MYDHL⁺ PASSWORD RESET GUIDE

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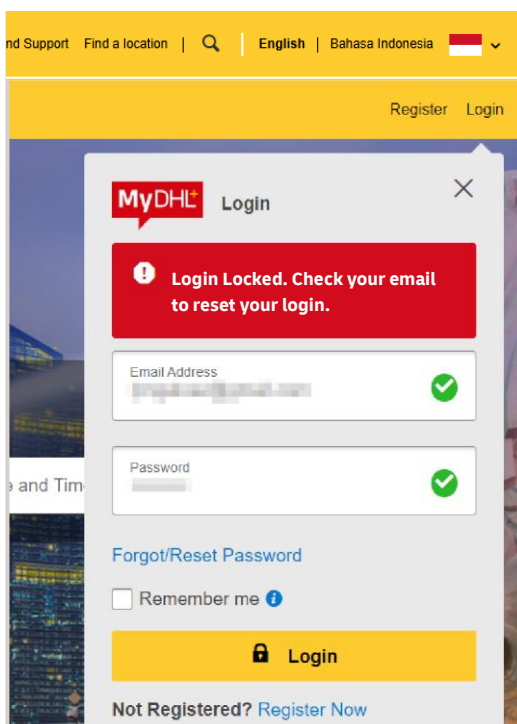
STEP 1:

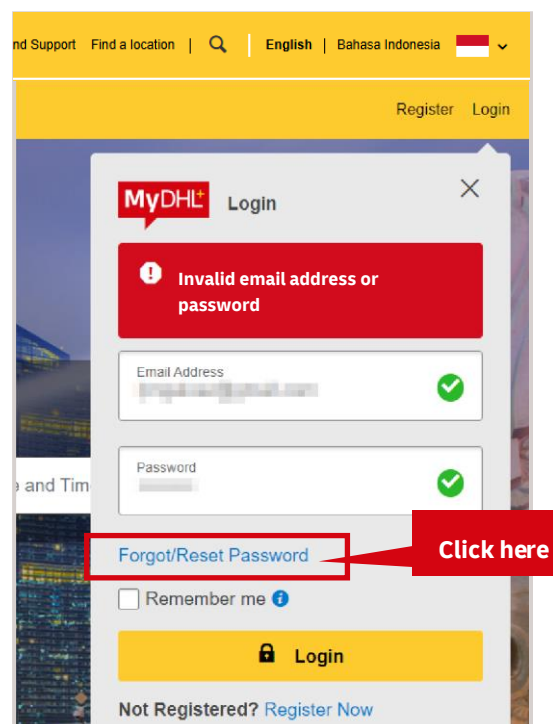Login to MyDHL⁺ at https://mydhl.express.dhl/lk/en/auth/login.html
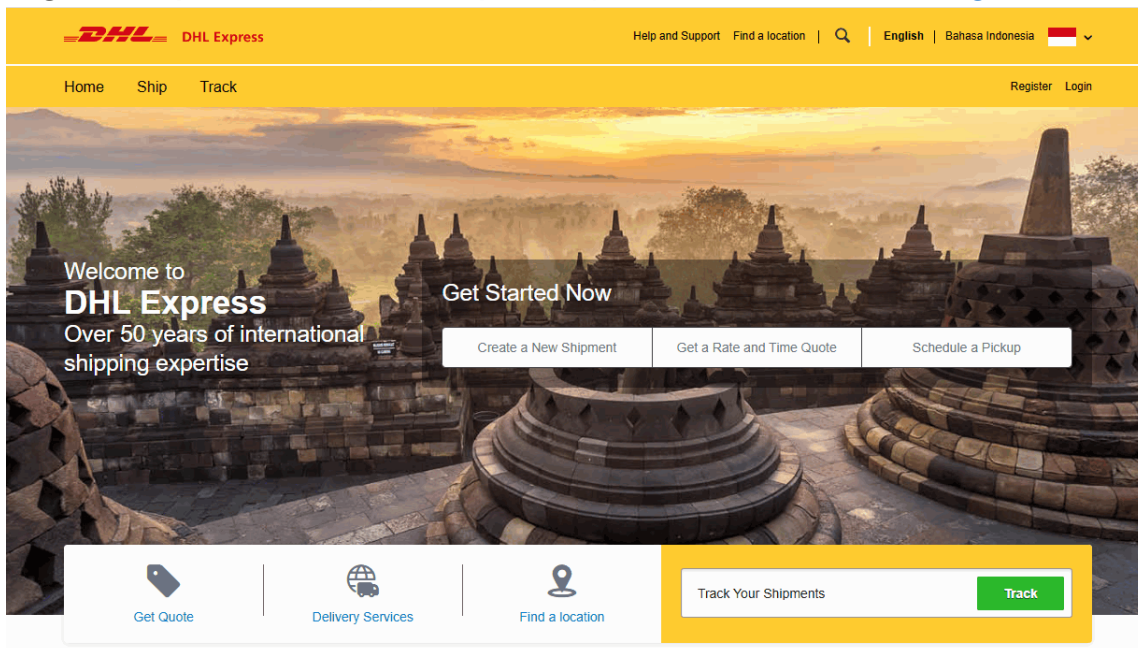
STEP 2:

a) Password reset email is triggered when your account is locked. Check your email inbox or spam/junk mailbox for the "**Reset MyDHL⁺ Password**" email notification.

b) Click "**Forget/Reset Password**" to re-create a new password.

STEP 3 :

Key in the registered email address and select the security icon as below before submitting.
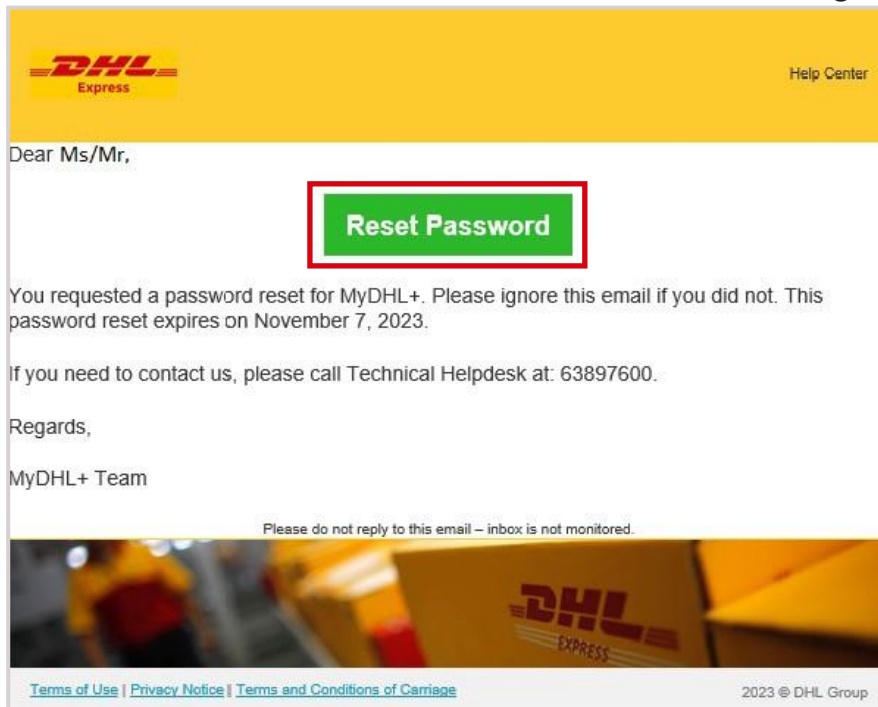

Notification pops up once you click "**Submit**".

STEP 4 :

a) Check your email inbox or spam/junk mailbox for the "**Reset MyDHL+ Password**" email notification and click "**Reset Password**" highlighted in green.
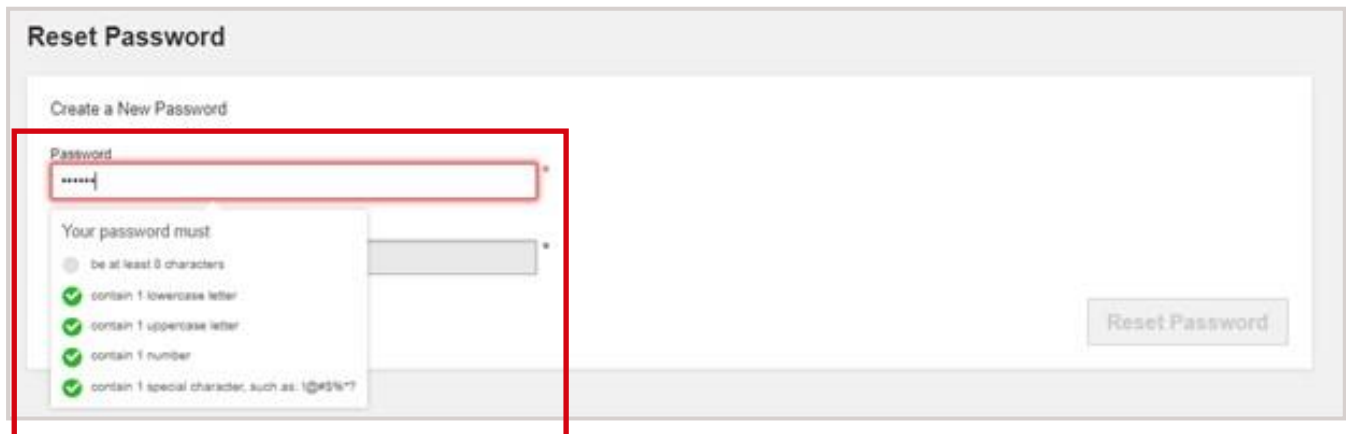

b) Copy the hyperlink and paste to the browser.
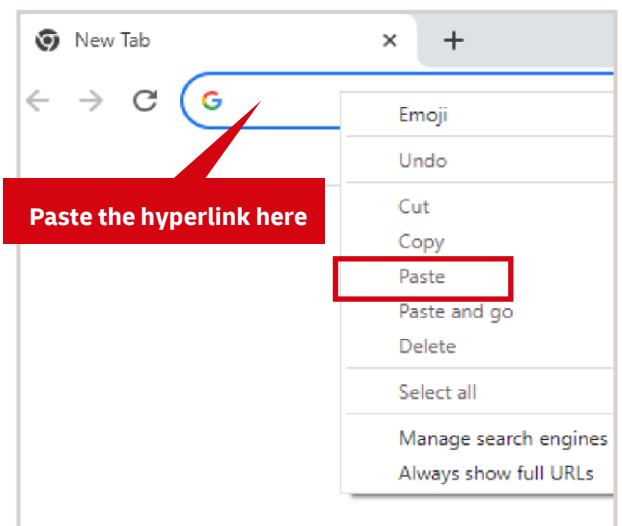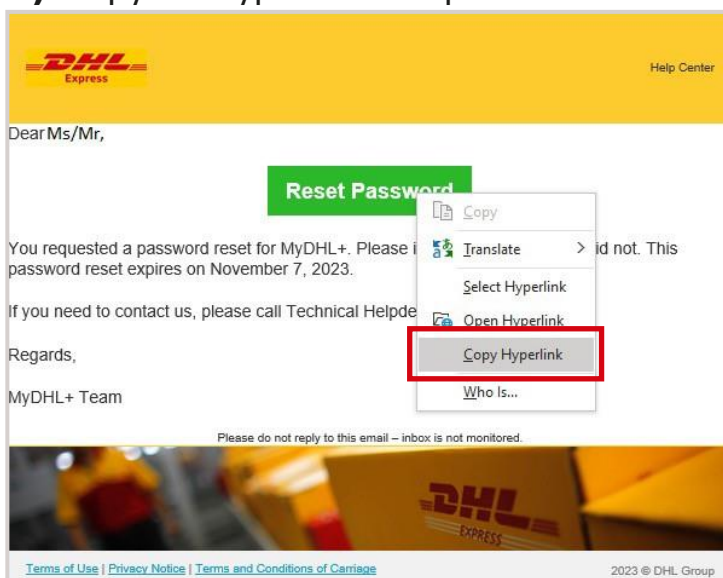
STEP 5 :

Create your new password. Please note that password criteria are:
- At least 8 characters
- Contain 1 lowercase letter
- Contain 1 uppercase letter
- Contain 1 number
- Contain 1 special character, such as: !@#$%_?

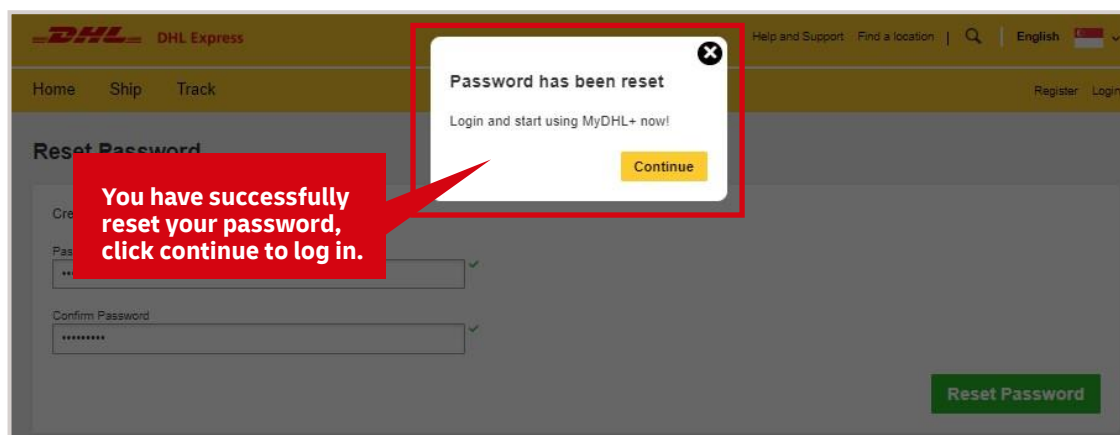# STEP 6 :

Click "**Reset Password**" at the bottom right.

You have successfully reset your password, click continue to log in.

STEP 7 :

Key in your registered email address and new password to log in.

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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.

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