



GEOPOST

Customer Portal User Guide

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Version History

Version	Changes	Date	Author
1.0	Document Creation	Mar '26	PM - Customer Automation

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Customer Portal

Introduction

The Customer Portal allows account Administrators to generate API credentials to use on the API Portal

This guide will take you through the steps to generate your keys and secret.

The **API Portal** can be accessed here.

<https://developers.api.dpd.co.uk/>

The Administrator can access the customer portal here.

DPD Accounts <https://myadmin.dpd.co.uk>

DPD Local Accounts <https://myadmin.dpdlocal.co.uk>

To download the **MyDPD application**, please use the link below:

[DPD UK - MyDPD Desktop](#)

Key Contacts

If any information or assistance is required with regards to the Customer Portal, please direct any correspondence via your **DPD Account or Sales representative**.

For any technical support feel free to contact the **DPD IT Service Desk** for assistance.

Telephone Number: 0121 500 2510

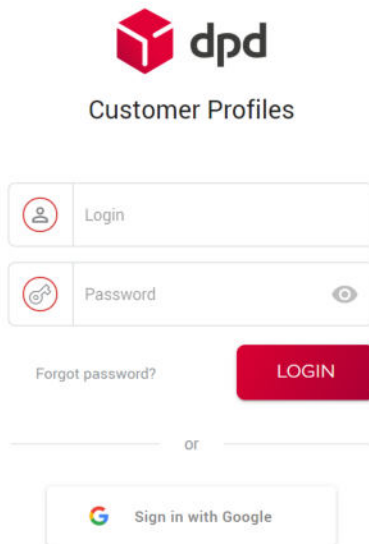
Login Process

All new customers will receive an Administrator user via email from the Sales Support Team or their Account Manager.

The email will contain a link that will take the Administrator to the **Customer Portal** and the Administrator will be prompted to set their user password.

Once the password has been set, the Administrator will be able to log in to the **Customer Portal** and make necessary changes to existing users and create new MyDPD users.


Administrators can login to the **Customer Portal** by going to <https://myadmin.dpd.co.uk> for **DPD Accounts** or <https://myadmin.dpdlocal.co.uk> for **DPD Local Accounts**.








The screenshot shows the DPD Customer Profiles login interface. At the top is the DPD logo (a red cube icon followed by the text 'dpd') and the heading 'Customer Profiles'. Below this are two input fields: the first is labeled 'Login' with a person icon, and the second is labeled 'Password' with a key icon and a toggle eye icon. To the left of the password field is a link for 'Forgot password?'. A red 'LOGIN' button is positioned to the right of the password field. Below the input fields is a horizontal line with the word 'or' in the center. At the bottom is a 'Sign in with Google' button featuring the Google logo.



Administrator Users

An **administrator** username can be identified with a  symbol


To **edit** the username, you can use the  symbol

SURNAME 	FIRST NAME 	LOGIN	
 Morris	Paul	paul@dpdgroup.co.uk	

API Settings

Locate the header titled **API Setting**. Once you toggle the **Enable API Access** to on, you will be asked to verify your email address to confirm access

The email will contain a link to that will prompt the Administrator to confirm they are trying to set up Key Access

API SETTING 

Enable API Access

Please enter the user's email address below to send verification email.

Email:

Once verified, the administrator will then be able to generate Sandbox and Live keys. You will be allowed to update two keys for each environment

API SETTING ^

Enable API Access

Verified Email

Email: paul@dpdgroup.co.uk

Sandbox

ADD NEW KEY

Live

ADD NEW KEY

Creating API Keys

Once you select **Add New Key**, you will be prompted with your Key and Secret
Your secret is only shown once. Please make sure you copy and save it to your computer before closing this pop-up.

ADD KEY

View your key information below

Key 1:	SIELyrx8DZ22o10ApHQhn5Aokbe9J2Yg9WAinzbuC
Secret:	AbumVVcDJGRscyQI6c9WUSKlieSGNO, 

Please note, your secret is only shown once. Please make sure you copy and save it to your computer before closing this pop up.


CLOSE

Please Note: The sandbox key will take an overnight sync before it becomes active





The **Sandbox Key** will only work with the test hostname <https://developers.api.customers.dpd.co.uk>

The **Live Key** will only work with the live hostname <https://api.customers.dpd.co.uk>

Deleting API Keys

To **delete** a key, use the  symbol

Sandbox

Key 1:		
Key 2:		

You will then be prompted to type DELETE to confirm to prevent accidental deletion. Once deleted, there is no way to retrieve the key

DELETE KEY

You are about to delete the following key

Key 1:	SIELyrx8DZ22o10ApHQhn5Aokbe9J2Yg9WAinzbuC
--------	---

Please enter DELETE below to confirm deletion of the key.
Please note, this action cannot be reverted.

<input type="button" value="CANCEL"/>	<input type="button" value="DELETE KEY"/>
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