How to Unlock Your Account

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

To unlock your account, please follow the steps below:

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 Unlock accounts.

![My profile]

Change passwords
Unlock accounts
Update security questions
Manage PingID Devices

Select the account and Lilly System ID you wish to unlock. Choose Unlock.

h. You will see Success in the Results if your selected account(s) was unlocked successfully.

i. 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.