

MyDHL QUICK START GUIDE

HOW TO ADD AND REMOVE ADDITIONAL USERS IN MyDHL

- 1 Go to www.dhl.com/mydhl and log in with your existing MyDHL User ID and password.
- 2 Once logged in, select 'Manage Additional Users' from the 'Manage Profile' menu.

ADDING NEW USERS

- Click 'Create New User'.
- Enter the contact details of the user you wish to add. Please note that the email address you enter will be used to notify the new user of their MyDHL login details.

- Choose whether the new user will be a standard user or have administrator privileges.

Standard User: Only receives access to the tools you permit them to use.

Customer Admin: Able to manage MyDHL access rights for other users, edit company details and maintain DHL accounts.

- Click 'Save & Proceed'.
- Select the tools you wish to grant access to and follow the on-screen instructions.

- Once finished, click 'Save & Finish'.

The new user will receive an email to activate their MyDHL login and choose a User ID and password.

REMOVING USERS

Click the 'X' symbol next to the User ID you wish to delete.

User ID	First Name	Last Name	Role/Rights	Status
anotherfester	FirstName	LastName	Standard-User	Active  

EDITING USER DETAILS AND TOOL ACCESS

Click the pencil symbol next to the User ID you wish to edit and follow the on-screen instructions.

Forgotten Password?

If an additional user forgets their password, the main user can request a password reset.

From 'Manage Additional Users', click the pencil symbol to edit the user details and then click 'Create New Password'.

An email containing a new temporary password will be sent to the user.

