



eSecure



Welcome To **MyDHL+** eSecure User Guide

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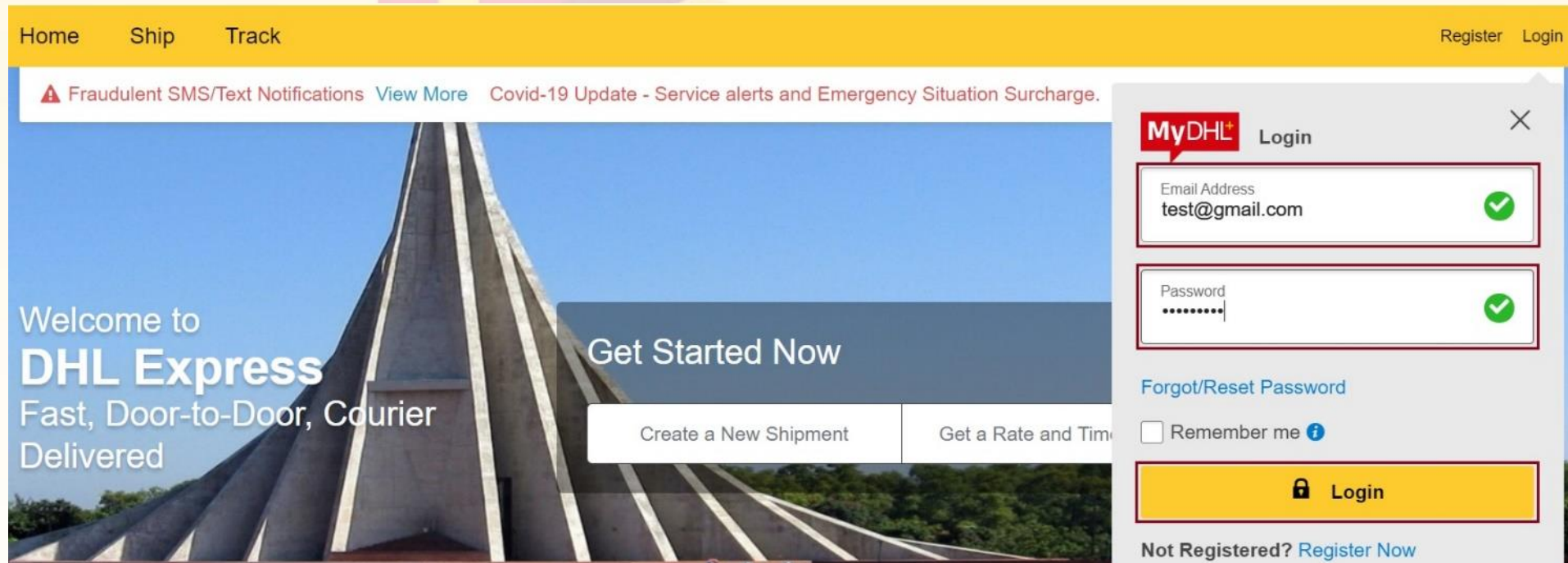
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Step: 1

Click on “MyDHL+ link” :
<https://mydhl.express.dhl/bd>

Step: 2

- ✓ Login with email ID.
- ✓ Input password.
- ✓ Then Click “Login”



Home Ship Track Register Login

⚠ Fraudulent SMS/Text Notifications [View More](#) Covid-19 Update - Service alerts and Emergency Situation Surcharge.

Welcome to
DHL Express
Fast, Door-to-Door, Courier
Delivered

Get Started Now

Create a New Shipment Get a Rate and Time

MyDHL+ Login

Email Address
test@gmail.com ✓

Password
..... ✓

[Forgot/Reset Password](#)

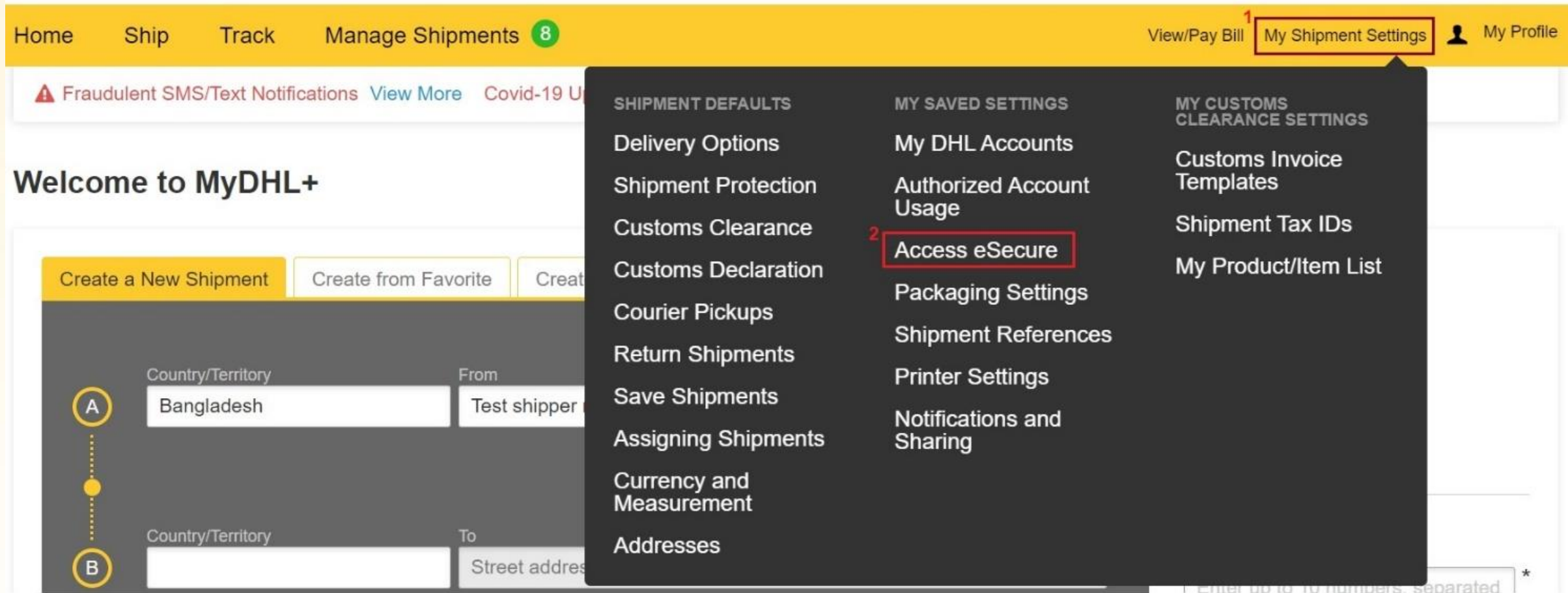
☐ Remember me ⓘ

Login

Not Registered? [Register Now](#)

Step: 3

✓ Click on My Shipment Settings¹ and then Click on [Access eSecure](#)² to go to eSecure portal



The screenshot displays the DHL MyDHL+ web interface. The top navigation bar is yellow and contains links for Home, Ship, Track, and Manage Shipments (with a green badge showing '8'). On the right side of the bar are links for View/Pay Bill, My Shipment Settings (highlighted with a red box and a red '1'), and My Profile. Below the navigation bar, there is a warning banner about fraudulent SMS/text notifications and a 'View More' link. The main content area is titled 'Welcome to MyDHL+'. Below this, there are three buttons: 'Create a New Shipment' (highlighted in yellow), 'Create from Favorite', and 'Create from Recent'. The 'Create a New Shipment' button is active, showing a form with two sections, A and B, separated by a vertical dotted line. Section A has fields for 'Country/Territory' (with 'Bangladesh' entered) and 'From' (with 'Test shipper' entered). Section B has fields for 'Country/Territory' and 'To' (with 'Street address' entered). A dark grey dropdown menu is open over the 'My Shipment Settings' link. The menu is organized into three columns. The first column, 'SHIPMENT DEFAULTS', includes Delivery Options, Shipment Protection, Customs Clearance, Customs Declaration, Courier Pickups, Return Shipments, Save Shipments, Assigning Shipments, Currency and Measurement, and Addresses. The second column, 'MY SAVED SETTINGS', includes My DHL Accounts, Authorized Account Usage (highlighted with a red box and a red '2'), Packaging Settings, Shipment References, Printer Settings, and Notifications and Sharing. The third column, 'MY CUSTOMS CLEARANCE SETTINGS', includes Customs Invoice Templates, Shipment Tax IDs, and My Product/Item List.

Step: 4

- ✓ Click on **Authorized User**¹ (to find out your approved customer list)
- ✓ Check **Status**²
- ✓ Go to **Search**³

[Home](#) [Ship](#) [Track](#) [Manage Shipments](#) 8 [View/Pay Bill](#) [My Shipment Settings](#) [My Profile](#)

Authorized User¹

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

Authorized User

Email ID

Status²

Approved
Rejected
Pending

Account Number

Origin

AFGHANISTAN
ALBANIA
ALGERIA
AMERICAN SAMOA
ANDORRA
ANGOLA
ANGUILLA
ANTIGUA
ARGENTINA

Search³

Reset

Step: 5

- ❑ 5.1
 - ✓ If you are multiple account admin, put your desired Account number¹
 - ✓ If you want to approve any mail, just Click on Pending² > Search³

Authorized User

Email ID

Status

Approved
Rejected
2 Pending

Account Number

1 96/95*****

Origin

AFGHANISTAN
ALBANIA
ALGERIA
AMERICAN SAMOA
ANDORRA
ANGOLA
ANGUILLA
ANTIGUA
ARGENTINA

3 SearchReset

- ❑ 5.2
 - ✓ Select your desired mail¹>Approve².

[Once you have approved any mail that will be whitelisting to prepare any shipment using your account number until and unless you reject this email (Go to step 6)]

✓ 4 records found

AddApprove²RejectCopyUploadDownload

<input type="checkbox"/> Email ID	Account Number	Origin	Status	Assigned By	Modified Date
<input checked="" type="checkbox"/> 1 test@gmail.com	96*****	BANGLADESH	Pending	SYSTEM@DHL.COM	23-Oct- <input type="text"/>
<input type="checkbox"/>	96*****	BANGLADESH	Pending	SYSTEM@DHL.COM	14-Oct- <input type="text"/>
<input type="checkbox"/>	96*****	BANGLADESH	Pending	SYSTEM@DHL.COM	07-Nov- <input type="text"/>
<input type="checkbox"/>	96*****	BANGLADESH	Pending	SYSTEM@DHL.COM	09-Nov- <input type="text"/>

Step: 6

6.1

- ✓ If you want to Reject any mail, just Click on **Approve¹** > **Search²**

Authorized User

Email ID <input type="text"/>	Account Number <input type="text"/>
Status <div><div>Approved¹</div><div>Rejected</div><div>Pending</div></div>	Origin <div><div>AFGHANISTAN</div><div>ALBANIA</div><div>ALGERIA</div><div>AMERICAN SAMOA</div><div>ANDORRA</div><div>ANGOLA</div><div>ANGUILLA</div><div>ANTIGUA</div><div>ARGENTINA</div></div>

² **Search**

Reset

6.2

- ✓ Select your desired **mail¹** > **Reject²**

✓ 50 records found

Add

Approve²

Reject

Copy

Upload

Download

<input type="checkbox"/> Email ID	<input type="checkbox"/> Account Number	Origin	Status	Assigned By	Modified Date
<input checked="" type="checkbox"/> ¹ test@gmail.com	96*****	BANGLADESH	Approved		06-Jan-
<input type="checkbox"/>	96*****	BANGLADESH	Approved		16-Jul-
<input type="checkbox"/>	96*****	BANGLADESH	Approved		09-Mar-

Frequently Asked Questions

No.	Question	Answer
1	How can I do approve from reject list?	Go to MyDHL+ link > My Shipment Settings > Access eSecure > Authorized User > Status: Rejected¹ > click on Search²
		Select desired eMail ID¹ > Click on Approve²

Authorized User

Email ID

Account Number

Status

Approved

Rejected

Pending

Origin

AFGHANISTAN

ALBANIA

ALGERIA

AMERICAN SAMOA

ANDORRA

ANGOLA

ANGUILLA

ANTIGUA

ARGENTINA

² Search

Reset

✓ 19 records found

Add

Approve²

Reject

Copy

Upload

Download

<input type="checkbox"/>	Email ID	Account Number	Origin	Status	Assigned By	Modified Date
<input checked="" type="checkbox"/> ¹		96*****	BANGLADESH	Rejected	SYSTEM@DHL.COM	05-Dec-
<input type="checkbox"/>		96*****	BANGLADESH	Rejected		15-Jun-
<input type="checkbox"/>		96*****	BANGLADESH	Rejected	SYSTEM@DHL.COM	08-Feb-



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Electronic Shipping Solution (ESS) Helpline:

Phone: 09604 100400 (Ext: 1); Email: ecom.helpdesk@dhl.com; Business hour: 9am – 9pm

DHL Customer Service Hotlines: 16359, 0255668100 & 09604100200;

DHL Express – Excellence. Simply delivered.