# How to Update your Security Information

In addition to your Lilly password, multi-factor authentication (MFA) is required to sign into your Lilly account.

You should have at least two different sign-in methods registered for secure access. For preferred/alternate method guidance based on your primary work device access this link.

To add a multi-factor authentication (MFA) method, do the following:

1. Open a web browser and access the My Account Portal.
2. Under **Security info**, select **UPDATE INFO**.
3. Select **+ Add method**.
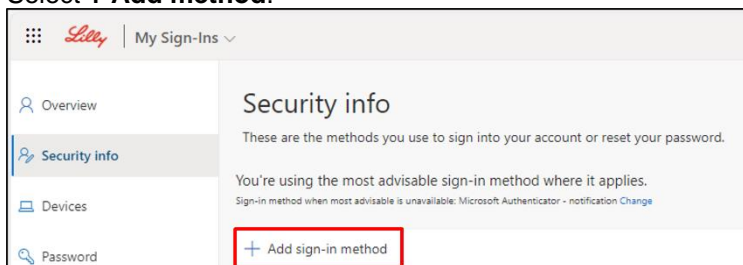
4. Use the drop down to select the method you would like to add.
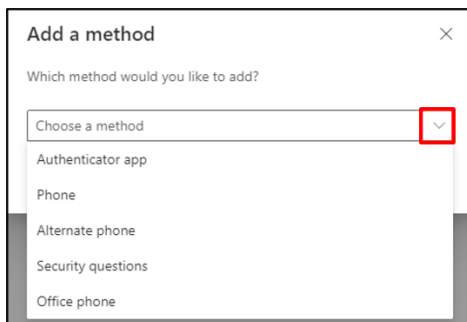
It is strongly recommended that you register at least two sign-in methods. By registering multiple methods, you will have options for verifying your identity in the event your computer, mobile phone or other primary device is not available.

 a. Selecting **Authenticator app** then **Add** will require you to install the Microsoft Authenticator app on your mobile device by following the onscreen instructions. Upon successful completion an onscreen message confirming "Your default sign-in method was updated" will appear.

Eli Lilly and Company₁
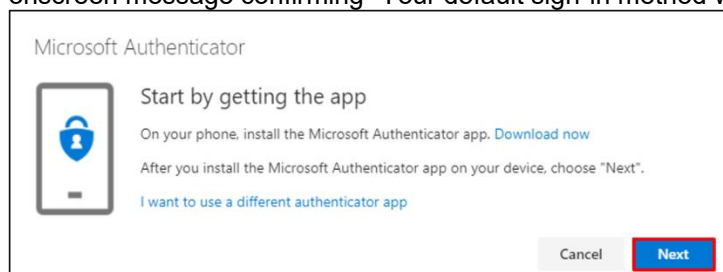
b. Selecting **Security questions** (method only available for Self Service Password Reset), then **Add** will require you to select five questions, provide answers to each one, and then select **Done.**

Security questions
What was the name of the first school you attended? ⌄
ABC123
What was the make and model of your first car or moto... ⌄
Chevy Corvette
What is the name of a college you applied to but didn't... ⌄
Harvard
What was the name of your first pet? ⌄
Puppy
What was the last name of your favorite grade school t... ⌄
Smith
Cancel   **Done**

> **REMINDER!**
>
> **Close the browser when done adding methods.**

To delete a method, do the following:

1. Open a browser and access My Sign-Ins.
2. Locate the method you wish to delete and select **Delete**.

My Sign-Ins	
Overview	**Security info**
Security info	These are the methods you use to sign into your account or reset your password.
Organizations	**Default sign-in method:** Microsoft Authenticator - notification Change
Devices	+ Add method
Privacy	

📞 Alternate phone	+1 3173730214	Change	Delete	
📞 Phone	+1 3174474243	Change	Delete	
📞 Office phone	+1 3174474243	Change	Delete	
Microsoft Authenticator	C7CD88X8N72R		Delete	⌄
Microsoft Authenticator	C7CD88X8N72R		Delete	⌄
? Security questions	---		Delete	

3. When prompted, confirm that it is the method you wish to delete and select **OK**. You will receive an onscreen message confirming the method deletion.

Delete security questions
Are you sure you would like to delete this method for your account?
Ok   Cancel

> **REMINDER!**
>
> **Close the browser when done deleting methods.**

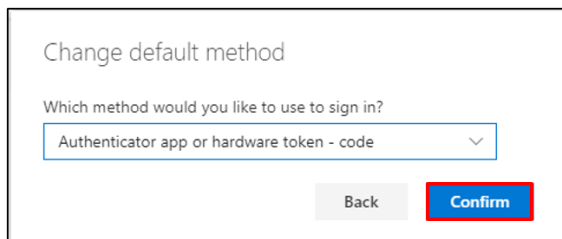**To change your default sign-in method, do the following:**

1. Open a browser and access My Sign-Ins.
2. Select the option to **Change.**
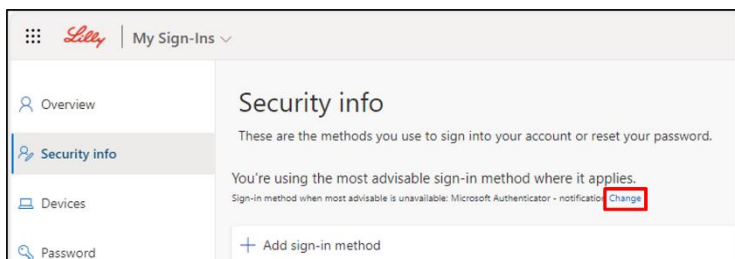
3. Use the drop down to select the method you would like to switch as your default sign-in method.
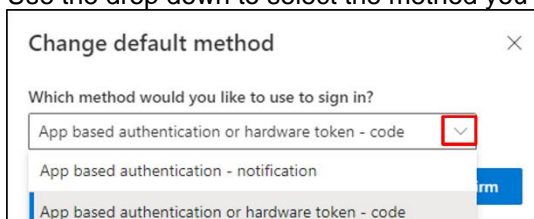
4. Select **Confirm**. You will receive an onscreen message confirming "Your default sign-in method was updated."

5. Close the browser when done changing methods.

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.

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.