How to Request a Mobility Unlock for a Lilly device

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

If you have a Lilly provided mobile device the myPassword@Lilly service will allow you to submit a request for your Lilly mobile device to be unlocked.

Please follow the steps below to submit a request to unlock a Lilly provided mobile device:

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 Change passwords.

![Change passwords](image)

g. Select the arrow for Applications in the lower right-hand corner of the screen to request a mobility unlock for a Lilly device.

![Applications](image)

h. You will need to Enter your System ID and then Confirm it. Select Submit.

i. You will receive an incident number on the Results page. You must contact the Lilly Service Desk and provide the incident number for them to complete the mobility unlock request within one business day.

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

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