

MyDHL⁺



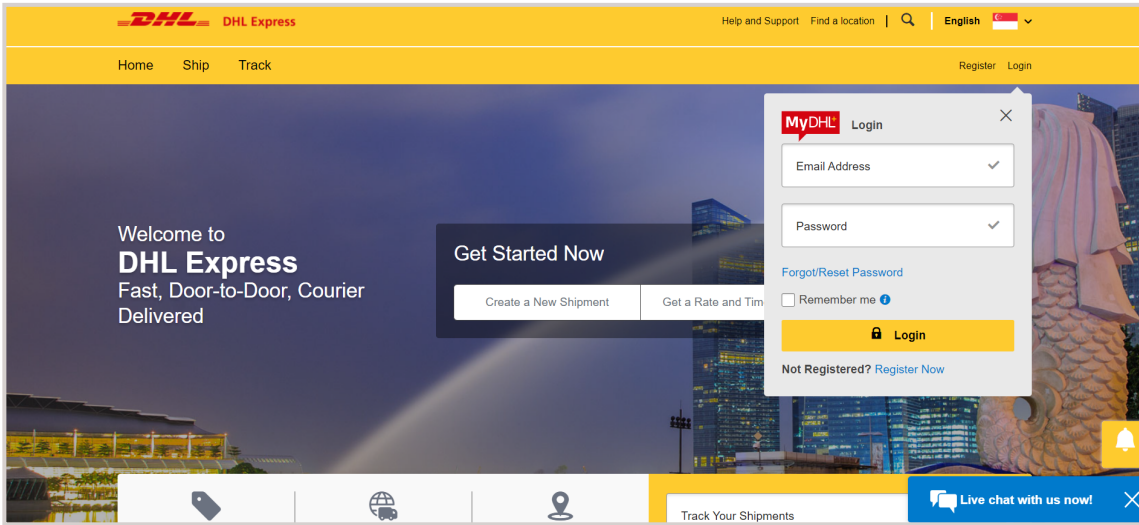
MYDHL⁺ PASSWORD RESET GUIDE

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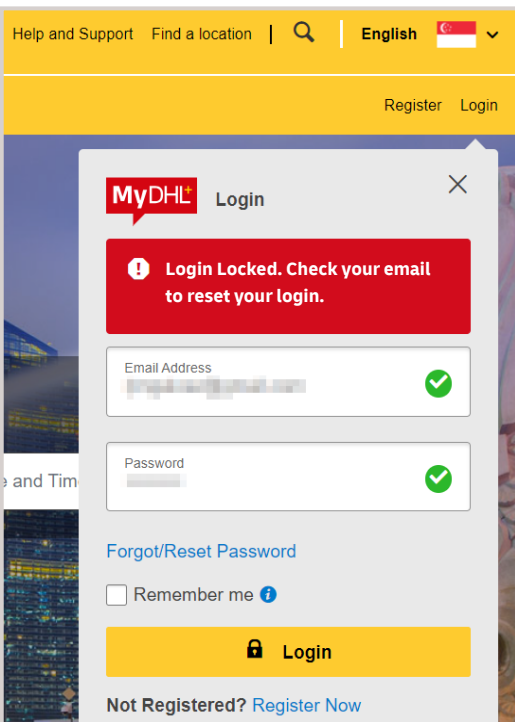


STEP 1:

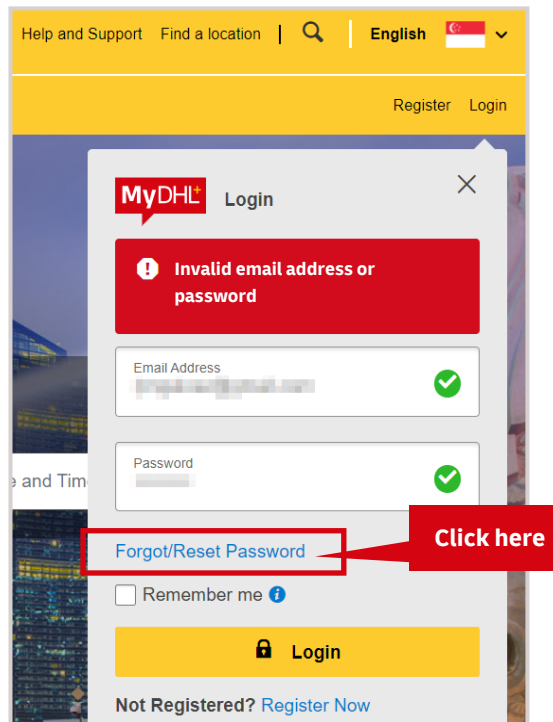
Login to MyDHL+ at <https://mydhl.express.dhl/sg/en/auth/login.html>



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 with the following elements and annotations:

- 1**: A red box highlights the 'Email Address' input field, which contains a green checkmark.
- 2**: A red box highlights the 'Click or select the Tag' label above a row of security icons. The icons include a tag, a truck, 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.
- 3**: A red box highlights the 'Submit' button, which is green. A 'Cancel' button is located to its left.

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

The screenshot shows a 'Check Your Email' notification screen with the following text:

Check Your Email

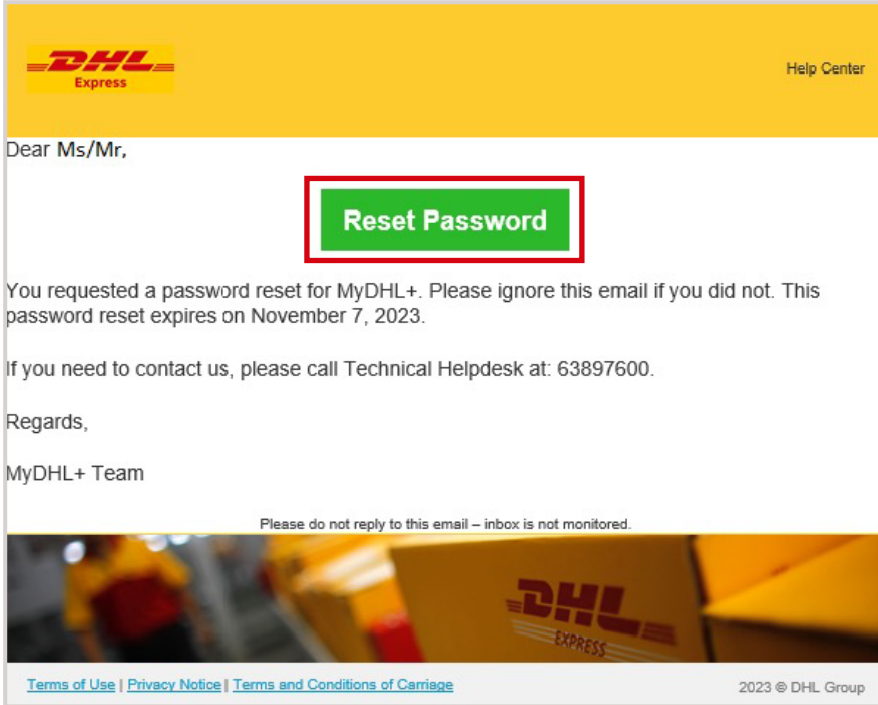
We've sent an email to reset your password.

If you do not receive our email shortly, please [contact us](#) or call us at: 1800 285 8888.

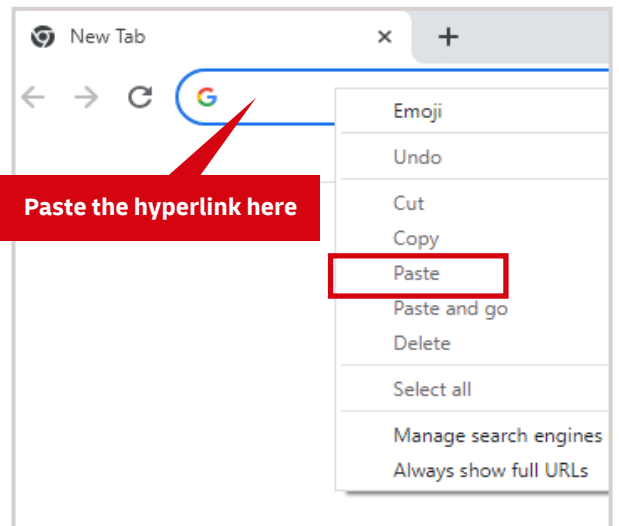
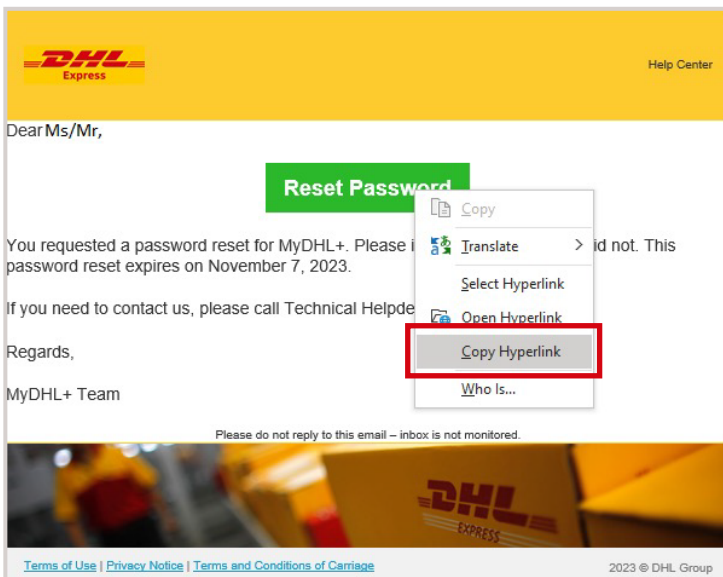
Continue

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.



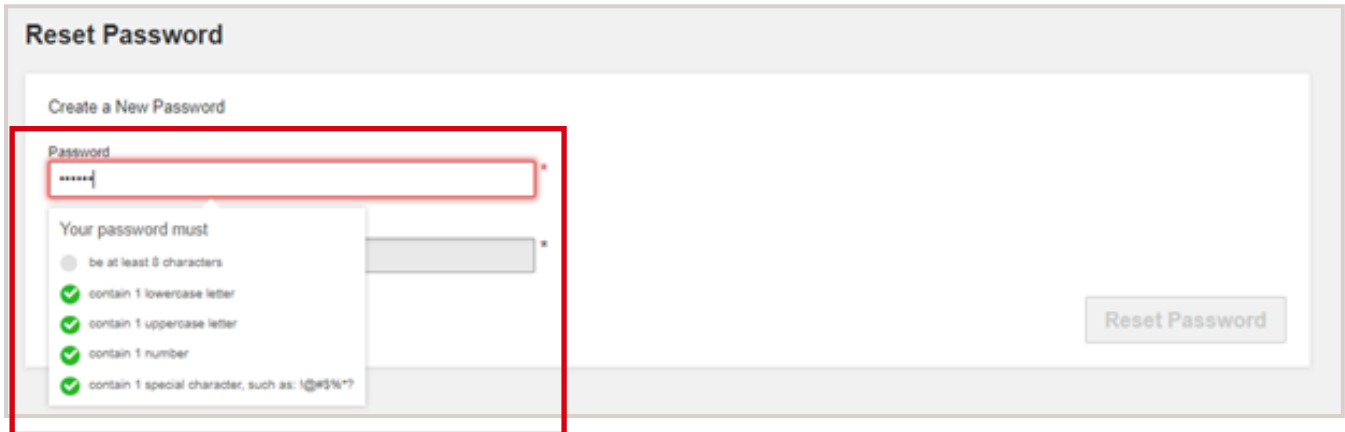
- b) Copy the hyperlink and paste to the browser.



STEP 5 :

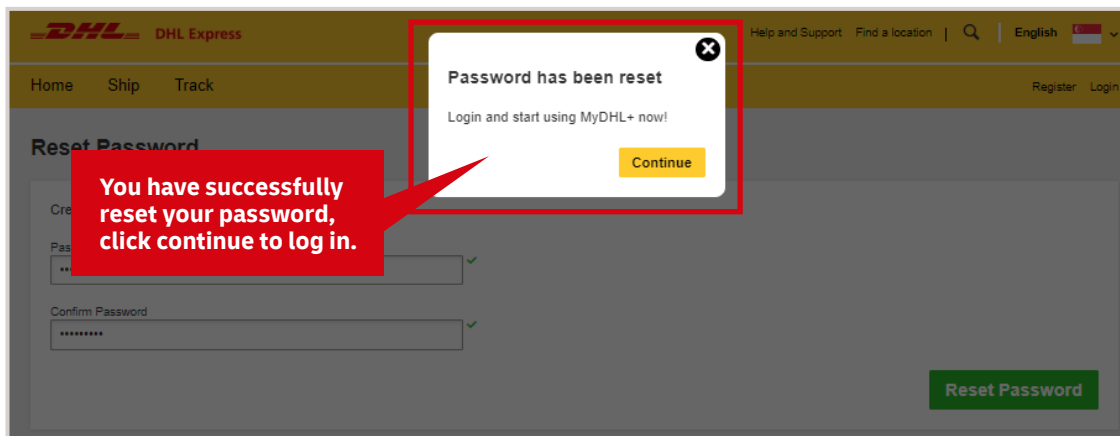
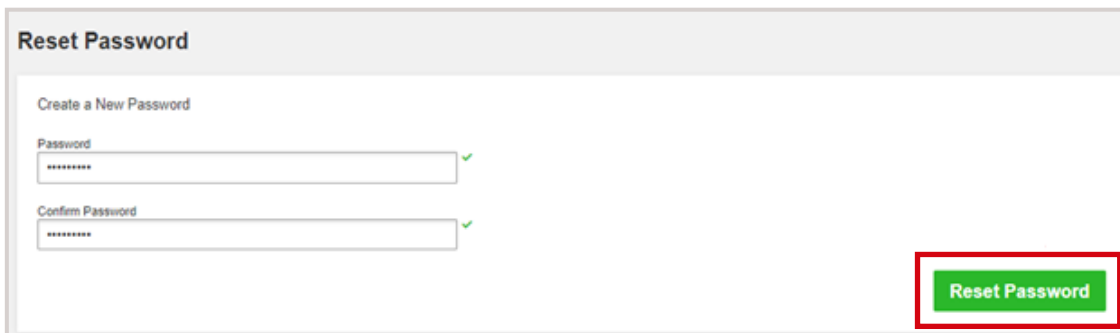
Create your new password. Please note that password criteria are:

- At least 8 characters
- Contain 1 lowercase letter
- Contain 1 uppercase letter
- Contain 1 number
- Contain 1 special character, such as: !@#\$%_?



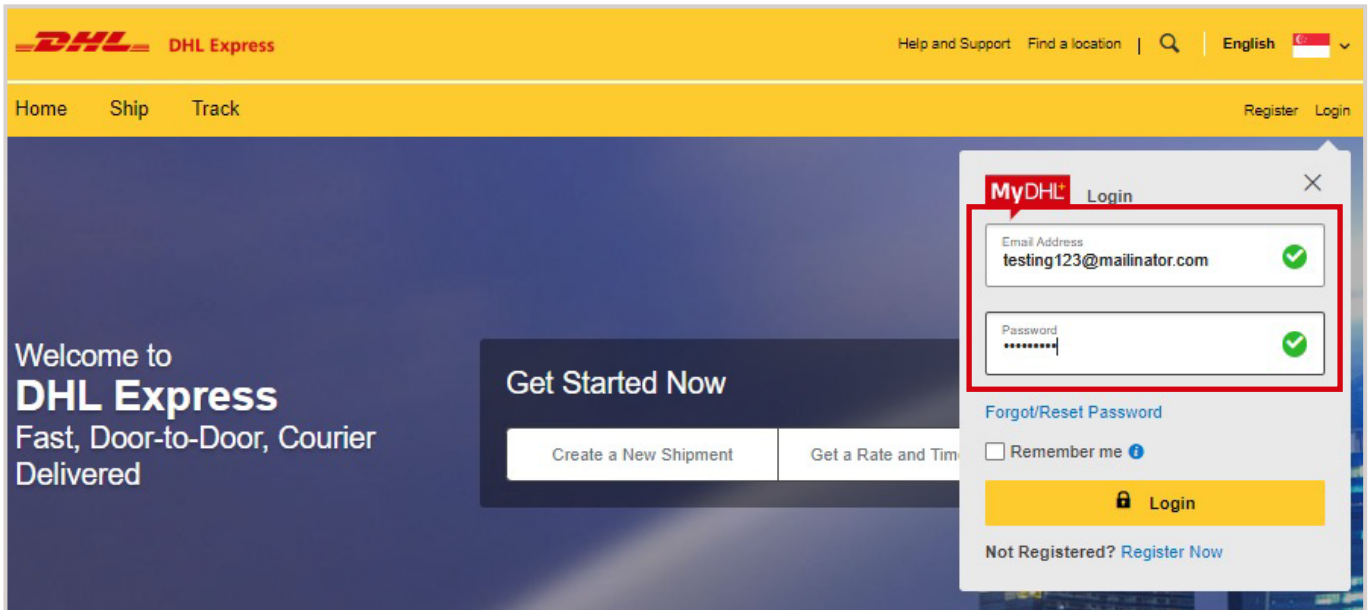
STEP 6 :

Click “Reset Password” at the bottom right.






STEP 7:

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



CONNECT WITH US

DHL Express (Singapore) Pte Ltd

-  Ready to ship? Get a quote from [MyDHL+](#)
-  Call Customer Services on **1800 285 8888**
-  Find your nearest [DHL Service Point](#)

Valid: 11/2023

The information in this guide is correct as of 11/2023.

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