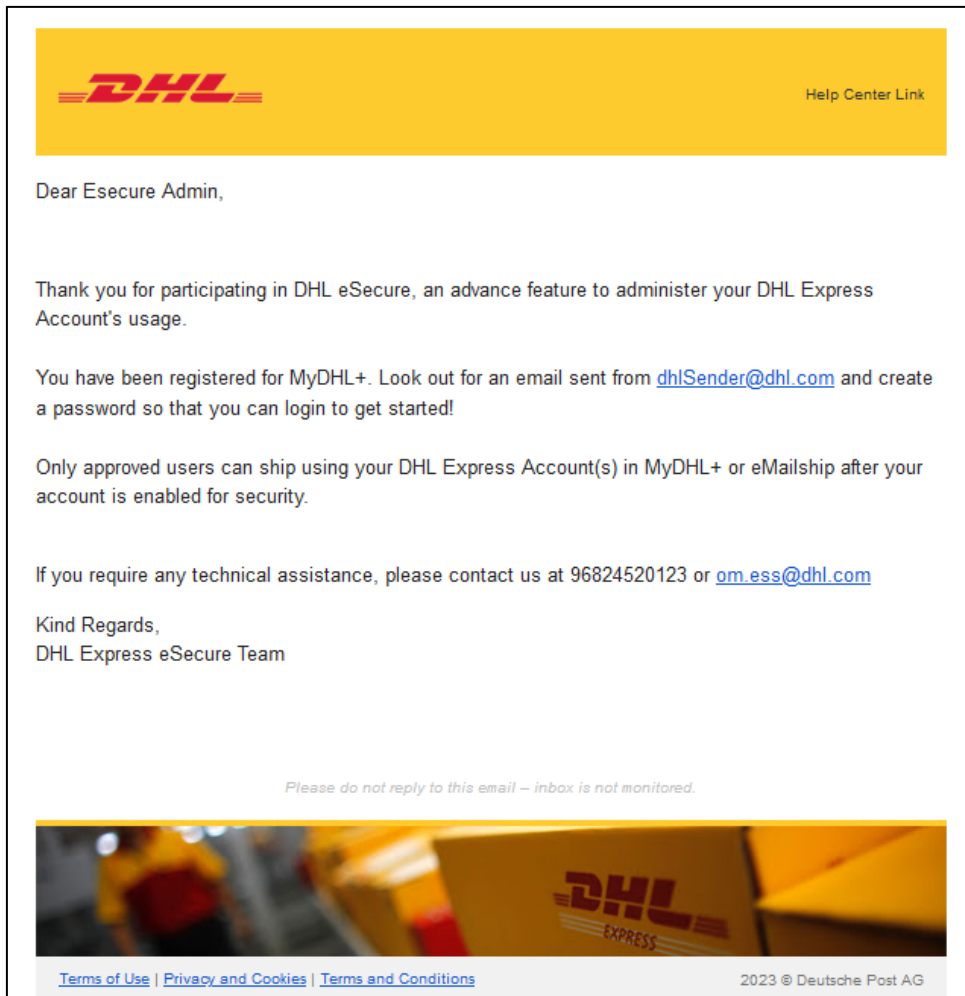
A 'Welcome' email from esecure@dhl.com will be sent when an existing MyDHL+ user is added as a Customer Administrator for an eSecure enabled account. The same email will also be sent when you are successfully onboarded first time as a Customer Administrator in eSecure.
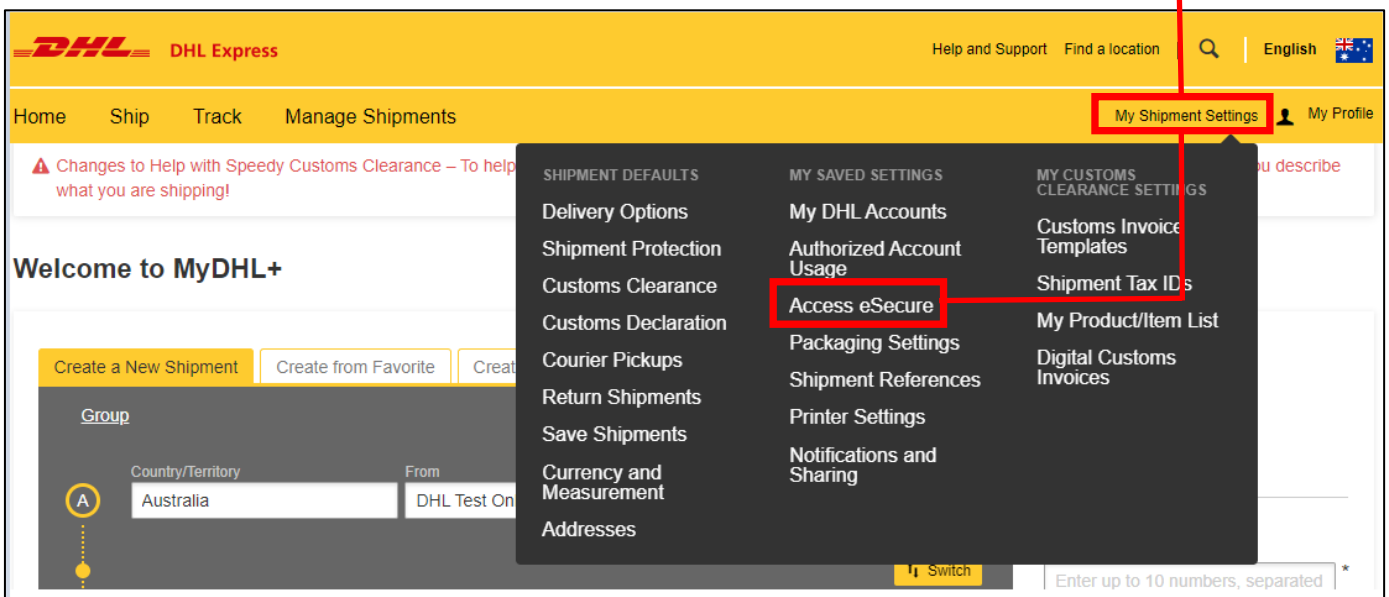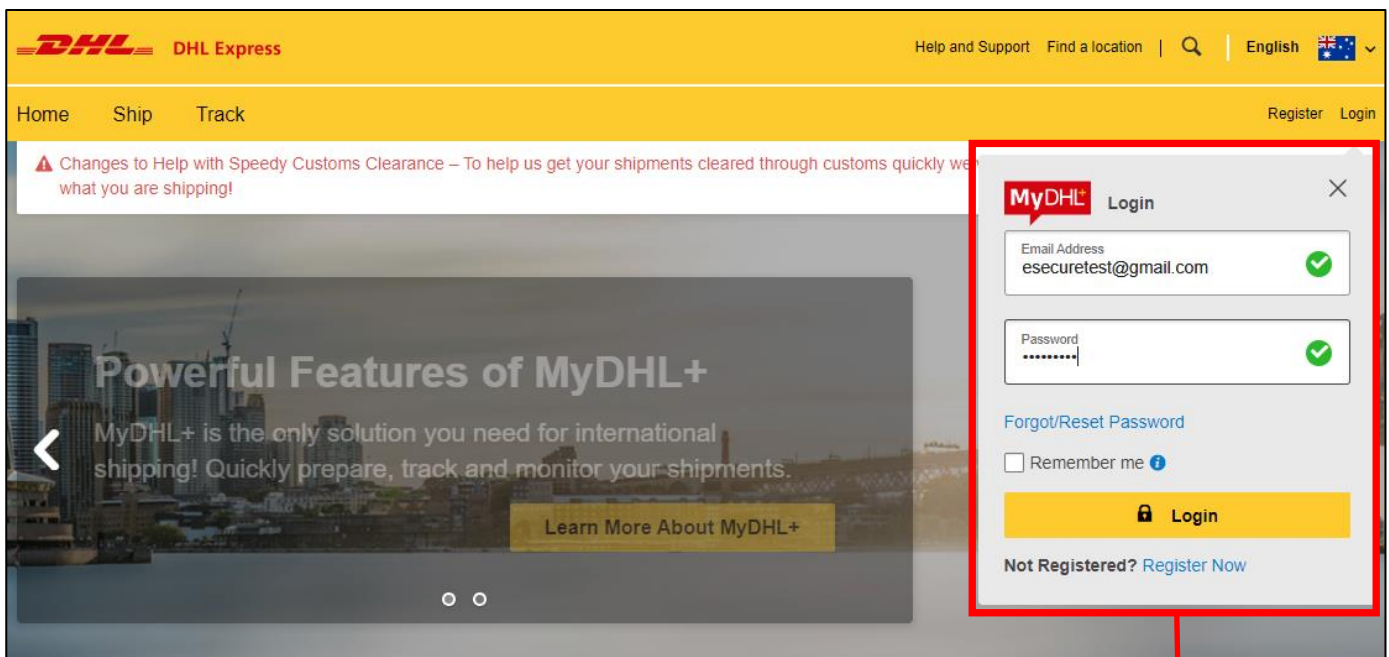
ENABLING STEPS

You have received an email with subject "DHL eSecure Approval Request" because a person is requesting to use your DHL Express account number. Below are the steps to approve or reject the request.

Step 1: Login to MYDHL+

Access eSecure menu is found under My Shipment Settings after login to MyDHL+.

Step 2: Authorize users

As Customer Admin you have several options to approve shippers:

- If you access eSecure for the first time, the Terms and Conditions should be accepted before being redirected to the page.

Steps to approve (authorize) individual account usage request

- Click on **Authorized User** menu
- Select **Pending** from the Status box and click on **Search**
- The Pending request will be displayed in the list below
- Place a tick next to the e-mail and click the **Approve** or **Reject** button

*Note: In case you need to authorize a larger number of users who should use your account, you can upload a file by clicking the **upload** button. A sample file is available in the upload page.*

Automate approvals from trusted partners

With the **Authorized Domain** feature, it is possible to automatically approve all requests coming from certain email domains. This feature is useful if you don't want to manually approve every request from requestors within your company or from a trusted partners.

- Click on **Authorized Domain**
- Click **Add** button
- Enter the **Account Number**, email **Domain Name** and **Save**.

Note: You can add multiple emails domains in the Authorized Domain list.

Automate rejections from unknown requestors

Our newly added security feature **My Domain** lets you control who receives account requests from. You can simply add the email domain to **My Domain**. This will whitelist the domain. They are then considered trustworthy and requests from other domains are automatically rejected.

Note: It is highly recommended to utilize this feature if you don't expect anyone else outside your company to ship on your DHL Express account.

- Click on **My Domain**
- Click **Add** button
- Enter the **Account Number**, email **Domain Name** and **Save**.

Note: You can add multiple emails domains in the My Domain list. Comma(,) is used to separate multiple email domains

Add multiple customer administrators

If more than one customer administrator is needed, the first customer administrator can easily add new administrators here. It is recommended to have more than one administrator, so that requests will be actioned in the absence of other admin.

- Scroll down and place a tick next to the e-mail
- Click **Add** to enter customer administrator details

NOTIFICATIONS FOR REQUESTOR

The requestor will be notified during shipment creation process in MyDHL+.

The requestor will also receive an email notification whilst you receive the approval request email. The email informs the requestor that their request is pending the account administrator's approval.
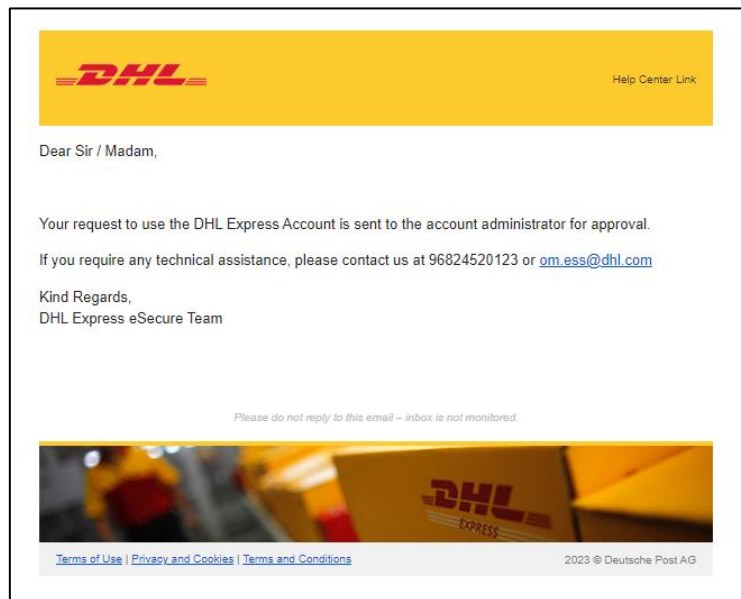
Note: If 'Email Consent ID' is enabled during onboarding, the requestor can see your contact information. Please contact DHL technical support if you don't want your contact information seen.

The requestor will be notified of your decision whether account usage request was Approved or Rejected.

Request Approved (example)
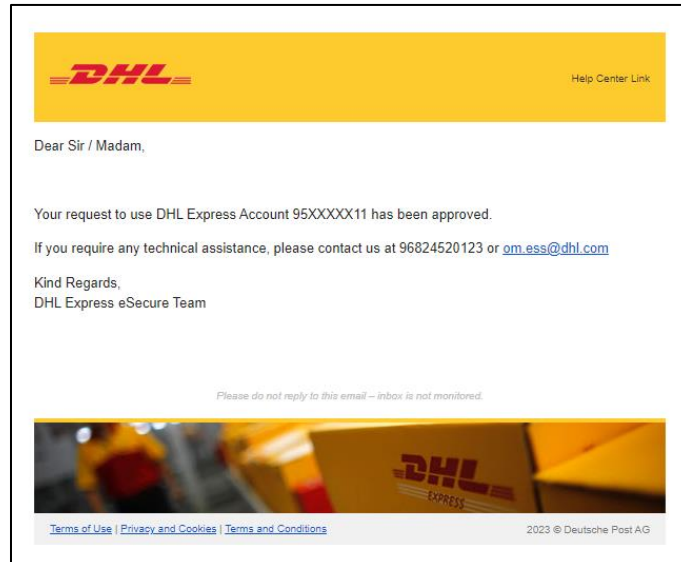
Request Rejected (example):

*Note: Requestor will not be notified if the request was rejected by "**My Domain**" using the auto reject function. Requestor needs to acknowledge the account holder to change status to "approved" manually.*
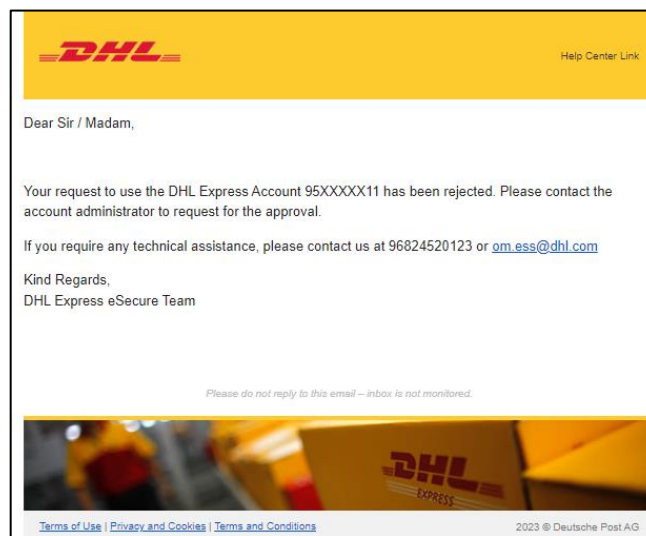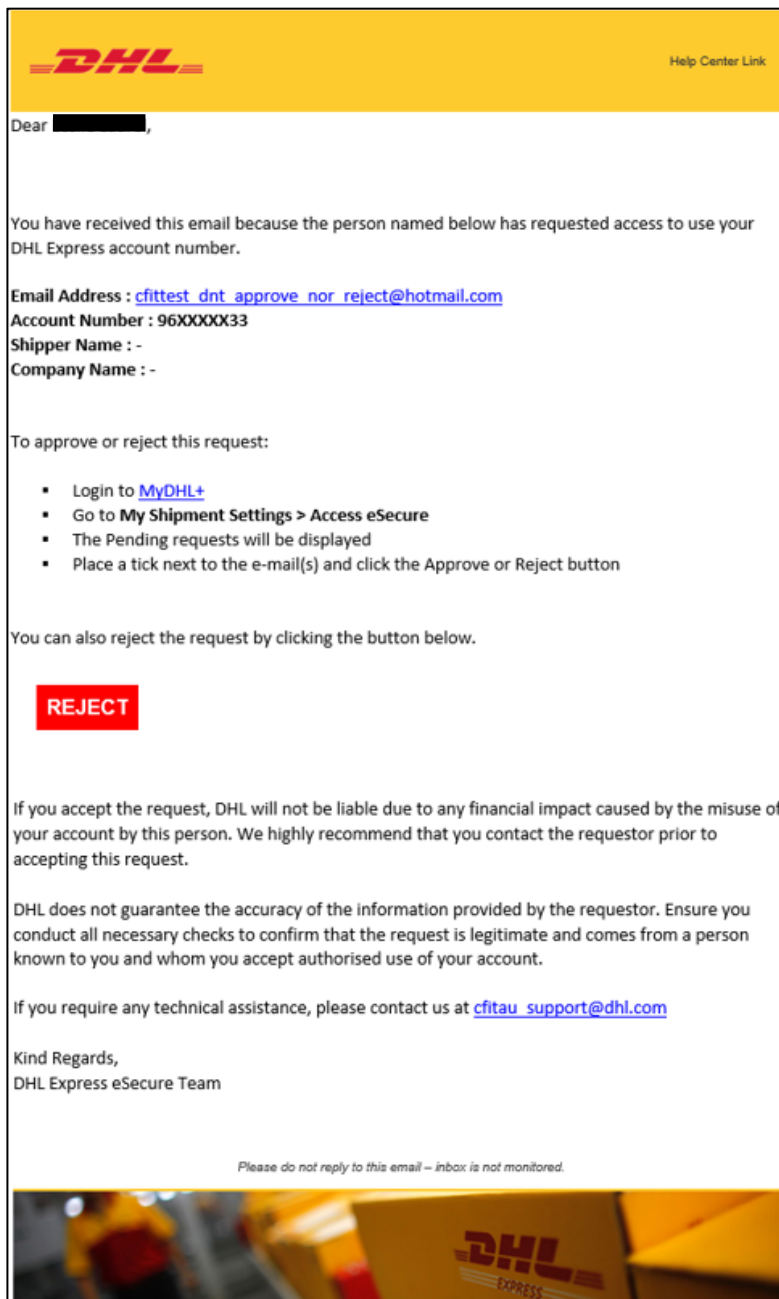
NOTIFICATIONS FOR ADMINISTRATOR

The administrator will receive an email notification for approval. To approve the request you must log-in to MyDHL+ and follow the steps provided. Otherwise, click the Reject button if unauthorized.

The administrator will receive an email notification whilst the request was being automatically rejected by "**My Domain**." The email informs the administrator which user was rejected.
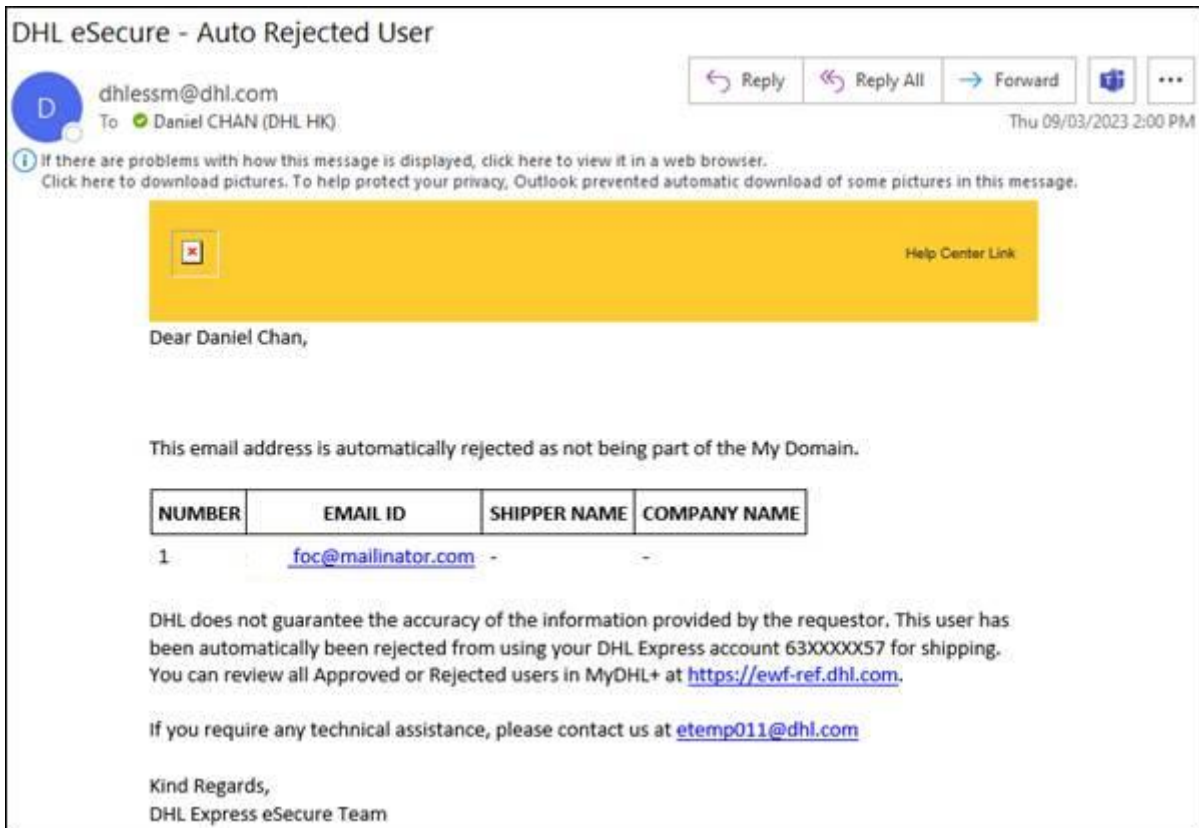
For **eSecure Video Tutorial**, please go to this site.
For **Account Protection FAQs**, please go to this site .

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