



MYDHL API

INTEGRATION MADE SIMPLE

PASSWORD RESET INSTRUCTIONS

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V2.00



DOCUMENT CONTROL

REVISION HISTORY:

Version	Release Date	Comments
1.00	26/06/2024	Initial version
2.00	19/01/2025	Update to the confidentiality note

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The requirements and specifications outlined in this manual are governed by DHL's Terms and Conditions of Carriage, found on DHL's website, www.DHL.com.

AUDIENCE

This document is intended to serve as a guide to assist DHL customers and third party developers during the integration development process. The primary audience of this document is intended to be a trading partner's technical resources and internal MyDHL API support staff.

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CONTENT

CONTENT 4

INTRODUCTION..... 5

STEP BY STEP GUIDE..... 5

 STEP 1: Log In..... 5

 STEP 2: Select Your Application..... 6

 STEP 3: Update Your API Password..... 7

 STEP 4: Confirm the Update 8

 STEP 5: Verify the Update..... 9

 STEP 6: Update Your System Configuration..... 9

INTRODUCTION

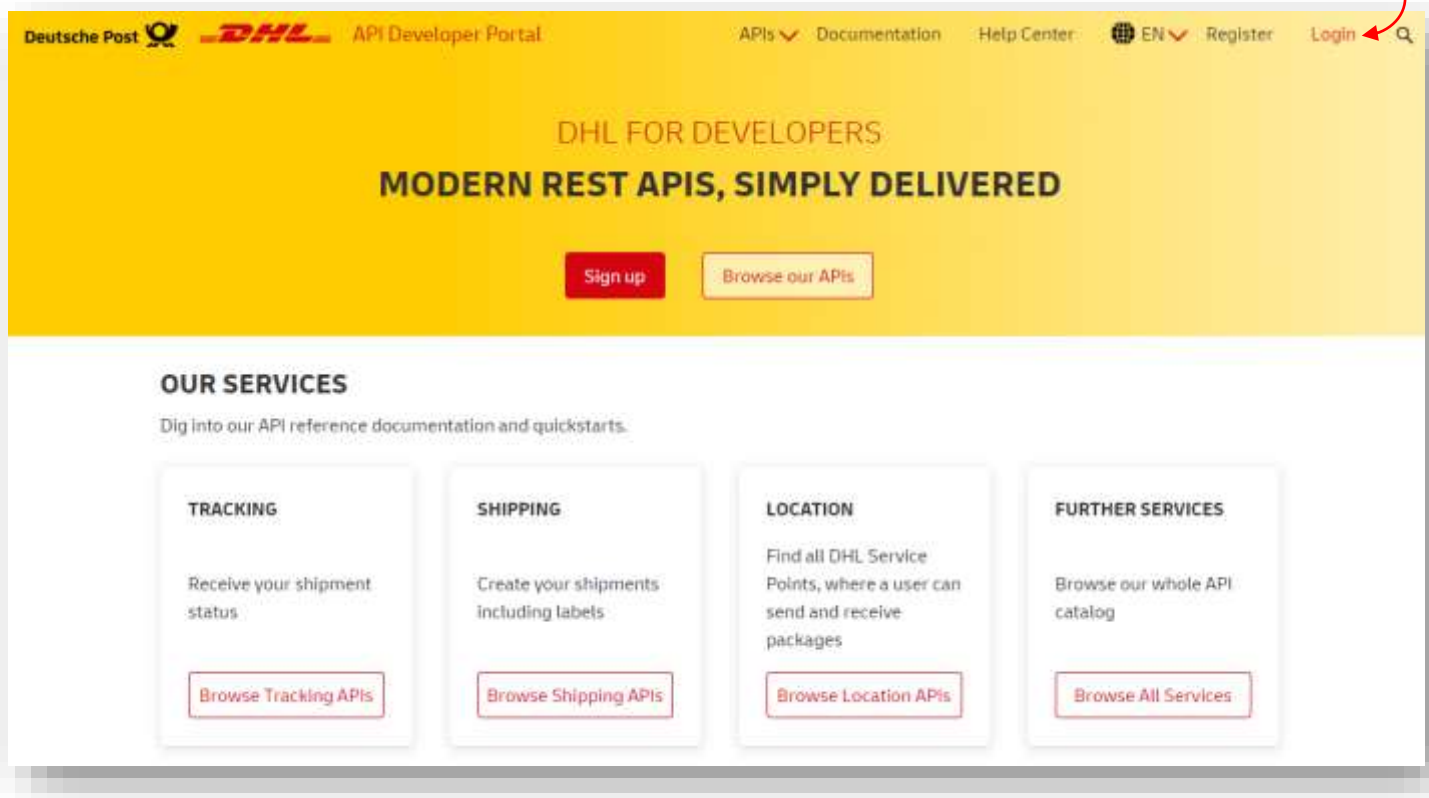
This document is designed to assist you in updating your MyDHL API password.

Updating your API password regularly is crucial for maintaining the security of your account and protecting sensitive information. Follow these instructions to ensure your API credentials are updated correctly.

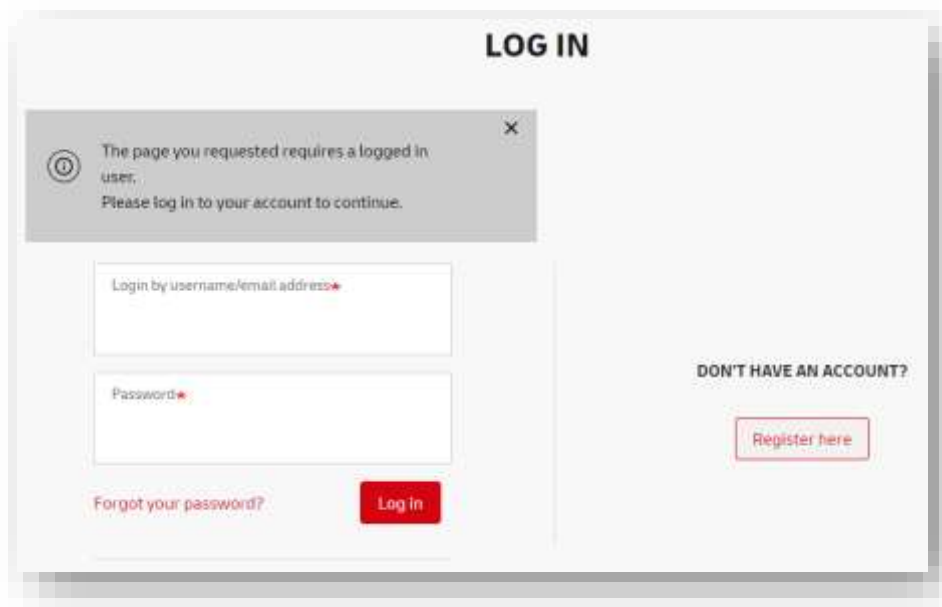
STEP BY STEP GUIDE

STEP 1: Log In

- A. Visit the DHL Developer Portal at <https://developer.dhl.com> and click “Login” in the top right corner.



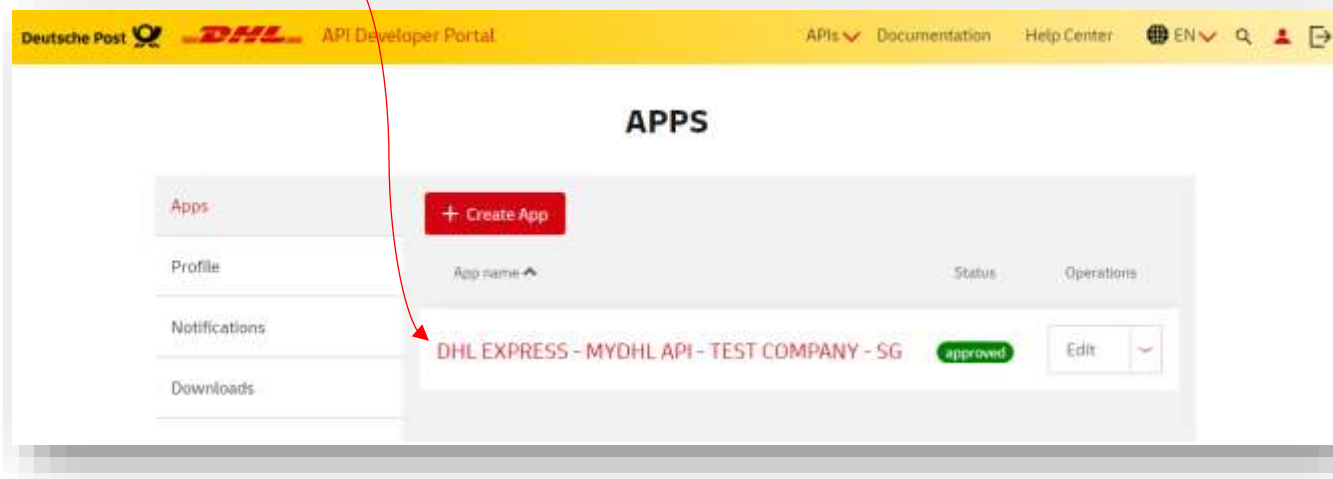
B. Enter your registered email address/username and password in the provided fields to log in.



STEP 2: Select Your Application

Once logged in, you will see the list of applications integrated with DPWN DHL.

Find your **specific application** integrated with MyDHL API, then click to select it



STEP 3: Update Your API Password

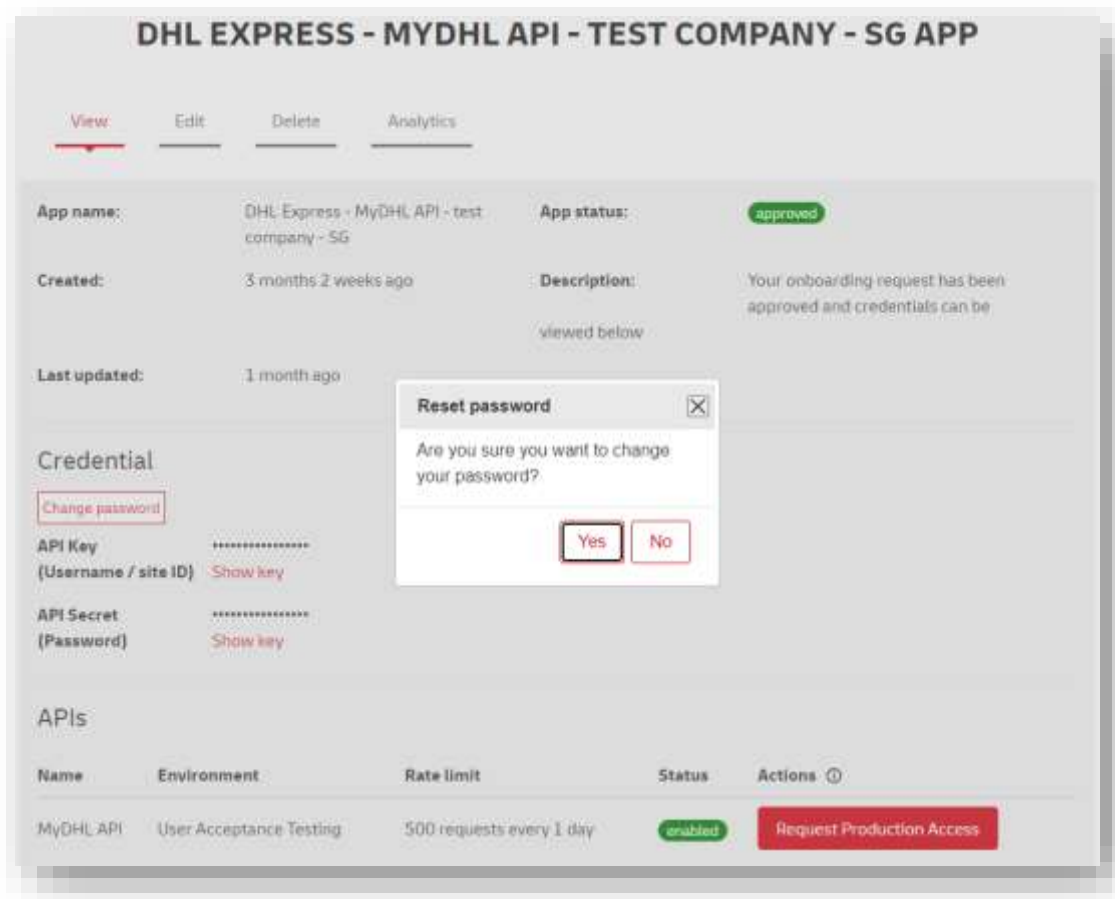
Find the **'Change password'** button located under the 'Credential' section and click on it.

The screenshot displays the 'DHL EXPRESS - MYDHL API - TEST COMPANY - SG APP' management page. At the top, there are navigation tabs for 'View', 'Edit', 'Delete', and 'Analytics'. Below these, the app details are shown: 'App name: DHL Express - MyDHL API - test company - SG', 'App status: approved', 'Created: 3 months 2 weeks ago', 'Description: Your onboarding request has been approved and credentials can be viewed below', and 'Last updated: 1 month ago'. The 'Credential' section contains a 'Change password' button, which is highlighted with a red box and a red arrow pointing to it. Below the button, the 'API Key (Username / site ID)' and 'API Secret (Password)' are displayed as masked text with 'Show key' links. At the bottom, the 'APIs' section features a table with columns for Name, Environment, Rate limit, Status, and Actions. The table lists 'MyDHL API' in a 'User Acceptance Testing' environment with a rate limit of '500 requests every 1 day' and a status of 'enabled'. A red button labeled 'Request Production Access' is located next to the 'MyDHL API' entry.

Name	Environment	Rate limit	Status	Actions
MyDHL API	User Acceptance Testing	500 requests every 1 day	enabled	Request Production Access

STEP 4: Confirm the Update

A dialog window will appear asking you to confirm the change. Click 'Yes'. Wait for a confirmation message to appear in the dialog window, indicating that your API password change has been successfully processed.



STEP 5: Verify the Update

After receiving the confirmation message, click on "**Show key**" next to the API Secret (Password) field to reveal your new API password.



IMPORTANT! Once your API password change is confirmed, your old API password will stop working immediately. It is crucial to update the password settings in your software or any third-party application integrated with MyDHL API to maintain uninterrupted access.

STEP 6: Update Your System Configuration

Once you have received the confirmation that your MyDHL API password has been successfully updated, immediately proceed to update the password in the configuration settings of any systems or third-party applications integrated with MyDHL API. This update is crucial to maintain uninterrupted access to MyDHL API services. Failure to promptly update your system configuration may result in disruptions, affecting your ability to create and track shipments via DHL.

Should you encounter any difficulties or require additional support, please do not hesitate to contact your local DHL Express team.

Thank you for taking the necessary steps to maintain the security of your account.