



STEP BY STEP GUIDE eSECURE

DHL Express – Excellence. Simply delivered.

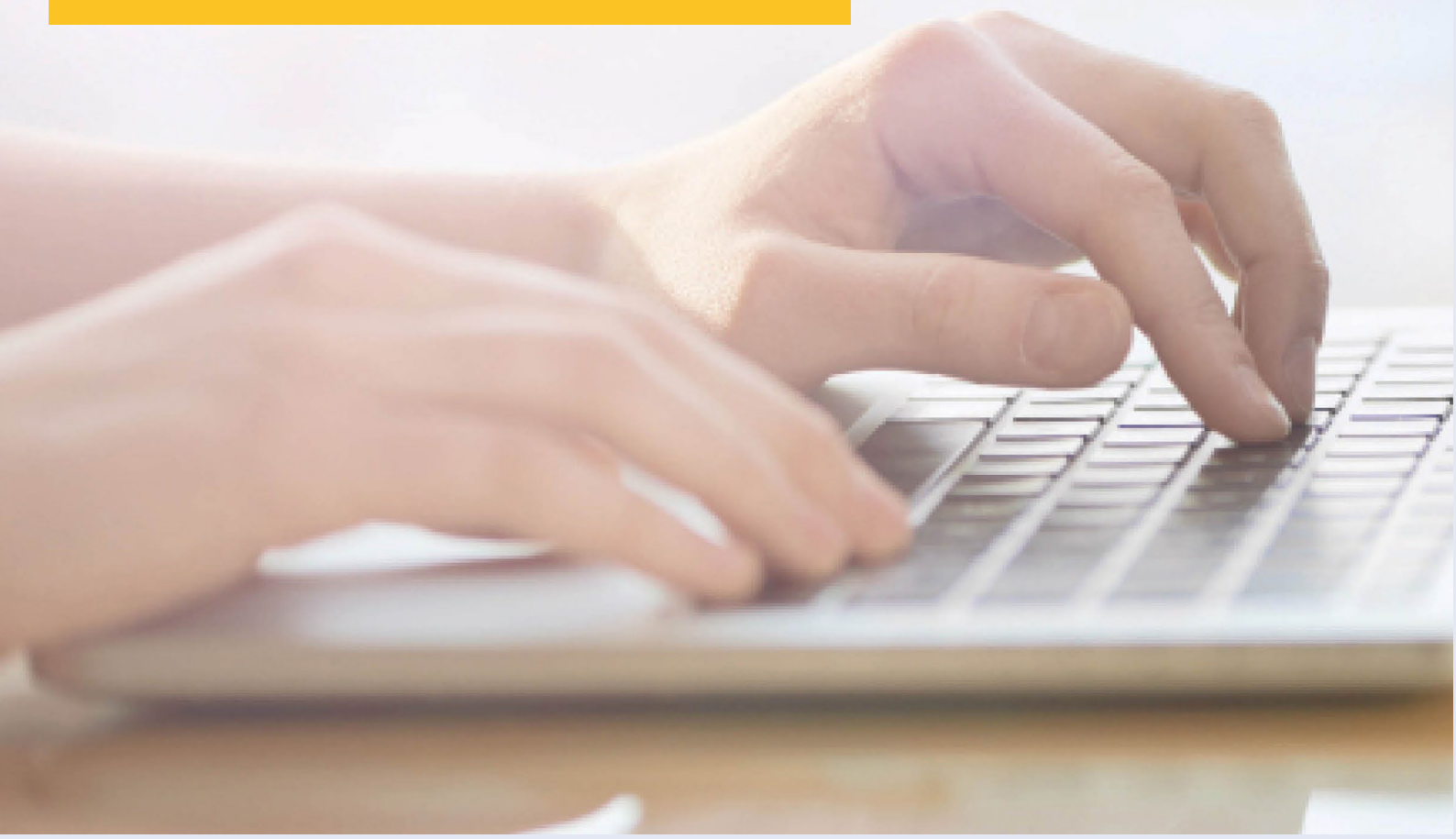


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CUSTOMER ADMINISTRATOR REGISTRATION

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.

[Logo Alt text](#)[Help Center](#)

Dear esecuretestingemail@gmail.com,

Welcome to MyDHL+ – your one stop for international shipping! You'll be able to create and manage shipments, get quotes, schedule pickups, view reports and more!

You have been registered for MyDHL+. Please create a password so that you can login to get started!

Create Password

If you have any questions or need assistance with your registration, please contact us at 1-800-CALL-DHL

We look forward to supporting your shipping needs!

Regards,

MyDHL+ Team


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



[Email Preferences](#)

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 DHL Express


Help and SupportFind a location |  English | 

HomeShipTrackRegisterLogin


Create Password

Create a New Password


Password



Confirm Password

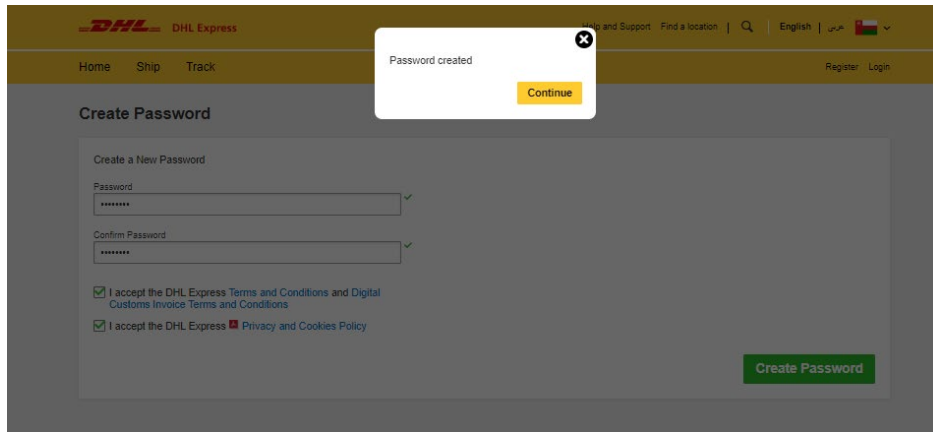


☒ I accept the DHL Express [Terms and Conditions](#) and [Digital Customs Invoice Terms and Conditions](#)

☒ I accept the DHL Express  [Privacy and Cookies Policy](#)

Create Password

eSecure Step by Step Guide



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.



Dear Esecure Admin,

Thank you for participating in DHL eSecure, an advance feature to administer your DHL Express Account's usage.

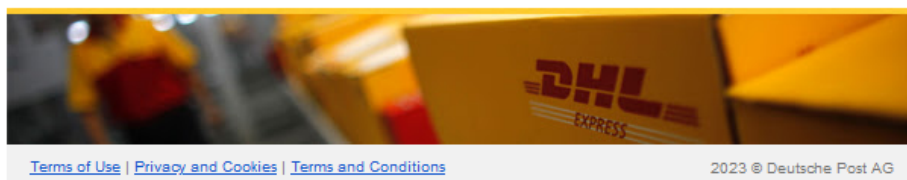
You have been registered for MyDHL+. Look out for an email sent from dhlSender@dhl.com and create a password so that you can login to get started!

Only approved users can ship using your DHL Express Account(s) in MyDHL+ or eMailship after your account is enabled for security.

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.



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+.

The first screenshot shows the DHL Express homepage. A red box highlights the login modal on the right side of the page. The modal contains fields for Email Address (esecuretestingemail@gmail.com) and Password (*****), both with green checkmarks indicating they are correct. Below the fields are links for 'Forgot/Reset Password', a 'Remember me' checkbox, a 'Login' button, and a 'Not Registered? Register Now' link.

The second screenshot shows the DHL Express website after login. The 'My Shipment Settings' link in the top navigation bar is highlighted with a red box. A red line connects this link to the 'Access eSecure' option in the dropdown menu that appears below it. The dropdown menu is organized into three columns: SHIPMENT DEFAULTS, MY SAVED SETTINGS, and MY CUSTOMS CLEARANCE SETTINGS. The 'Access eSecure' option is highlighted in the MY SAVED SETTINGS column.

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

DHL Express Help and Support Find a location | English | العربية

Home Ship Track Manage Shipments 0 View/Pay Bill My Shipment Settings My Profile

Terms and Conditions

DHL eSecure (hereinafter referred to as 'eSecure') is an advance security feature preventing unauthorized use of DHL Express accounts in shipping tools which allows self-registration and/or self-shipping capability. eSecure is being offered to customers within MyDHL+ and the customer is required to appoint an "administrator" who will be responsible for managing the security permissions for these users.

DHL Express accounts (hereinafter referred to as 'accounts') managed by the customer administrator (hereinafter referred to as 'admin') can be identified under "Account No" menu. New requests to use the accounts after successfully enrolled into eSecure will be notified to the admin for approval or rejection decision. Review of all pending users can also be reviewed under "Authorized Users" menu. If "Email ID Consent" is granted, the admin's contact details will be provided to new requestors upon the first attempt of using the accounts in the Online Shipping Tools (MyDHL+ or EmailShip).

By clicking on the "Submit" button below, you represent and confirm to DHL Express that you are the duly appointed administrator of the customer for the purposes of eSecure. DHL may at any time review your qualification as the customer's appointed administrator in DHL eSecure and in the management of the customer's account number. DHL may at its sole discretion vary the terms and conditions of DHL eSecure and/or terminate the DHL eSecure feature at any time upon prior notice.

☒ I agree to the terms and conditions.

Submit

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

The screenshot displays the DHL Express 'Authorized User' management page. The sidebar on the left includes links for '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 'Approved', 'Rejected', and 'Pending' options), and 'Origin' (a list of countries). A 'Search' button is located to the right of the 'Status' dropdown. Below the search area, there is a table with columns: 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'. An 'Approve' button is located below the table. Red lines indicate the flow of the process: from the 'Authorized User' menu item in the sidebar to the 'Status' dropdown, and from the 'Search' button to the 'Approve' 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

Authorized User
Account No
Customer Administrator
Authorized Domain
Authorized Account Usage Approval

Authorized Domain

Domain Name

Account Number

Origin

AFGHANISTAN
ALBANIA
ALGERIA
AMERICAN SAMOA
ANDORRA
ANGOLA
ANGUILLA
ANTIGUA
ARGENTINA

Status

Active
Inactive

Company Name

Search Reset

Add Active Inactive Copy Upload

☐ Domain Name Account Number Origin Company Name Status Assigned By Modified Date

Authorized User
Account No
Customer Administrator
Authorized Domain
Authorized Account Usage Approval
My Domain

Authorized Domain

Use comma (,) for multiple entries in Domain Name field.

Account Number

Domain Name

Save Cancel

List of banned domains ▲

@0209000639.com	@0309111037.com	@0309224311.com	@0310032548.com	@0409113236.com
@0409225210.com	@0509221754.com	@0609202116.com	@0704064105.com	@0710114847.com
@1.com	@1001193033.com	@1001194800.com	@1001195944.com	@1001224026.com
@1009100958.com	@10109225341.com	@10111000329.com	@10111042358.com	@10111050731.com
@10111183312.com	@10111191831.com	@10209000639.com	@10209045405.com	@10209084005.com
@10211044438.com	@10211052906.com	@10211095759.com	@10211104301.com	@10211184832.com

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.

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

Customer Administrators

Account Number

Email ID

First Name

Last Name

Company Name

Origin

Status

Active

Inactive

OMAN

Search

Reset

✓ 1 records found

Add

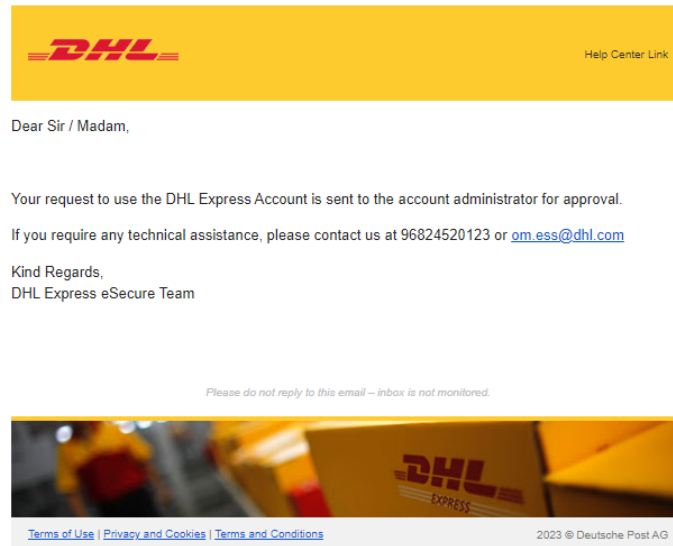
Active

Inactive

Download

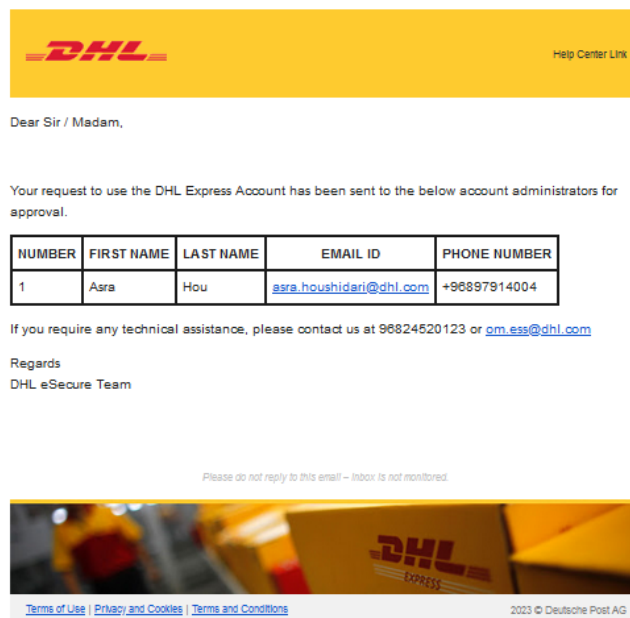
NOTIFICATIONS FOR REQUESTORS

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.



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

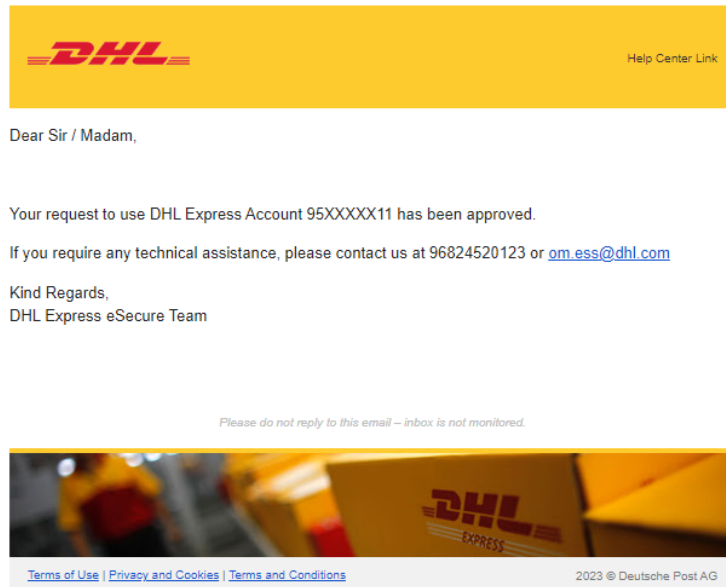
Email ID Consent



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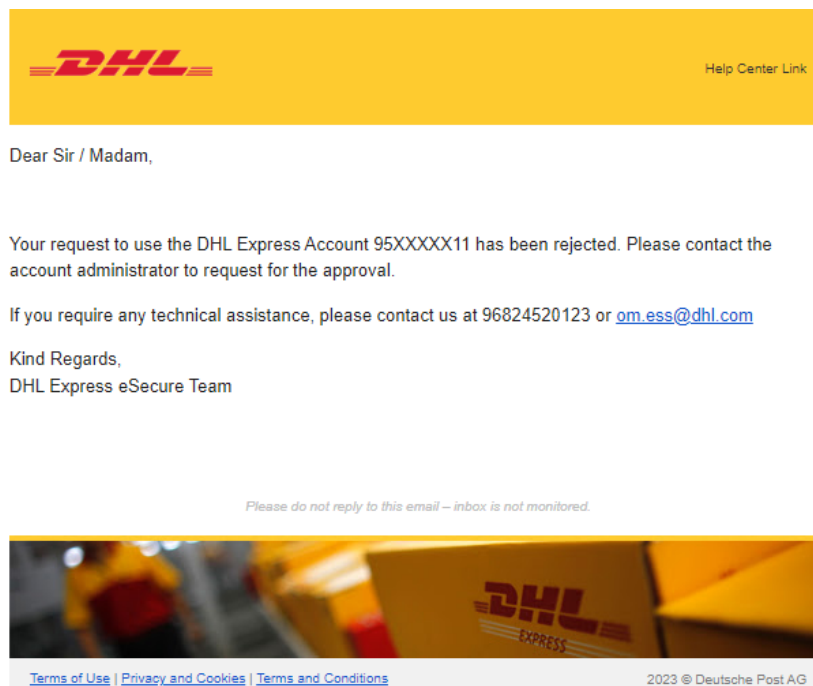
The requestor will be notified of your decision whether account usage request was Approved or Rejected.

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+

How will you pay?

What shipper account will be used for this shipment?

63xxxxx57 -

Account ▼

The use of this account for this shipment requires approval by account administrator. For an urgent shipment, we have sent you an email with approval instructions.

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

D

dhlessm@dhl.com

To

Daniel CHAN (DHL HK)

← Reply

↩ Reply All

→ Forward

...

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



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