



UNJSPF

United Nations Joint
Staff Pension Fund

Member Self-Service Document Upload Step-by-Step Guide

1. Introduction.....	2
2. Step-by-Step.....	3

1. INTRODUCTION

This is a step-by-step guide on how to upload official forms and other documents inside Member Self-Service (MSS), under the MSS DOCUMENT UPLOAD tab.

Please note the following pre-requisites to successfully complete the document upload process:

- You must have registered for access to your MSS (see guidance below).
- Before starting the document upload process, you must have printed, completed, dated and hand signed the official UNJSPF form(s) [or other hand signed document(s)] you wish to submit to the Fund electronically via the MSS Document Upload feature (the Fund does NOT accept electronic signatures).
- You must then have scanned the form(s) and/or document(s) in question and created a PDF/JPG/JPEG file for each document you wish to upload.
- You must have stored these electronic documents in an electronic file you can access during the document upload process.

2. STEP-BY-STEP GUIDE

1. To Register for MSS Access:

Please click on the following link to access a step by step guide on how to register for MSS access: <https://www.unjspf.org/how-to-register-for-mss-tutorial/>; to register for MSS access, please visit the MSS webpage via the following link: <https://www.unjspf.org/member-self-service/>.

2. To Log into your MSS Account (once you have registered):

1. Click the following link to access the MSS Login page:

<https://member.unjspf.org/v3prod/app?service=page/MemberPages:MemberLogin>

2. Enter your MSS USER NAME (1) and PASSWORD (2), then click on LOG IN (3). You will be taken to the MSS Home Page.

The screenshot shows the 'UNJSPF Secure Login' page. It features three main elements: a 'User Name' input field, a 'Password' input field, and a 'Log In' button. Red callouts with numbers 1, 2, and 3 point to these elements. Callout 1 points to the User Name field with the text 'Enter User Name'. Callout 2 points to the Password field with the text 'Enter Password'. Callout 3 points to the Log In button with the text 'Click Log In after you've entered User Name and password'.

[Register](#) | [Forgot User Name](#) | [Forgot Password](#)

3.

Once you are on the MSS Home Page, click on the MSS DOCUMENT UPLOAD tab (1) in the menu on the left. This will take you inside the MSS Document Upload tab. Carefully read the detailed instructions on how to submit official UNJSPF forms and supporting documentation to the Fund electronically by using this MSS feature (2). Then, click on UPLOAD DOCUMENT (3). This will take you to the next page where you can upload documents.

Last Logon 11/25/2020 | Account | Logout



Welcome [] 11/30/2020

- Menu
- Home
- Disbursements
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Validation Request (Article 23)
- Restoration (Article 24)
- Emergency Fund
- Transfer-In Request
- Estimate
- MSS Document Upload**
- Help

Click "MSS Document Upload" Tab

Inbox

There are no messages found...

Send Message

Outbox

Click "Send Message" to upload your forms and supporting documents

IMPORTANT: Read the information below to understand the new MSS Upload Functionality and how to effectively submit your forms to the Fund

"You can now submit official UNJSPF forms and supporting documentation to the Fund electronically by uploading documents inside this MSS tab. In that case you do not need to send original documents unless otherwise instructed by the Fund."

Disclaimer:

Use of MSS Document Upload is subject to acceptance of the [United Nations Joint Staff Pension Fund's Privacy Policy](#) and the [Member Self-Service Terms of Service](#). Use of MSS Document Upload signifies agreement to the terms and conditions stated therein.

Important Note: Do NOT use this MSS Document Upload feature for submission of queries to the Fund; queries submitted via MSS will NOT be read or answered. To ensure a response from the Fund, all queries must be submitted via the established channels as provided on the Fund's website <https://www.unjspf.org/contact-us/>.

MSS Document Upload Guidelines:

Please read the following instructions carefully to ensure the successful use of this new MSS Document Upload feature.

- All official UNJSPF forms will have to be downloaded, printed, dated and signed by you.
- All information that you provide must be true and complete.
- Note that there is no two-factor authentication through this process.
- By submitting UNJSPF forms electronically through MSS, you confirm that the signature on the form is your original signature.
- Any official UNJSPF form that includes a requirement for authentication of your signature by a UN or government official, or notary public, must be completed as instructed. Please refer to the Fund's website for guidance on signature authentication: <https://www.unjspf.org/authentication-of-signatures-and-docs/>.
- Before you can upload your documents you have to create a JPEG or PDF file of the completed document, which you must then save on your computer or device so that you can then upload the document to MSS via this feature.
- All documents must be uploaded in either JPEG or PDF format; no other file types are acceptable.
- Documents must be uploaded one by one as individual files (do NOT include several documents in the same PDF or JPEG file).
- Documents are best uploaded using current versions of Google Chrome, Mozilla Firefox, Internet Explorer (IE) and Microsoft Edge browsers. We do NOT recommend the use of Apple Safari (for MAC systems) browser, as these can cause uploading issues and failure.

4.

You are now on the page where you can upload your document(s). Click on BROWSE to select the form/document you wish to upload to the Fund (1). Note that each document you upload should be contained in a separate PDF/JPG/JPEG file. Please do not include several documents in one file. Then click on UPLOAD (2).

Last Logon 08/03/2021 | Account | Logout | Return To LOB

 **UNJSPF** CTBTO EPPO FAO IAEA ICBEB ICCROM ICAO ICC IFAD ILO IMO IOM
IPU ISA ITU ITLOS STL UN UNESCO UNIDO UNWTO WHO WIPO WMO

Welcome 08/03/2021

Menu

- Home
- Disbursements
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Validation Request (Article 23)
- Restoration (Article 24)
- Transfer-In Request
- Estimate
- MSS Document Upload**
- Help

Upload Document(s)

Subject: ▼

Files

Select File: **1** Browse... **2** Upload Delete

Send Discard


Click on BROWSE and select form / supporting document that you wish to upload

Click on UPLOAD after clicking on BROWSE and then select document Description from drop down

5.

Once you have clicked UPLOAD, you will see the selected document appear inside a box that indicates "File Name" and document "Description". Click on the drop down menu under DESCRIPTION to select the applicable form type from the menu; this is a required step for each document you have uploaded so that it is clear what kind of document you are submitting to the Fund.

Last Logon 08/03/2021 | Account | Logout | Return To LOB



ISPF CTBTO EPPO FAO IAEA ICBEB ICCROM ICAO ICC IFAD ILO IMO IOM
IPU ISA ITU ITLOS STL UN UNESCO UNIDO UNWTO WHO WIPO WMO

Welcome 08/03/2021

Upload Document(s)

Subject:

Files

Select File:

	File Name	Description
<input type="checkbox"/>	Document.pdf	<input type="text" value=""/>

Showing Records 1 - 1 of 1

If you wish to **UPLOAD** more than one document, you can repeat the **BROWSE** (select document) then **UPLOAD** process and then select document type from the description BOX

Click on the **Description BOX** to select the Form type you wish to upload

PDF form has been UPLOADED

Menu

- Home
- Disbursements
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Validation Request (Article 23)
- Restoration (Article 24)
- Transfer-In Request
- Estimate
- MSS Document Upload**
- Help

6.

For the document DESCRIPTION, select the document description that best describes your document. If no description fits your document, please select "Other". If you wish to upload more than one document, repeat the process described under points 4.-6., i.e. again click on BROWSE then select the additional document you wish to upload and then click on UPLOAD, etc. Note: you can upload a max. of 5 documents per one submission. Should you wish to upload more than 5 documents, you will have to complete one submission by following the next steps and then starting the upload process for a new submission.

UNJSPF CTBTO EPO FAO IAEA ICBEB ICCROM ICAO ICC IFAD ILO IMO IOM IPU ISA ITU ITLOS STL UN UNESCO UNIDO UNWTO WHO WIPO WMO

Welcome [] 08/03/2021

Upload Document(s)

Subject: Document Submission

Files

Select File: C:\User\ [] Browse... Upload Delete

<input type="checkbox"/>	File Name	Description
<input type="checkbox"/>	Document.pdf	PF23 - PI or Address Change PF23M - Change of Address (only) SIGN - Signature PIE2 - PI for Survivors and Disability PIE6 - PI for CS < 5 years PIE7 - PI for CS > 5 years PIE8 - PI re-employment after retirement PIPF23A - PI - Deferred Benefit PIPF23B - PI - Child into Payment (after early retirement) A2 - Designation of Beneficiary B1 - Election to Validate C1 - Election to Restore E10 - Residence - Address Declaration POR - Proof of Residence (2-track) E11 - Residence - Change of Address Update CE - Certificate of Entitlement MARRIAGE - Marriage / Divorce Divorce Proof ID - Identification Docs (Passports, DL, National ID, etc.) BIRTH - Birth related BANK - Bank Related DEATH - Death related GUARDIAN - Guardianship MEDCERT - Medical Certificate Dependent Death Proof


Send Discard

Select the FORM and Supporting document TYPE from the drop down list in the Description MENU

7.

Once you have uploaded your document(s) (up to a max. of 5 documents per submission!) (1), click on SENT (2). By clicking SENT you will submit the uploaded document(s) to the Fund. This is the last step in the document submission process.

Last Logon 08/03/2021 | Account | Logout | Return To LOB

 **UNJSPF** CTBTO EPPO FAO IAEA ICBEB ICCROM ICAO ICC IFAD ILO IMO IOM IPU ISA ITU ITLOS STL UN UNESCO UNIDO UNWTO WHO WIPO WMO

Welcome 08/03/2021

Upload Document(s)

Subject:

Files

Select File:

<input type="checkbox"/>	File Name	Description
<input type="checkbox"/>	pi.pdf	PIE6 - PI for CS < 5 years
<input type="checkbox"/>	Document.pdf	A2 - Designation of Beneficiary
<input type="checkbox"/>	Document.pdf	BANK - Bank Related
<input type="checkbox"/>	vdap.pdf	BIRTH - Birth related
<input type="checkbox"/>	Document.pdf	MARRIAGE - Marriage / Divorce

Showing Records 1 - 5 of 5

Documents UPLOADED in MSS

After uploading documents click on SEND

8.

Confirmation of Message Transmission: once you have clicked SENT and if your submission was successful, you will see an alert message appear in a green box, advising that you "Message was sent successfully". Please keep your eyes on the screen after having hit SENT, so that you will see this message once it pops up; it will remain visible for approx. 15 seconds, then disappear.

Last Logon 11/03/2021 | Account | Logout | Return To LOI



Welcome 12/03/2021

Message was sent successfully.

Inbox

- Menu
- Home
- Address
- Disbursements
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Emergency Fund
- Estimate
- MSS Document Upload**
- Help

You can now submit official UNJSPF forms and supporting documentation to the Fund electronically by uploading documents inside this MSS tab. In that case you do not need to send original documents unless otherwise instructed by the Fund.

Disclaimer:

Use of MSS Document Upload is subject to acceptance of the [United Nations Joint Staff Pension Fund's Privacy Policy](#), and the [Member Self-Service Terms of Service](#). Use of MSS Document Upload signifies agreement to the terms and conditions stated therein.

Important Note: You cannot submit pension queries via this feature. All queries must be submitted via the established channels as provided on the Fund's website <https://www.unjsof.org/contact-us/>.

MSS Document Upload Guidelines:

Please read the following instructions carefully to ensure the successful use of this new MSS Document Upload feature.

- All official UNJSPF forms will have to be downloaded, printed, dated and signed by you in ink before transforming them into a format that allows for uploading. The Fund does not accept forms with electronic signatures.

When forms have been successfully uploaded, the above message will appear.

How to check whether a document submission was successful and check which document(s) you submitted to the Fund: to check, click on OUTBOX inside the MSS DOCUMENT UPLOAD tab. This will take you to the outbox of this feature.

Last Logon 11/03/2021 | Account | Logout | Return To LOB



Welcome 12/03/2021

- Menu
- Home
- Address
- Disbursements
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Emergency Fund
- Estimate
- MSS Document Upload**
- Help

Inbox

Upload Document Outbox

To see the uploaded documents you sent click on OUTBOX

You can now submit official UNJSPF forms and supporting documentation to the Fund electronically by uploading documents inside this MSS tab. In that case you do not need to send original documents unless otherwise instructed by the Fund.

Disclaimer:

Use of MSS Document Upload is subject to acceptance of the [United Nations Joint Staff Pension Fund's Privacy Policy](#) and the [Member Self-Service Terms of Service](#). Use of MSS Document Upload signifies agreement to the terms and conditions stated therein.

Important Note: You cannot submit pension queries via this feature. All queries must be submitted via the established channels as provided on the Fund's website <https://www.unjsof.org/contact-us/>.

MSS Document Upload Guidelines:

Please read the following instructions carefully to ensure the successful use of this new MSS Document Upload feature.

- All official UNJSPF forms will have to be downloaded, printed, dated and signed by you in ink before transforming them into a format that allows for uploading. The Fund does not accept forms with electronic signatures.
- All information that you provide must be true and complete.
- Note that there is no two-factor authentication through this process.

10.

Inside the OUTBOX you will see a line for each successful document submission you made inside this MSS feature, including the submission date. To see the details for each submission, i.e. each document included in the submission, click on the message line concerned and it will take you 'inside' the message details. If you do not see your document submission on this page, then your submission was not successful, and you will have to recommence the document submission process as described under points 4.-7. above.

Last Logon 11/03/2021 | Account | Logout | Return To LOE



Welcome [] 12/03/2021

Outbox

Filter Export

Date	Subject	Message
12/03/2021 11:19 AM	Document Submission	

Showing Records 1 - 3 of 3

Upload Document Inbox

Menu


- Home
- Address
- Disbursements
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Emergency Fund
- Estimate
- MSS Document Upload**
- Help

After clicking on OUTBOX, you will see the sent message. To see further details and the attached forms click on the message.

11.

The details for each submission include the file name(s) and description for each file included in the submission. You can open each attachment by clicking on the file name; however, you cannot remove or delete the document, nor can you change the Description. Click on the BACK button to return to the Outbox summary view.

Last Logon 08/03/2021 | Account | Logout | Return To LOB

 **UNJSPF** CTBTO EPPO FAO IAEA ICBEB ICCROM ICAO ICC IFAD ILO IMO IOM IPU ISA ITU ITLOS STL UN UNESCO UNIDO UNWTO WHO WIPO WMO

Welcome 08/03/2021

Message Details

Files

File Name	Description
vdap.pdf	BIRTH - Birth related
Document.pdf	A2 - Designation of Beneficiary
Document.pdf	MARRIAGE - Marriage / Divorce
Document.pdf	BANK - Bank Related
pi.pdf	PIE6 - PI for CS < 5 years

Showing Records 1 - 5 of 5

[Back](#)

Menu
[Home](#)
[Disbursements](#)
[Documents](#)
[E-Forms](#)
[Proof Documents](#)
[Personal Information](#)
[Validation Request \(Article 23\)](#)
[Restoration \(Article 24\)](#)
[Transfer-In Request](#)
[Estimate](#)
[MSS Document Upload](#)
[Help](#)