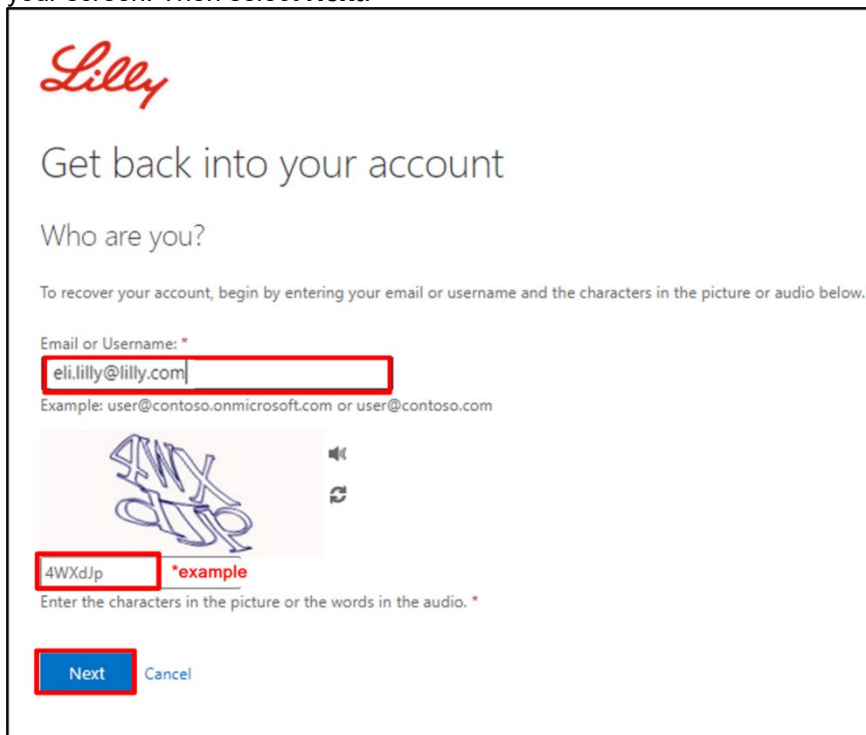


How to Reset your Lilly Password

If your Lilly password is not working, follow these steps to get back into your account:

1. Open a web browser and access <https://sspr.lilly.com>.
2. Select **My Password Doesn't Work**.
3. To recover your account, enter your Lilly email address and the characters in the picture displayed on your screen. Then select **Next**.



Lilly


Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com

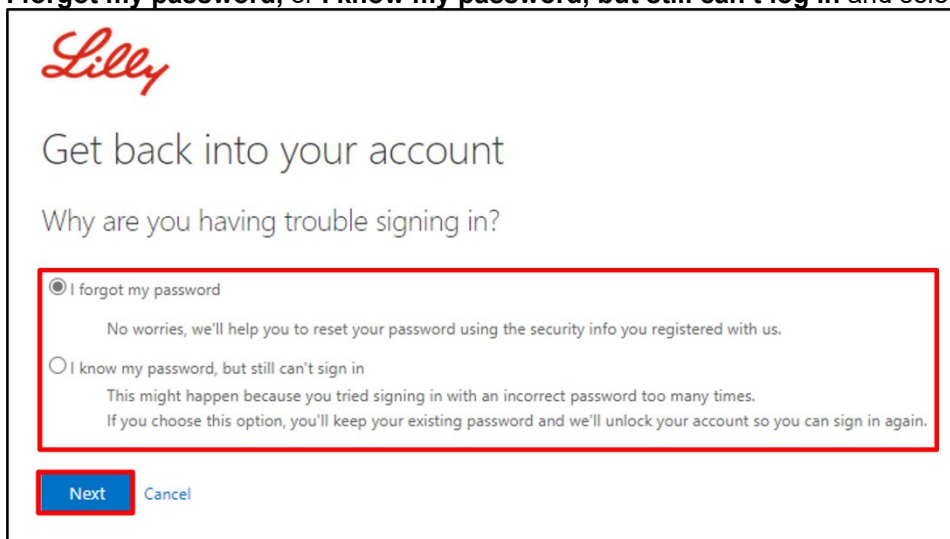


4WXdjp *example

Enter the characters in the picture or the words in the audio. *

Next Cancel

4. Select the appropriate option that reflects why you are having trouble signing in: **I forgot my password, or I know my password, but still can't log in** and select **Next**.



Lilly

Get back into your account

Why are you having trouble signing in?

I forgot my password
No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

Verification Step 1

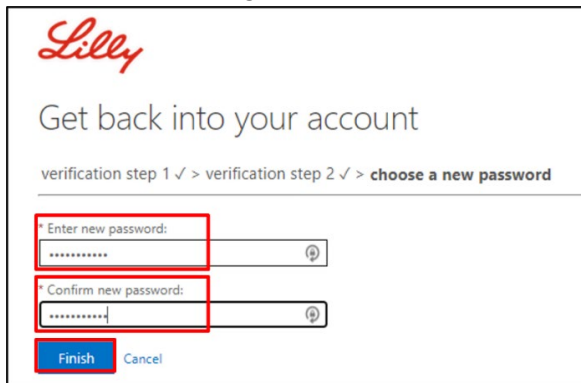
5. Select the contact method you wish to use for verification (e.g., **Text my mobile phone**, **Call my mobile phone**, **Answer my security questions**, **Approve a notification on my authenticator app**, or **Enter a code from my authenticator app**).
6. Based on the method selected you will be prompted to provide the necessary information (e.g., phone number, answers to security questions).

Verification Step 2

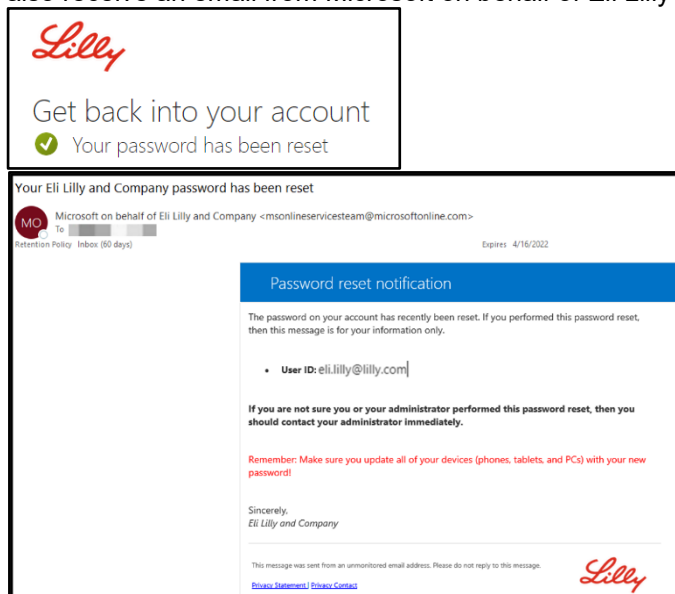
7. Choose the second contact method you wish to use for verification (e.g., **Text my mobile phone**, **Call my mobile phone**, **Answer my security questions**).
8. Based on the method selected you will be prompted to provide the necessary information (e.g., phone number, answers to security questions).

Choose a new password

9. **Enter new password** ensuring your new one meets Lilly [password guidance](#), **Confirm new password**, and then select **Finish**.



10. You will receive a “*Your password has been reset*” onscreen message once successfully reset. You will also receive an email from Microsoft on behalf of Eli Lilly and Company.





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.