



UNJSPF

Comment modifier votre adresse email dans l'Espace Client (MSS)

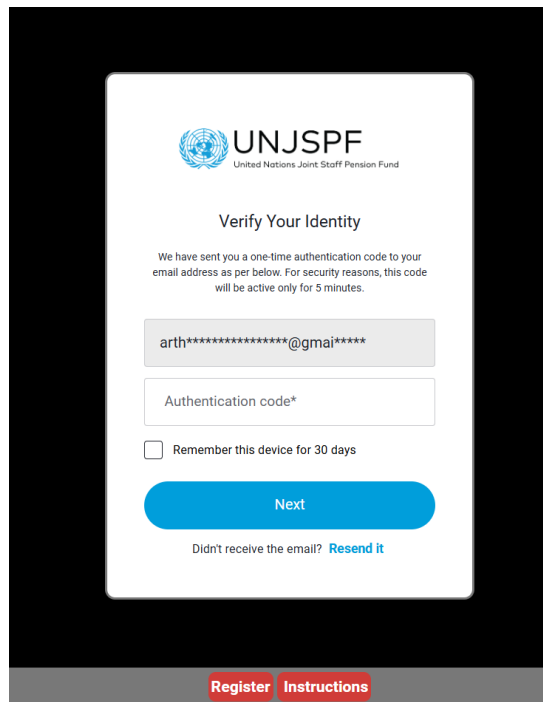
Étape 1 : Accédez à la page d'accueil du MSS à l'adresse : <https://member.unjspf.org/>

Étape 2 : Connectez-vous au MSS.

Étape 3 : Cliquez sur l'onglet « Compte » en haut à droite de la page d'accueil du MSS.

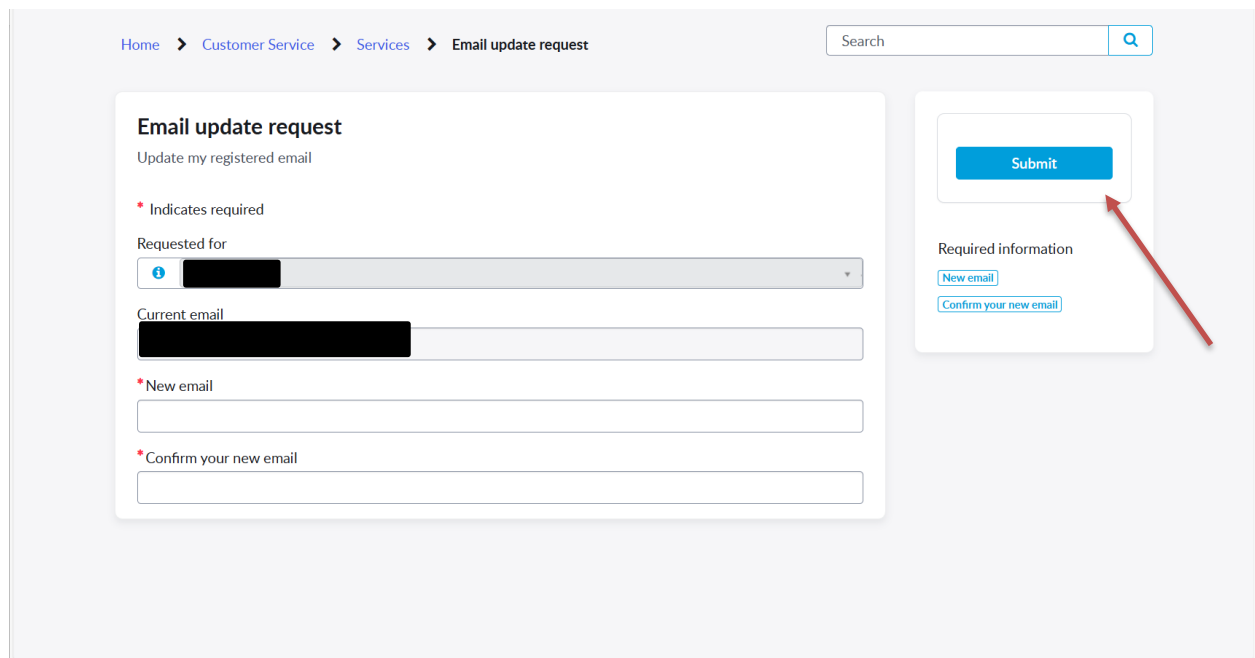
Étape 4 : Cliquez sur « Mettre à jour l'adresse email ».

Étape 5 : Il se peut que vous soyez invité à vous reconnecter. Si cela se produit, veuillez vous reconnecter. Si le système ne vous le demande pas, passez à l'étape 6.



The image shows a login verification screen for the United Nations Joint Staff Pension Fund (UNJSPF). At the top is the UNJSPF logo and name. Below it, the heading "Verify Your Identity" is followed by a message: "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 the email address "arth*****@gmaj*****". Below this is another input field labeled "Authentication code*". A checkbox labeled "Remember this device for 30 days" is present. A large blue "Next" button is at the bottom, with a link "Didn't receive the email? Resend it" below it. At the very bottom of the screen, there are two red buttons: "Register" and "Instructions".

Étape 6 : Vous serez redirigé vers l'écran ci-dessous. Indiquez votre nouvelle adresse email et confirmez-la. Cliquez ensuite sur « Submit » dans la colonne de droite.



The image shows an "Email update request" web form. The breadcrumb navigation at the top reads "Home > Customer Service > Services > Email update request". A search bar is located in the top right. The main form area is titled "Email update request" with the subtitle "Update my registered email". A note states "* Indicates required". The form includes a "Requested for" dropdown menu, a "Current email" text field, and two text fields for "New email" and "Confirm your new email". To the right of the form is a sidebar with a blue "Submit" button. Below the button, under the heading "Required information", are two links: "New email" and "Confirm your new email". A red arrow points from the "Submit" button to the "Required information" section.

Étape 7 : Après avoir cliqué sur « Submit », un ticket système automatisé sera créé et immédiatement clôturé. L'écran de confirmation s'affichera ci-dessous.

The screenshot shows a web interface for a 'Standard Ticket'. At the top, there's a breadcrumb 'Home > Standard Ticket'. Below this, the ticket details are displayed: 'Number CS0028661', 'Updated just now', and 'State Closed'. The main content area is titled 'Email change request'. It shows 'Priority 4 - Standard', 'Member Organization UNICEF-HQ INT - ...', and 'Requested for' followed by a redacted name. Below this, there are two tabs: 'Activity' (selected) and 'Attachments'. The 'Activity' tab shows a system message: 'System 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.' This message is dated 'just now' and is a 'Client Visible Formal Note'. Below the system message, there is a redacted user profile section with the role 'RD' and the text 'CS0028661 Created' dated 'just now'.

Étape 8 : Un lien de vérification sera envoyé à votre nouvelle adresse e-mail. Ouvrez votre boîte de réception et cliquez sur le lien ou sur le bouton « Verify » pour confirmer votre nouvelle adresse email.

The screenshot shows an email verification page from UNJSPF. At the top is the UNJSPF logo. Below it is an envelope icon. The heading is 'Verify Your Email Address'. The text states: 'Your request for changing your email address for UNJSPF MSS has been processed. Before logging in, please verify your new address.' Below this, there is a form with 'Email Address' followed by a redacted address. Underneath, the 'Verify Link' is provided as a long URL: 'https://auth.stage.unjspf.org/u/email-verification?ticket=3BU8e8ouyssc0pyBaoZqOfYQh003Thxw#'. A 'Verify' button is located below the link. At the bottom, there is support information: '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!'

Étape 9 : Un nouvel onglet s'ouvrira avec l'écran ci-dessous pour confirmer la réussite du changement d'email.

