How to Authenticate a User – For Lilly Managers or Sponsors

The myPassword@Lilly service is a universal, self-service password management solution for all Lilly workers and external workers.

To authenticate another user, you must be a Lilly Manager or Sponsor.

Lilly Managers or Sponsors can request a reset of a user's password by submitting an incident in myPassword@Lilly and having the user contact the Service Desk with the incident number to complete the process. (For example: If the employee or external worker has forgotten their password and they have not setup their security questions.)

We strongly encourage all Lilly employees and external workers to register their security questions in the myPassword@Lilly portal to eliminate the need for this process in the future. This will allow them to reset their own password with the self-service tool.

a. Navigate to myPassword.lilly.com. (We recommend using either Windows with Internet Explorer, Edge, Firefox or Chrome and/or a Mac with Safari, Firefox or Chrome.)

b. When prompted, enter your Lilly System ID and select Continue.

c. Select Login with your Password or Login with Security Questions.

d. On your primary registered device (phone/tablet), respond to the PingID request.

e. When prompted, enter your Password or correctly answer two of your registered security questions.

f. From the myPassword@Lilly menu, select Authenticate a user.

g. Enter the user’s standard account System ID to initiate a name lookup. If the entered ID exists and matches with the worker you wish to authenticate, re-enter the System ID in the Confirm field and then select Submit.

NOTE: The ‘Authenticate a User’ process is only available for standard accounts. Please do not submit a request for a worker's serviceaccount as they should make this request on their
own by following the instructions in the ‘Request Password Changes for ServiceAccounts’ Job Aid.

h. You will receive an incident number on the Results page to provide to the employee or external worker.

i. The worker will need to contact the Lilly Service Desk and reference the incident number or who authenticated them in order for the agent to complete the password change request.

j. Select the Logout option in the upper right-hand corner drop-down menu next to your name exit myPassword@Lilly.

If you encounter issues with myPassword@Lilly, please contact the Lilly Service Desk.