

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

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## 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: <a href="https://www.unjspf.org/how-to-register-for-mss-tutorial/">https://www.unjspf.org/how-to-register-for-mss-tutorial/</a>; to register for MSS access, please visit the MSS webpage via the following link: <a href="https://www.unjspf.org/member-self-service/">https://www.unjspf.org/member-self-service/</a>.

- 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.



Register | Forgot User Name | Forgot Password

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.

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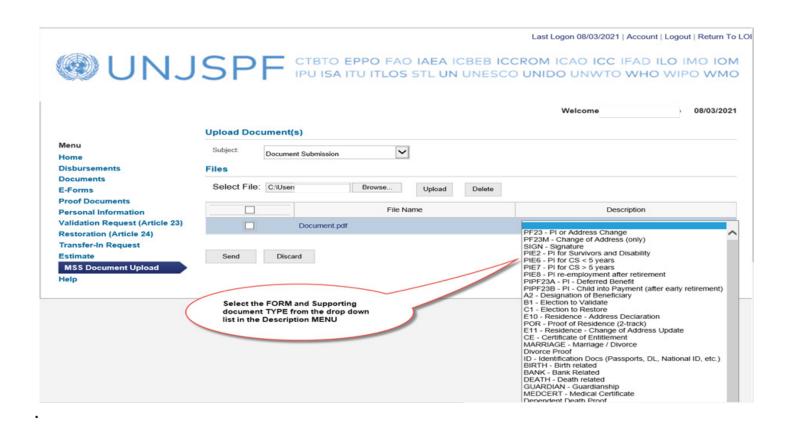
You are now on the page where you can upload your document(s). Click on BROWSE to select the form/document you wish to upload to the Fund (1). Note that each document you upload should be contained in a separate PDF/JPG/JPEG file. Please do not include several documents in one file. Then click on UPLOAD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



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.

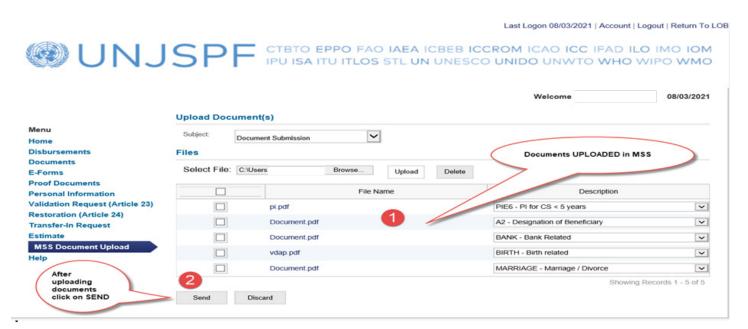


For the document DESCRIPTION, select the document description that best describes your document. If no description fits your document, please select "Other". If you wish to upload more than one document, repeat the process described under points 4.-6., i.e. again click on BROWSE then select the additional 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.



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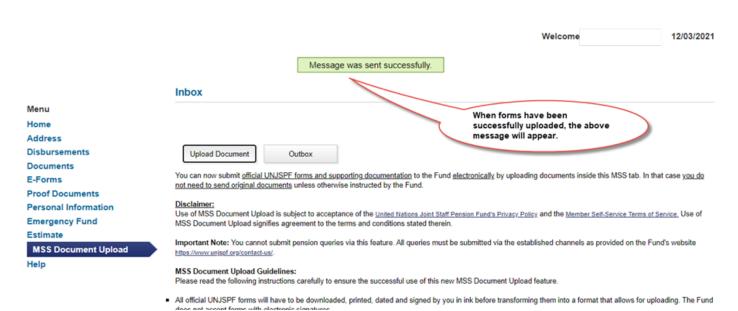
Once you have uploaded your document(s) (up to a max. of 5 documents per submission!) (1), click on SENT (2). By clicking SENT you will submit the uploaded document(s) to the Fund. This is the last step in the document submission process.



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.

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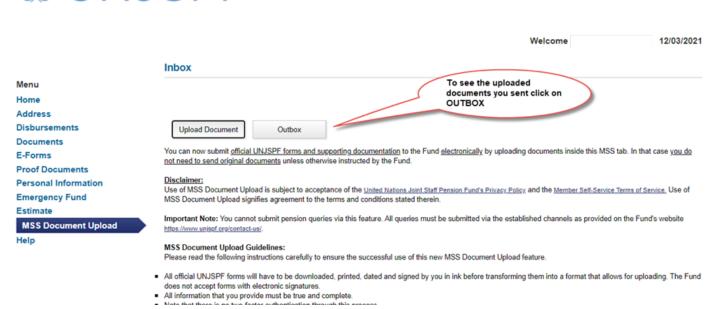




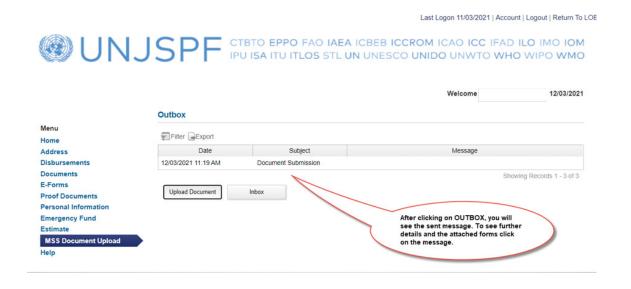
How to check whether a document submission was successful and check which document(s) you submitted to the Fund: to check, click on OUTBOX inside the MSS DOCUMENT UPLOAD tab. This will take you to the outbox of this feature.

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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.



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.

