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GETTING STARTED WITH MYPASSWORD@LILLY

The myPassword@Lilly service is a universal, self-service password management solution for all Lilly workers and external workers. This Getting Started Guide provides you step-by-step instructions to complete the initial registration process for your Security Questions and Answers as well as registration in PingID for Multi-factor Authentication (MFA). MFA is a security system that requires more than one method of authentication; it allows you to authenticate from various devices/methods.

During the setup you will have the option to register multiple devices. By registering multiple devices or methods with PingID, you will have an easy, self-service solution for verifying your identity in the event your computer, mobile phone or other primary device is not available. If you have at least two methods, you will always have a backup!

You will use both your desktop browser and your mobile phone, tablet, or a non-mobile phone like your desk phone to complete the registration process.

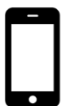
If you encounter issues with the service or the registration process, please contact the [Lilly Service Desk](#).



STEP 1: LOGIN TO MYPASSWORD@LILLY

We recommend using either Windows with Internet Explorer (IE), Edge, Firefox or Chrome and/or a Mac with Safari, Firefox or Chrome to access the myPassword@Lilly website.

- a. Open a web browser and enter mypassword.lilly.com.
- b. Enter your **Lilly System ID**.
- c. Select **Continue**.
- d. When prompted, **Enter your Password**.
- e. Select **Verify password**.
- f. Complete **3 security questions** ensuring the **Answer** and **Confirm** fields match. *Please note: you will be required to answer two questions correctly to reset or unlock your Lilly password in the future. Please pick questions and answers you will remember. Answers are only case sensitive when registering your questions or updating, during authentication they are not.*
- g. Select **Update**.
- h. If you have not completed registration for PingID, you will be automatically redirected to the PingID site.
- i. If prompted, enter your Lilly System ID and password and select **Login** to continue.



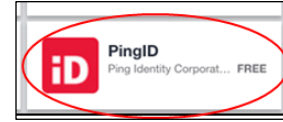
STEP 2: DOWNLOAD PINGID FROM APP STORE

Please proceed to [Step 3 - Option 2: Register your Primary Authentication Method without the PingID app](#) if you do not have a Mobile Phone.

The myPassword@Lilly Service requires Multi-factor Authentication (MFA). Therefore, in addition to your Lilly password you will be required to use PingID by Ping Identity Corporation to authenticate. This is a non-Lilly app that is available for free from the Apple App Store (iPhone/iPad) or Google Play Store (Android).

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- Access the Lilly App Store from your Lilly-provided iPhone or iPad. If you prefer to use a non-Lilly provided phone or tablet, please open the Apple App Store (iPhone/iPad) or Google Play Store (Android).
- Type 'PingID' in the search box to find the PingID application.
*Please note: if using a non-Lilly issued iPad you may need to select **iPhone Only** at the top to modify the App Store Search.*
- Download PingID and tap to open the PingID app.
- Review the Terms of Service and select **Accept**.
- Select **I Understand**.
- Follow the remaining prompts to allow PingID to **access your location, send you notifications, and use the camera**. This will lead to a screen that looks like a camera screen. Leave that open as you will need it in Step 3.

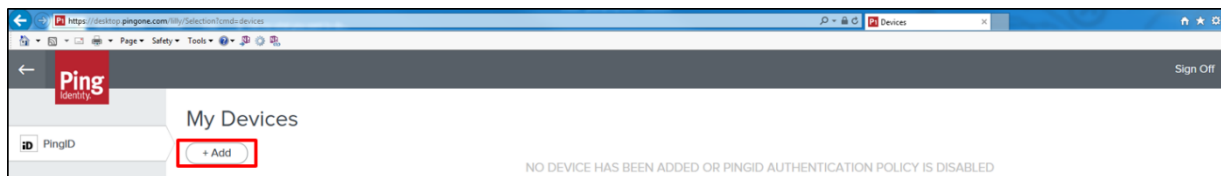


STEP 3: REGISTER YOUR PRIMARY METHOD OR DEVICE

To complete this step you have two options. You should only use [Option 2: Register your Primary Authentication Method without the PingID app](#) if you did not complete Step 2 to download PingID to your mobile device.

OPTION 1: Register your Primary Authentication Method with the PingID App

New PingID accounts and accounts with no devices paired are redirected to the PingID My Devices page. To pair your device, click on the **+Add** button on the **My Devices** page.



On your phone or tablet:

- Scan the QR code (e.g. square black and white, pixelated barcode) on the computer screen to pair your device. You can also click **Enter the Pairing Key Manually** and type in the pairing key displayed on the computer screen.
- Enter the nickname "Lilly" to complete your secure PingID profile.
- Select **Done**. Once your profile is complete, slide or touch ID to sign on.
- Proceed to [Step 4](#).



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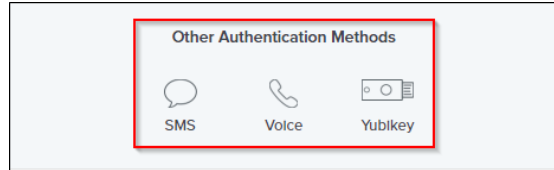
OPTION 2: Register your Primary Authentication Method without the PingID app



This section is only necessary if you did **not** download the PingID app to your Apple or Android device. If you have already completed this step, please proceed with [Step 4: Register Additional Methods or Devices](#).

- Choose which Alternative Authentication Method (SMS, Voice or YubiKey) you would like to use to verify your identity.

See below for step-by-step instructions based on your authentication preference.



Additional Authentication Options

Receive passcode via SMS

Select the **SMS icon** at the bottom of the 'Add a New Device' screen.

- Choose your Country Flag and enter a valid telephone number with area code.
- Select **Next**.
- You will receive a text. Enter the authentication code and select **Verify** to authenticate.

Receive passcode via Voice

- Select the **Voice icon** at the bottom of the 'Add a New Device' screen.
- Choose your Country Flag and enter a valid telephone number with area code.
- Select **Next**.
- You will receive a voice call. Enter the authentication code and select **Verify** to authenticate.

Authenticate with YubiKey

In order to use this option, you must have the small hardware device available called a YubiKey¹. This device offers two-factor authentication with a simple touch of a button.

- Insert your YubiKey and wait until the following icon appears in your task bar to reflect successful driver installation.



Failing to wait for the driver to install successfully could require you to start the installation over.

- Insert and tap your YubiKey to get a verification code.

¹A YubiKey is a small hardware device that offers two-factor authentication with a simple touch of a button. We recommend this device for individuals who will need to authenticate frequently. If you are in the US you can request a YubiKey by completing this [ServiceNow Catalog Item request form](#). Users outside of the US should contact their local order desk. For more information on the product details, access <https://www.yubico.com/products/yubikey-hardware/>. Be sure to order a model that supports Yubico One-Time Passcode (OTP) to ensure it will work with PingID.

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STEP 4: REGISTER ADDITIONAL METHODS OR DEVICES

Please register at least two authentication methods and devices in addition to your one primary (default) device.

- a. Open your browser and navigate to the [PingID Device Portal](#). *Please note: The use of a Lilly device is not required to access this website.*
- b. Review your registered devices and authentication methods for accuracy.
- c. Click **+Add** to register a second device (iPad, YubiKey) or method (voice call, SMS text) to your profile.
- d. Click **Sign Off** in the upper right-hand corner to log out of the PingID Device portal, or close your browser.

CONGRATULATIONS! You've successfully registered with myPassword@Lilly to manage your password needs. Visit mypassword.lilly.com to check out six great things you can do now that your registration process is complete!

Optional: BOOKMARK MYPASSWORD@LILLY

Please bookmark the mypassword.lilly.com service for future use.

If you have a Lilly-provided Apple device, you should automatically see the myPassword@Lilly web clip on your device.



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