Request Password Changes for Service/Deviated Accounts

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

If you need to reset or unlock a Service/Deviated Account and you are an account owner, you will need to follow the steps below to submit the request.

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. NOTE: You should use your regular Lilly System ID to log in, you should not use your Service/Deviated Account.

c. Select Use Password or Answer security questions to complete your Login.

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.

![My profile menu]

Change passwords
Unlock accounts
Update security questions
Manage PingID Devices


g. Select the arrow for Accounts in the top right-hand corner of the screen to request a Service/Deviated Account password change, reset or unlock.

h. Select the appropriate option under Target system (i.e. DEV, PRD, QA) of the Service/Deviated Account.

i. Select the appropriate domain for the Service/Deviated Account you wish to Reset/Unlock, enter the System ID, Confirm the System ID and then select Submit.

NOTE: Request to change, reset, or unlock Service/Deviated Account incidents are fulfilled by the Active Directory team. Their standard service level agreement is 8 business hours.

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.