

# 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 <noreply@dhl.com> to complete the registration process of your new MyDHL+ User Profile.



#### eSecure Step by Step Guide

		8
Home Ship Track	Password created	Register Log
Create Password	Continu	
Create a New Password		
Password		
Confirm Password		
I accept the DHL Express Terms and Condition Customs Invoice Terms and Conditions	s and Digital	
I accept the DHL Express 🖾 Privacy and Cook	es 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 first time as a Customer Administrator in eSecure.

=DHL=	Help Center Link
Dear Esecure Admin,	
Thank you for participating in DHL eSecure, an advance feature to administer yo Account's usage.	our DHL Express
You have been registered for MyDHL+. Look out for an email sent from <u>dhlSend</u> a password so that you can login to get started!	er@dhl.com and create
Only approved users can ship using your DHL Express Account(s) in MyDHL+ account is enabled for security.	or eMailship after your
If you require any technical assistance, please contact us at 96824520123 or $\underline{o}$	<u>m.ess@dhl.com</u>
Kind Regards, DHL Express eSecure Team	
Please do not reply to this email — inbox is not monitored.	
DHL SHL	1
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## **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+.



#### 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

<b>DHL</b> DHL Expres	s طرحي   Help and Support   Find a location   🔍   English   هرجي
Home Ship Track	Manage Shipments 🔕 ViewPay Bill My Shipment Settings 上 My Profile
Authorized User	Terms and Conditions
Account No Customer Administrator	DHL eSecure (hereinafter referred 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 MyOHL+ and the customer is required to appoint an "administrator" who will be responsible for managing the security permissions for these users.
Authorized Account Usage Approval	*Account No" menu. New requests to use the accounts after subcessfully enrolled into eSecure will be onfided to the admin for approval or rejection decision. Review of all pending users can also be reviewed under "Autohoted Users" menu. If "Email D 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 customer and the submit" button below, you represent and confirm to DHL Express that you are the duly appointed administrator of the customer for the customer and the submit" button below.
My Domain	purposes of rescales of the starting at any other event your quantization as the outsidners appointed administration in one events and in the initial agreement of the outsidner's account number. DHL may at its sole disortion vary the terms and conditions of DHL.eSecure and/or terministe the DHL.eSecure feature at any time upon prior notice.
	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

DHL Express		Help and Support Find a location   🔍   English   Norsk 井
Home Ship Track Manag	ge Shipments 12	View/Pay Bill My Shipment Settings 👤 My Profile
Authorized User	Authorized User	A
Account No Customer Administrator	Email ID	Account Number
Authorized Domain Authorized Account Usage Approval	Status Approved Rejected Pending	Origin AFGHANISTAN ALGENIA ALGENIA AMDORRA ANOOLA ANOULLA ANTIGUA ARGENTINA Search Reset
	Email ID Account Number Origi	Add Approve Reject Copy Upload
4		►

#### 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.

#### 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	Authorized Do	main			
Account No	Domain Nam	e	Ac	count Number	
Customer Administrator	@company.com	1	12	23456789	
Authorized Domain	Origin		Sta	itus	
Authorized Account Usage Approval	AFGHANISTAN ALBENIA ALGERIA AMERICAN SA ANDORRA ANGOLA ANGUILA ARGENTINA	MOA	Co	tive active mpany Name	Search Rese
	Domain Name•	Account Origin Number Origin	n Company Name	Add Active	Inactive Copy Upload
Authorized User	Authorized Dor	nain			
Account No					
Customer Administrator	🧃 Use co	omma (,) for multiple entries i	n Domain Name field.		
Authorized Domain Authorized Account Usage Approval My Domain	Account Num	ber	*	Name	* Save Cancel
	List of banned dom @0209000639.com @0409225210.com @1.com @1009100958.com @10111183312.com	ains ▲ @0309111037.com @0509221754.com @1001193033.com @10109225341.com @10111191831.com	@0309224311.com @0609202116.com @1001194800.com @10111000329.com @10209000639.com	@0310032548.com @0704064105.com @1001195944.com @10111042358.com @10209045405.com	@0409113236.com @0710114847.com @1001224026.com @10111050731.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

Authorized User	My Domain	
Account No	Domain Name	Account Number
Customer Administrator		
Authorized Domain	Origin	Status
Authorized Account Usage Approval	OMAN	Active Active
My Domain		Company Name
		Search Reset
	✓ 0 records found	Add Active Inactive Copy Upload
	Domain Name Account Origin	Company Status Assigned By Modified Date Name
DHL Express		Help and Support Find a location   🔍   English   繁體中文 😽
Home Ship Track Mar	age Shipments 2	View/Pay Bill My Shipment Settings 👤 My Profile
Authorized User	My Domain	
Account No Customer Administrator	Use comma (,) for multiple entries in Domain N	ame field.
Authorized Domain	Account Number	Domain Name
Authorized Account Usage Approval	*	*
My Domain		Save Cancel

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	Customer Administrators	
Account No		
Customer Administrator	Account Number	Email ID
Authorized Domain	First Name	Last Name
Authorized Account Usage Approval		
My Domain	Company Name	Origin OMAN
	Status Active	*
		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.

mail ID Consent		-2	HL_			Help Center L
ves No	•	Dear Sir / M	ladam,			
		Your reques approval.	t to use the DH	L Express Acco	unt has been sent to the be	low account administrators fo
		NUMBER	FIRSTNAME	LASTNAME	EMAIL ID	PHONE NUMBER
		1	Asra	Hou	asra.houshidari@dhl.com	+96897914004
		Regards DHL eSecur	re Team	rassistance, pr	ease contact us at 5062402	123 Gr <u>om,essiguin,com</u>
				Please do not	reply to this email – introx is not mobility	ei
				12-		

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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+

shipment?
nt 🔻

## **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

Dire cocc	ure - Auto R	ejected User						
dhi	lessm@dhl.com	where a product of the			Reply All	-> Forward	ų;	•••
To	Daniel CHAN (D)	HL HK)				Thu 09/0	3/2023 2	:00 PM
If there are Click here t	problems with how o download picture	this message is displayed, s. To help protect your priv	click here to view it racy, Outlook preven	in a web browser. ted automatic downlo	ad of some picture	es in this message.		
					Help	Center Link		
	Dear Daniel Ch	ian,						
	This email add	ress is automatically re	lected as not beir	ne part of the My De	omain.			
	This email add	ress is automatically re	jected as not beir	ng part of the My Do	omain.			
	This email add	ress is automatically re EMAIL ID	jected as not beir	ng part of the My Do	omain.			
	This email add	ress is automatically re EMAIL ID foc@mailinator.com	ejected as not beir SHIPPER NAME	ng part of the My Do	omain.			
	This email add NUMBER 1	ress is automatically re EMAIL ID _foc@mailinator.com	jected as not beir SHIPPER NAME	ng part of the My Do COMPANY NAME	omain.			
	This email add NUMBER 1 DHL does not (	ress is automatically re EMAIL ID <u>foc@mailinator.com</u> guarantee the accuracy	SHIPPER NAME	ng part of the My Do COMPANY NAME	omain. ] requestor. This	user has		
	This email add NUMBER 1 DHL does not p been automat	ress is automatically re EMAIL ID foc@mailinator.com guarantee the accuracy ically been rejected fro	SHIPPER NAME	ong part of the My Do COMPANY NAME	omain. ] requestor. This of 3XXXXX57 for sh	user has lipping.		
	This email add NUMBER 1 DHL does not p been automat You can review	EMAIL ID EMAIL ID foc@mailinator.com guarantee the accuracy ically been rejected fro v all Approved or Reject	SHIPPER NAME	ong part of the My Do COMPANY NAME	omain. ] requestor. This ( 8XXXX57 for sh ref.dhl.com.	user has lipping.		
	This email add NUMBER 1 DHL does not p been automat You can review If you require a	ress is automatically re EMAIL ID foc@mailinator.com guarantee the accuracy ically been rejected fro v all Approved or Reject any technical assistance	SHIPPER NAME SHIPPER NAME of the information musing your DHL ted users in MyDP e, please contact of	or provided by the r Express account 63 HL+ at https://ewf-r	omain. ] requestor. This of 3XXXXX57 for sh ref.dhl.com. hl.com	user has lipping.		
	This email add NUMBER 1 DHL does not g been automat You can review If you require a Kind Regards,	ress is automatically re EMAIL ID foc@mailinator.com guarantee the accuracy ically been rejected fro v all Approved or Reject any technical assistance	SHIPPER NAME SHIPPER NAME of the information musing your DHL ted users in MyDP e, please contact of	on provided by the r Express account 63 HL+ at https://ewf-r us at etemp011@dl	omain. ] arequestor, This ( 3XXXX57 for sh ref.dhl.com. hl.com	user has lipping.		



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