

How to login to eShare

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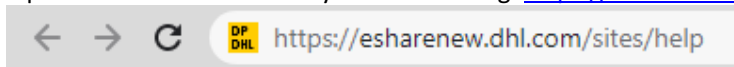
Public

How to log in properly

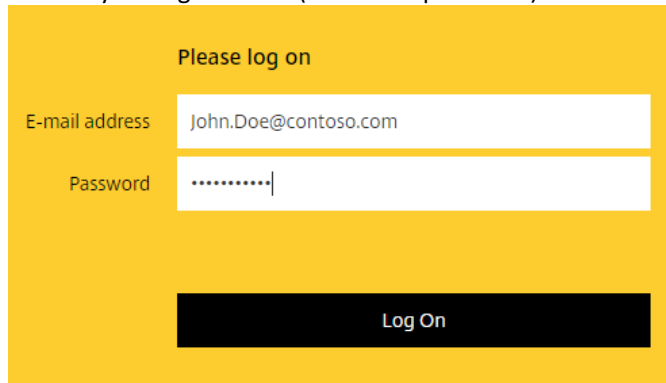
1. LOGIN WALKTHROUGH

Step by step

1. Open desired eShare link in your browser e.g. <https://esharenew.dhl.com/sites/help>



2. You were redirected to a login page
3. Provide your login details (email and password)



Please log on

E-mail address

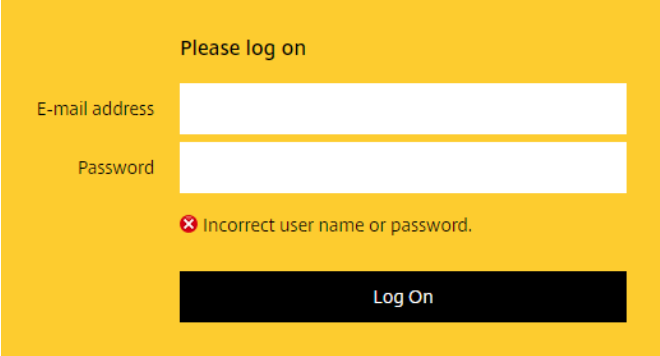
Password

4. Click on "Log On"
5. You were redirected to your site e.g. <https://esharenew.dhl.com/sites/help>

Public

Most common issues faced by external users

2. INCORRECT USER NAME OR PASSWORD



Please log on

E-mail address

Password

✘ Incorrect user name or password.

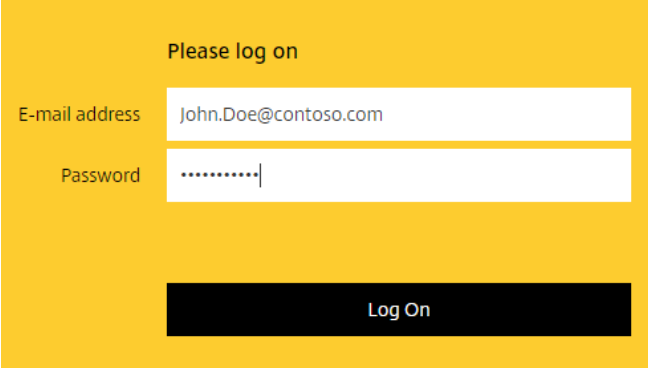
Log On

There are two reason you get this

1. The error above is usually caused by typo in email address or when user tries to login using DHL's external account name e.g. EXT_johndoe. Users must always provide their email address associated with the external account e.g. John.Doe@contoso.com
2. Your password expired

Solution

Provide your email address and password again.



Please log on

E-mail address

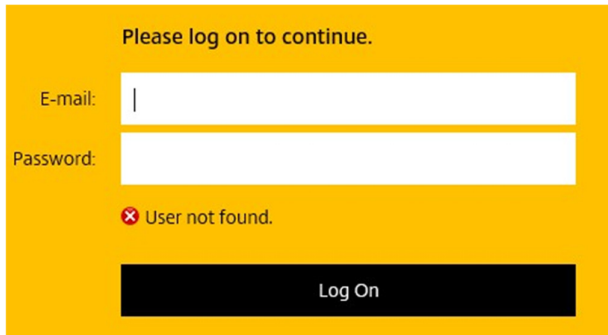
Password

Log On

Reset your password, if you are sure you filled the email correctly. It might be expired.
Set a new password here: <https://extpwd.dhl.com/>

Public

3. USER NOT FOUND



A screenshot of a login interface with a yellow background. At the top, it says "Please log on to continue." Below this are two input fields: "E-mail:" and "Password:". Below the password field, there is a red error message: "✘ User not found." At the bottom, there is a black button labeled "Log On".

Three most common root causes:

1. You made a typo in email address
2. Account associate to your email address does not exist
3. Your account was created incorrectly

Solution

1. Try again to login again.
2. Contact your DPDHL contact if the issue persists. Your contact person will either help you directly or contact IT services

4. LET US KNOW WHY YOU NEED ACCESS TO THIS SITE

Let us know why you need access to this site.



A rectangular text input field with a light gray border and a small diagonal icon in the bottom right corner. The placeholder text "Type your message here" is visible at the top left of the field.

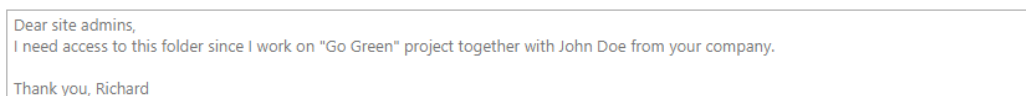
What happened?

You are not authorized to access the site. You were probably granted incorrect permissions.

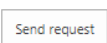
Solution

Inform your DPDHL contact person about the issue. We also strongly recommend to fill in the form below. Site administrators will be able to approve your request.

Let us know why you need access to this site.



A rectangular text input field with a light gray border and a small diagonal icon in the bottom right corner. It contains the following text: "Dear site admins, I need access to this folder since I work on 'Go Green' project together with John Doe from your company. Thank you, Richard"



A small rectangular button with the text "Send request" inside.

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5. TARGET URL NOT FOUND FOR REDIRECT AFTER SUCCESSFUL LOGIN. PLEASE CONTACT YOUR ADMINISTRATOR

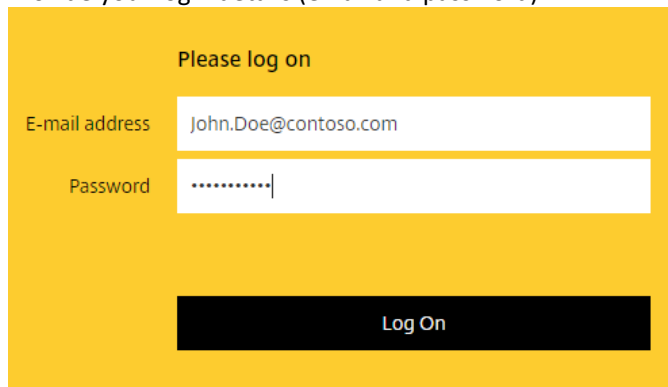
Target URL not found for redirect after successful login. Please contact your administrator.

What happened?

You most likely tried to access the <https://esharenew-auth.dhl.com/vpn/tmindex.html> instead of e.g. <https://esharenew.dhl.com/sites/help>

Solution

2. Open desired eShare link in your browser e.g. <https://esharenew.dhl.com/sites/help>
3. You were redirected to a login page
4. Provide your login details (email and password)



Please log on

E-mail address

Password

Log On

5. Click on “Log On”
6. You were redirected to your site e.g. <https://esharenew.dhl.com/sites/help>