How to Change your Lilly Password

If you remember your Lilly password and you aren't locked out of your account, follow the appropriate option to change your password ensuring your new one meets this password guidance.

Lilly-provided Windows computer:

1. Press Ctrl+Alt+Delete keys simultaneously.
2. Select **Change a password**.
3. If presented with https://myaccount.microsoft.com, select **CHANGE PASSWORD**.
4. Enter **Old password**, **Create new password**, and **Confirm new password**.
5. Select **Submit**.

Lilly-provided Mac:

1. To avoid conflicts, quit Safari and any open Microsoft applications.
2. From the top menu bar, open Kerberos SSO.
3. Select **Change Password** from the dropdown.
4. Enter your **old password** followed by your **new password** twice, then select **Change Password**.
5. You will be presented with a dialog indicating a successful password change.

Non-Lilly Computer:

1. In a private browser window access https://password.lilly.com.
2. Select **I Want To Change My Password**.
3. Login using your **Lilly Email Address** and select **Next**.
4. Enter your password and complete the multi-factor authentication request.
5. Enter **Old password**, **Create new password**, and **Confirm new password**.
6. Select **Submit**.

Non-Lilly iPad and/or iPhone:

1. Access https://password.lilly.com.
2. Select **I Want To Change My Password**.
3. Login using your **Lilly Email Address** and select **Next**.
4. If prompted, enter your password and complete the multi-factor authentication request.
5. Enter **Old password**, **Create new password**, and **Confirm new password**.
6. Select **Submit**.

ADDITIONAL ASSISTANCE

Review these Frequently Asked Questions and/or Job Aids for assistance. If you don't see your question addressed, we encourage you to post it to the Adopting Identity Services community on Viva Engage.

For technical assistance not addressed in the FAQs or Job Aids, please contact the Lilly IT Service Desk to open an incident and have it assigned to the **MFA-SUPP-GLB** queue.