How to Change your Lilly Password

Please follow the below instructions if you are logged into the Lilly network, or skip to the instructions below for off the Lilly network. If unable to login because your account is locked, refer to the instructions: How to Unlock Your Account.

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.

Please follow the below instructions if you are off the Lilly network or have forgotten your password. If unable to login because your account is locked, refer to the instructions: How to Unlock Your Account.

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**.

![Create encryption password]

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.