



UNJSPF

Cómo cambiar su dirección de correo electrónico en el MSS

Paso 1: Acceda a la página principal de MSS en: <https://member.unjspf.org/>

Paso 2: Inicie una sesión en MSS.

Paso 3: Haga clic en la pestaña "Account" en la esquina superior derecha de la página principal de MSS.

UNJSPF
United Nations Joint Staff Pension Fund

Last Logon 04/06/2025 | [Account](#) | [Logout](#)

13/06/2025

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Home

Pour mettre à jour vos préférences linguistiques pour l'Espace client de la CCPNU (MSS), veuillez aller à l'onglet "COMPTE" situé dans le coin supérieur droit de cette page, puis, sélectionnez l'onglet correspondant. Votre préférence linguistique définit la langue dans laquelle vous souhaitez utiliser MSS et la langue dans laquelle tous les documents concernant votre dossier seront générés par la Caisse à l'avenir. Vos options de langue sont soit l'anglais, soit le français. Une fois que vous avez opté pour une nouvelle langue, les NOUVEAUX documents générés pour votre dossier seront dans la nouvelle langue à compter de la date de changement; les documents qui étaient déjà dans votre dossier avant un changement de langue ne seront PAS traduits dans la nouvelle langue de votre choix.

To update your language preference for your UNJSPF Member Self-Service (MSS), go to the "ACCOUNT" tab at the top right of this page and select the according tab to change your language preference. Your language preference defines the language in which you will use MSS and the language in which all documents for your case will be generated by the Fund going forward. Your language options are either English, or French. Once you have opted for a new language, NEW documents generated for your case as of that date will be in the new language; documents that were already on file prior to a language change will NOT be translated into your new language of choice.

General instructions:
MSS will allow you to view and update certain information in your UNJSPF records.
The Terms of Service for use of the UNJSPF MSS portal have been updated. Please read them in full [here](#). Your continued use of the MSS portal constitutes your agreement to follow and be bound by the updated Terms of Service.
-To update your MSS email address or password, please go to the "Account" tab at the top right of this page; select the tab(s) of your choice to make the according change(s).
-To correct any personal information, please follow the instructions below:
If you are an employee of CTBTO, EPPO, FAO, IAEA, ICAO, ICC, ICCROM, ICGB, IFAD, IMO, IOM, IPU, ISA, ITU, ITLOS, OPCW, UNESCO, UNIDO, UN Tourism, WA, WHO, WIPO, WMO, contact your Staff Pension Committee (SPC) Secretary.
If you are an employee of the UN family, contact your Executive Office or your HR Office immediately.
If you are a retiree or a beneficiary, please contact the Fund at United.Nations.Joint.Staff.Pension.Fund@unjspf.org.
-For help with technical problems accessing your MSS account please contact the Fund at MSSsupport@unjspf.org.
-For more detailed information on MSS please see [About Member Self-Service \(MSS\) - UNJSPF](#).

News Alerts

Paso 4: Haga clic en "Update email address".

Account Settings

Here, you can update your MSS language preferences, password, email address, and other settings related to your MSS user Account.

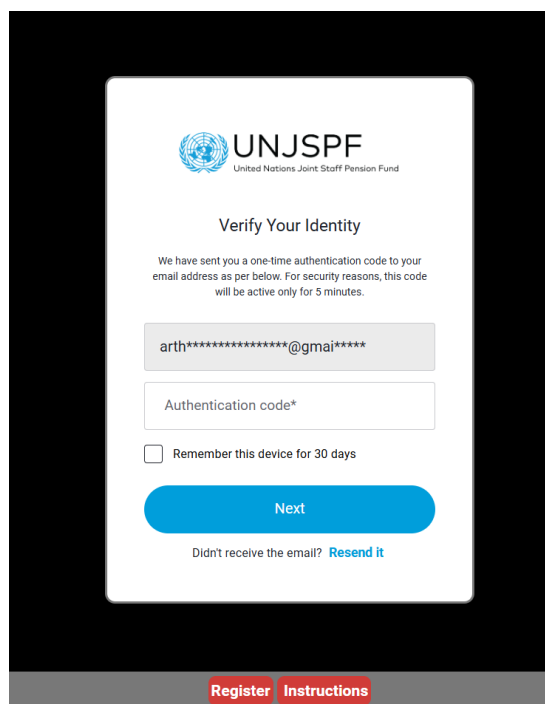
Update Language Preferences
(FR) Changer vos préférences linguistiques :
Votre préférence linguistique définit la langue dans laquelle vous souhaitez utiliser votre Espace client de la Caisse (MSS) et la langue dans laquelle les documents pour votre dossier seront générés à l'avenir. Vous pouvez modifier votre préférence linguistique ici.
(EN) Update your language preferences:
Your language preference defines the language in which you prefer to use your Member Self-Service account (MSS) and in which documents for your case will be generated going forward. You can change your language preferences here.

Update Email Address
If you would like to update your email address, please note that you will be redirected to a new page. This means your current session will be interrupted, and you will need to log in again afterward. To proceed with updating your email address, simply click on [Update Email Address](#).

Reset Password
If you would like to reset your password, please note that you will be redirected to a new page. This means your current session will be interrupted, and you will need to log in again afterward. To proceed with resetting your password, simply click on [Reset Password](#).

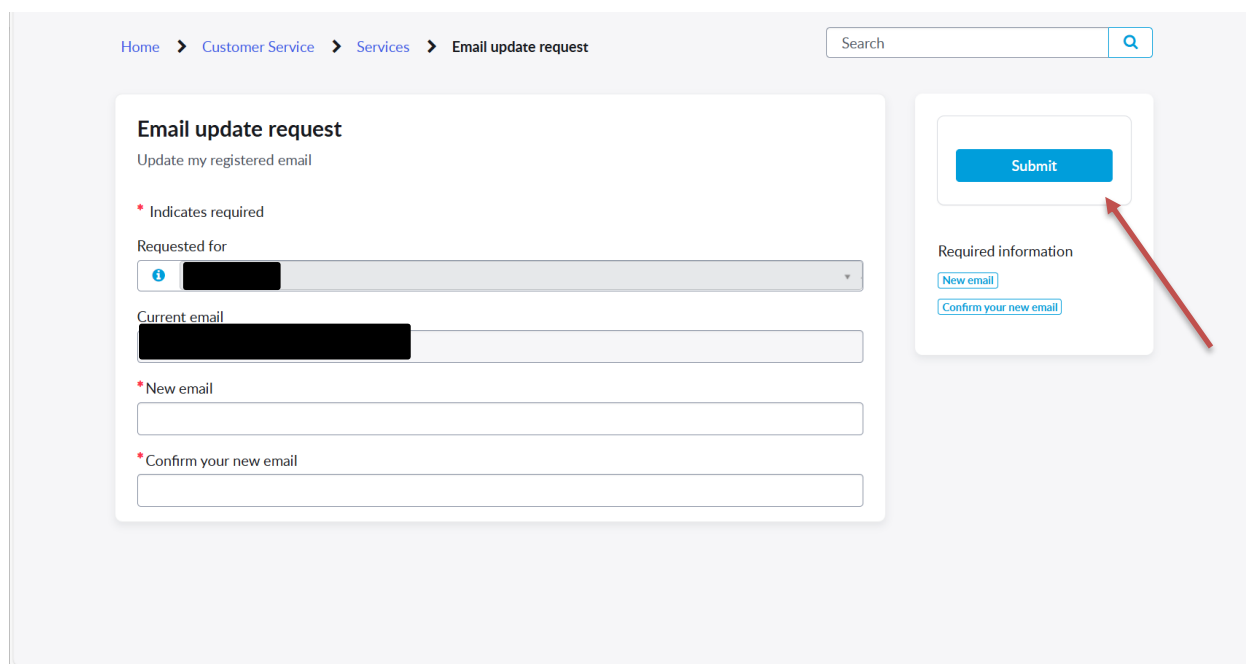
Home

Paso 5: Es posible que se le pida que inicie la sesión nuevamente. Si esto suceder, vuelva a iniciar la sesión. Si el sistema no le pide que inicie la sesión, vaya al paso 6.



The image shows a login verification screen for 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 "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 of the form. 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".

Paso 6: Accederá a la siguiente pantalla. Introduzca su nueva dirección de correo electrónico y confírmela. Haga clic en "Submit" en la columna derecha una vez hecho esto.



The image shows an "Email update request" form. The breadcrumb trail at the top is "Home > Customer Service > Services > Email update request". There is a search bar on the right. The main form area has the title "Email update request" and the subtitle "Update my registered email". A note says "* Indicates required". The form includes a "Requested for" dropdown menu, a "Current email" input field, and two input 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 "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.

Paso 7: Después de hacer clic en "Submit", se creará un ticket automatizado y se cerrará inmediatamente. Verá la pantalla de confirmación a continuación.

The screenshot shows the 'Standard Ticket' page in the UNJSPF system. At the top, there's a breadcrumb 'Home > Standard Ticket'. Below it, the ticket details are displayed: Number 'CS0028661', Updated 'just now', and State 'Closed'. The main content area is titled 'Email change request'. It shows the Priority as '4 - Standard', the Member Organization as 'UNICEF-HQ INT - ...', and the Requested for field is redacted. 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 entry with the label 'RD' and the text 'CS0028661 Created', dated 'just now'.

Paso 8: Se enviará un enlace de verificación a tu nueva dirección de correo electrónico. Abre tu bandeja de entrada y haz clic en el enlace o en el botón "Verify" para verificar la nueva dirección.

The screenshot shows the 'Verify Your Email Address' page from UNJSPF. At the top is the UNJSPF logo. Below it is an envelope icon. The main 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 box containing the 'Email Address' (redacted) and the 'Verify Link' which is a long URL: 'https://auth.stage.unjspf.org/u/email-verification?ticket=3BUBe8ouyssc0pyBaoZqOfYQh003Thxw#'. Below the link box is a black button with the text 'Verify'. At the bottom, there is a support message: 'For support with your Member Self-Service account, contact the MSS Support team at mssupport@unjspf.org or via the Contact Us webpage <http://unjspf.org/contact-us>. Thanks!'

Paso 9: Se abrirá una nueva pestaña con la pantalla a continuación para confirmar el cambio de correo electrónico exitoso.

