



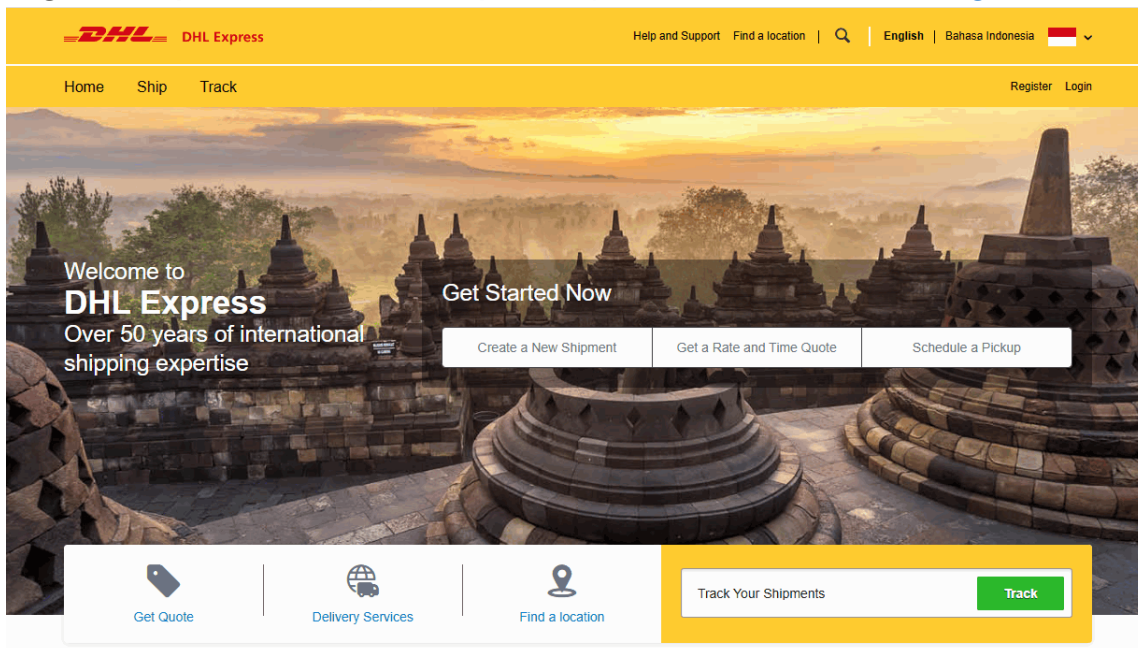
MYDHL⁺ PASSWORD RESET GUIDE

DHL Express – Excellence. Simply delivered.

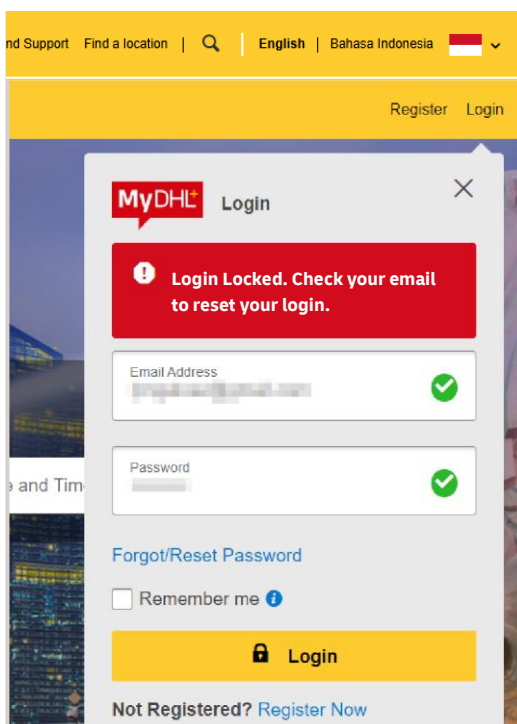


STEP 1:

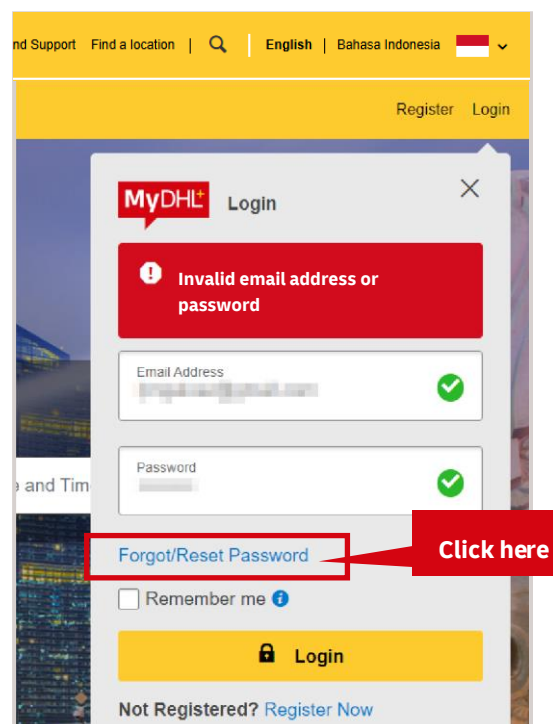
Login to MyDHL+ at <https://mydhl.express.dhl/lk/en/auth/login.html>



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 “**Forgot/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.

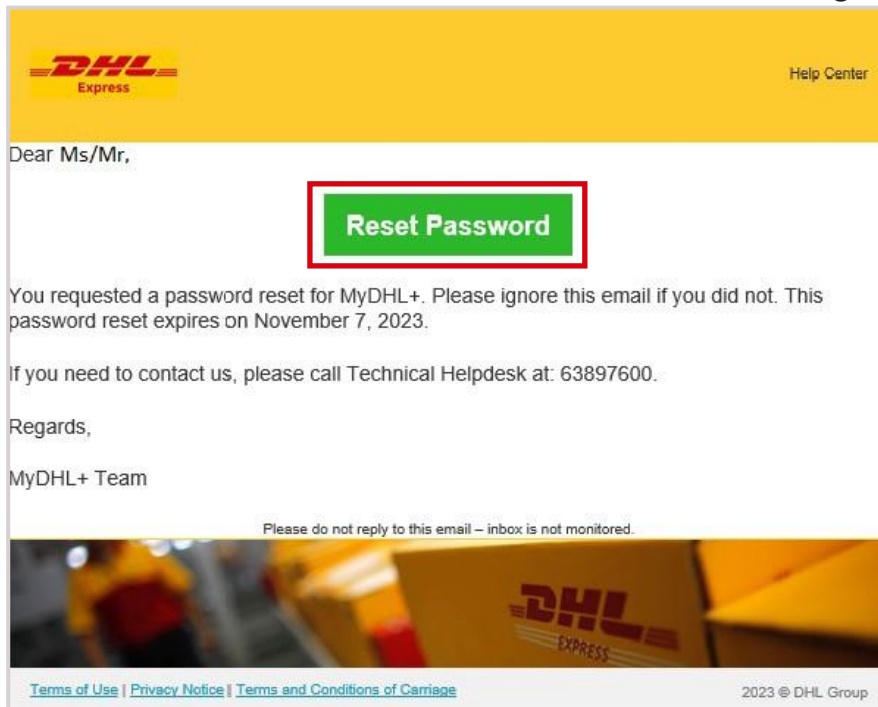
The screenshot shows a 'Reset Password' form. Step 1 points to the 'Email Address' input field, which contains a green checkmark. Step 2 points to the 'Click or select the Tag' section, which displays a row of security icons: a tag, a car, a magnifying glass, an envelope, a house, a person, a padlock, a robot, a cloud, and an alarm clock. A 'Refresh' button is also present. Step 3 points to the 'Submit' button, which is green and located next to a 'Cancel' button.

Notification pops up once you click “**Submit**”.

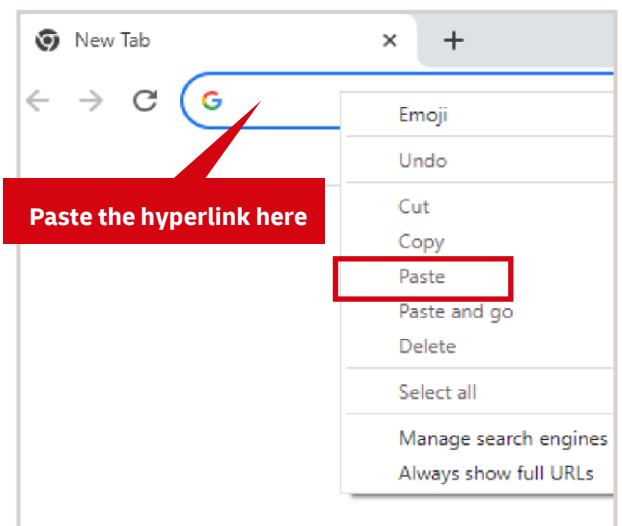
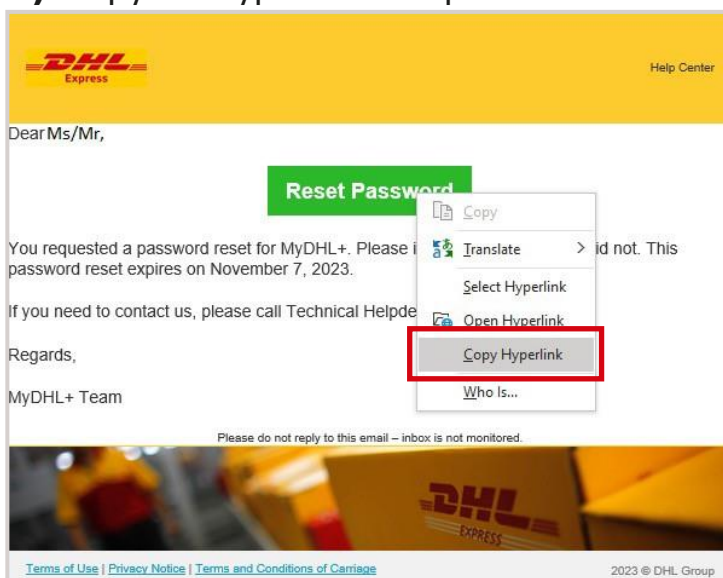
The screenshot shows a 'Reset Password' notification screen. It has a heading 'Check Your Email' and the text 'We've sent an email to reset your password.' Below this, it says 'If you do not receive our email shortly, please [contact us](#) or call us at: 1800 285 8888.' A yellow 'Continue' button is located in the bottom right corner.

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.



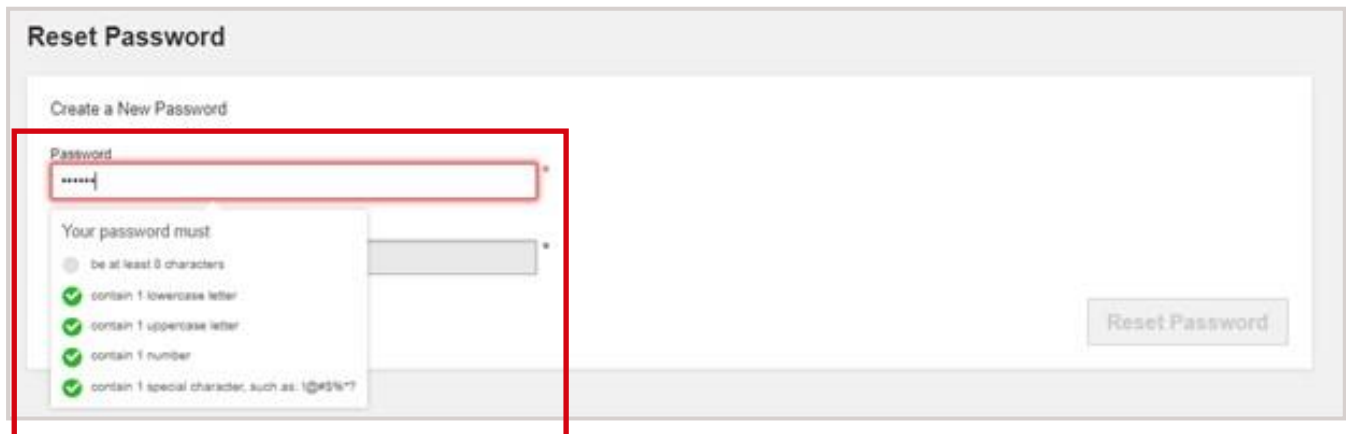
- b) Copy the hyperlink and paste to the browser.



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: !@#\$%_?



Reset Password

Create a New Password

Password

Your password must

- ☐ be at least 8 characters
- ☒ contain 1 lowercase letter
- ☒ contain 1 uppercase letter
- ☒ contain 1 number
- ☒ contain 1 special character, such as: !@#\$%_?

Reset Password

STEP 6 :

Click “**Reset Password**” at the bottom right.



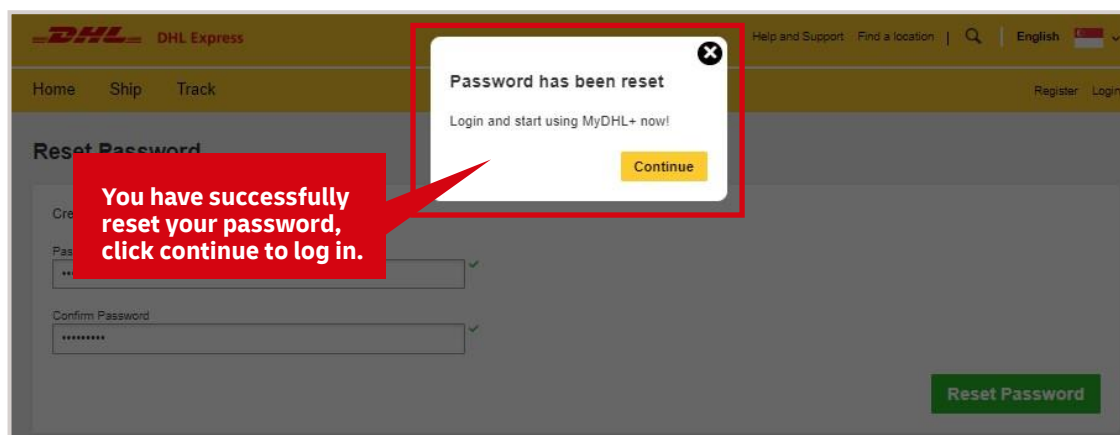
Reset Password

Create a New Password

Password

Confirm Password

Reset Password



DHL Express

Home Ship Track

Reset Password

Create a New Password

Password

Confirm Password

Reset Password

Password has been reset

Login and start using MyDHL+ now!

Continue

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.

The screenshot shows the DHL Express website with a yellow header. The main navigation bar includes 'Home', 'Ship', and 'Track'. A 'MyDHL+ Login' modal is open on the right side of the page. The modal contains the following elements:

- Email Address:** A text input field containing 'testing123@mailinator.com' with a green checkmark icon to its right.
- Password:** A text input field with masked characters (dots) and a green checkmark icon to its right.
- Forgot/Reset Password:** A blue link below the password field.
- Remember me:** A checkbox with the text 'Remember me' and an information icon.
- Login:** A yellow button with a lock icon and the text 'Login'.
- Not Registered?** A blue link with the text 'Register Now'.

The background of the website shows a 'Welcome to DHL Express' message and a 'Get Started Now' section with buttons for 'Create a New Shipment' and 'Get a Rate and Time'.

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.