How to Change your Lilly Password

If you have a Lilly computer that allows a password change via Windows (CTRL+ALT+DELETE), please complete the following steps on your Lilly Computer:

1. Press CTRL+ALT+DEL
2. Select Change a password…
3. Enter Old password, New password and Confirm password.
4. Press Enter.

Congratulations! You have completed all the steps required to change your Lilly password.

From the myPassword@Lilly website:

1. Open a browser and access https://myPassword.lilly.com and login using your Lilly System ID and select Continue.
2. Select Login with your Password or Login with your Security Questions.
3. On your primary registered device (phone/tablet), respond to the PingID request.
4. When prompted, enter your password or correctly answer two of your registered security questions.
5. From the myPassword@Lilly menu, select Change passwords.
6. Select Target System **Lilly System ID**. Enter your **New password**, Confirm your new password, and select **Change passwords**.

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

**Important:**
Your new password must be synchronized with your Lilly laptop as a final step. If you do not have a Lilly laptop, your password change is complete!

8. Turn on your Lilly laptop and enter your **Lilly System ID** in the User name field on the McAfee Drive Encryption screen as shown below.

9. At the password screen enter your **old password** (the one you just changed) and check the **Change Password** box.

**NOTE:** If you don’t remember your old password you will need to call the Service Desk to have them reset your McAfee credentials.
10. At the next screen, enter the **New password** you just entered in the myPassword@Lilly service and **Confirm password** and select **OK**.

11. When you see the message ‘The user name or password is incorrect’ select **OK**.

12. You will then be prompted to enter your new **Password** in Windows.

   **Congratulations!** You have completed all the steps required to change your Lilly password.

   If you encounter issues, please contact the [Lilly Service Desk](#).