



UNJSPF

United Nations Joint
Staff Pension Fund

**ÁREA DEL CLIENTE (MSS) –
"MSS DOCUMENT UPLOAD" (CARGA DE
DOCUMENTOS MSS)
Guía paso por paso**

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1. INTRODUCCIÓN

Esta es una guía paso a paso sobre cómo subir formularios oficiales y otros documentos al Área del Cliente (MSS), en la pestaña "MSS DOCUMENT UPLOAD" (CARGA DE DOCUMENTOS MSS).

Tenga en cuenta los siguientes prerequisites para que el proceso de carga de documentos se lleve a cabo con éxito:

- Debe haberse registrado para acceder a su MSS (ver instrucciones más abajo).
- Antes de iniciar el proceso de carga de documentos, debe haber impreso, rellenado, fechado y firmado a mano el/los formularios oficiales de la CCPPNU (o cualquier otro documento firmado a mano) que desee presentar a la Caja por vía electrónica a través de la función de carga de documentos MSS (la Caja NO acepta firmas electrónicas).
- A continuación, deberá haber escaneado los formularios y/o documentos en cuestión y crear un archivo PDF/JPG/JPEG para cada documento que desee subir.
- Debe haber guardado estos documentos en un archivo electrónico al que pueda acceder durante el proceso de carga de documentos.

2. GUÍA PASO POR PASO

1. REGISTRARSE PARA EL ACCESO A MSS:

Por favor, haga clic en el siguiente enlace para acceder a una guía paso a paso sobre cómo registrarse para acceder a MSS: <https://www.unjspf.org/how-to-register-for-mss-tutorial/>; si desea registrarse para acceder a MSS, visite la página web de MSS a través del siguiente enlace: <https://www.unjspf.org/member-self-service/>.

2. PARA CONECTARSE A SU CUENTA MSS (una vez que se haya registrado)

1. Haga clic en el siguiente enlace para acceder a la página de inicio de sesión de MSS:

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

2. Introduzca su "MSS USER NAME" (NOMBRE DE USUARIO MSS (1) y su "PASSWORD" (CONTRASEÑA) (2), y haga clic en "LOG IN" (INICIAR SESIÓN) (3). Accederá a la página de inicio de MSS.

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 and numbers provide instructions: '1' points to the User Name field with the callout 'Enter User Name'; '2' points to the Password field with the callout 'Enter Password'; and '3' points to the 'Log In' button with the callout 'Click Log In after you've entered User Name and password'.

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

3.

Una vez que se encuentre en la página de inicio de MSS, haga clic en la pestaña "MSS DOCUMENT UPLOAD" (CARGA DE DOCUMENTOS MSS) (1) en el menú de la izquierda. Esto le llevará a la pestaña de carga de documentos MSS. Lea atentamente las instrucciones detalladas sobre cómo presentar los formularios oficiales de la CCPPNU y la documentación justificativa a la Caja por vía electrónica utilizando esta función de MSS (2). A continuación, haga clic en "UPLOAD DOCUMENT" (SUBIR DOCUMENTO) (3). Esto le llevará a la siguiente página donde podrá subir documentos.

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Welcome [] 11/30/2020

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.

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Click "MSS Document Upload" Tab

4.

Ahora se encuentra en la página donde puede subir sus documentos. Haga clic en "BROWSE" (NAVEGAR) para seleccionar el formulario/documento que desea enviar a la Caja (1). Tenga en cuenta que cada documento que se suba deberá estar en un archivo PDF/JPG/JPEG distinto. No incluya varios documentos en un mismo archivo. A continuación, haga clic en "UPLOAD" (SUBIR) (2).

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UNJSPF

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Upload Document(s)

Subject:

Files

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

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.

Una vez que haya hecho clic en "UPLOAD" (SUBIR), verá que el documento seleccionado aparece dentro de un cuadro que indica el "File Name" (Nombre del archivo) y la "Description" (Descripción) del documento. Haga clic en el menú desplegable que aparece debajo de "DESCRIPTION" (DESCRIPCIÓN) para seleccionar en el menú el tipo de formulario que corresponda; este es un paso necesario para cada documento que haya subido, para que quede claro qué tipo de documento está presentando a la Caja.

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Upload Document(s)

Subject: ▼

Files

Select File: Browse... Upload Delete

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

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Send Discard

PDF form has been UPLOADED

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Callouts:
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
2. Click on the Description BOX to select the Form type you wish to upload

6.

Para la "DESCRIPTION" (DESCRIPCIÓN) del documento, seleccione la descripción del documento que mejor lo describa. Si ninguna descripción es adecuada para su documento, seleccione "Other" (Otro). Si desea subir más de un documento, repita el proceso descrito en los puntos 4 a 6, es decir, vuelva a hacer clic en "BROWSE" (NAVEGAR), seleccione el documento adicional que desea subir y haga clic en "UPLOAD" (SUBIR), etc. Aviso: puede subir hasta un máximo de 5 documentos por envío. Si desea subir más de 5 documentos, tendrá que completar un envío siguiendo los siguientes pasos y luego iniciar el proceso de carga de documentos para un nuevo envío.

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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	<ul style="list-style-type: none">PF23 - PI or Address ChangePF23M - Change of Address (only)SIGN - SignaturePIE2 - PI for Survivors and DisabilityPIE6 - PI for CS < 5 yearsPIE7 - PI for CS > 5 yearsPIE8 - PI re-employment after retirementPIPF23A - PI - Deferred BenefitPIPF23B - PI - Child into Payment (after early retirement)A2 - Designation of BeneficiaryB1 - Election to ValidateC1 - Election to RestoreE10 - Residence - Address DeclarationPOR - Proof of Residence (2-track)E11 - Residence - Change of Address UpdateCE - Certificate of EntitlementMARRIAGE - Marriage / DivorceDivorce ProofID - Identification Docs (Passports, DL, National ID, etc.)BIRTH - Birth relatedBANK - Bank RelatedDEATH - Death relatedGUARDIAN - GuardianshipMEDCERT - Medical CertificateDependent Death Proof

Send Discard

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

7.

Una vez que haya subido sus documentos (¡hasta un máximo de 5 documentos por envío!) (1), haga clic en "SEND" (ENVIAR) (2). Al hacer clic en "SEND" (ENVIAR), enviará los documentos subidos a la Caja. Este es el último paso en el proceso de envío de documentos.

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Upload Document(s)

Subject: Document Submission

Files

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

Documents UPLOADED in MSS

<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

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After uploading documents click on SEND

Send Discard

8.

Confirmación de la transmisión del mensaje: una vez que haya hecho clic en "SEND" (ENVIAR) y si su envío se ha realizado con éxito, verá aparecer un mensaje de alerta en un recuadro verde, avisando de que su "Message was sent successfully" (Mensaje se ha enviado con éxito). Por favor, mantenga los ojos en la pantalla después de haber pulsado "SEND" (ENVIAR), para que pueda ver este mensaje cuando aparezca; permanecerá visible durante unos 15 segundos antes de desaparecer.

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Message was sent successfully.

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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.

Cómo comprobar si el envío de un documento se ha realizado con éxito y saber qué documentos ha enviado a la Caja: para comprobarlo, haga clic en "OUTBOX" (BANDEJA DE SALIDA) dentro de la pestaña "MSS DOCUMENT UPLOAD" (CARGA DE DOCUMENTOS MSS). Al hacerlo, accederá a la bandeja de salida de esta función.

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Inbox

Upload Document

Outbox

To see the uploaded documents you sent click on OUTBOX

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- Note that there is no two factor authentication through this process.

10.

Dentro de "OUTBOX" (BANDEJA DE SALIDA) verá una línea para cada envío de documentos que haya realizado con éxito dentro de esta función de MSS, incluyendo la fecha de envío. Para ver los detalles de cada envío, es decir, cada documento incluido en el envío, haga clic en la línea del mensaje en cuestión y accederá a los detalles del mensaje. Si no ve su envío de documentos en esta página, entonces su envío no se realizó correctamente, y tendrá que volver a iniciar el proceso de envío de documentos como se describe en los puntos 4 a 7 más arriba.

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Outbox

Filter Export

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

11.

Los detalles de cada envío incluyen los nombres de los archivos y la descripción de cada archivo incluido en el envío. Puede abrir cada archivo adjunto haciendo clic en el nombre del archivo; pero no puede eliminar o borrar el documento, ni tampoco puede cambiar la descripción. Haga clic en el botón "BACK" (ATRÁS) para volver al resumen de la bandeja de salida.

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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

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