How to Manage Your PingID Methods/Devices

To add or change your PingID Authentication Options, please follow the steps below:

The myPassword@Lilly service requires Multi-factor Authentication (MFA). In addition to your Lilly password, you will be required to use PingID to authenticate. PingID supports authenticating via a swipe or touch ID on your Apple or Android phone/tablet, a tap on your Apple Watch, by one-time passcodes delivered by voice or SMS, or by using a YubiKey.

*It is strongly recommended that you register at least two authentication methods or devices in addition to your one primary (default) device.*

By registering multiple devices or methods with PingID, you will have an easy, self-service solution for verifying your identity in the event your computer, mobile phone or other primary device is not available.

To add or change your PingID Authentication Options, please follow the steps below on your phone, tablet or computer:

a. With your primary registered device available, open a browser and access the PingID Device Portal.

b. Review your registered devices and authentication methods for accuracy and make any necessary changes or add additional devices (iPad, YubiKey) or methods (voice call, SMS text) to your profile.

c. Click Sign Off in the upper right-hand corner to log out of the PingID Device portal, or close your browser.

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

A YubiKey is a small hardware device that offers two-factor authentication with a simple touch of a button. We recommend this device for individuals who will need to authenticate frequently. If you are in the US you can request a YubiKey by completing this ServiceNow Catalog Item request form. Users outside of the US should contact their local order desk. For more information on the product details, access https://www.yubico.com/products/yubikey-hardware. Be sure to order a model that supports Yubico One-Time Passcode (OTP) to ensure it will work with PingID.