

## INTRODUCTION

The intended audience for this guide is new workers or users who have requested their sign-in methods be reset by the Lilly IT Service Desk.

## GET STARTED

Open a browser and access <https://myaccount.microsoft.com>

**NOTE:** *If you are a contingent worker and your organization also uses O365, you will need to use a private browser session to prevent your company credentials from being used or create a separate profile so the browser can remember that you have logged on to Lilly.*

On an **Edge browser** select the three dots in the upper right corner, then select **New InPrivate window**.

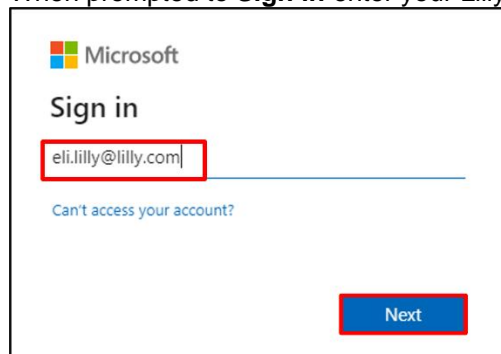
On a **Chrome browser** select the three dots in the upper right corner, then select **New Incognito window**.

To create a separate profile, do the following:

On an **Edge browser** select the three dots in the upper right corner, then select **Settings**, then select **+ Add profile**.

On a **Chrome browser** select the person icon in the upper right corner, then select **+ Add**.

When prompted to **Sign in** enter your Lilly username/email and select **Next**.



The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the text "Sign in". A text input field contains the email address "eli.lilly@lilly.com", which is highlighted with a red box. Below the input field is a blue link that says "Can't access your account?". At the bottom right of the page is a blue button labeled "Next", also highlighted with a red box.

Enter your temporary password and select **Sign in**.



The screenshot shows the Lilly password entry page. At the top left is the Lilly logo. Below it is a back arrow and the email address "eli.lilly@lilly.com". The main heading is "Enter password". Below this is a password input field filled with dots. At the bottom left is a blue link that says "Forgot my password". At the bottom right is a blue button labeled "Sign in", highlighted with a red box.

## REGISTER SIGN-IN METHODS

You will be required to set up **at least two different** sign-in methods to prove who you are. For preferred/alternate sign-in method guidance based on your primary work device [access this link](#). The following methods are supported for multi-factor authentication and Self Service Password Reset (SSPR):

**Microsoft Authenticator App.** The Microsoft Authenticator mobile app is supported on iOS, iPad OS, and Android mobile devices. The Microsoft Authenticator app is primarily used to approve authentication via a push notification. The app also provides a secondary option using a one-time password.

**Security Questions.** Security questions can be configured for self service password reset only.

**Windows Hello for Business.** Windows Hello for Business, using PIN or biometric gestures, can be used to meet the requirements for MFA and is the recommended sign on option for Lilly-provided personal Windows computers. This method is not currently supported for SSPR.

**Phone-based Passwordless.** Phone-based passwordless can be used to meet the requirements for MFA and is the recommended sign-in option for Lilly-provided macOS computers, iPhones, and iPads. Phone-based Passwordless is also recommended for use by contingent workers using their own company-provided business computers and Lilly employees using personal computers at home. This method is not currently supported for SSPR.

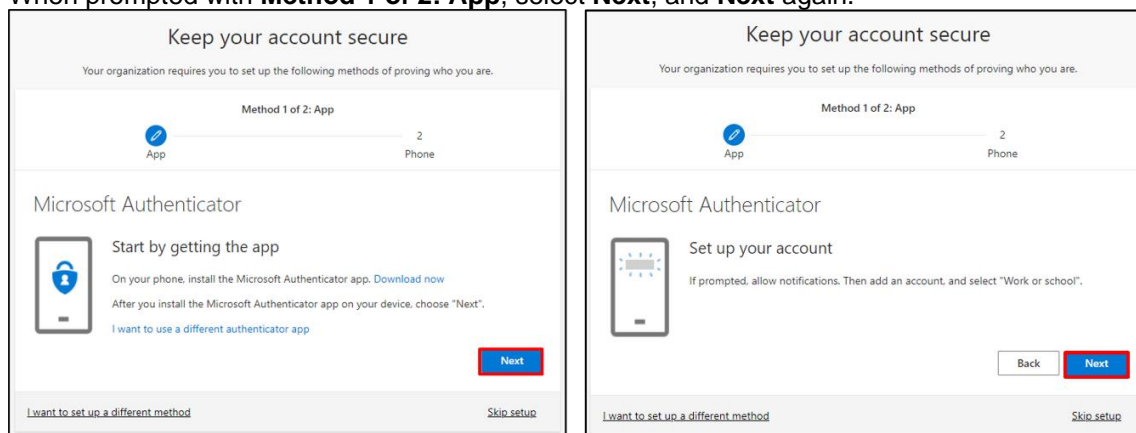
## MICROSOFT AUTHENTICATOR APP

**FOR LILLY iOS DEVICES:** Microsoft Authenticator should already be installed on your Lilly iOS device. If not, ensure you have completed the [Mobility@Lilly: Setup and enroll your Lilly iPhone/iPad](#) guide, including the [Microsoft iOS Registration](#) procedure.

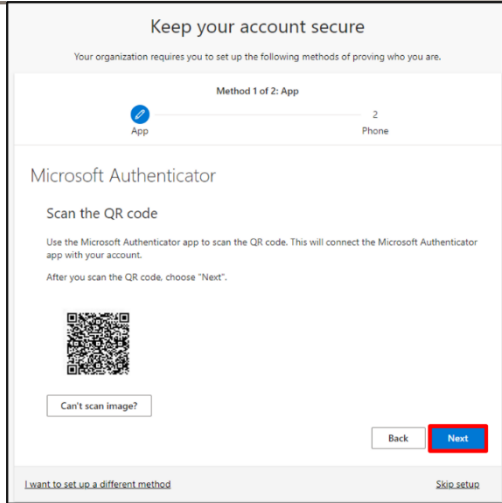
**FOR PERSONAL MOBILE DEVICES:** Download the free Microsoft Authenticator application from the Apple App Store (iPhone/iPad) or Google Play Store (Android). Be sure to keep the Microsoft Authenticator app updated on your mobile device via the appropriate app store.

**FOR ANYONE WITHOUT A MOBILE PHONE:** If you do not have a mobile phone, you can still register alternative methods to securely sign-in and/or reset your own Lilly password as outlined in the next section.

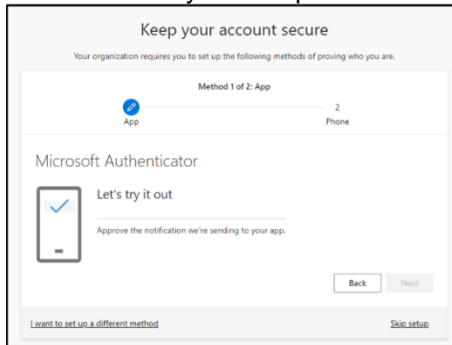
1. When prompted with **Method 1 of 2: App**, select **Next**, and **Next** again.



2. When prompted with **Scan the QR code**, open the Microsoft Authenticator app on your mobile device, tap **+**, tap **Work or school account**, and tap Scan QR code. Then aim the mobile device at your computer screen and scan the displayed QR code. When done, select **Next**.



3. Selecting **Next** will send a notification to your mobile device, tap **Approve** to approve the sign-in, then select **Next** on your computer.



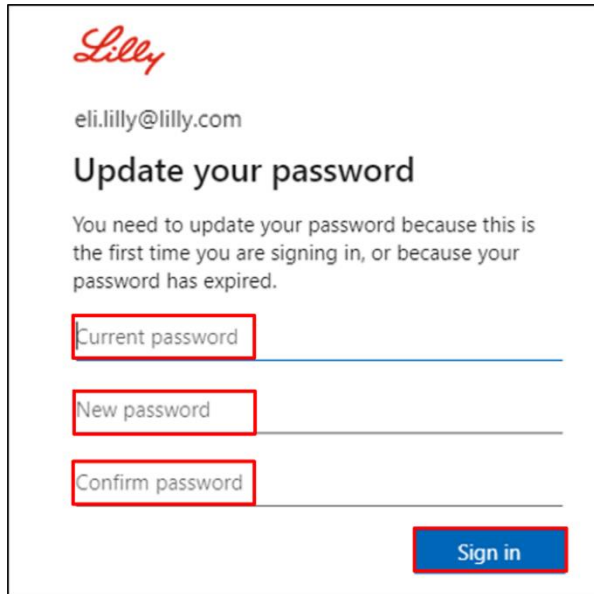
Congratulations! You have successfully registered multiple authentication methods for secure access.

**NOTE:** Not all applications have migrated. Signing in with password + PingID is still required for [these applications](#). To set-up PingID, follow [these instructions](#).

## UPDATE YOUR PASSWORD

You will be required to change your temporary password the first time you sign in. Enter your current/temporary password, enter new password, confirm password, and select **Sign in**.

**NOTE:** Your new password must meet [Lilly password guidance](#).



The screenshot shows a web form for updating a password. At the top left is the Lilly logo. Below it is the email address 'eli.lilly@lilly.com'. The main heading is 'Update your password'. A message states: 'You need to update your password because this is the first time you are signing in, or because your password has expired.' There are three input fields: 'Current password', 'New password', and 'Confirm password'. A blue 'Sign in' button is located at the bottom right of the form.

## ADDITIONAL ASSISTANCE

Please 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 Yammer.

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