



**UNJSPF**

United Nations Joint  
Staff Pension Fund

# **Digital Certificate of Entitlement (DCE)**

## **Step-by-Step Guide**

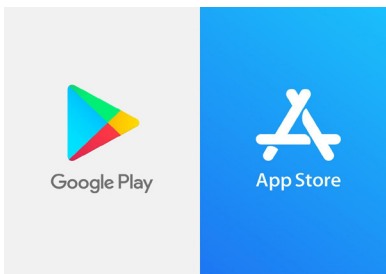
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# 1. DOWNLOADING THE APP

What you will need:

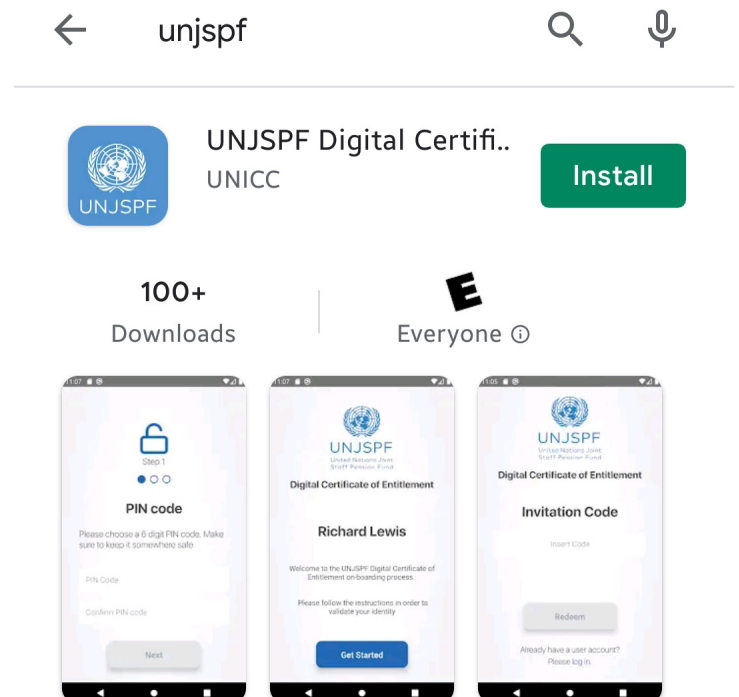
- Your smartphone/tablet

For Android users, the app can be found on Google Play Store as "UNJSPF Digital Certificate of Entitlement"; for iOS (iPhone or iPad) the app can be found on Apple App Store as "UNJSPF Digital CE".

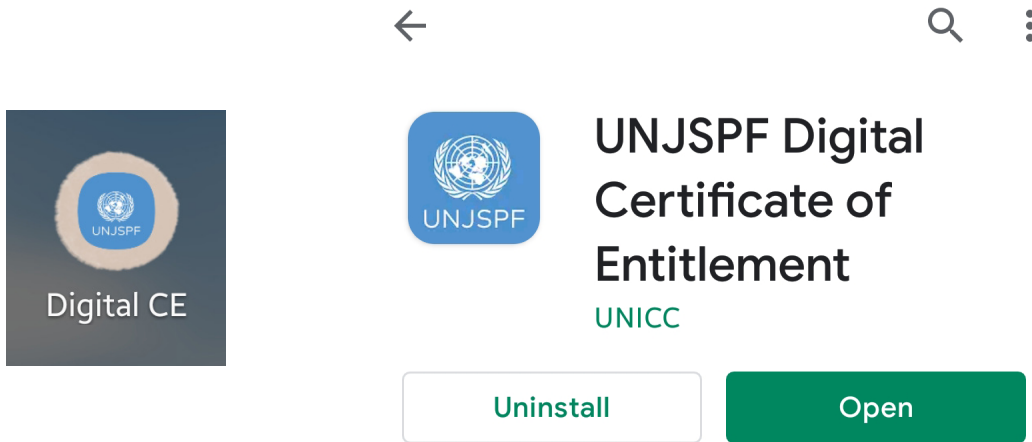


1. Open the Google Play Store or App Store and search for the app (please see above for the specific name). If you type UNJSPF, the app will show up.

2. Click on "Install". It might take a few minutes before installation is complete.



3. Done! You are ready to use the app and start the enrolment process.



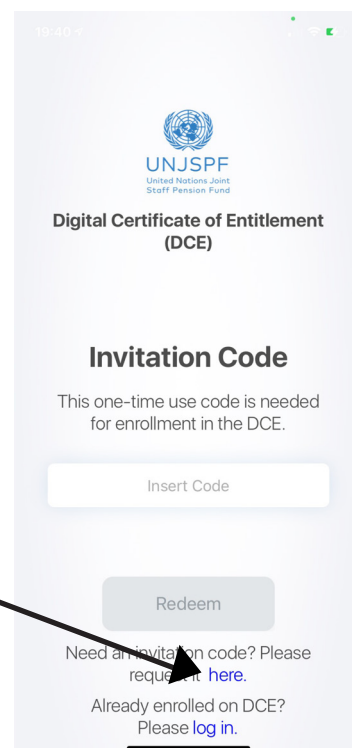
## 2. ENROLMENT PROCESS

What you will need:

- Your smartphone/tablet
- A government-issued ID
- Your UNJSPF Unique Identification Number (UID)\*

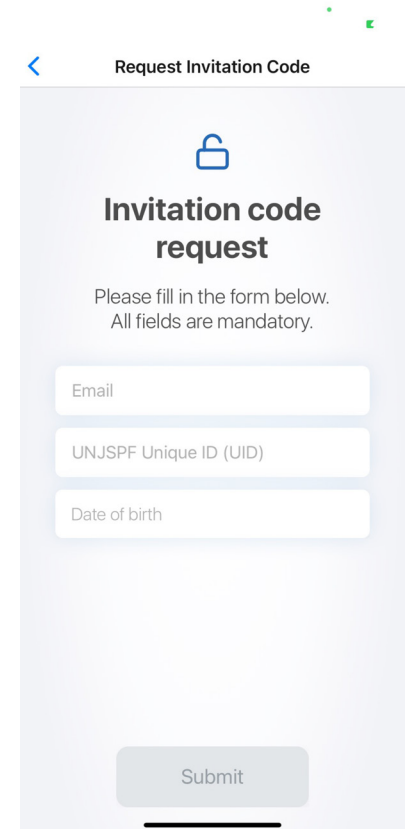
1. **Open the UNJSPF Digital Certificate of Entitlement App** that you downloaded from your App Store (iOS) or Google Play Store (Android).

2. **Insert the Invitation Code if you have it. In case you don't have an Invitation Code, please request it by clicking on "here" at the bottom of the screen.**



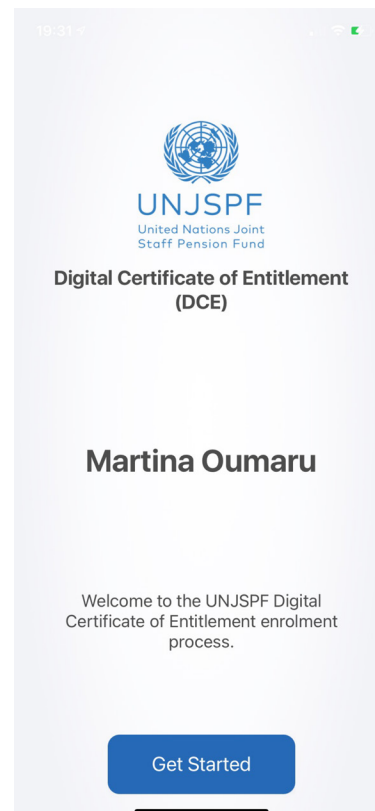
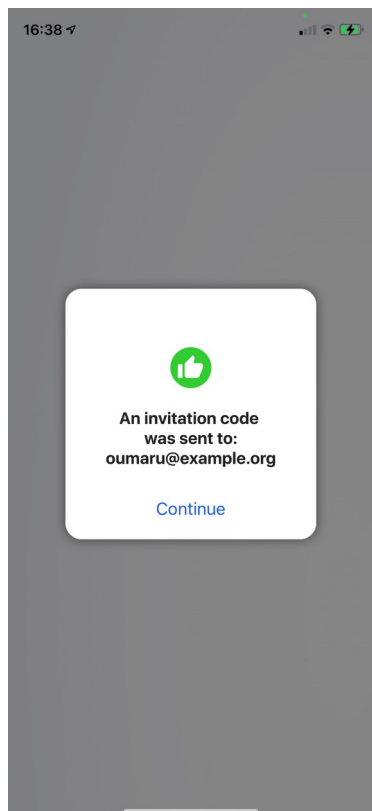
\*Please send an email to [requestUIDOnly@unjspf.org](mailto:requestUIDOnly@unjspf.org) in case you don't know your UID

3. If you need to request an Invitation Code, please fill the form with your email, UNJSPF Unique Identification Number (UID) and date of birth. Please keep in mind that the email you will provide will be used for future communications related to the Digital Certificate of Entitlement.

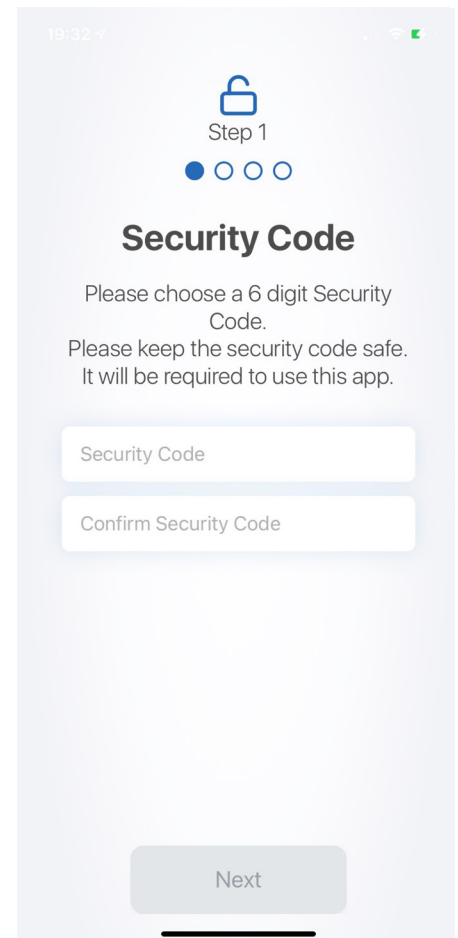


The screenshot shows a mobile app interface for requesting an invitation code. At the top, there is a back arrow and the title "Request Invitation Code". Below the title is a lock icon and the heading "Invitation code request". A message states: "Please fill in the form below. All fields are mandatory." There are three input fields: "Email", "UNJSPF Unique ID (UID)", and "Date of birth". A "Submit" button is located at the bottom of the form.

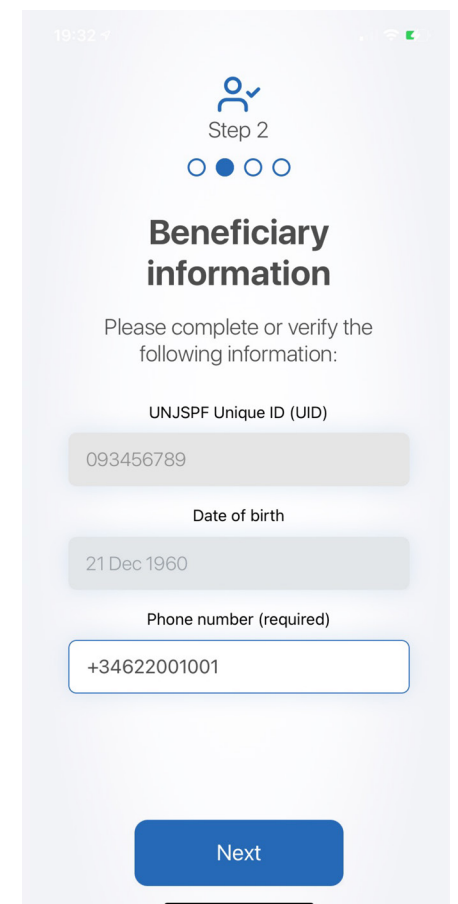
4. You will receive shortly after an Invitation Code in the email you have provided. Once you receive the Code, open the app again and **insert the Invitation Code**. You will be taken to a screen with your name. **Click on "Get Started"**.



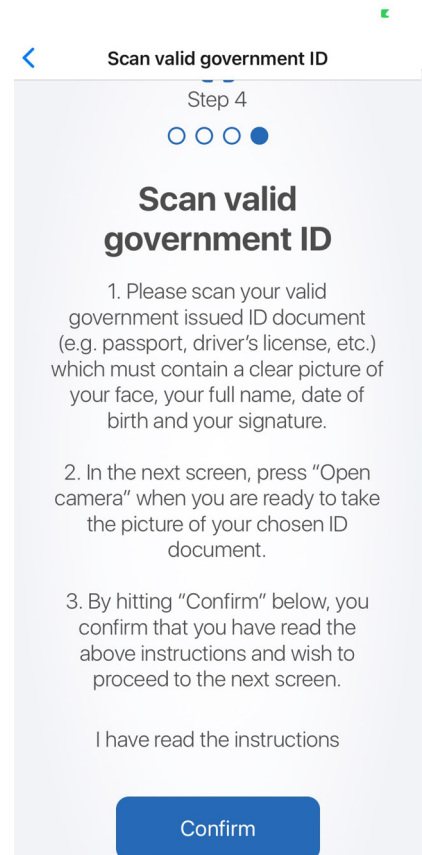
5. **Create a 6-digit Security Code.** You will need this code in the future to log in the app, so keep it safe and make sure you remember it.



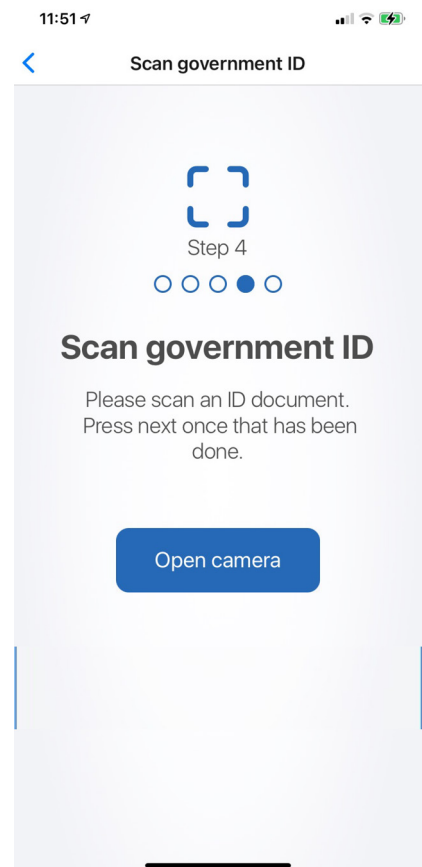
6. **Confirm your UNJSPF Unique Identification Number (UID) and date of birth. Enter your phone number. Please make sure to insert the international code to your phone number.**



7. **Have an ID document with a clear picture of your face and full name at hand.** It must be a valid, government-issued picture ID document that includes your full name, date of birth, issuance and expiry dates, issuing authority, and your scripted signature. **Standard acceptable ID documents are national passport, national ID card, national driver's license.** Once you have read the instructions, click on **"Confirm"**.



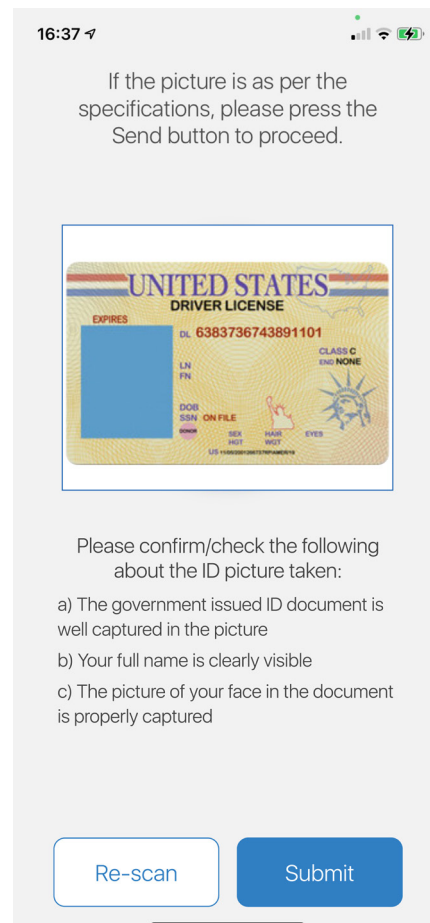
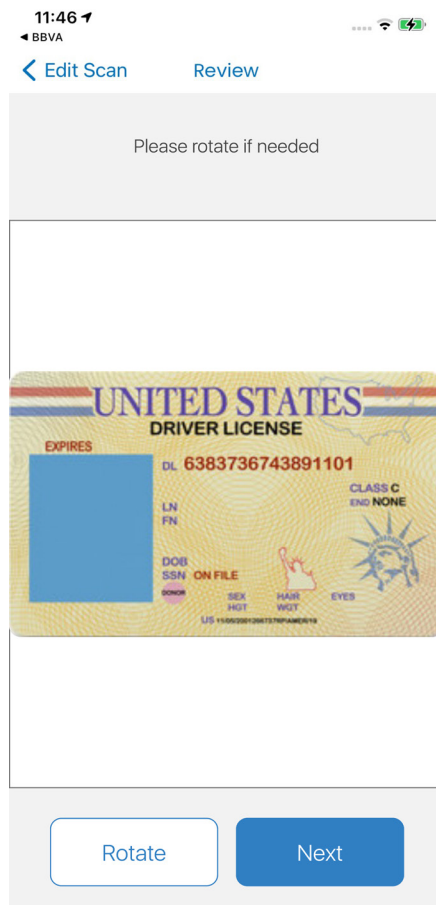
8. The app will now take a photo of your ID document. **Click on "Open camera" to take the photo.**



9. Please make sure the small **circles are on the corners of your ID document**. Once it is the case, click on "Next".

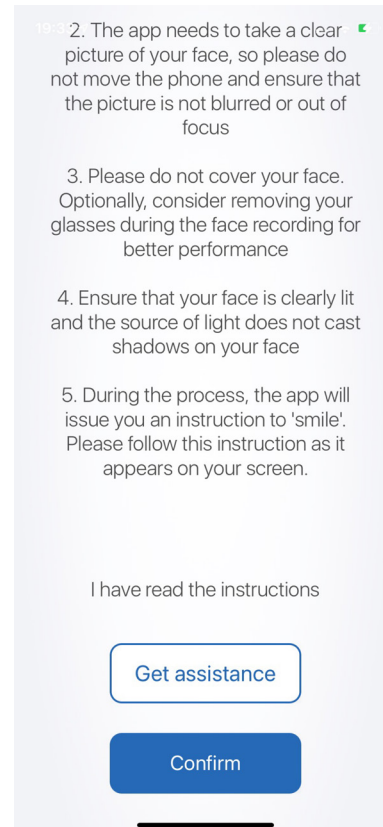
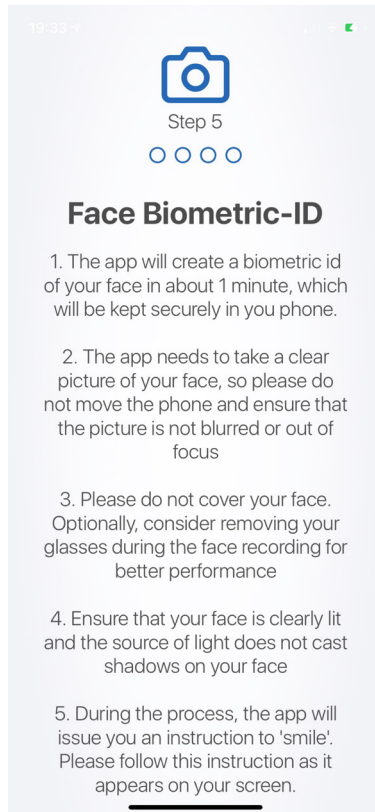


10. **Rotate the photo** if needed and click on "Next". **Check if the ID document is captured correctly** and click on "Submit".

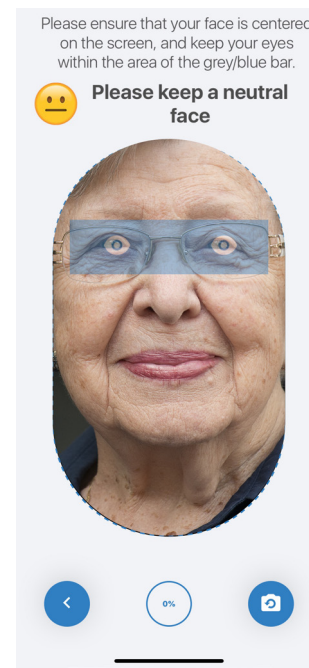
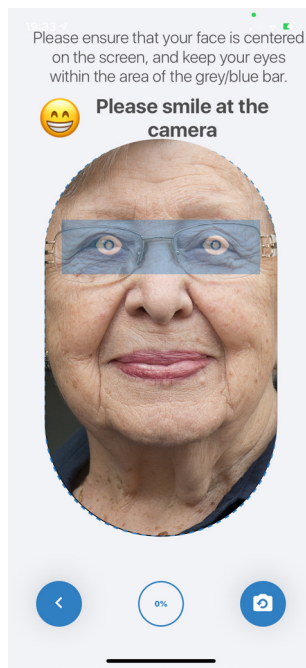




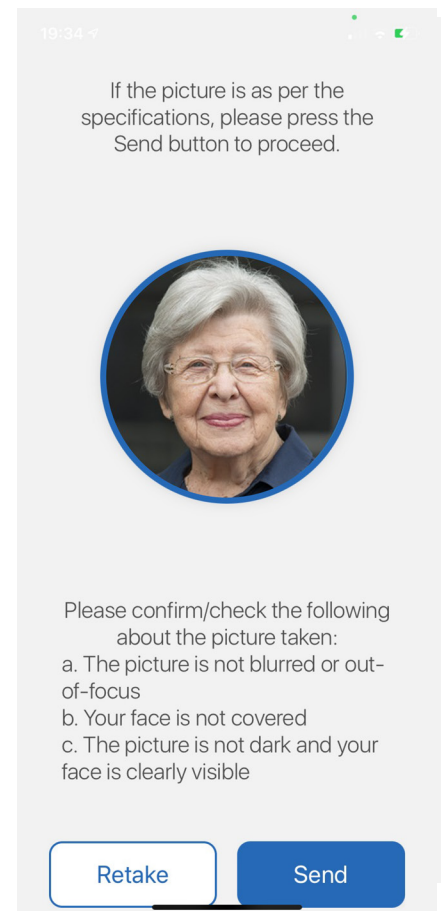
11. You will now take a picture of your face to create your biometric ID. **Please read carefully the instructions to make sure the image is acceptable.**



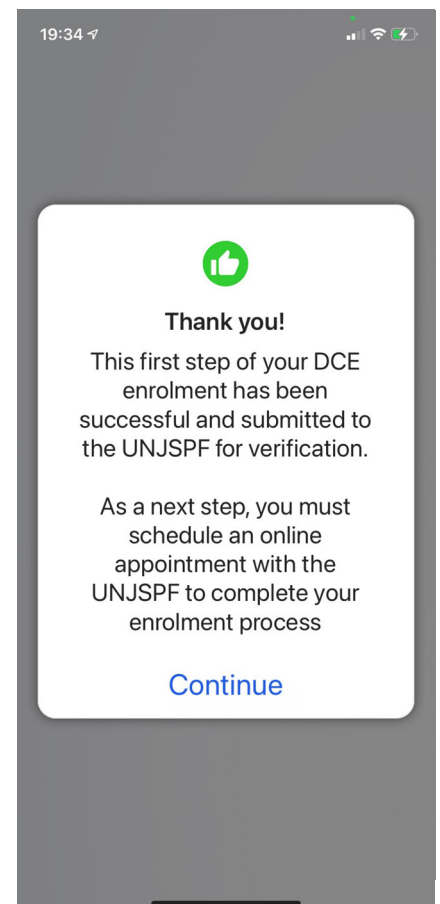
12. **The app will automatically take pictures of your face.** Make sure you keep your eyes within the blue area and follow the instructions given to you by the app. It will ask you to smile or to make different facial expressions.



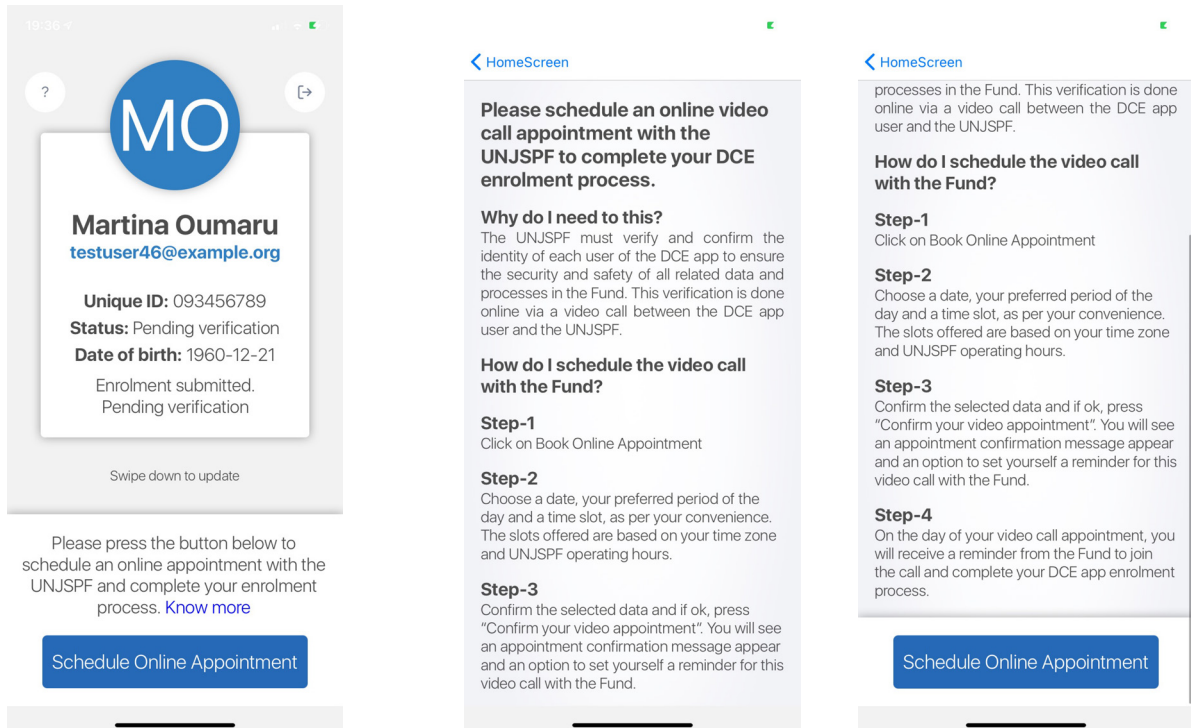
13. Check the picture to make sure it is as per the specifications and **click on "Send" if you are satisfied**. If the image is blurry, your face is covered, or you are not satisfied, click on "Retake".



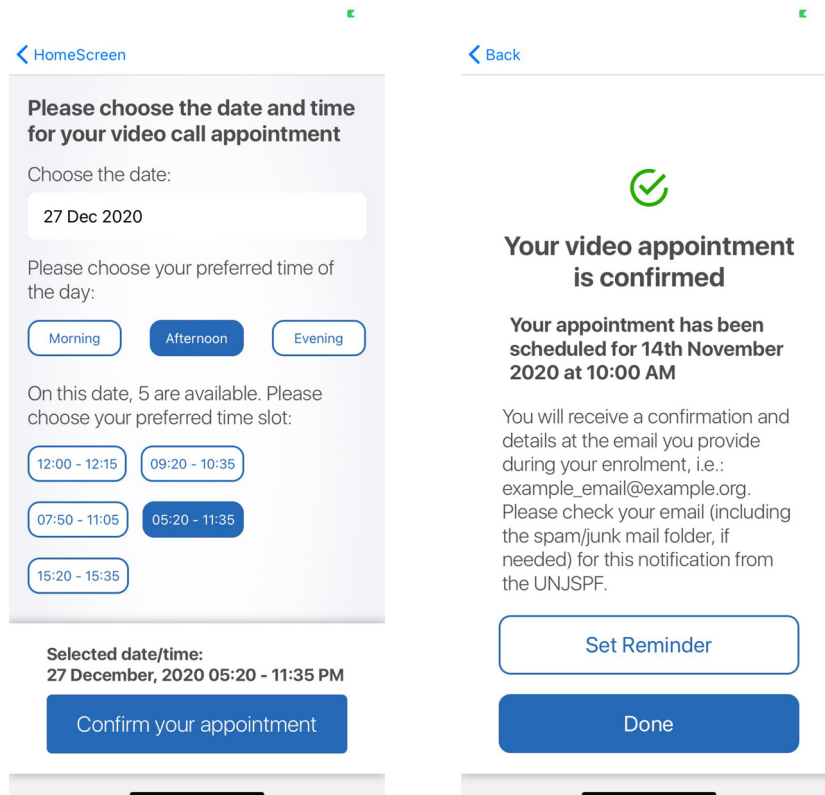
14. The next screen should tell you that **your enrolment has been submitted and is pending verification**. Click on "Continue" to schedule a video call to verify your account.



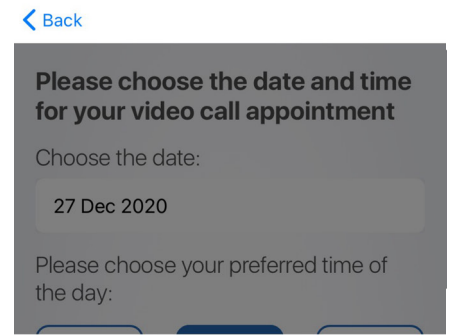
15. **Your profile will have to be validated by the UNJSPF.** Please click on "Schedule Online Appointment" to schedule a video call with one of the UNJSPF representatives.



16. **Choose the best date and time for you and click on "Confirm your appointment".** See next step for details on setting a reminder.



17. The app will offer to set a reminder on your phone for your appointment. Click on "Yes" if you want to set a reminder and "No" if you don't want it.



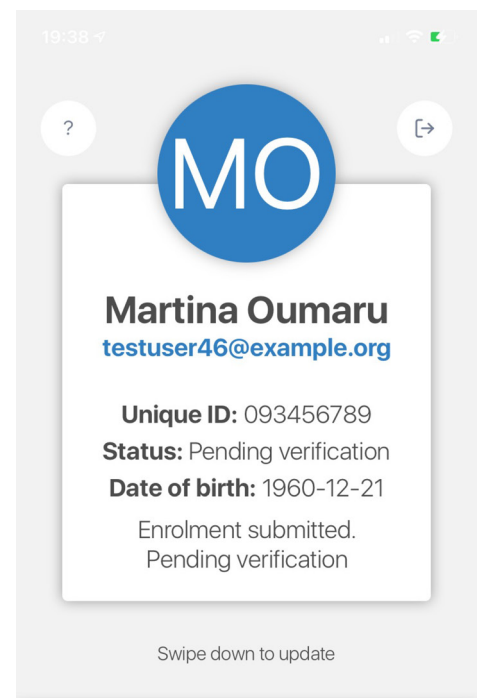
The UNJSPF will send you a reminder notification on the day of the appointment, 10 minutes before the commencement of your video call appointment. This notification will appear here on your phone.

Still you want to set reminder on your phone?

No

Yes

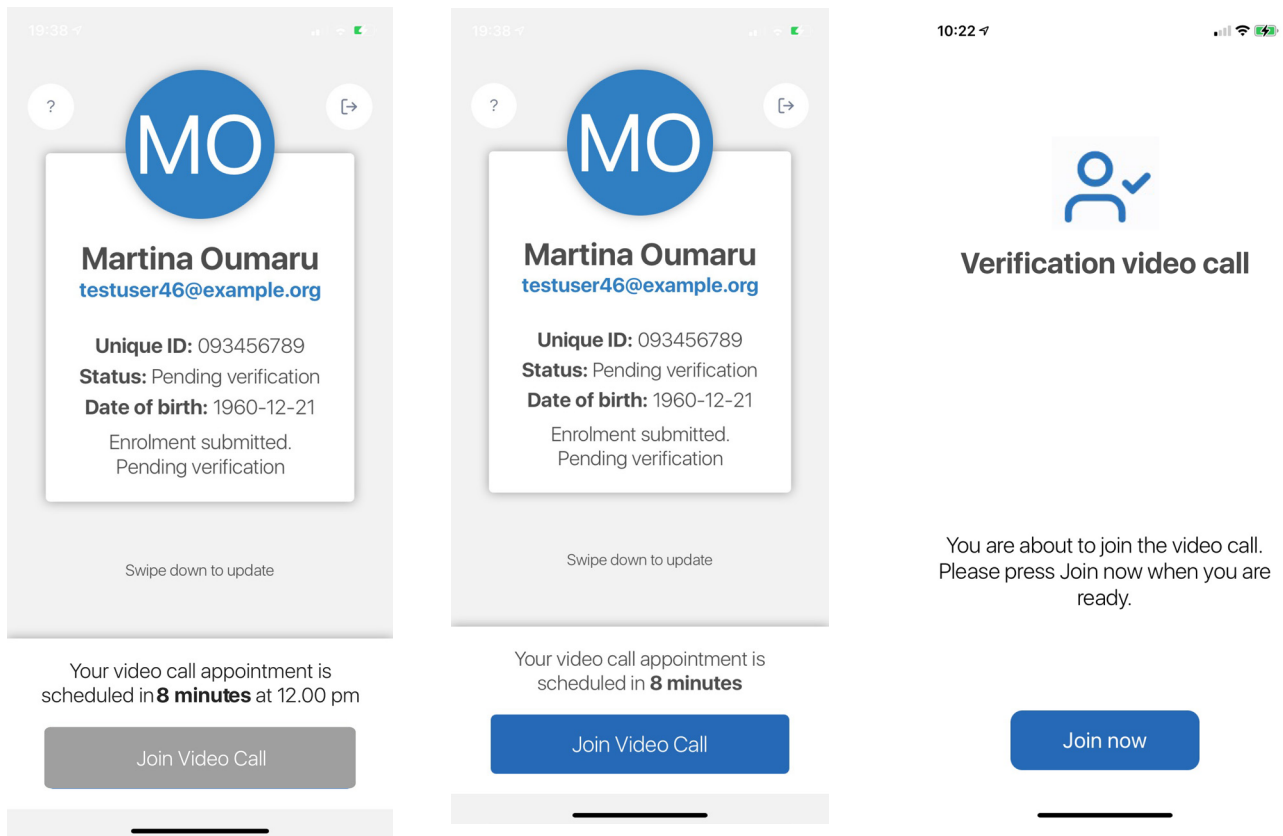
18. You can reschedule your appointment anytime by logging in the app and clicking on "Reschedule". You will be taken to the screens on step 16. Upon reschedule, the old appointment is deleted and the new one is created.



Your video call appointment is scheduled on **4 December 12.00 am**. Please join us then or reschedule if you are no longer available.

Reschedule

19. The app will send you a notification 10 minutes before your appointment. **Please make sure you are logged in into the App, and then click on "Join" once it's time for your call.**



20. During the call, **the UNJSPF representative will confirm your identity** and will ask for the ID document you provided on step 8, so make sure you have it at hand.

21. **Once your profile has been validated, your enrolment process will be complete and you will be able to issue your Digital Certificate of Entitlement. You will also receive a confirmation email at the email provided by you during enrolment.**

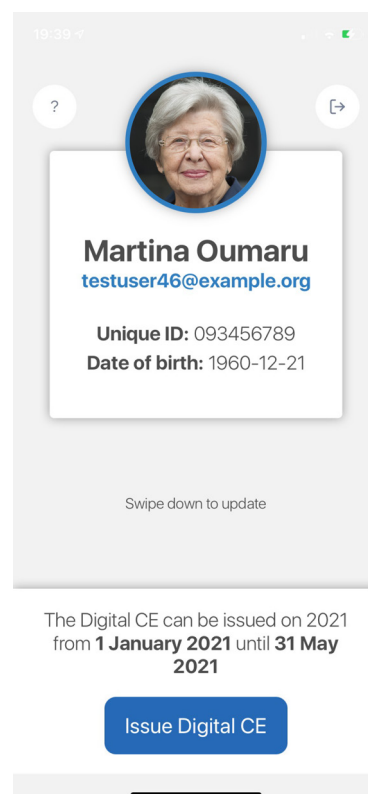
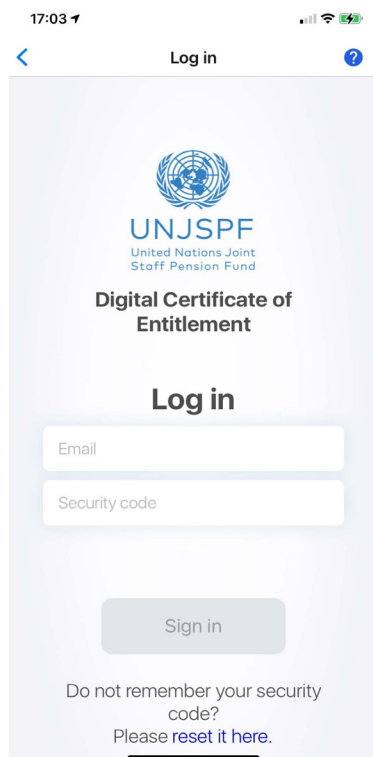
# 3. ISSUING THE DIGITAL CERTIFICATE OF ENTITLEMENT

Every year, the app will notify you of when it is time to issue your Digital CE. You will be able to see the CE timeline (first and last day you are able to issue your Digital CE) when you open the app.

What you will need:

- Your smartphone/tablet

1. Once your enrolment process is complete, you will be able to issue your Digital Certificate of Entitlement (CE). **To issue your Digital CE, open the app and click on "Issue Digital CE". You might need to log in the app first, so enter your email and Security Code you created during enrolment and click on "Sign in". Once you are logged in, click on "Issue Digital CE".**



2. **The app will automatically take photos of your face.** Please keep your eyes within the blue area and follow the instructions of the app. It will ask you to make different facial expressions.

**Please follow the instructions**

1. Keep your face in the center of the screen during the validation process.
2. Please do not cover your face. Optionally, consider removing your glasses during the face recording for better performance
3. Look at the camera if possible.
4. Wait for the validation to finish.

[Issue Digital CE](#)

Please ensure that your face is centered on the screen, and keep your eyes within the area of the grey/blue bar.

**Please keep a neutral face**

Please ensure that your face is centered on the screen, and keep your eyes within the area of the grey/blue bar.

**Please smile at the camera**

3. **Once the app is done taking the photos, your Digital CE will have been successfully issued. You will see a confirmation message and you will also receive a confirmation email.**

**Thank you!**

Your Digital CE has been issued successfully.

You have, thus, successfully completed the Digital CE Exercise for this year and no further action is required by you.

[Continue](#)

**Martina Oumaru**  
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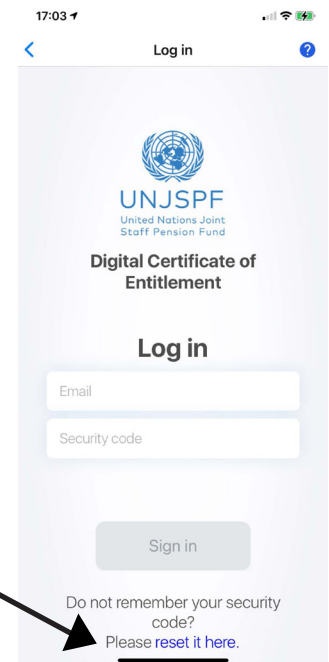
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Date of birth: 1960-12-12  
Digital CE  
Expiration: Sat Jan 01 2022

Swipe down to update

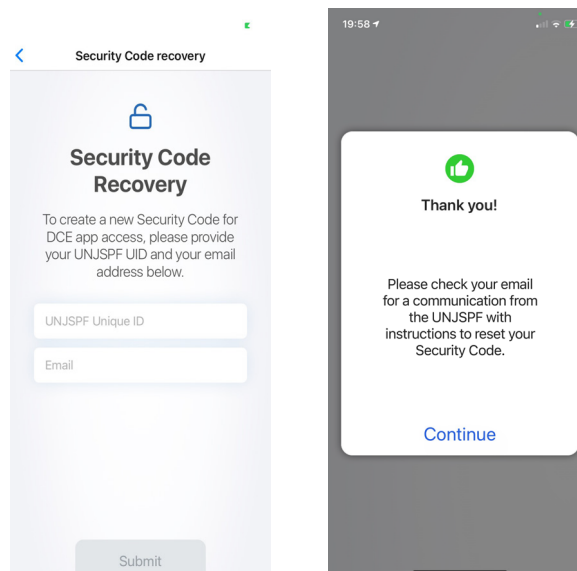
# 4. RESETTING YOUR SECURITY CODE

You will need the **Security Code** you created to log in the app. In case you forget it, you can reset it. Please follow the instructions below.

1. Open the app. **Click on "Reset it here."**



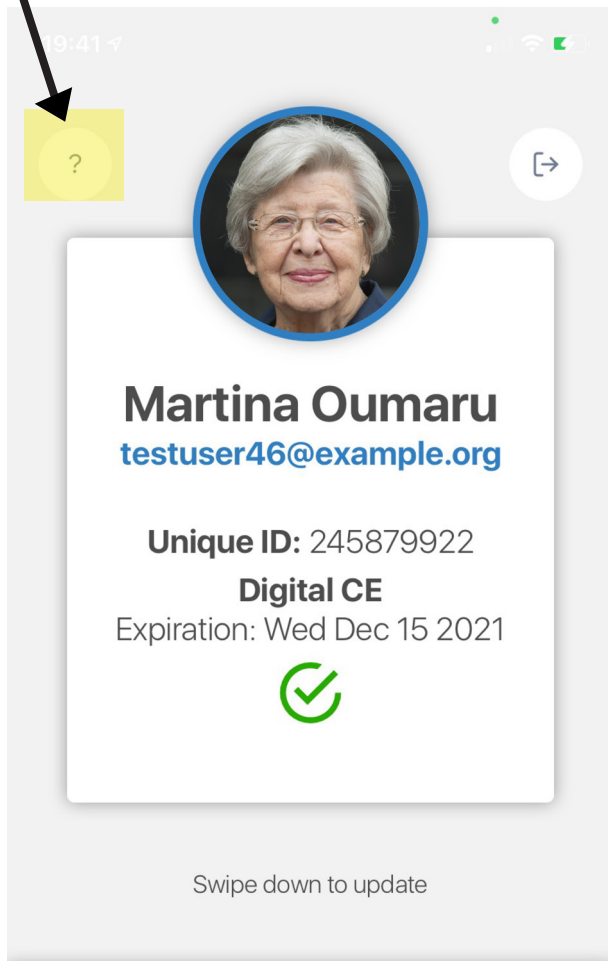
2. **Enter your UNJSPF Unique ID and the email you used to register on the app.** Click on "Submit". You will then receive an email allowing you to reset your **Security Code**.





# 5. ASSISTANCE

You can visit the FAQ and contact support by clicking on the "?" on the top left corner of the app.



The Digital CE can be issued on 2021 from **1 January 2021** until **31 May 2021**

