MyDHL+

STEP BY STEP GUIDE
eSECURE

DHL Express – Excellence. Simply delivered.
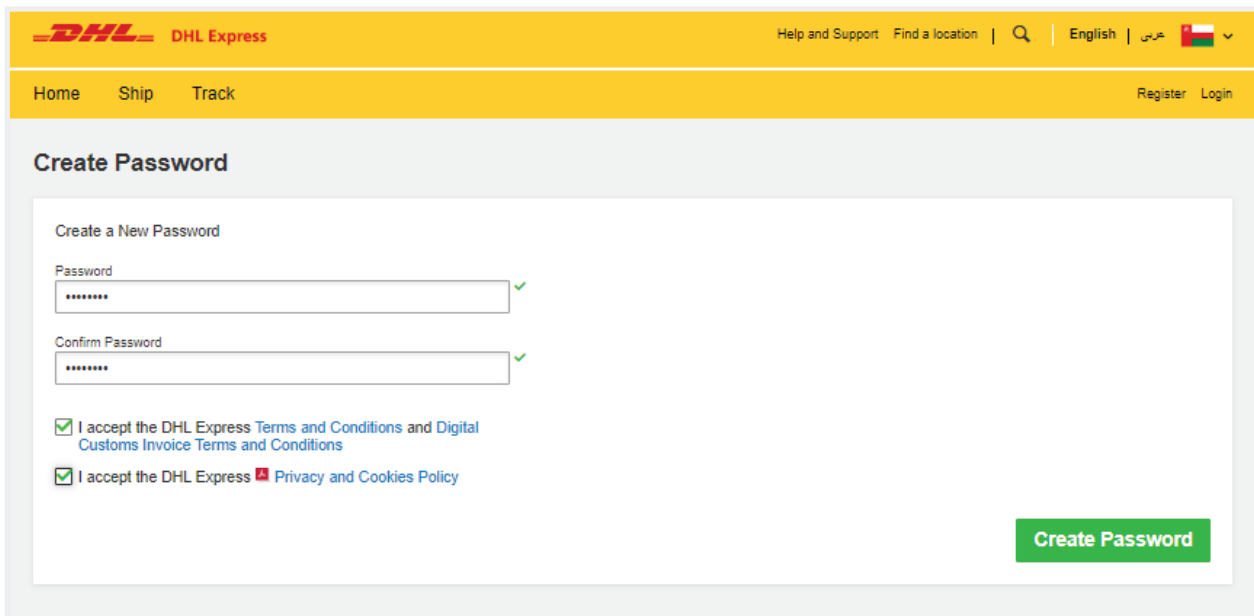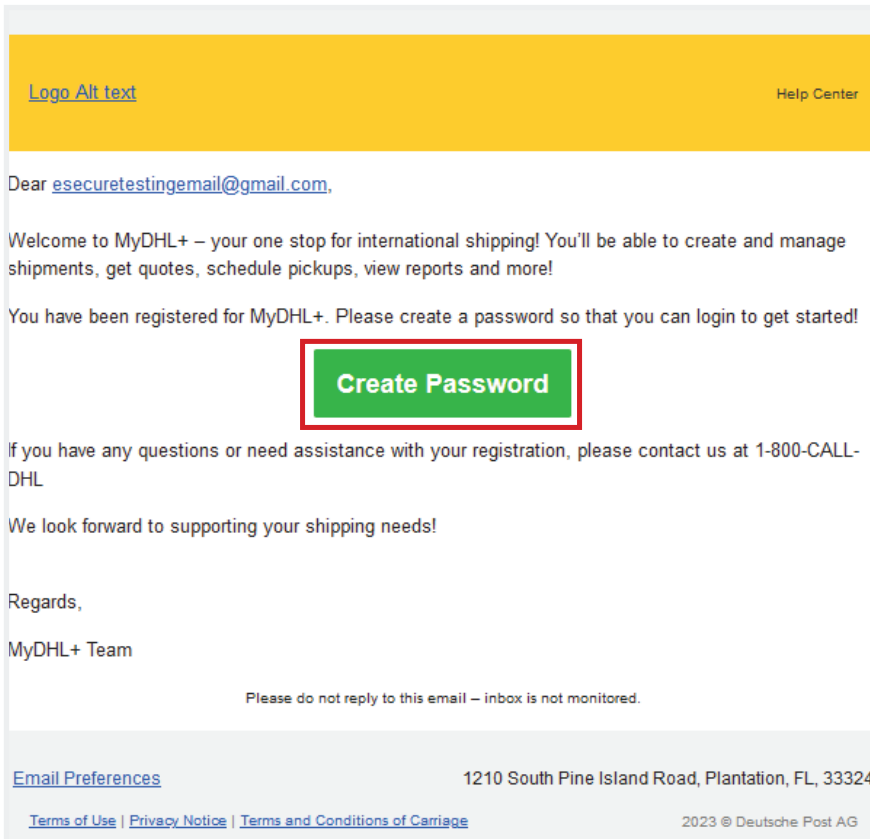
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CUSTOMER ADMINISTRATOR REGISTRATION

As a Customer Administrator for a newly enabled DHL Express Account in eSecure, look out for a 'Create Password' email from noreply@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 for the first time as a Customer Administrator in eSecure.
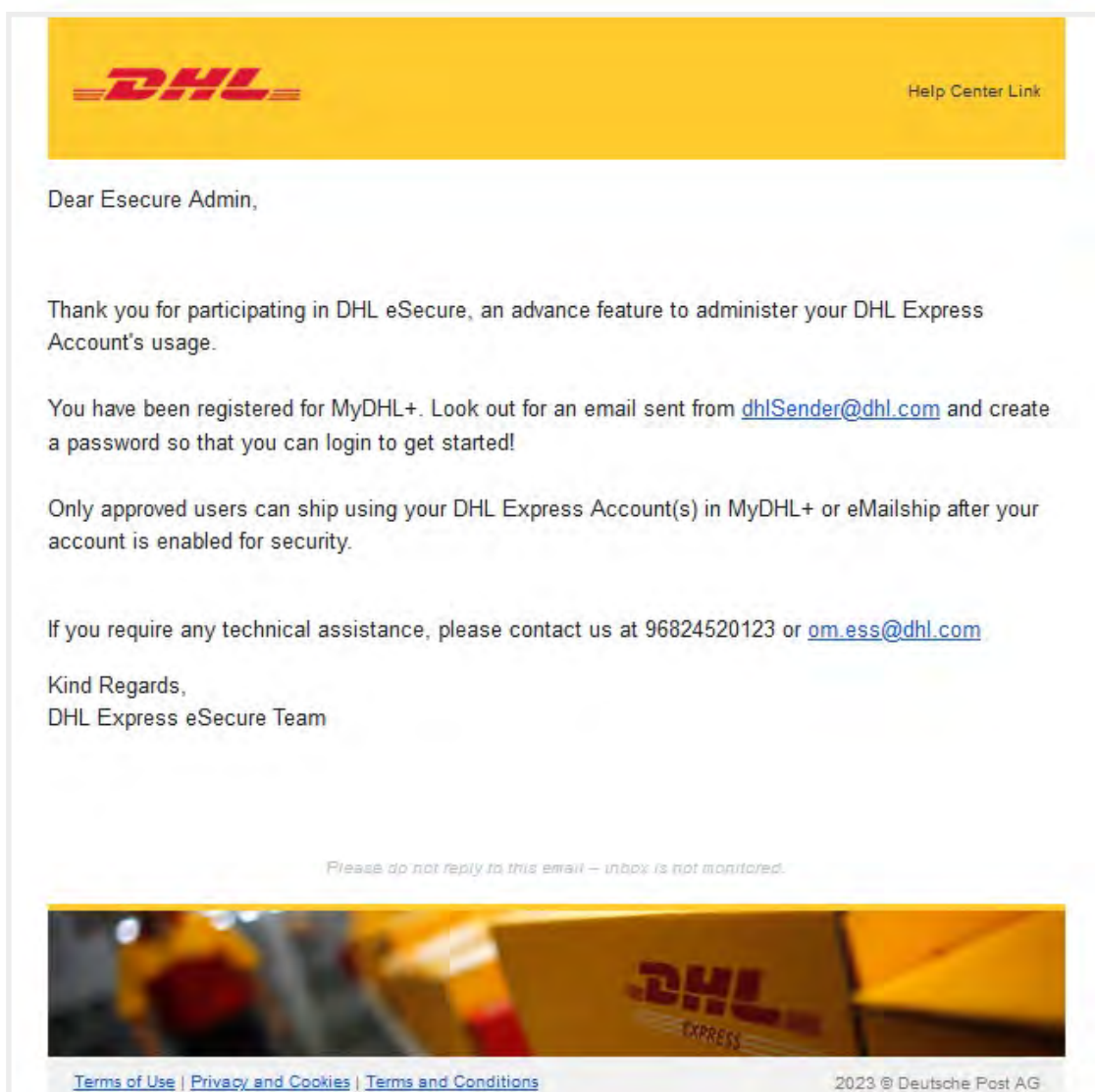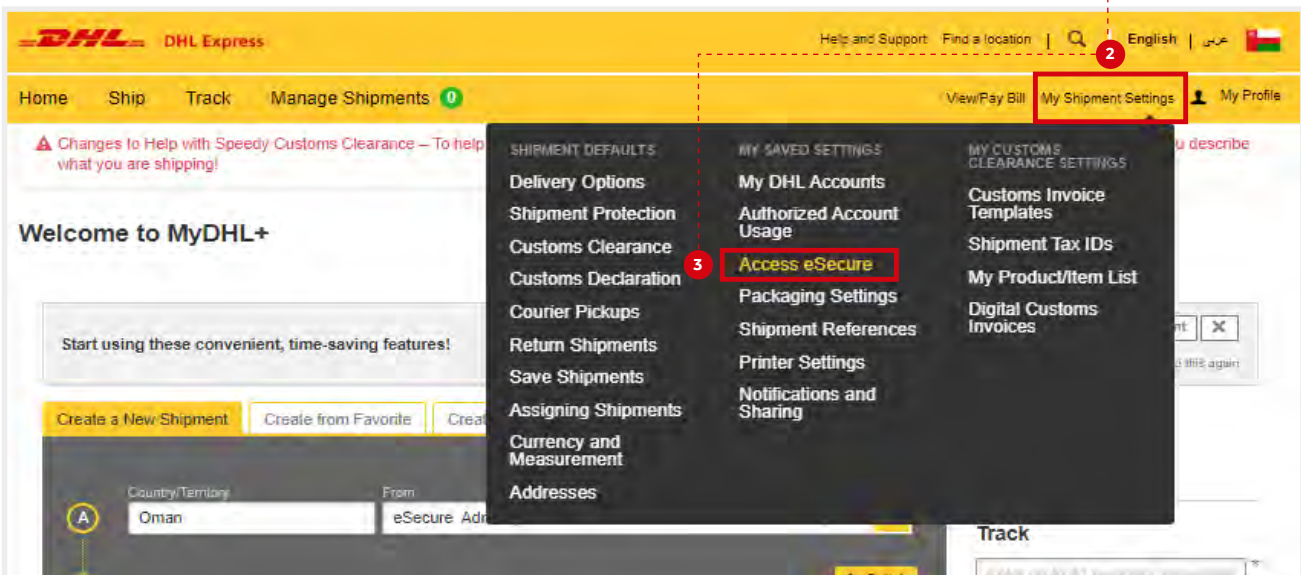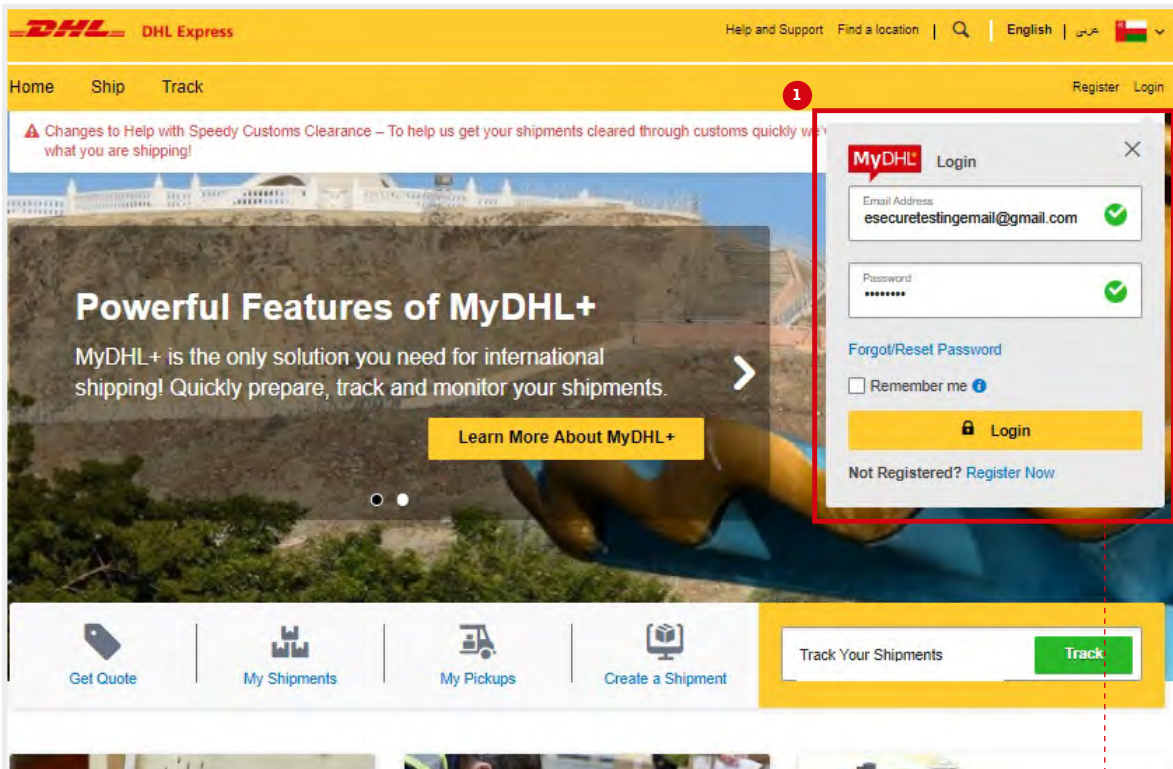
STEPS TO ENABLE

You have received an email with the 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 logging in MyDHL⁺.

Step 2: Authorize users

As a Customer Admin you have several options to authorise shippers to use your account:

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

Steps to approve (authorise) individual account usage request

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

Note* Uploading multiple authorisations

In case you need to authorise a larger number of users who could 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 *Authorised 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 partner.

1. Click on *Authorized Domain*.
2. Enter the email domain name in the *Domain name* field
3. Click *Add* button.

Note* You can add multiple emails domains in the *Authorised Domain* list.

Automate rejections from unknown requestors

Our new security feature, *My Domain*, lets you control who you will receive account requests from. You can simply add the email domain to the list of My Domains. This will whitelist that domain, and they are then considered trustworthy. Requests from any other domains will be automatically rejected.

Note* It is highly recommended to utilise this feature if you don't expect anyone else outside of your company to ship using your DHL Express account.

1. Click on *My Domain*.
2. Enter the email domain name in the *Domain name* field
3. Click *Add* button.

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

Add multiple customer admins

If more than one customer admin is needed, the first customer admin can easily add new admins here. It is recommended to have more than one admin to make sure requests will be actioned upon, even in the absence of one admin.

NOTIFICATIONS FOR REQUESTORS

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 admin's approval.
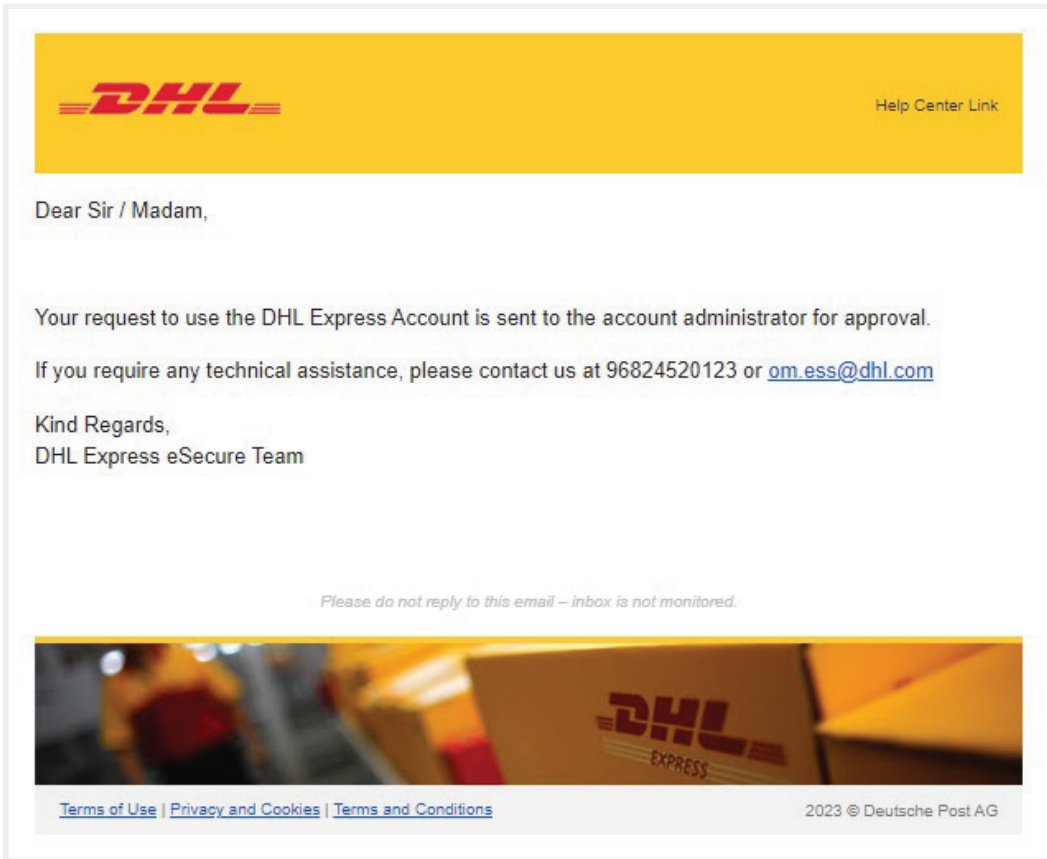
Note* If you allow the option '**Email Consent ID**', the requestor can see your contact information.
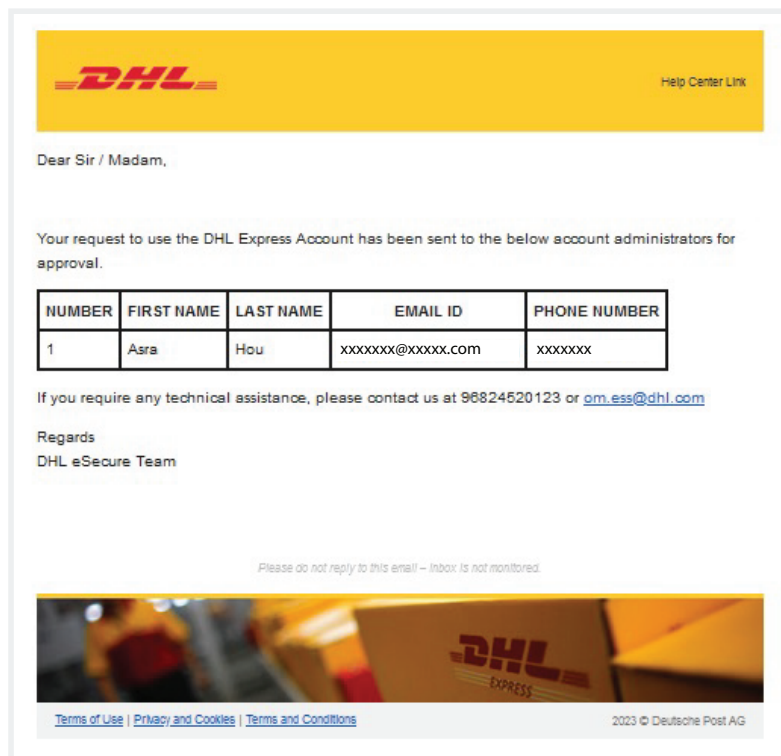
The requestor will be notified of your decision whether account usage request was Approved or Rejected.

Request Approved *(example)*:
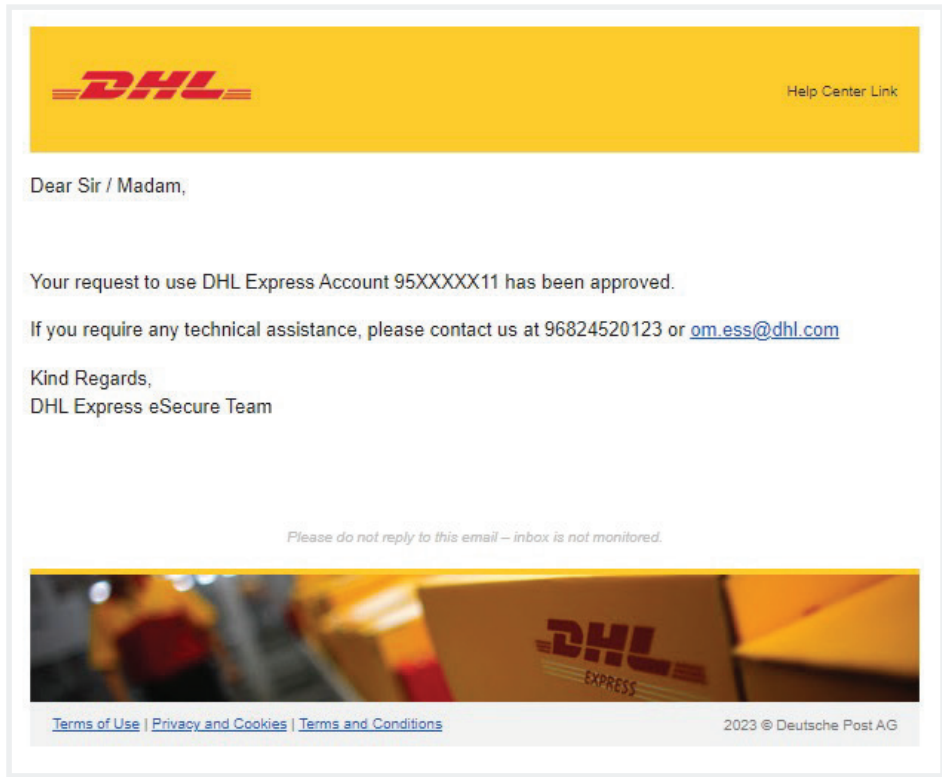
Request Rejected *(example)*:
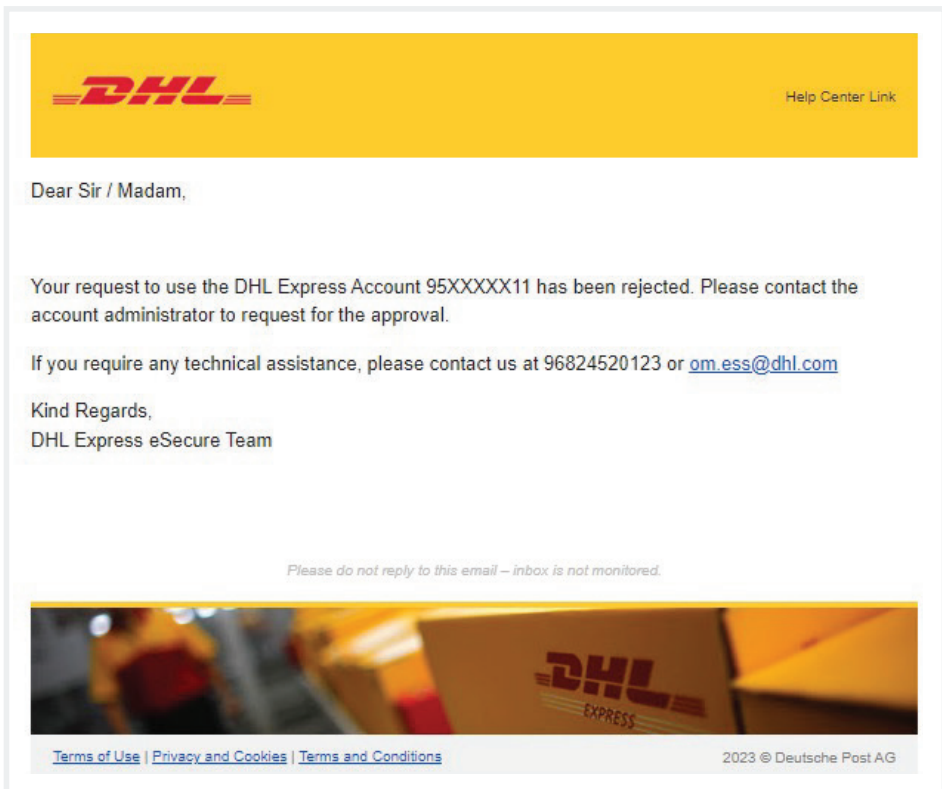
Note* Requestor will not be notified if the request was rejected by "***My Domain***" using the auto reject function. The requestor needs to prompt the account holder to change their status to "Approved" manually.

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

NOTIFICATIONS FOR ADMINISTRATOR

The administrator will receive an email notification when the request is automatically rejected. The email informs the administrator which users were rejected.

Dear Jonny Lee,

As of 29/05/2024, , these email addresses were automatically rejected as not being part of the My Domain.

NUMBER	EMAIL ID	SHIPPER NAME	COMPANY NAME	ACCOUNT NUMBER
1	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX
2	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX

NUMBER	GRANTED TO	GRANTED BY	ACCOUNT NUMBER

DHL does not guarantee the accuracy of the information provided by the requestor. These users are automatically rejected from using your DHL Express Account for shipping. You can review all approved/rejected users in MyDHL+ at https://mydhl.express.dhl/.

If you require any technical assistance, please contact us at or hkgwebmaster@dhl.com

Kind Regards,
DHL Express eSecure Team

Connect
with us

DHL Express (Hong Kong) Limited

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Kwun Tong, Kowloon
Hong Kong

🌐 Ready to ship? Get a quote from MyDHL⁺

👤 Call Customer Services on **(852) 2400 3388**

📍 Find your nearest DHL Service Point

Valid: 05/2024

The information in this guide is correct as of 05/2024.

DHL reserves the right to amend or modify any of the information at any time.

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