

4.8.2026

CA: Upcoming security enhancement for MyEmaersk login process

Dear customer,

We would like to inform you about an upcoming security enhancement that will be implemented in MyEmaersk on **8 August 2026**.

As part of this change, all users will be required to verify their login using a **PIN code** sent to their registered email address.

Key information:

- Upon login, a **PIN code will be sent to your email address**.
- The PIN must be entered to complete the login process.
- The PIN remains valid for 24 hours.
- During this 24-hour period, you will not be asked to request a new PIN, even if you are automatically logged out due to inactivity.
- This additional authentication step is being introduced to further strengthen the security of the platform and protect user access.

We recommend ensuring that you have access to your registered email account when logging in after the change takes effect.

Should you have any questions, please do not hesitate to contact us.

Thank you for your understanding and cooperation.

Kind regards,

Maersk Customer Experience Team