STEP BY STEP GUIDE **eSECURE**

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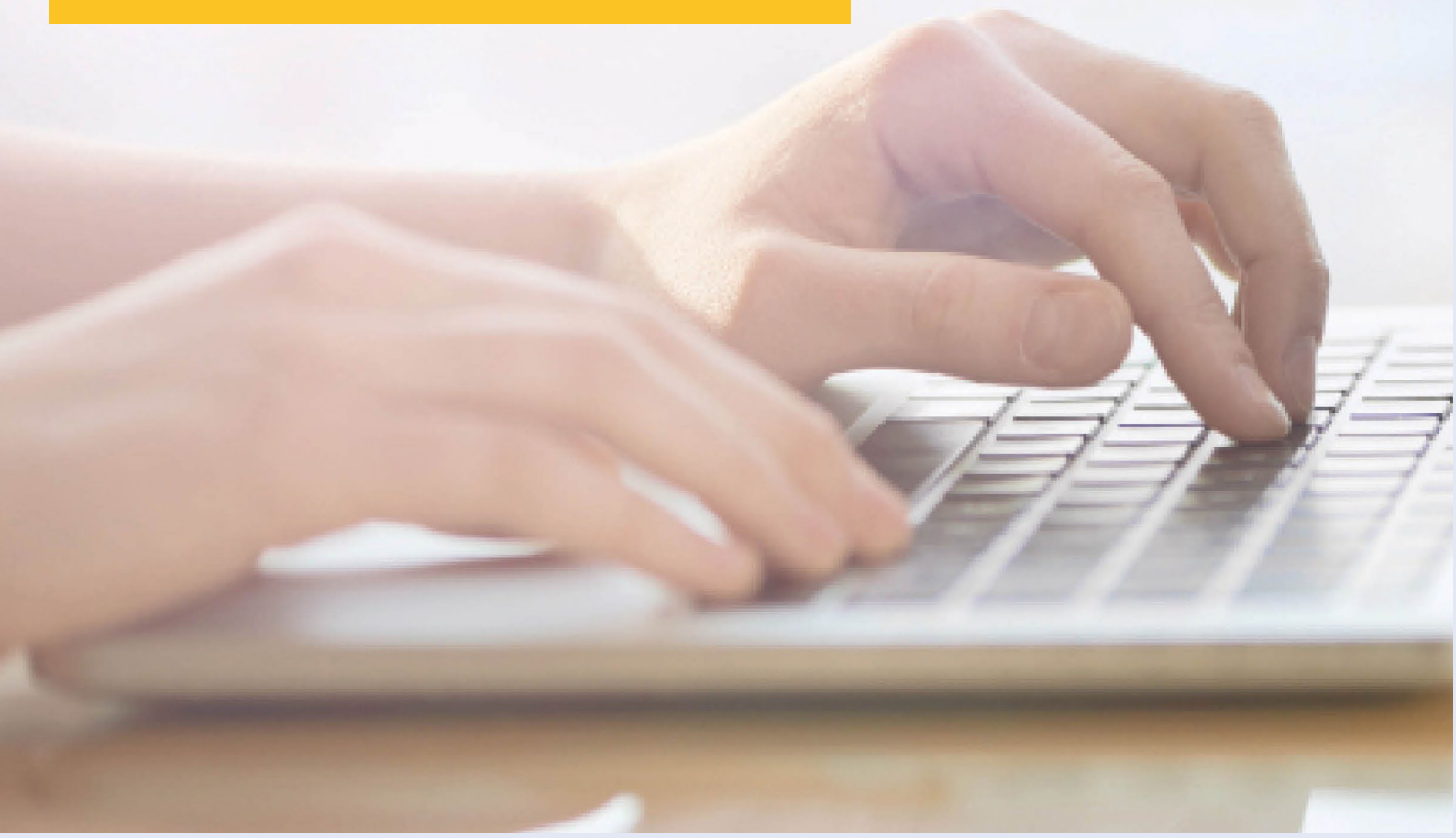

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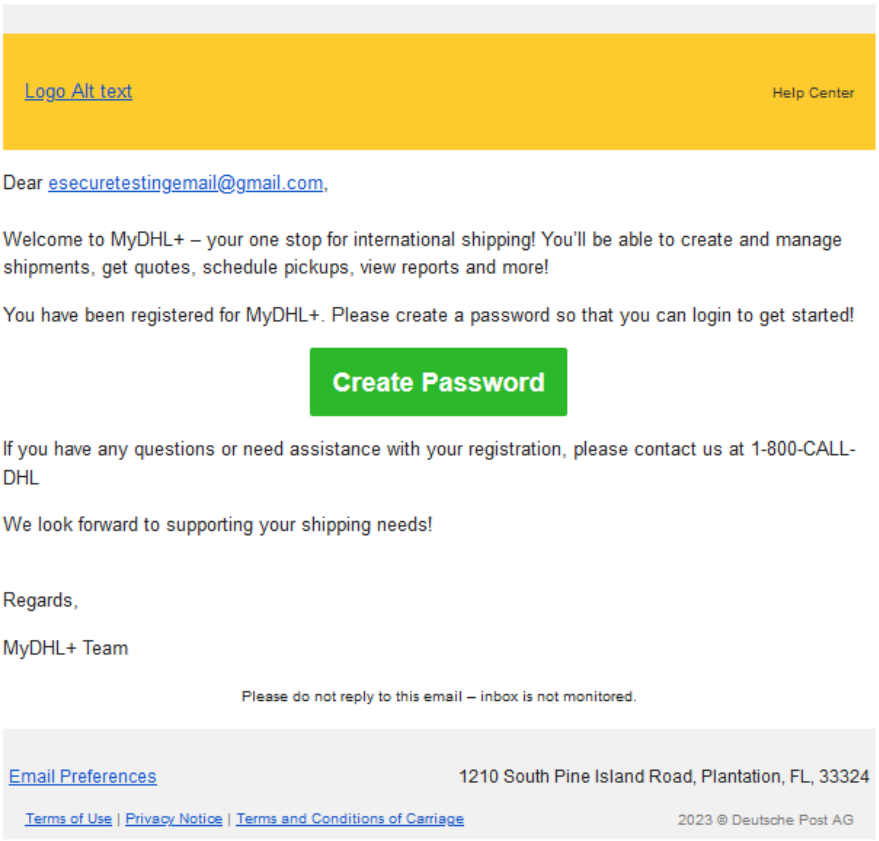
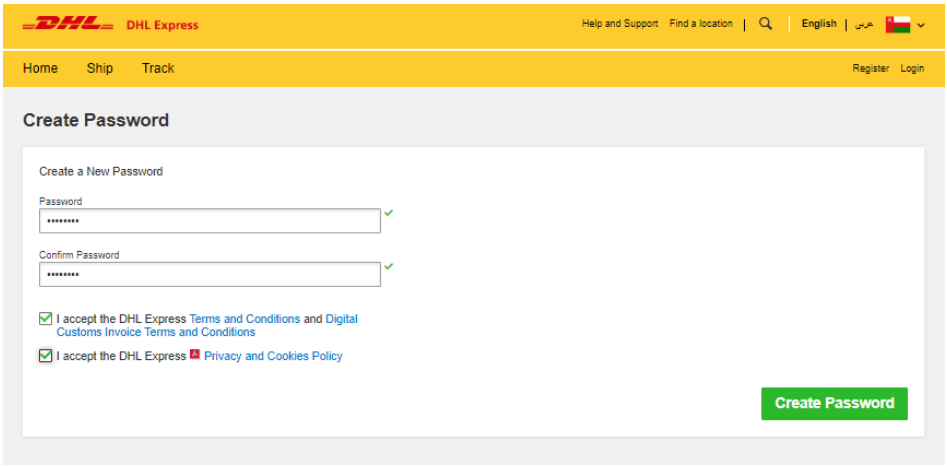
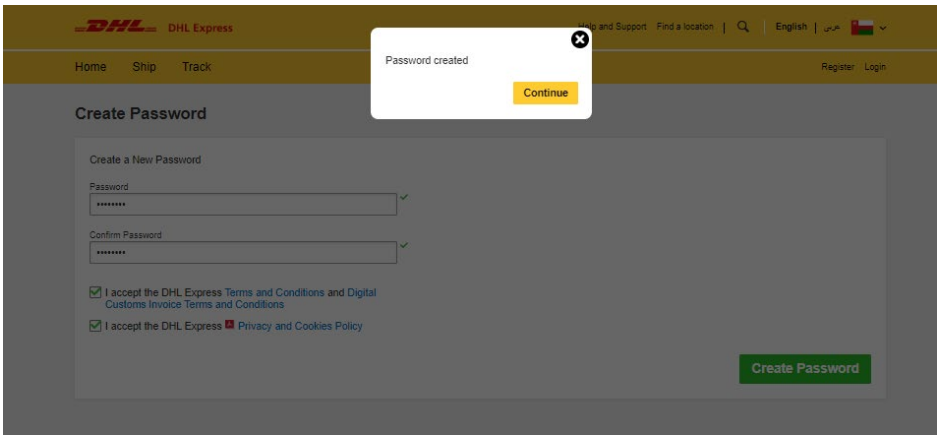
CUSTOMER ADMINISTRATOR REGISTRATION

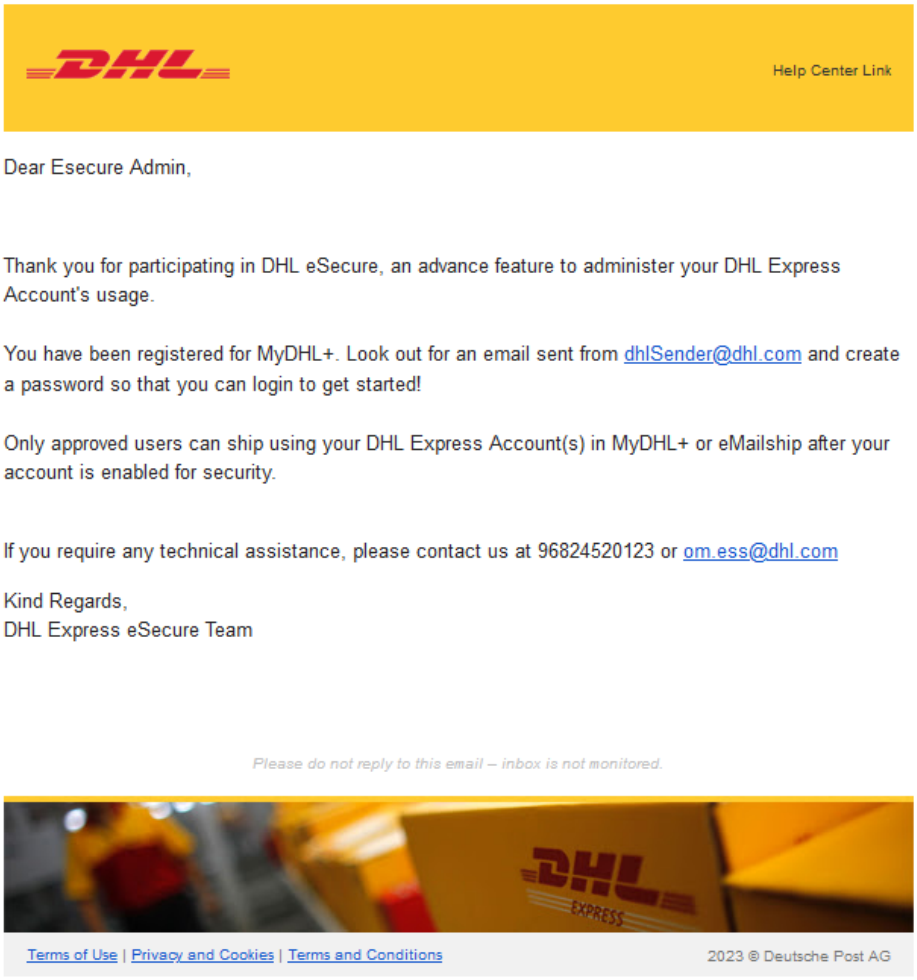
As a Customer Administrator for a newly enabled DHL Express Account in eSecure, look out for a 'Create Password' email from dhlSender@dhl.com to complete the registration process of your new MyDHL+ User Profile.







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.

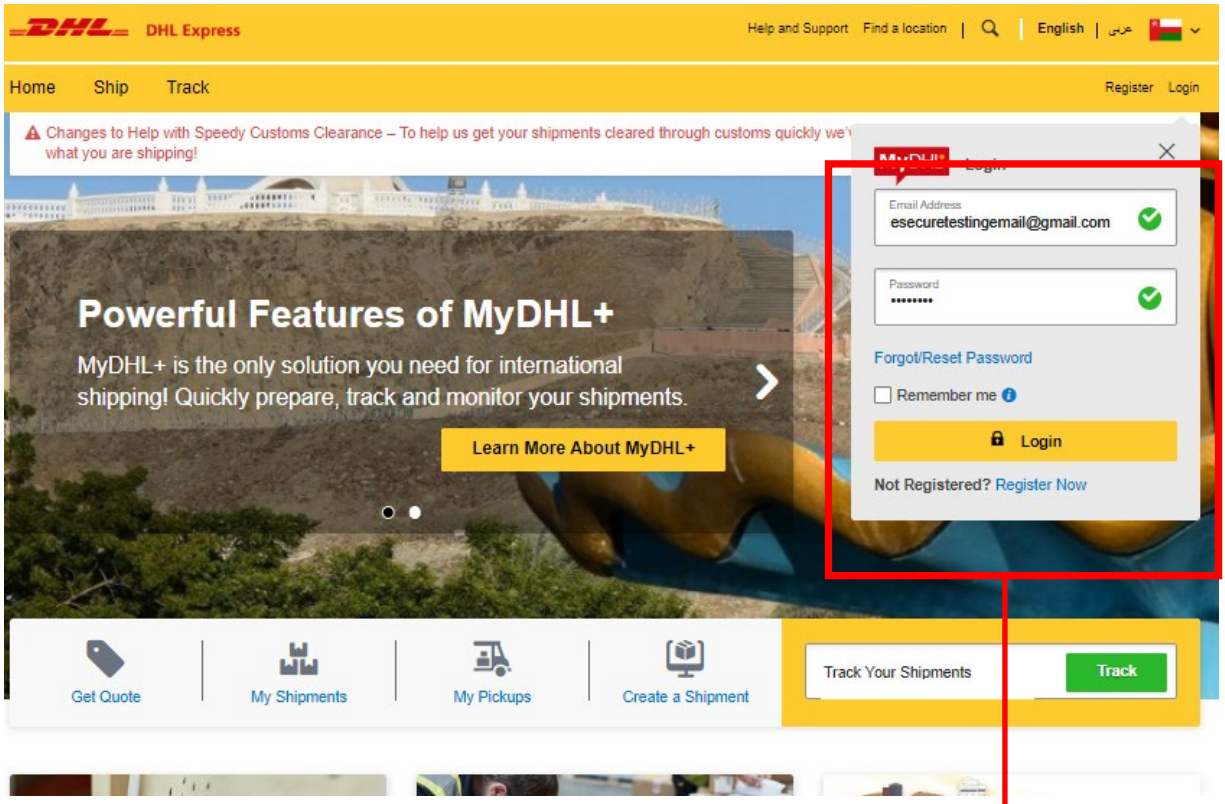


ENABLING STEPS

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+.



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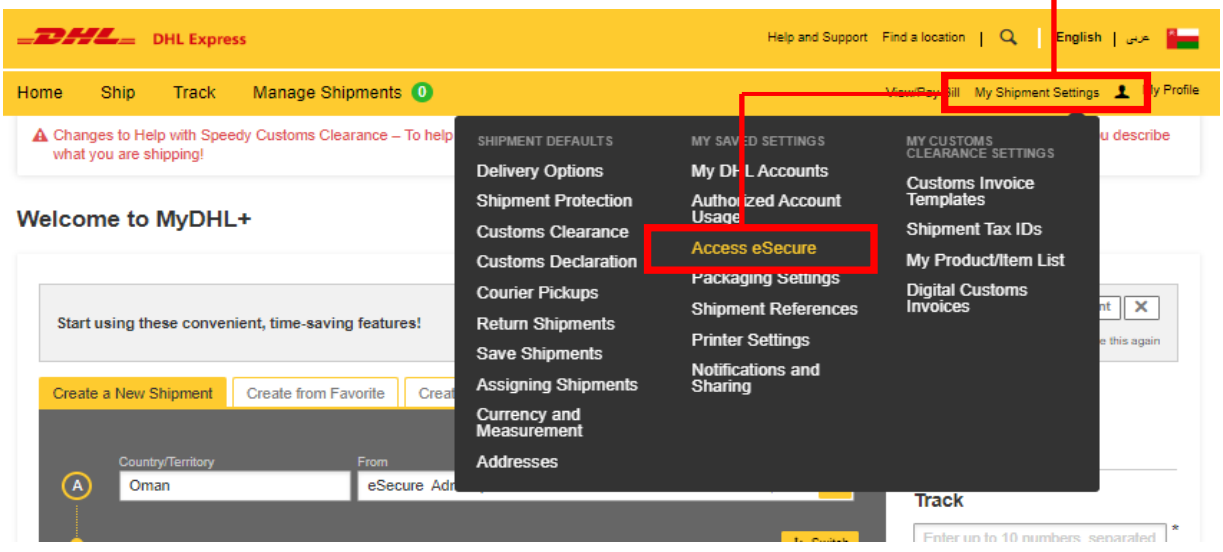
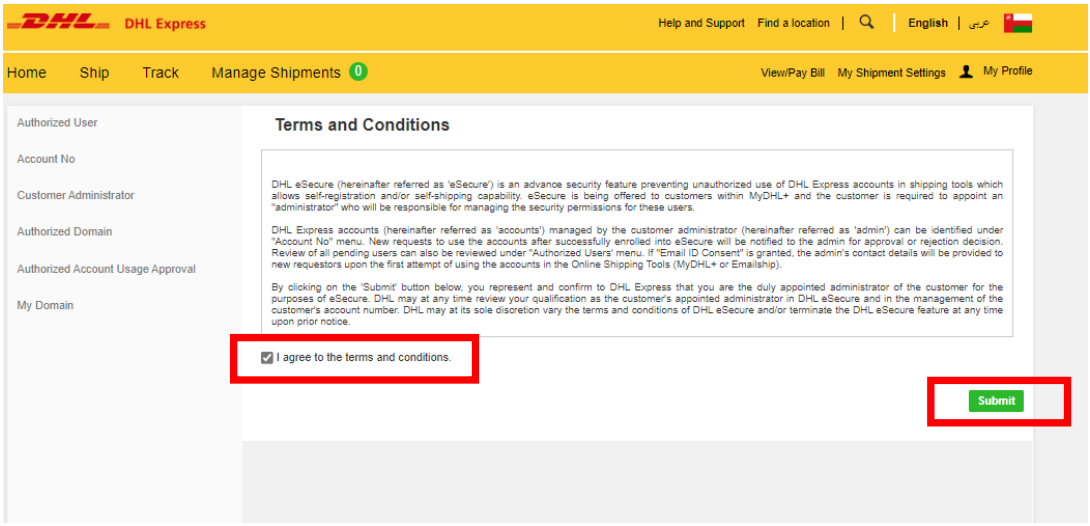


Step 2: Authorize users

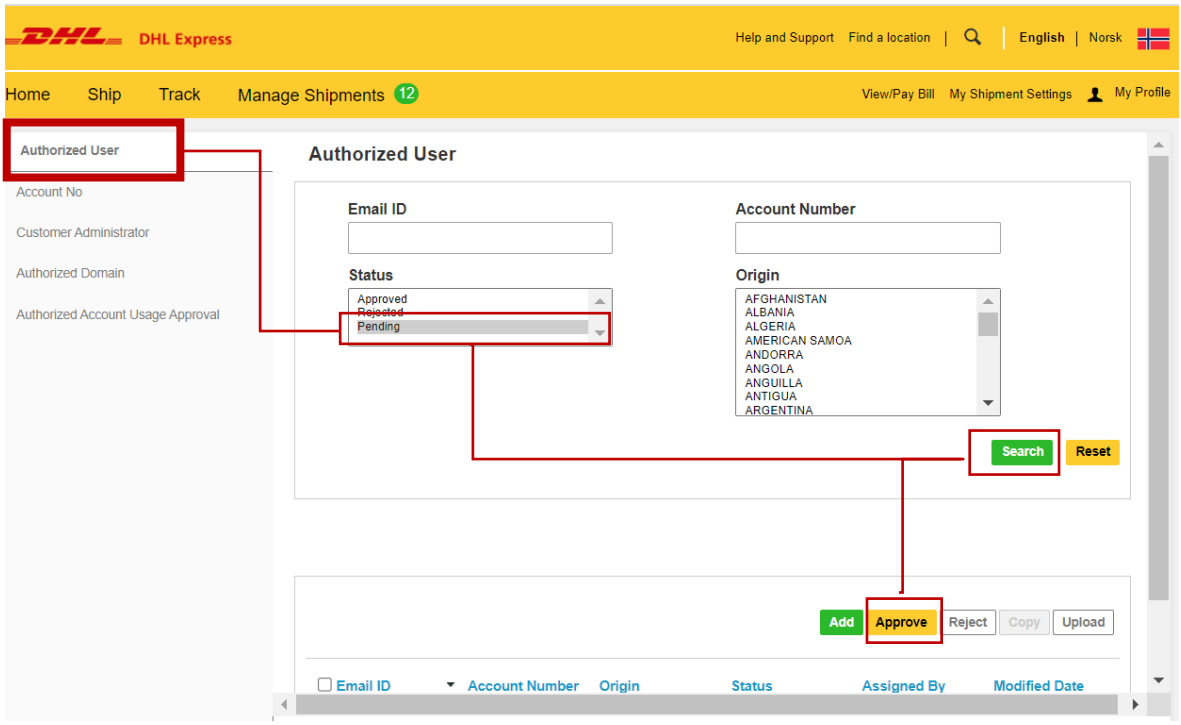
As a Customer Admin you have several options to authorize shippers to use your account:

- If you access eSecure for the first time, 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



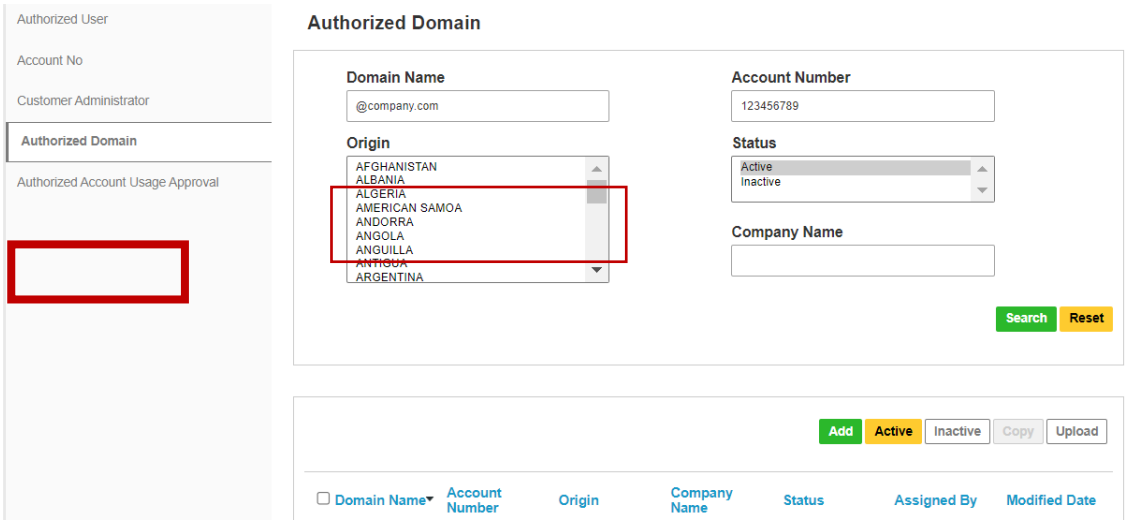
Note Uploading multiple authorizations*

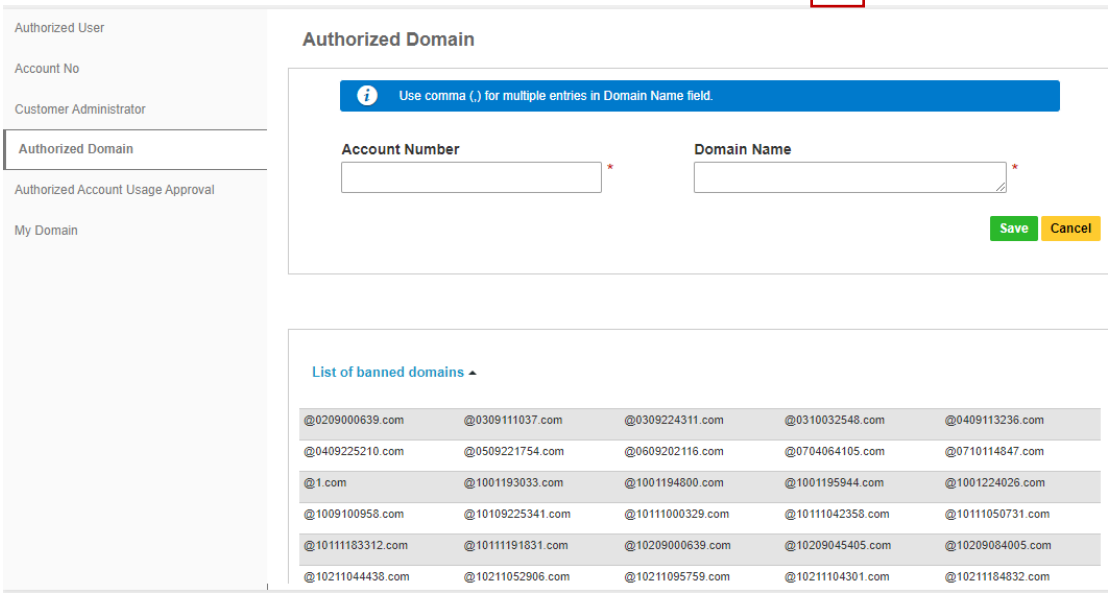
In case you need to authorize a larger number of users who should use your account, you can upload a file by clicking the ***upload*** button. A sample file is available in the upload page.

3: 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 partner.

- Click on ***Authorized Domain***
- Enter the email domain name in the Domain name field
- Click ***Add*** button





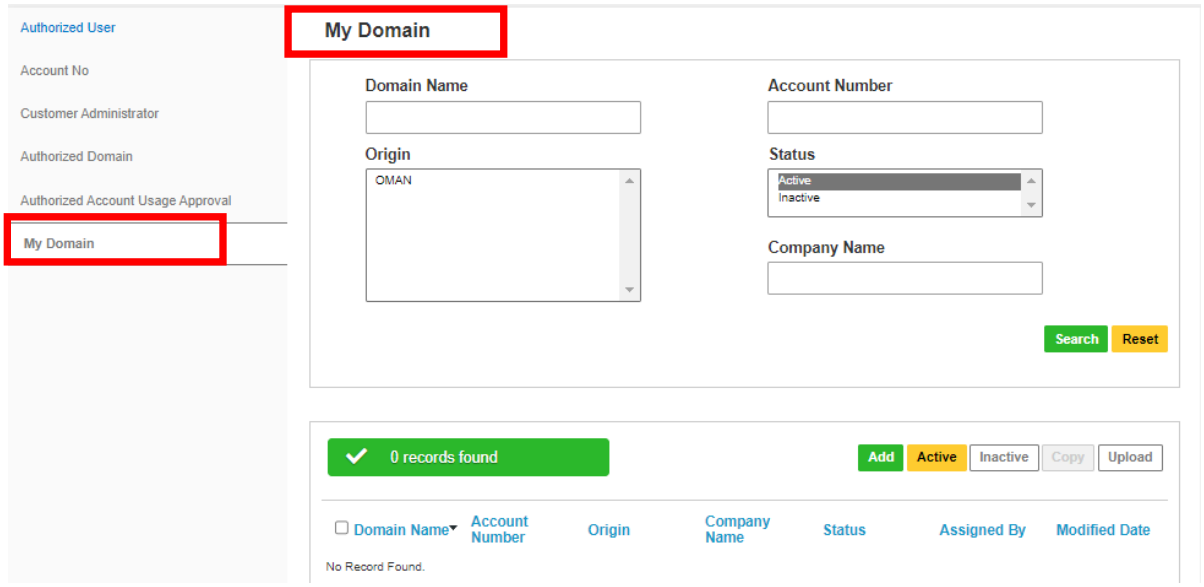
Note You can add multiple emails domains in the Authorized Domain list.*

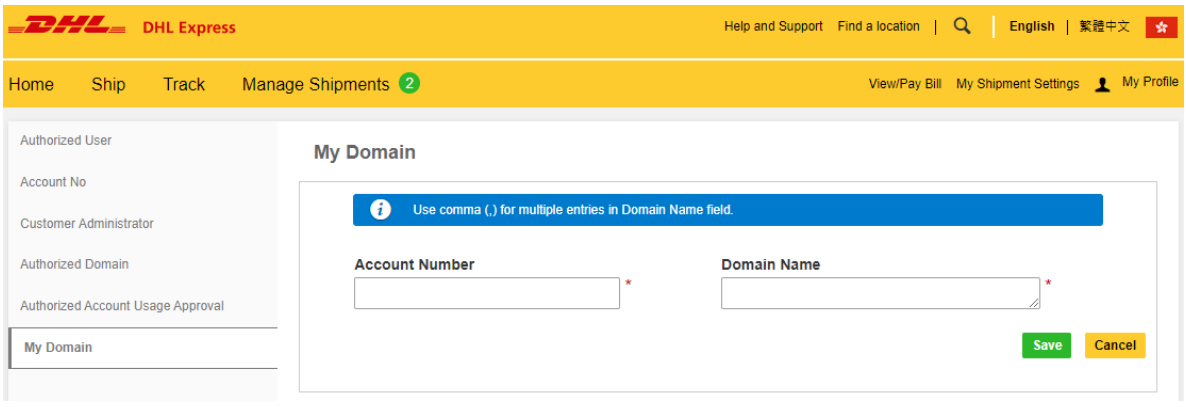
Automate rejections from unknown requestors

Our new security feature ***My Domain*** let 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, they are then considered trustworthy and requests from any other domains will be 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***
- Enter the email domain name in the Domain name field
- Click ***Add*** button

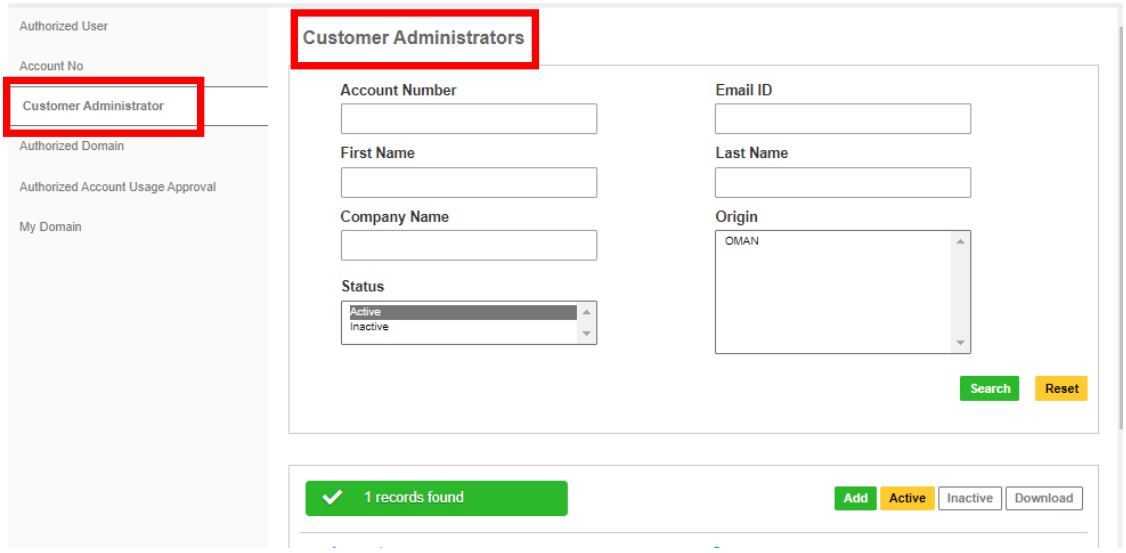




Note You can add multiple emails domains in the My Domain list. Comma(,) is used to separate multiple email domains*

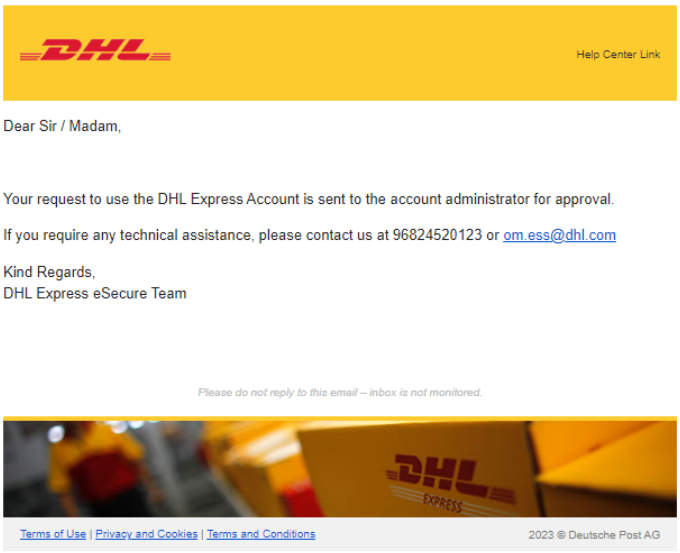
Add multiple customer admins

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 in the absence of one.



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 admins approval.



Help Center Link

Dear Sir / Madam,

Your request to use the DHL Express Account is sent to the account administrator for approval.

If you require any technical assistance, please contact us at 96824520123 or om.ess@dhl.com

Kind Regards,
DHL Express eSecure Team

Please do not reply to this email – inbox is not monitored.

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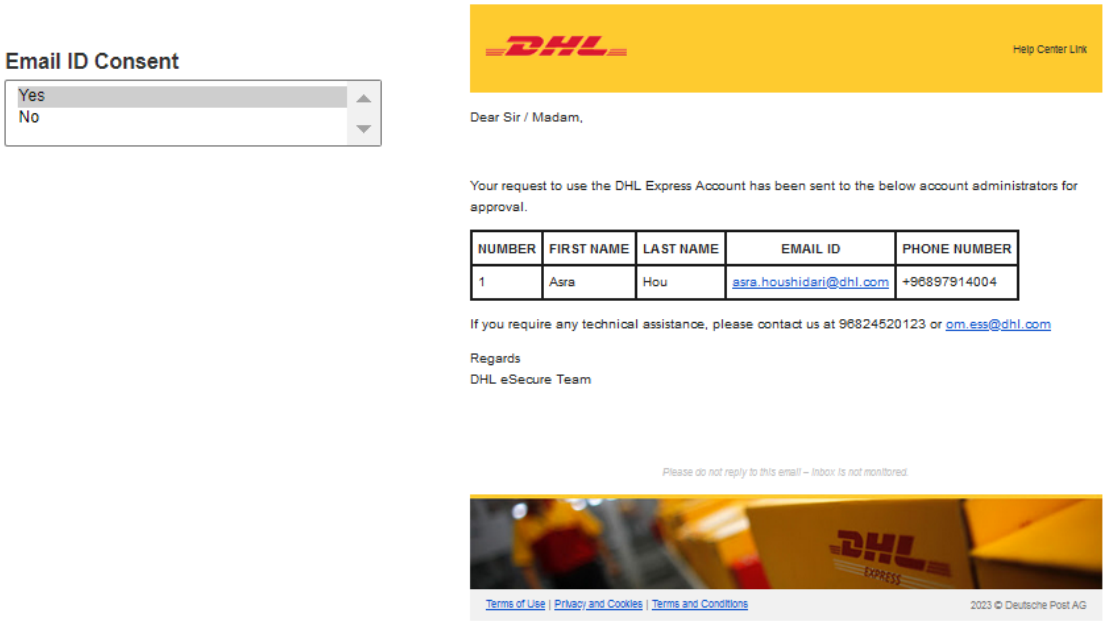
Note If you allow the option 'Email Consent ID', the requestor can see your contact information.*



Email ID Consent

Yes
No

Help Center Link

Dear Sir / Madam,

Your request to use the DHL Express Account has been sent to the below account administrators for approval.

NUMBER	FIRST NAME	LAST NAME	EMAIL ID	PHONE NUMBER
1	Asra	Hou	asra.houshidari@dhl.com	+96897914004

If you require any technical assistance, please contact us at 96824520123 or om.ess@dhl.com

Regards
DHL eSecure Team

Please do not reply to this email – inbox is not monitored.

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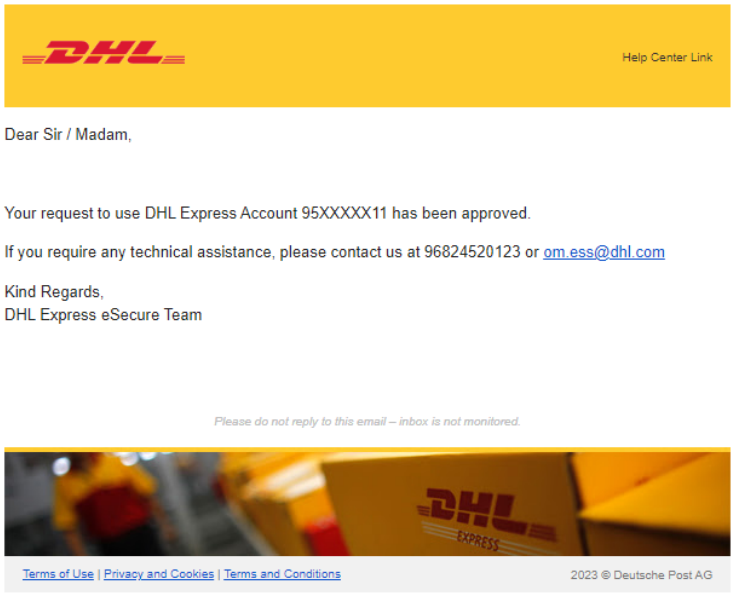
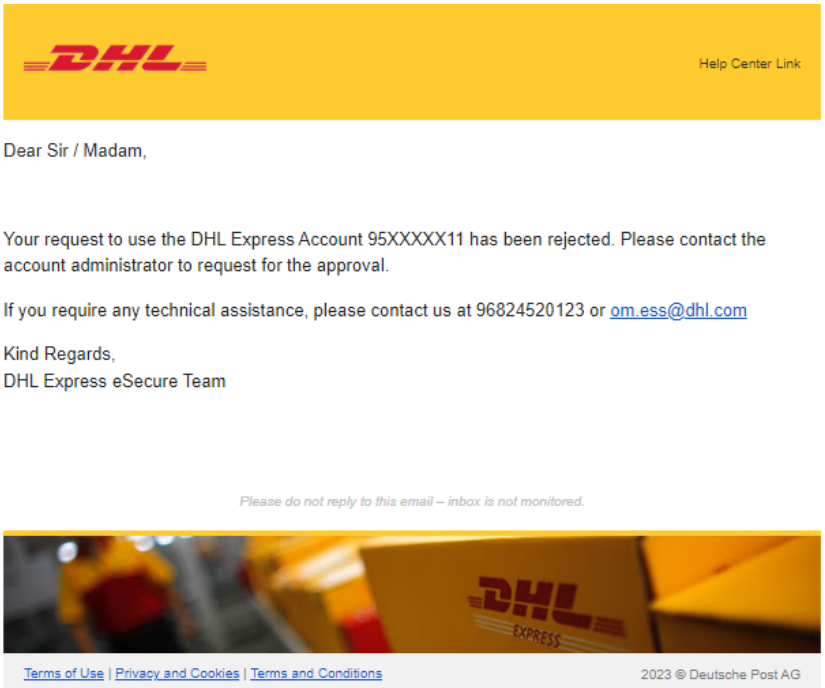
The requestor will be notified of your decision whether account usage request was Approved or Rejected.

Request Approved (example)

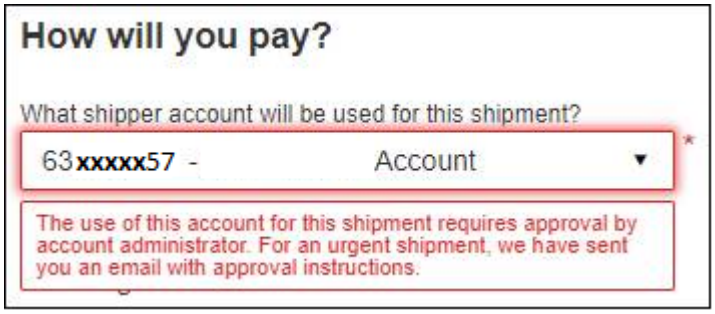


Request Rejected (example):

Note Requestor will not be notified by the request was rejected by "My domain" using the auto reject function. Requestor need to acknowledge account holder to change their status to "approved" manually.*

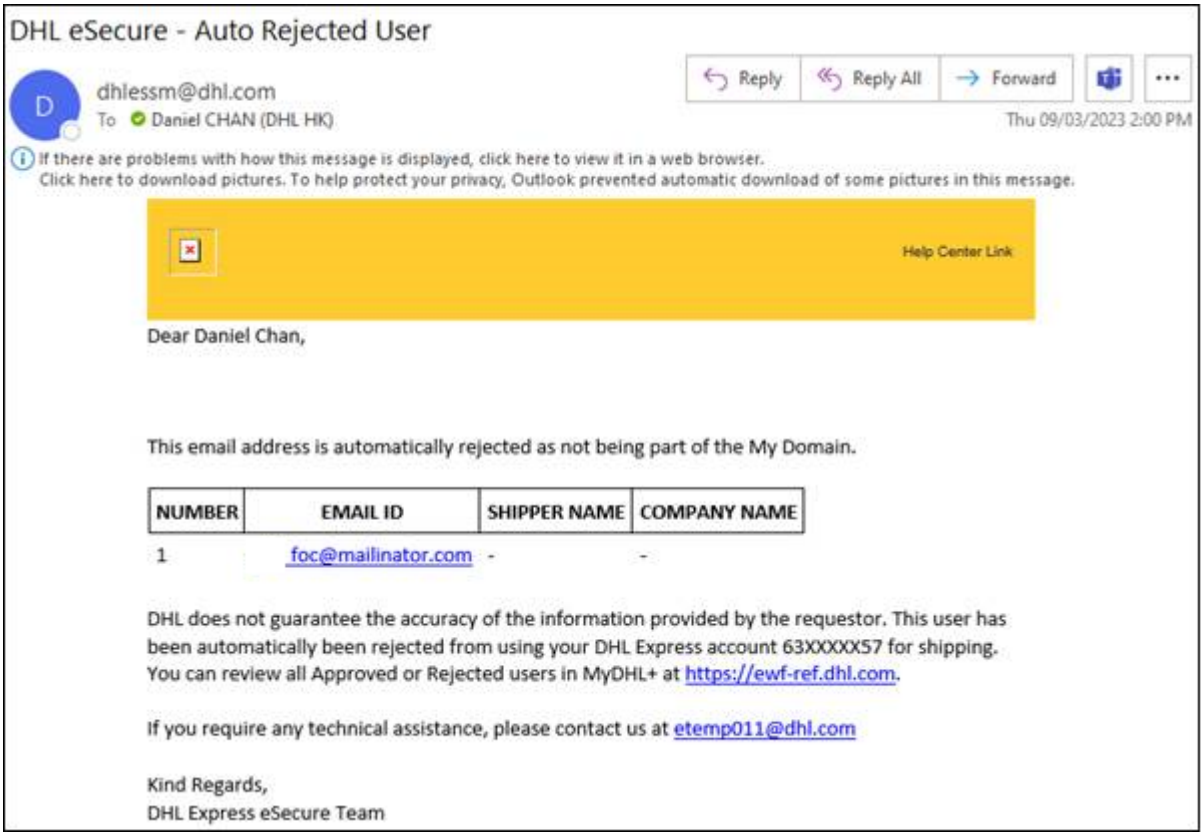


The requestor will be notified during shipment creation process in MyDHL+



NOTIFICATIONS FOR ADMINISTRATOR

The administrator will receive an email notification whilst the request was being automatically rejected. The email informs the administrator which user was rejected



DHL eSecure - Auto Rejected User

Reply | Reply All | Forward

dhlessm@dhl.com
To Daniel CHAN (DHL HK)
Thu 09/03/2023 2:00 PM

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 Daniel Chan,

This email address is automatically rejected as not being part of the My Domain.

NUMBER	EMAIL ID	SHIPPER NAME	COMPANY NAME
1	foc@mailinator.com	-	-

DHL does not guarantee the accuracy of the information provided by the requestor. This user has been automatically been rejected from using your DHL Express account 63XXXXX57 for shipping. You can review all Approved or Rejected users in MyDHL+ at https://ewf-ref.dhl.com.

If you require any technical assistance, please contact us at etemp011@dhl.com

Kind Regards,
DHL Express eSecure Team

eSecure

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valid: 09/2020
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