



UNJSPF

How to change your email address in Member Self-Service

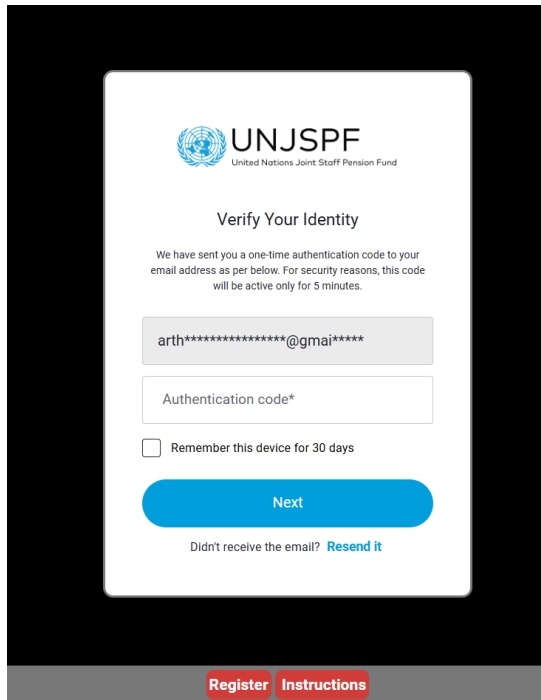
Step 1: Access the MSS landing page at: <https://member.unjspf.org/>

Step 2: Log in MSS.

Step 3: Click on the "Account" tab at the top right corner of the MSS home page.

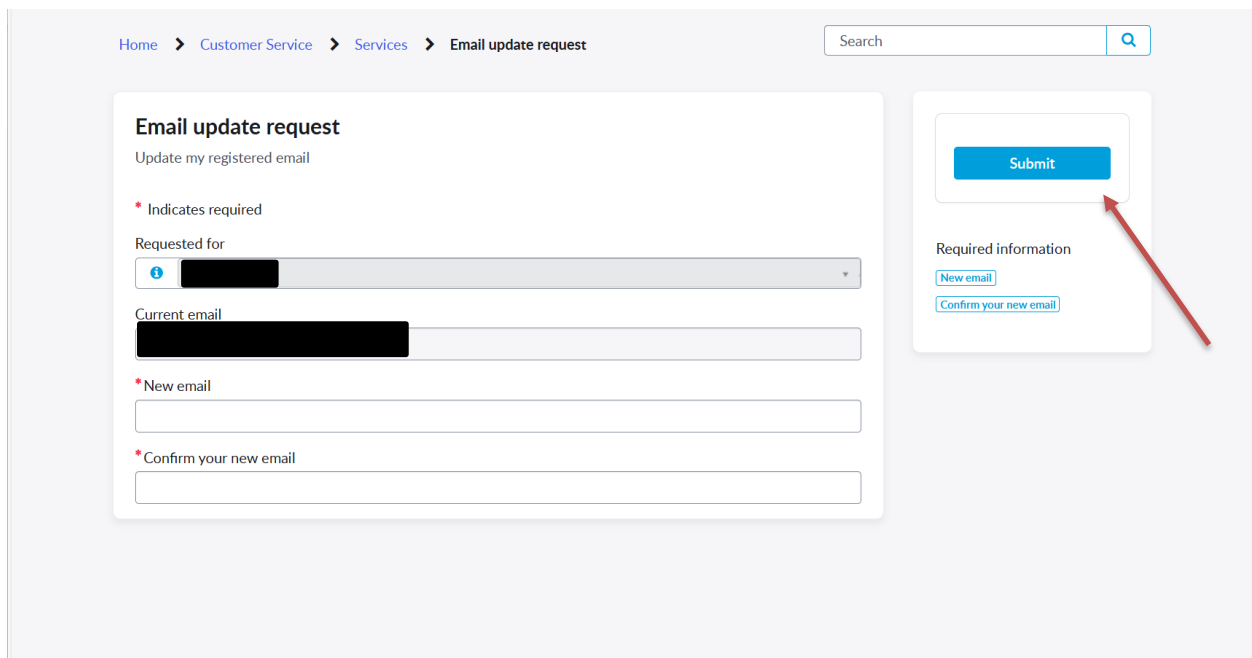
Step 4: Click on "Update Email Address".

Step 5: You might be asked to log in again. If this happens, please log in again. If the system doesn't ask you to log in, go to step 6.



The image shows a mobile app screen for UNJSPF (United Nations Joint Staff Pension Fund). The screen is titled "Verify Your Identity". Below the title, it says: "We have sent you a one-time authentication code to your email address as per below. For security reasons, this code will be active only for 5 minutes." There is a text input field containing "arth*****@gmaj*****". Below that is a text input field labeled "Authentication code*". There is a checkbox labeled "Remember this device for 30 days". At the bottom, there is a blue button labeled "Next". Below the button, it says "Didn't receive the email? [Resend it](#)". At the very bottom of the screen, there are two red buttons: "Register" and "Instructions".

Step 6: You will be taken to the screen below. Provide your new email address and confirm it. Click on "Submit" on the right column once done.



The image shows a web application screen for "Email update request". The breadcrumb navigation is "Home > Customer Service > Services > Email update request". There is a search bar at the top right. The main content area is titled "Email update request" with the subtitle "Update my registered email". Below this, there is a note: "* Indicates required". There are three input fields: "Requested for" (a dropdown menu with a blue information icon), "Current email" (a text input field with a blacked-out email address), and "New email" (a text input field). Below the "New email" field, there is a "Confirm your new email" field. To the right of the main form, there is a "Required information" section with two links: "New email" and "Confirm your new email". At the top of this section is a blue button labeled "Submit". A red arrow points to the "Submit" button.

Step 7: After you click on Submit, an automated system ticket will be created and immediately closed. You will see the confirmation screen below.

Home > Standard Ticket

Number
CS0028661

Updated
just now

State
Closed

Email change request

Priority
4 - Standard

Member Organization
UNICEF-HQ INT - ...

Requested for
[Redacted]

Activity Attachments

S System just now • Client Visible Formal Notes
Closed.
Email address change successful - Please check your inbox for an invitation to validate your new email address. You must validate your new address before logging into your MSS account.

RD [Redacted] just now
CS0028661 Created

Step 8: A verification link will be sent to your new email address. Open your email inbox and click on the link or on the "Verify" button to verify the new email address.

UNJSPF
United Nations Joint Staff Pension Fund

Verify Your Email Address

Your request for changing your email address for UNJSPF MSS has been processed. Before logging in, please verify your new address.

Email Address [Redacted]

Verify Link
<https://auth.stage.unjspf.org/u/email-verification?ticket=3BUBe8ouyssc0pyBaoZqOfYQh003Thxw#>

Verify

For support with your Member Self-Service account, contact the MSS Support team at msssupport@unjspf.org or via the Contact Us webpage <http://unjspf.org/contact-us>
Thanks!

Step 9: A new tab will open with the screen below to confirm the successful email change.

