



UNJSPF

How to log in Member Self-Service

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

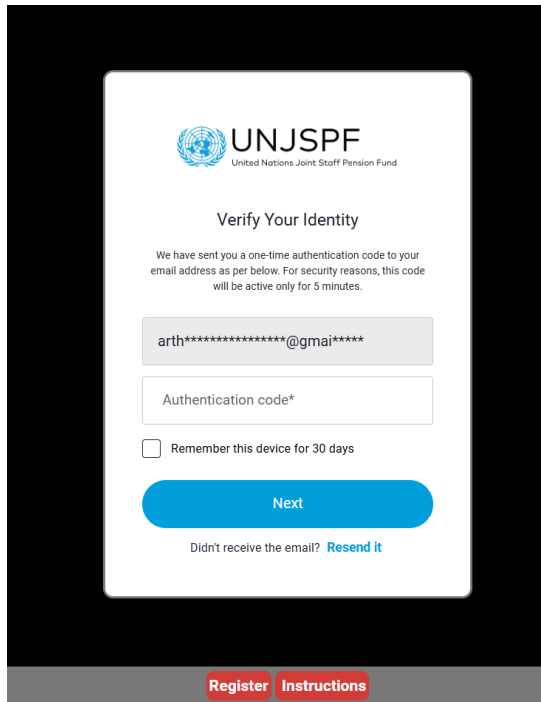
Step 2: Enter your email and password to log in. Click on “Next”.

The screenshot shows the UNJSPF Member Self-Service (MSS) login page. At the top is the UNJSPF logo and the text 'United Nations Joint Staff Pension Fund'. Below this is the title 'Member Self-Service (MSS)'. A paragraph of text explains that as of 15 May 2025, all users must re-register to MSS and set up Multi Factor Authentication (MFA). It provides instructions for users who are already registered, those who need to re-register, and those who have never registered. Below the text are two input fields: 'Email address*' and 'Password*'. There is a 'Forgot password?' link below the password field. A blue 'Next' button is at the bottom of the form. At the very bottom of the page, there are two red buttons: 'Register' and 'Instructions'.

Step 3: An email with your Authentication code will be sent to your registered email address. In a different tab, open your email inbox to retrieve the Authentication code from the email sent. Copy the code.

The screenshot shows an email from UNJSPF titled 'Multi Factor Authentication (MFA) Code required to access your UNJSPF Member Self-Service (MSS) account'. The email body states: 'Your temporary code to complete access to your UNJSPF MSS account is: (For security reasons, this code will be active only for 5 minutes.)'. Below this text is a large grey box containing the code '862368'. At the bottom of the email, there is a paragraph of text providing instructions for users who did not recently initiate registration or re-registration and MFA set up for their UNJSPF Member Self-Service (MSS) account, or who are not sure why they are receiving this message. It directs them to contact the MSS Support team at msssupport@unjspf.org or via the Contact Us webpage at https://unjspfconnect.service-now.com/unjspf?id=contact_us_page.

Step 4: Return to the MSS tab and enter the Authentication code. Click on the “Next” button.



The image shows a mobile application interface for the United Nations Joint Staff Pension Fund (UNJSPF). The screen is titled "Verify Your Identity" and contains the following elements:

- UNJSPF Logo:** The United Nations emblem followed by the text "UNJSPF" and "United Nations Joint Staff Pension Fund" in smaller text.
- Instructional Text:** "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."
- Email Field:** A text box containing the email address "arth*****@gmaj*****".
- Authentication Code Field:** A text box labeled "Authentication code*".
- Remember Device Option:** A checkbox labeled "Remember this device for 30 days".
- Next Button:** A large blue button with the text "Next".
- Resend Link:** A link that says "Didn't receive the email? [Resend it](#)".
- Footer:** Two red buttons labeled "Register" and "Instructions".

Step 5: You have successfully logged in MSS.