How to Request Password Changes for Accounts/Apps not Listed

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

Some Lilly employees may have more than one account or application that is assigned to them. myPassword@Lilly will display those accounts or apps under your Target System Group and allow you as an owner to manage, reset or unlock the passwords.

If you need to reset or unlock an account or app that is not listed in your Target System Group, you will need to submit a General Application request. Please follow the steps below to submit the request.

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

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

c. Select your preferred method of authentication (e.g. use password or answer Challenge questions). If you are not on the Lilly network you will be prompted to authenticate with PingID.

d. From the myPassword@Lilly menu, select Change passwords under the Password Manager heading.

e. Select the arrow for Applications in the lower right-hand corner of the screen to request a password change for any application that is not listed in your Target System Group. (e.g. Vending Machine PIN, SAP Password, McAfee Recovery)

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

g. You will receive an incident number on the Results page. Contact the Lilly Service Desk and reference the incident to complete the password change request. From there the Service Desk will reset the necessary application password or PIN.

h. Select the Logout icon in the upper right-hand corner of the screen to exit the myPassword@Lilly service.

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