EC Portal Instructions

Your Data Communications access is in place. You can access our secure server via a Web Browser over the internet using your own provider. Instructions are outlined below.
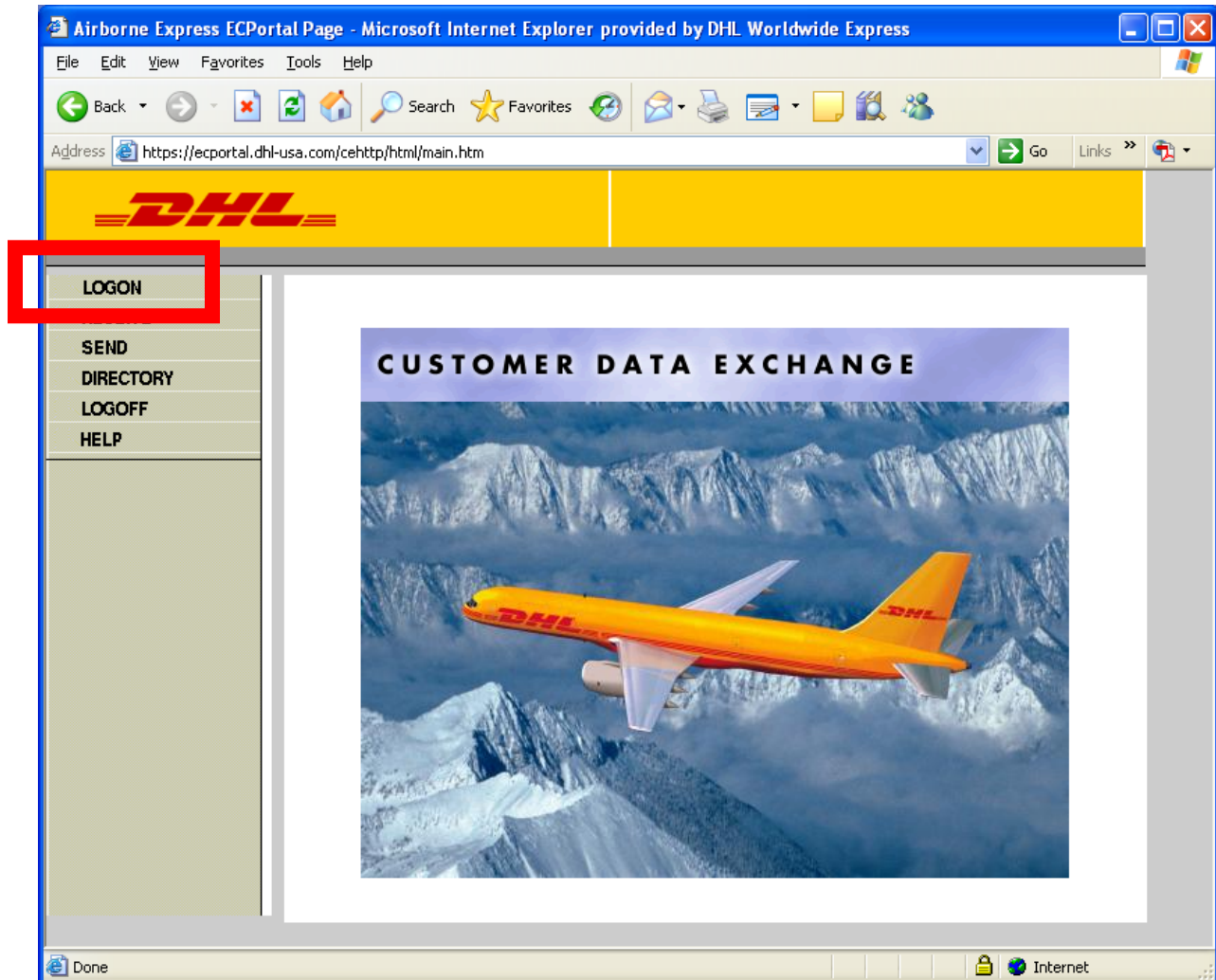

WEBSITE INSTRUCTIONS

The address for this secure website is: **https://ecportal.dhl.ca**

DHL has assigned your company with a customer specific <u>Mailbox ID</u> and <u>Password</u>.

Mailbox ID: **Provided in your email**   – MUST BE ALL UPPERCASE
Password: **Provided in your email**   – MUST BE ALL UPPERCASE

<u>Click</u> on the '**LOGON**' button.
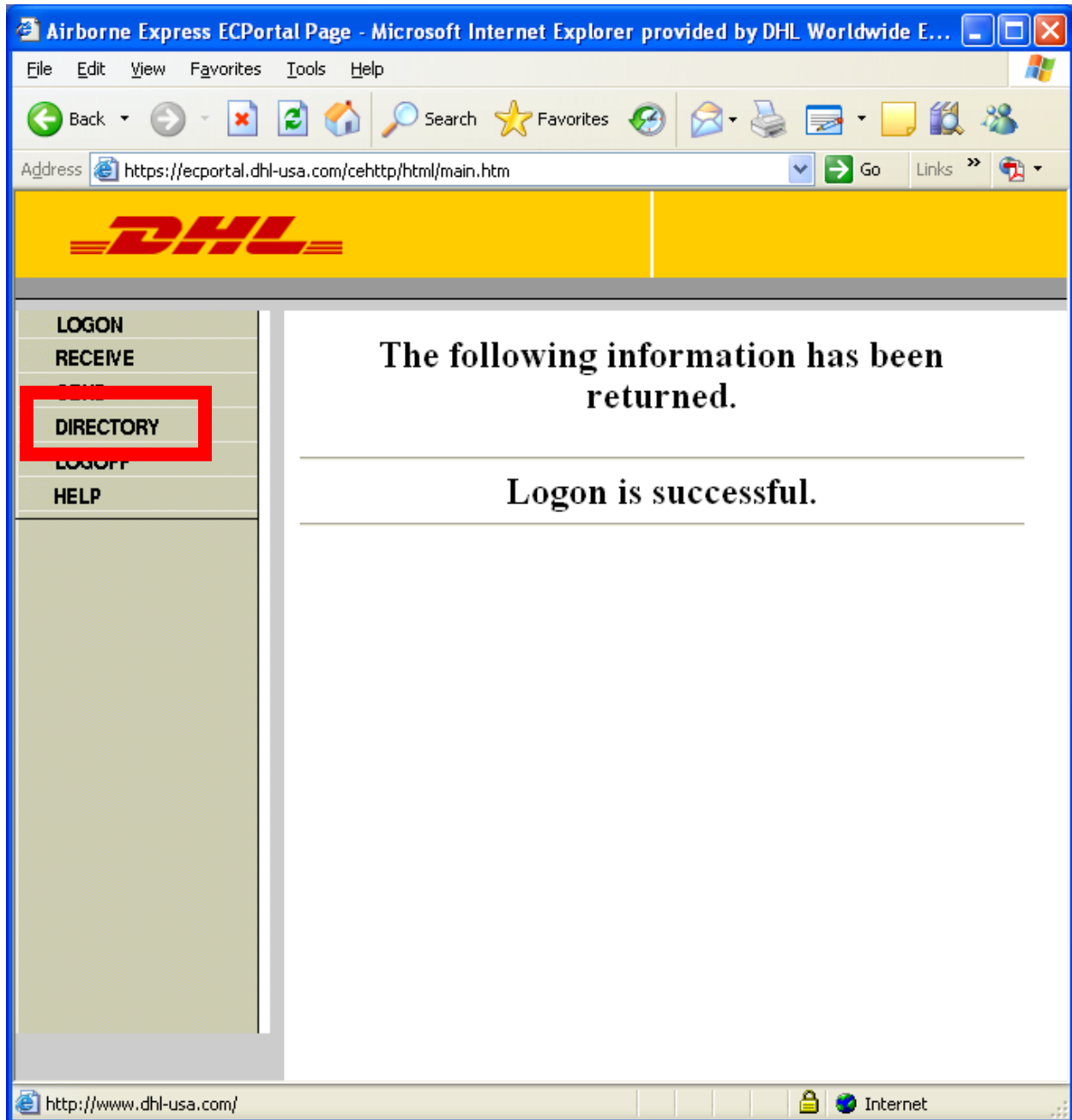
Type your **Mailbox ID** and **Password.**

Click the '**LOGON**' button in the lower left-hand portion of the screen.

The following screen message will appear if login is successful.

Click the '**DIRECTORY**' button at the left-hand side of the screen.

Type your **Mailbox ID** in <u>UPPERCASE</u> in the '**Mailbox ID**' field….

      (i)   To see all contents in the mailbox, leave all other fields blank.

      (ii)   To filter the contents, type your criteria in the appropriate field… (<u>not recommended</u>).

Click the '**DIRECTORY**' button in the lower left-hand corner of the screen. This will forward you to a web page where you can download any files that are available.
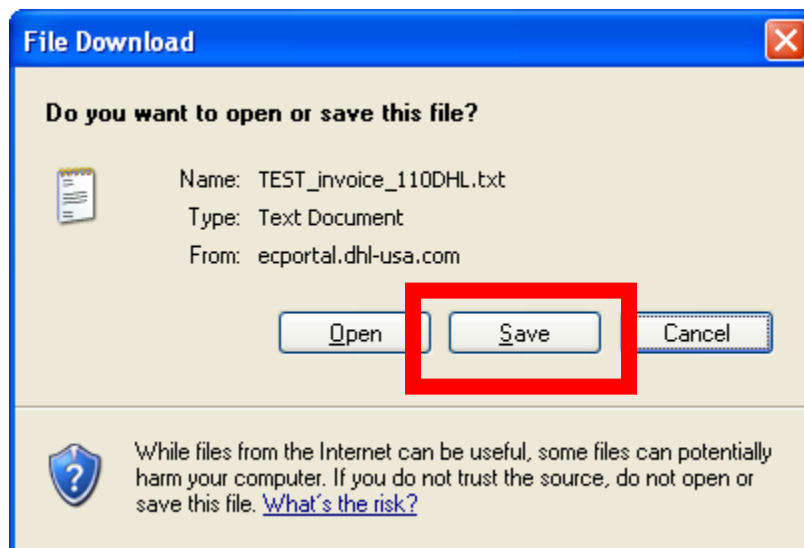
The '**Description (Batch ID)**' column will display files previously downloaded (**black**) and those available for download (**blue**).

Click the file and a prompt will appear to '**OPEN**' or '**SAVE**'.

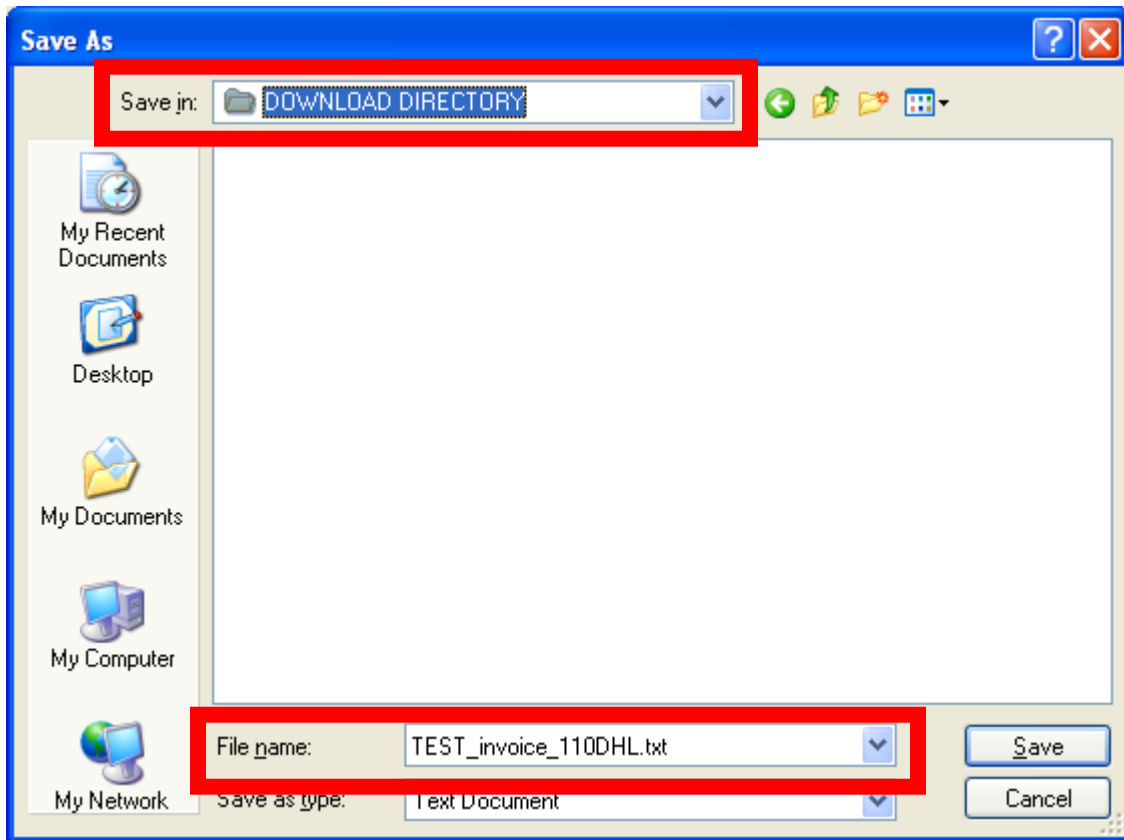**ALWAYS, ALWAYS, ALWAYS** choose **SAVE**!

A '**Save in'** prompt will appear allowing you to choose the destination path (**highlighted**) where you want to 'locally' save your download.

The '**File name**' prompt is provided to rename the file if desired.

<u>**Click**</u> **Save** to complete the download.

Done!   Congratulations!

If you have any questions or problems, please contact your EDI Administrator or email edi.ca@dhl.com.