



eSECURE STEP-BY-STEP GUIDE

DHL Express – Excellence. Simply delivered.

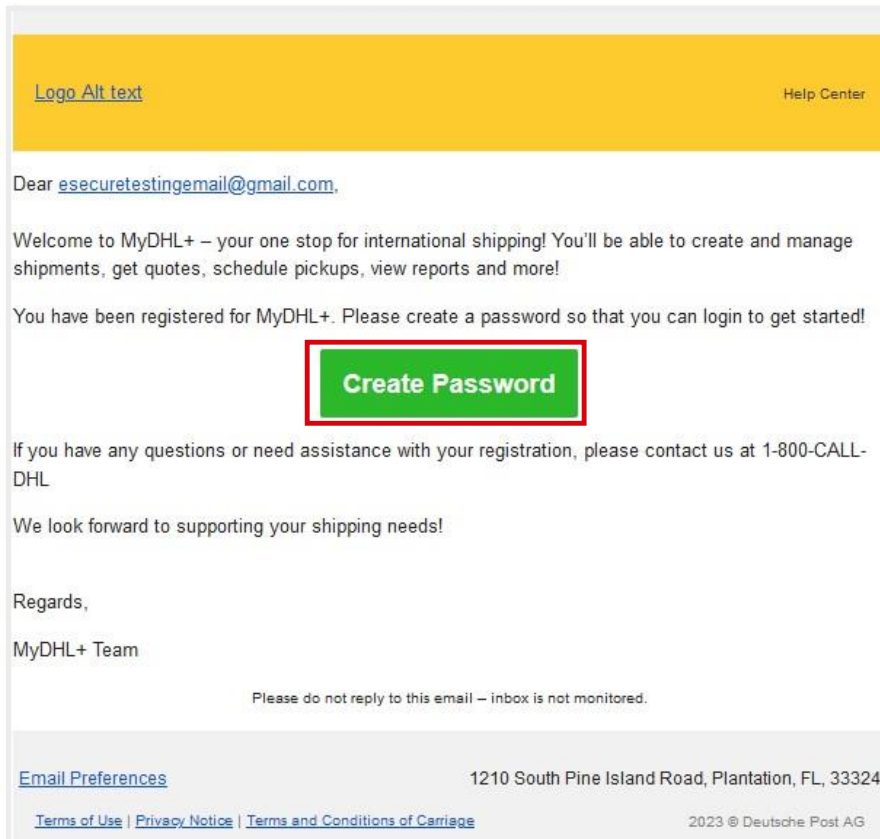


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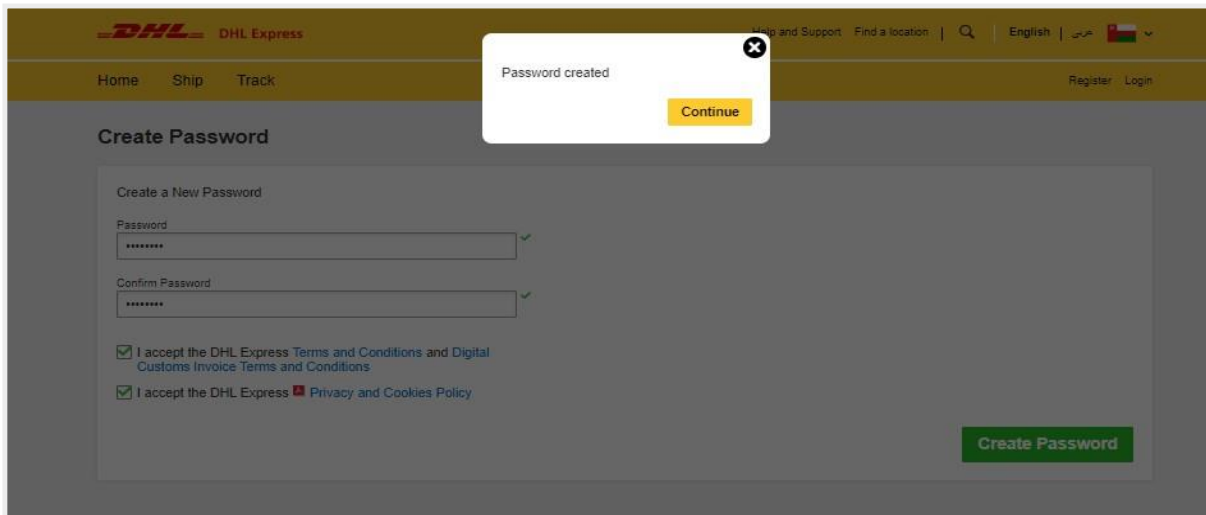
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CUSTOMER ADMINISTRATOR REGISTRATION

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.



The screenshot shows the DHL Express website's 'Create Password' page. The top navigation bar is yellow and includes the DHL logo, 'DHL Express', and links for 'Help and Support', 'Find a location', a search icon, and language options ('English', 'العربية', and a flag icon). Below this is a secondary yellow bar with 'Home', 'Ship', and 'Track' links, and 'Register' and 'Login' buttons on the right. The main content area is titled 'Create Password' and contains a form with two password input fields, each with a green checkmark indicating a valid password. Below the fields are two checkboxes, both checked, for accepting the 'DHL Express Terms and Conditions and Digital Customs Invoice Terms and Conditions' and the 'DHL Express Privacy and Cookies Policy'. A green 'Create Password' button is located at the bottom right of the form.



DHL Express

Home Ship Track

Register Login

Create Password

Create a New Password

Password ✓

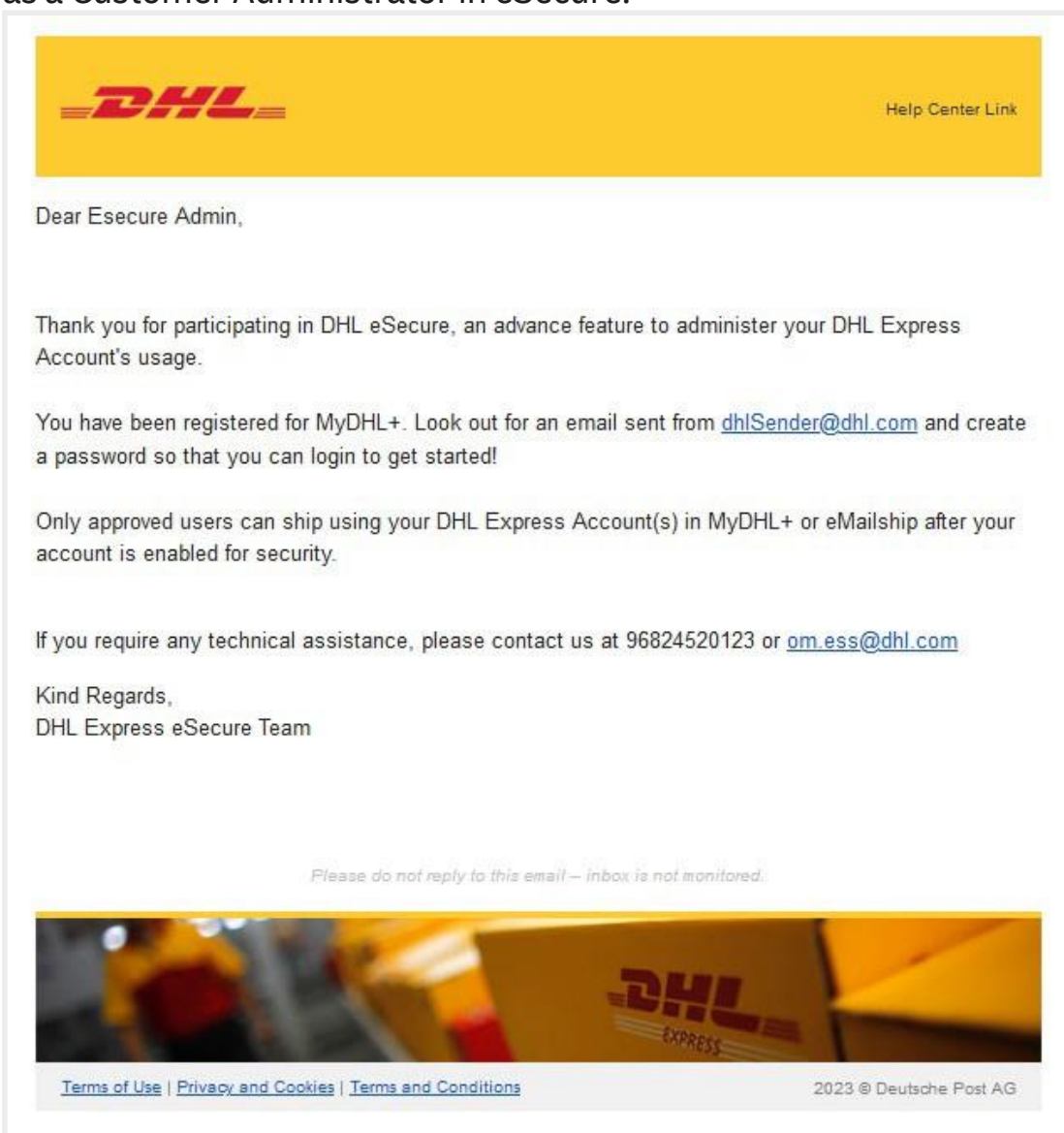
Confirm Password ✓

☒ 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

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.

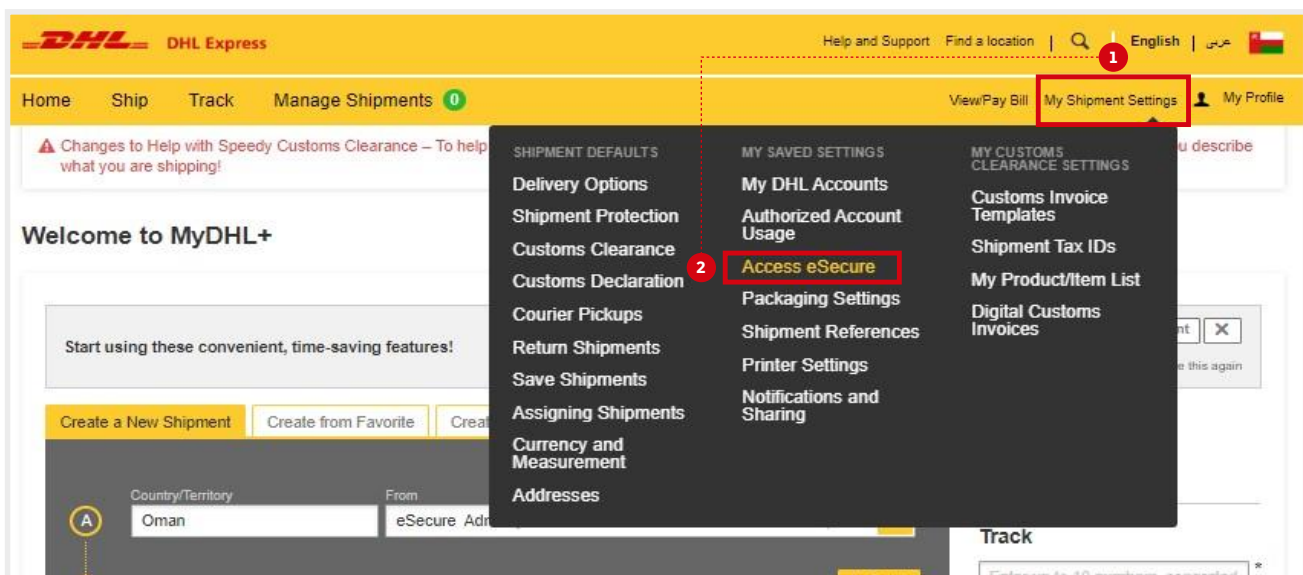
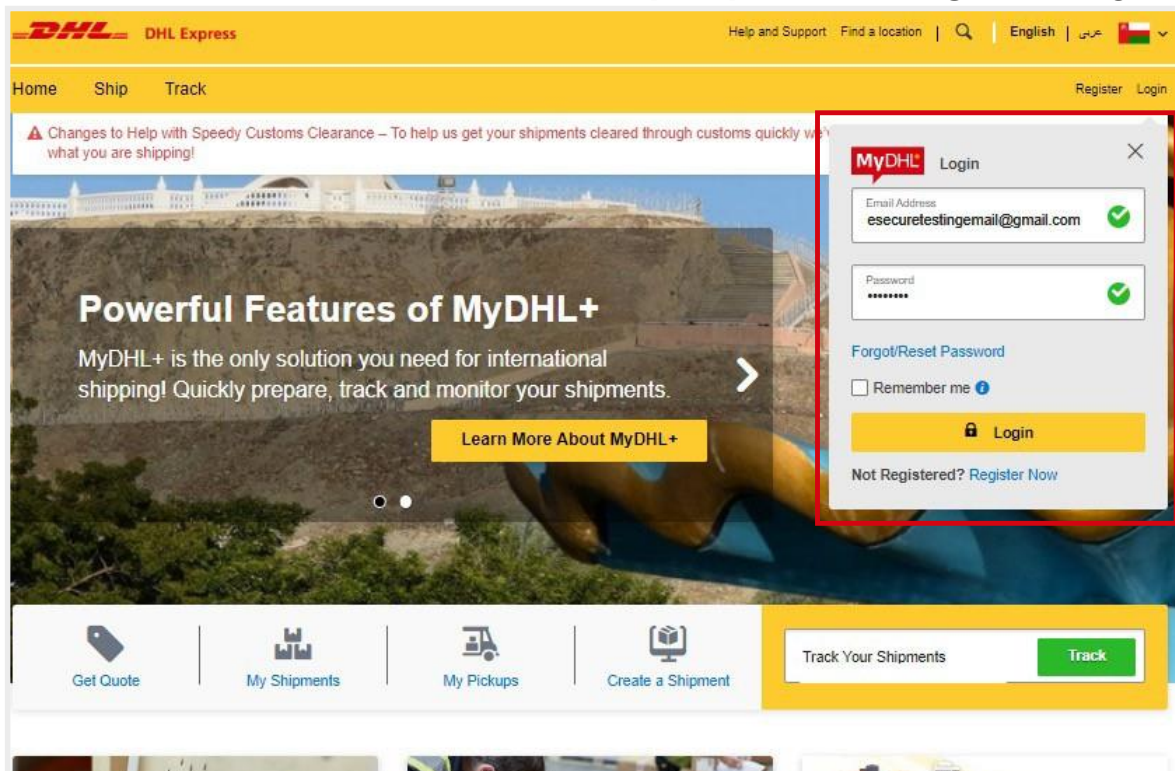


ENABLING STEPS

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 login to MyDHL+.



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, the terms and conditions should be accepted before being redirected to the page.

DHL Express Help and Support Find a location | English عربي

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

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

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.

1 ☒ I agree to the terms and conditions.

2 **Submit**

Steps to approve (authorize) individual account usage request:

1. Click on the **Authorized 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 **email** and click the **Approve** or **Reject** button.

The screenshot shows the DHL Express web interface. The top navigation bar includes the DHL logo, 'DHL Express', and links for 'Help and Support', 'Find a location', 'English', and 'Norsk'. Below this is a secondary navigation bar with 'Home', 'Ship', 'Track', 'Manage Shipments' (with a '12' badge), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'.

The main content area is titled 'Authorized User'. On the left is a sidebar menu with 'Authorized User' highlighted (step 1). The main panel contains several input fields: 'Email ID', 'Account Number', 'Status' (a dropdown menu with 'Approved', 'Rejected', and 'Pending' selected (step 2)), and 'Origin' (a list of countries). A 'Search' button (step 3) and a 'Reset' button are located to the right of the 'Status' and 'Origin' fields. Below these fields is a table with columns: 'Email ID', 'Account Number', 'Origin', 'Status', 'Assigned By', and 'Modified Date'. At the bottom of the table are buttons: 'Add', 'Approve' (step 4), 'Reject', 'Copy', and 'Upload'.

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 on 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 partner.

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

The screenshot shows the 'Authorized Domain' form. On the left sidebar, 'Authorized Domain' is highlighted with a red box and a red circle with the number 1. In the main form area, the 'Domain Name' field contains '@company.com'. Below it, the 'Origin' dropdown menu is open, showing a list of countries including Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua, and Argentina. This dropdown is highlighted with a red box and a red circle with the number 2. At the bottom of the form, the 'Add' button is highlighted with a red box and a red circle with the number 3. Other fields include 'Account Number' (123456789), 'Status' (Active/Inactive dropdown), and 'Company Name' (empty). There are 'Search' and 'Reset' buttons at the bottom right. A table at the bottom shows columns for Domain Name, Account Number, Origin, Company Name, Status, Assigned By, and Modified Date.

This screenshot shows the 'Authorized Domain' form with a blue information banner at the top stating: 'Use comma (,) for multiple entries in Domain Name field.' The 'Account Number' and 'Domain Name' fields are empty. There are 'Save' and 'Cancel' buttons at the bottom right. Below the form, there is a section titled 'List of banned domains' with a table listing various email domains.

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
@1011118312.com	@10111191831.com	@10209000639.com	@10209045405.com	@10209084005.com
@10211044438.com	@10211052906.com	@10211095759.com	@10211104301.com	@10211184832.com

Note: You can add multiple email domains to the **Authorized 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, 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.

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

The screenshot shows the 'My Domain' management interface. On the left, a sidebar lists navigation options: Authorized User, Account No, Customer Administrator, Authorized Domain, Authorized Account Usage Approval, and **My Domain** (highlighted with a red box and a red circle with the number 1). The main content area is titled 'My Domain'. It contains a form with fields for 'Domain Name' (highlighted with a red box and a red circle with the number 2), 'Origin' (a dropdown menu showing 'OMAN'), 'Account Number', 'Status' (a dropdown menu showing 'Active' and 'Inactive'), and 'Company Name'. Below the form are 'Search' and 'Reset' buttons. At the bottom, there is a green button labeled 'Add' (highlighted with a red box and a red circle with the number 3), followed by 'Active', 'Inactive', 'Copy', and 'Upload' buttons. A table below the buttons shows '0 records found' and a list of columns: Domain Name, Account Number, Origin, Company Name, Status, Assigned By, and Modified Date. A 'No Record Found.' message is displayed below the table.

The screenshot shows the 'My Domain' management interface. The top navigation bar includes the DHL Express logo, 'Help and Support', 'Find a location', 'English', and '繁體中文'. The main navigation bar includes 'Home', 'Ship', 'Track', 'Manage Shipments' (highlighted with a green circle with the number 2), 'View/Pay Bill', 'My Shipment Settings', and 'My Profile'. The sidebar on the left lists navigation options: Authorized User, Account No, Customer Administrator, Authorized Domain, Authorized Account Usage Approval, and **My Domain** (highlighted with a red box). The main content area is titled 'My Domain'. It contains a form with a blue information bar that says 'Use comma (,) for multiple entries in Domain Name field.' Below the bar are fields for 'Account Number' and 'Domain Name', both with red asterisks indicating required fields. At the bottom are 'Save' and 'Cancel' buttons.

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 acted on in the absence of one of them.

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

OMAN

Status

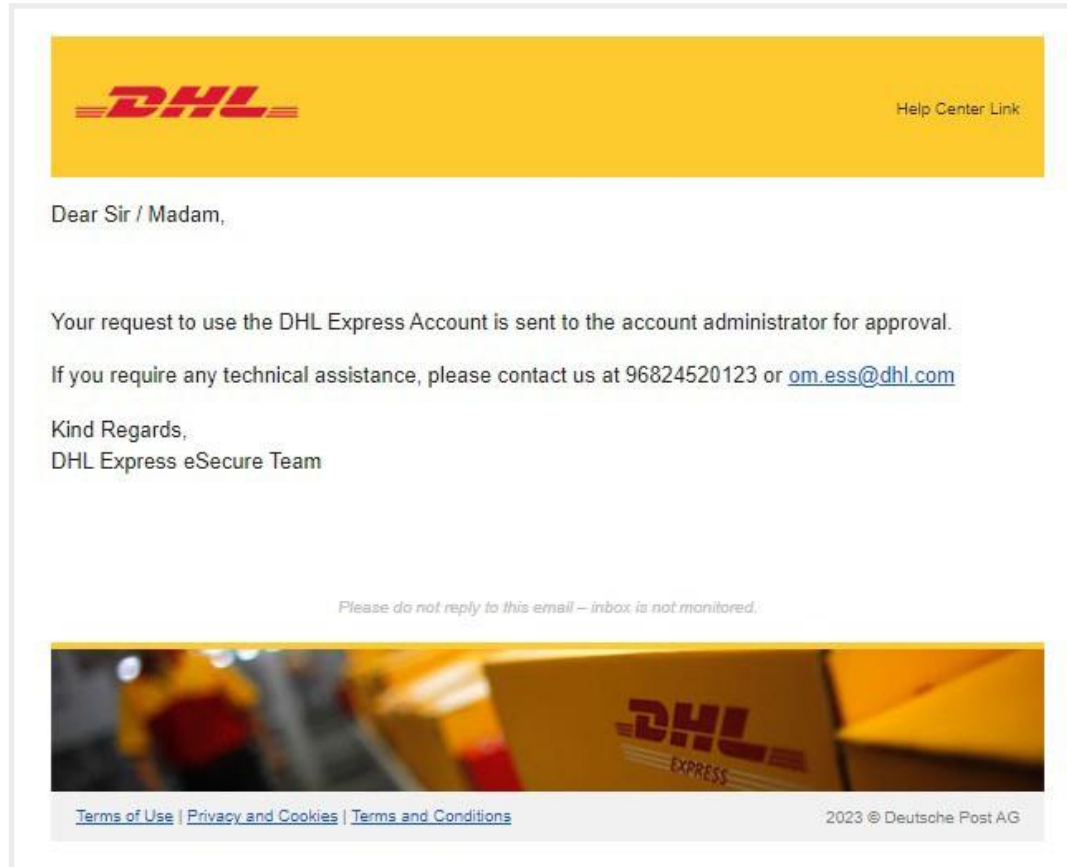
Active

Inactive

Search Reset

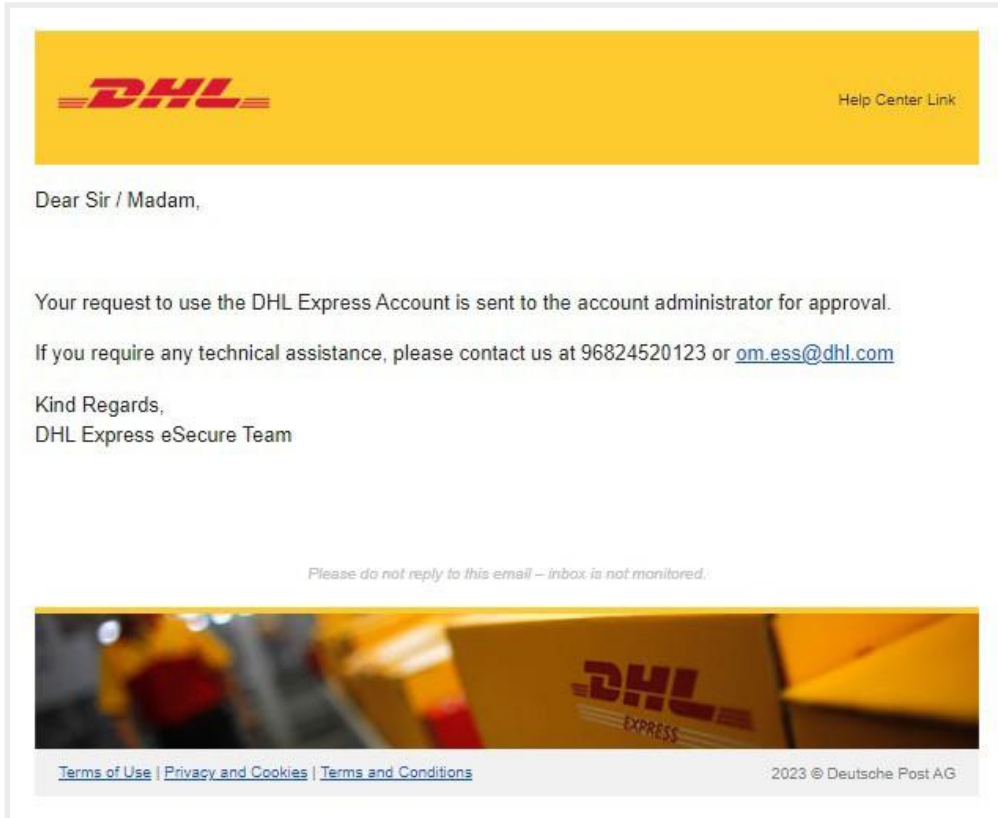
✓ 1 records found

Add Active Inactive Download



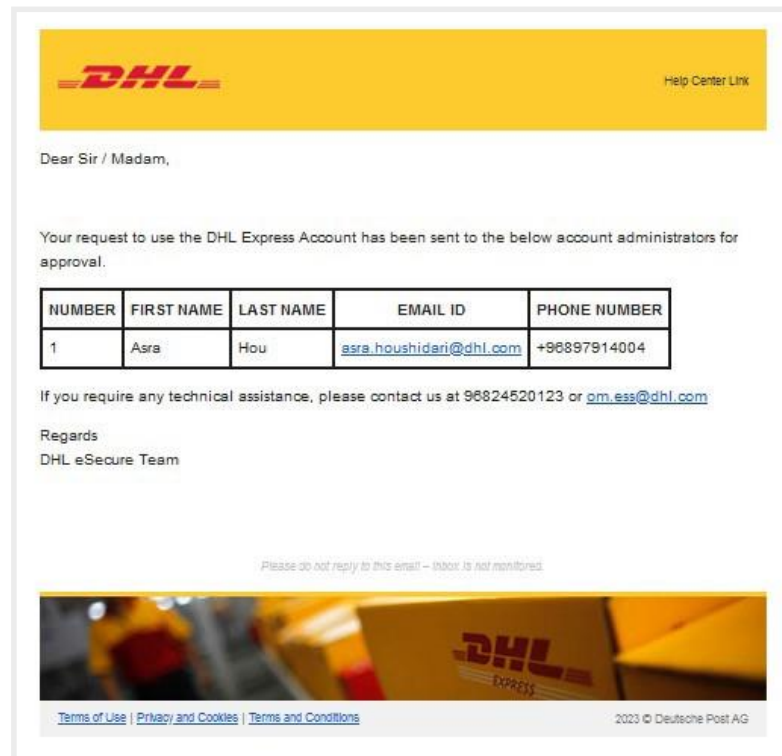
NOTIFICATIONS FOR REQUESTORS

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 admin's approval.



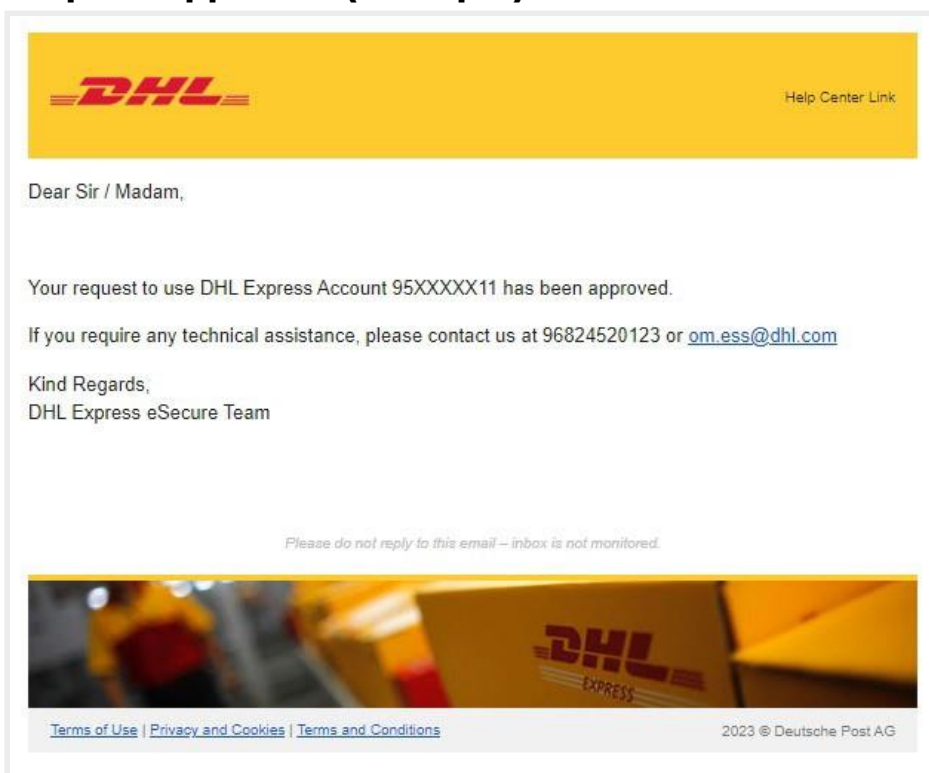
Note: If you allow for the option of **Email ID Consent**, the requestor can see your contact information.

Email ID Consent

☐ Yes
☐ No


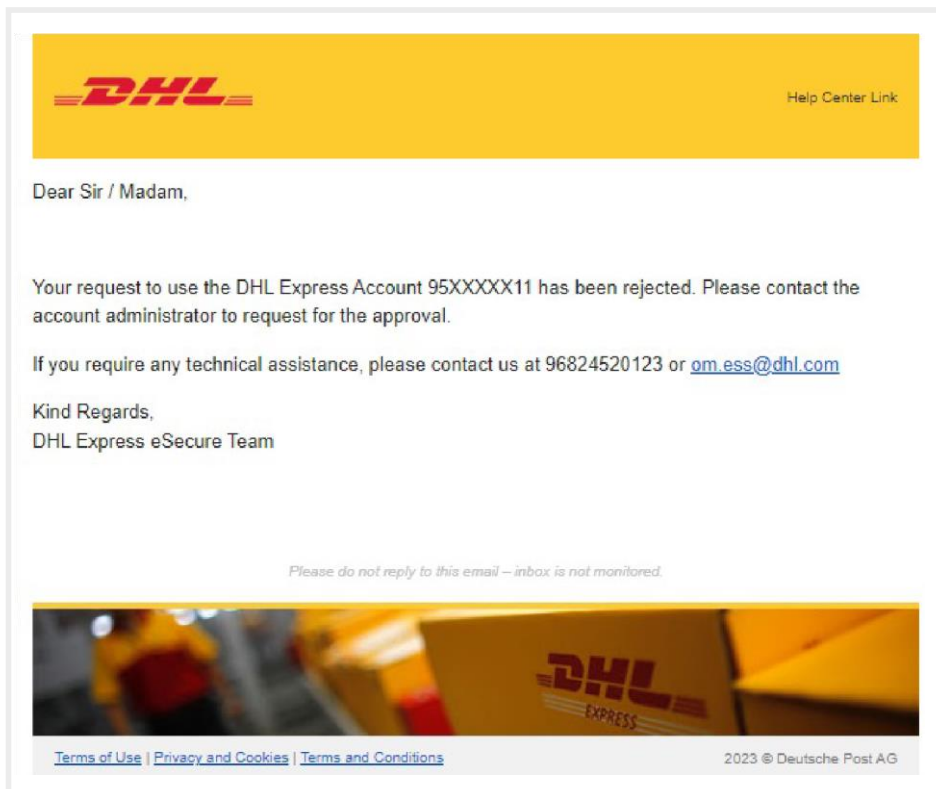
The requestor will be notified of your decision whether the account usage request was approved or rejected.

Request approved (example)



Request rejected (example):

Note: Requestor will not be notified that the request was rejected by **My Domain** using the auto reject function. Requestor needs to acknowledge the account holder to change their status to 'approved' manually.



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

How will you pay?

What shipper account will be used for this shipment?

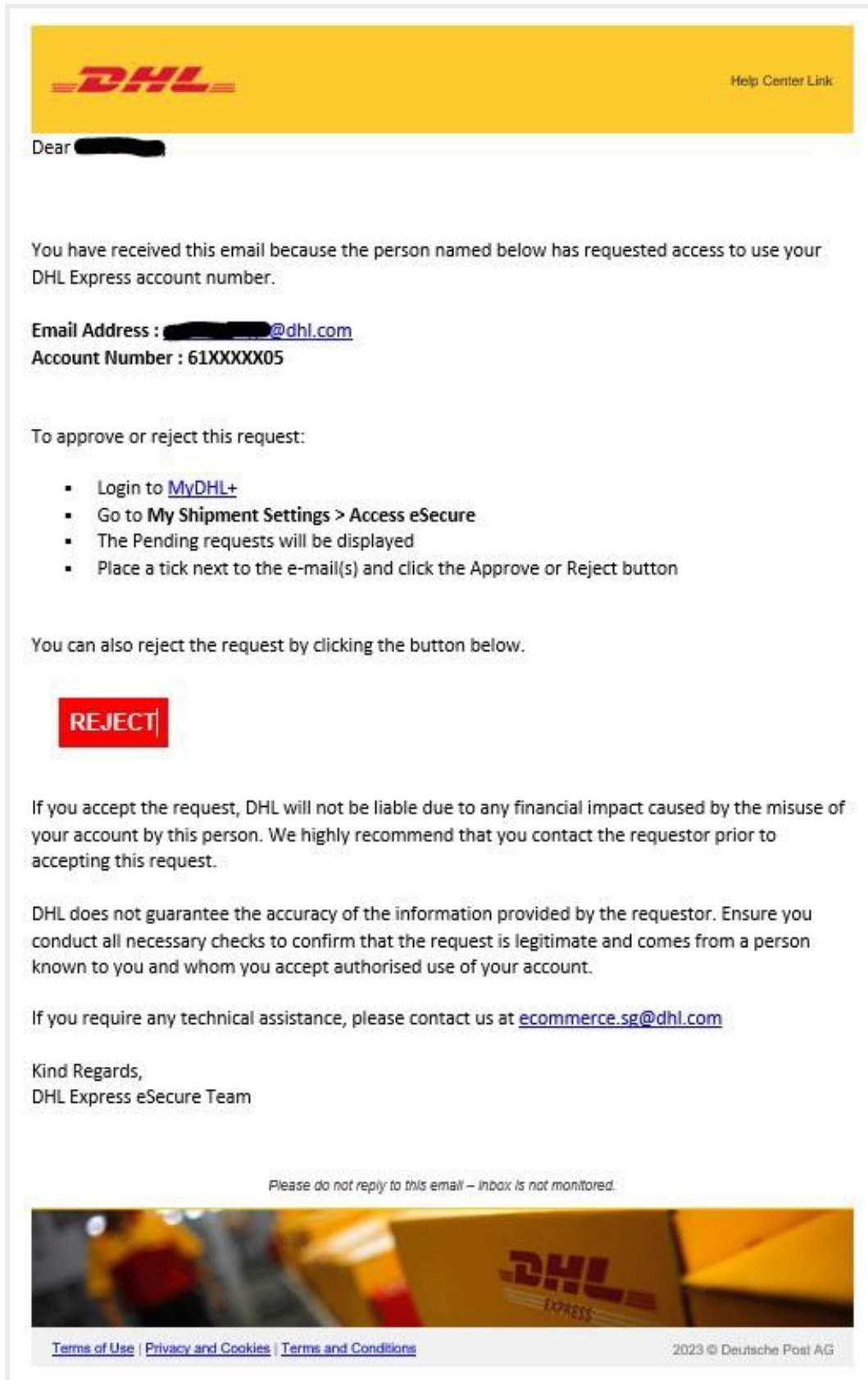
63xxxxx57 -

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 as shown below when a new user tries to use the account:



The screenshot shows an email notification from DHL. The header is yellow with the DHL logo on the left and a 'Help Center Link' on the right. The salutation is 'Dear [redacted]'. The main body text states: 'You have received this email because the person named below has requested access to use your DHL Express account number.' It then provides the 'Email Address : [redacted]@dhl.com' and 'Account Number : 61XXXXX05'. A section titled 'To approve or reject this request:' contains a bulleted list: 'Login to MyDHL+', 'Go to My Shipment Settings > Access eSecure', 'The Pending requests will be displayed', and 'Place a tick next to the e-mail(s) and click the Approve or Reject button'. Below this, it says 'You can also reject the request by clicking the button below.' followed by a red 'REJECT' button. Further text explains that DHL is not liable for misuse and recommends contacting the requestor. It also states that DHL does not guarantee the accuracy of the information provided. A technical assistance contact is given as 'ecommerce.sg@dhl.com'. The email ends with 'Kind Regards, DHL Express eSecure Team'. A footer note says 'Please do not reply to this email – Inbox is not monitored.' Below this is a banner image of DHL Express boxes. At the very bottom, there are links for 'Terms of Use', 'Privacy and Cookies', and 'Terms and Conditions', and a copyright notice '2023 © Deutsche Post AG'.

DHL Help Center Link

Dear [redacted]

You have received this email because the person named below has requested access to use your DHL Express account number.

Email Address : [redacted]@dhl.com
Account Number : 61XXXXX05

To approve or reject this request:

- Login to [MyDHL+](#)
- Go to **My Shipment Settings > Access eSecure**
- The Pending requests will be displayed
- Place a tick next to the e-mail(s) and click the Approve or Reject button

You can also reject the request by clicking the button below.

REJECT

If you accept the request, DHL will not be liable due to any financial impact caused by the misuse of your account by this person. We highly recommend that you contact the requestor prior to accepting this request.

DHL does not guarantee the accuracy of the information provided by the requestor. Ensure you conduct all necessary checks to confirm that the request is legitimate and comes from a person known to you and whom you accept authorised use of your account.

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

Kind Regards,
DHL Express eSecure Team

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

DHL EXPRESS

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The administrator will receive an email notification whilst the request is being automatically rejected. The email informs the administrator which user has been rejected:

DHL eSecure - Auto Rejected User



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

Connect with us

DHL Keells Pvt Ltd – Sri Lanka



Ready to ship? Get a quote from [MyDHL+](#)



Call Customer Services on **+94 114 798 600** or Technical Support Helpdesk on **+94 114 798 620**



Find your nearest [DHL Service Point](#)

The information in this guide is correct as of 07/2025.

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