How to Update Your Challenge Questions

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

To update your Challenge Questions in the system, please follow these steps:

- **a.** Navigate to [myPassword.lilly.com](http://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.** If you are not connected to the Lilly network, you will be prompted to authenticate with PingID using your primary authentication method. You will also be required to answer two security questions to continue.

  If you are connected to the Lilly network, you will select **Change Password or Update your Challenge Questions and Answers**. Authentication with PingID is required. Enter your **Password** and then select **Verify password**.

- **d.** From the myPassword@Lilly menu select **Update security questions** under the **General** heading.

- **e.** Make the necessary changes to your Challenge questions and select **Update**. You can use **Show change history** to get a full overview of your most recent Challenge question changes.

- **f.** Select the open door in the upper right-hand corner to **Logout** and end your security updates.

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