

Lilly



Troubleshooting Steps

If you are unable to login to Exostar please attempt the following:

- Verify you are using the **correct email address**.
- **Restart your login attempt** by starting a new browser session at your specific application home page
- **Reset your password**. Enter your email address at the Exostar login screen and click continue, then click "Forgot Password" to answer your security questions.
- If you do not know the answers to your security questions you will need to reach out to your **application support contact** in order to reset your questions.

If you are unable to login after following steps above, please contact your Lilly representative for further assistance.

Shared Investigator Platform (SIP)

If you are unable to login to SIP through Exostar please attempt the following:

- If you are unable to **register** in SIP, click [here](#).
- If you are having trouble with **passwords** or **security questions** in SIP, click [here](#).
- For questions related to **one time passwords** in SIP, click [here](#).

If you are unable to login after following steps above, please contact your Lilly representative for further assistance.

Contact Application Support

SAFR NS: support@lillysafrns.com

Order2U: CTescalations@hibbertgroup.com

Investigator Initiated Research: IIR_Portal_Mailbox@lilly.com

SIP: SIPHelp@cognizant.com