



UNJSPF

United Nations Joint
Staff Pension Fund

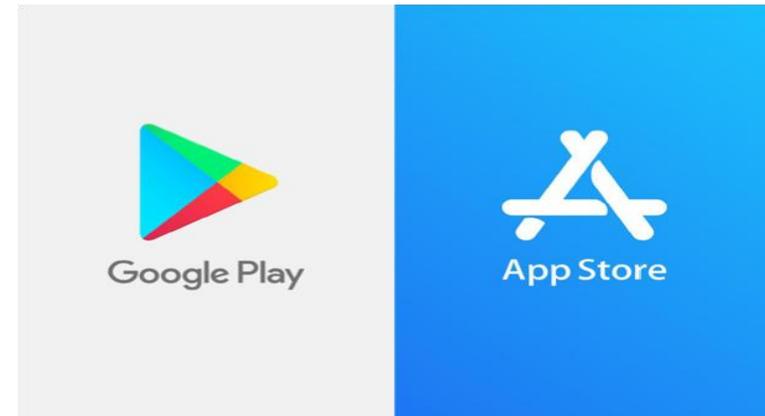
Digital Certificate of Entitlement

- ▶ **Downloading the App**
- ▶ **Login Process**
- ▶ **Reenrollment Process**
- ▶ **Assistance**

DOWNLOADING THE APP

- ▶ What you will need:
 - Your smart phone/tablet

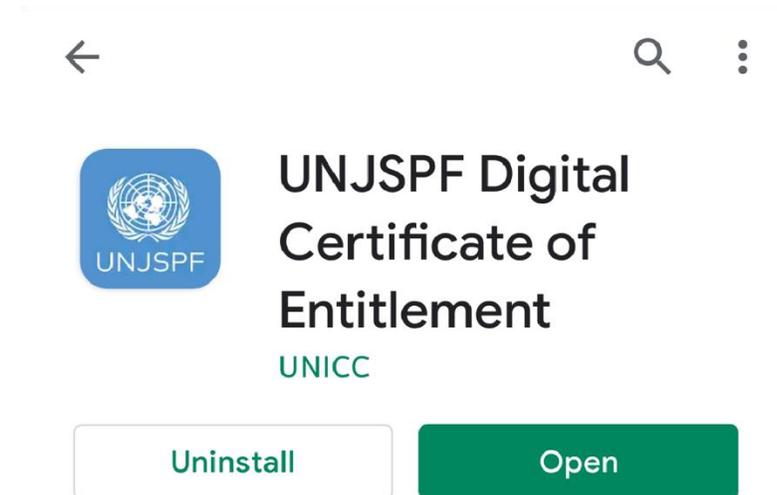
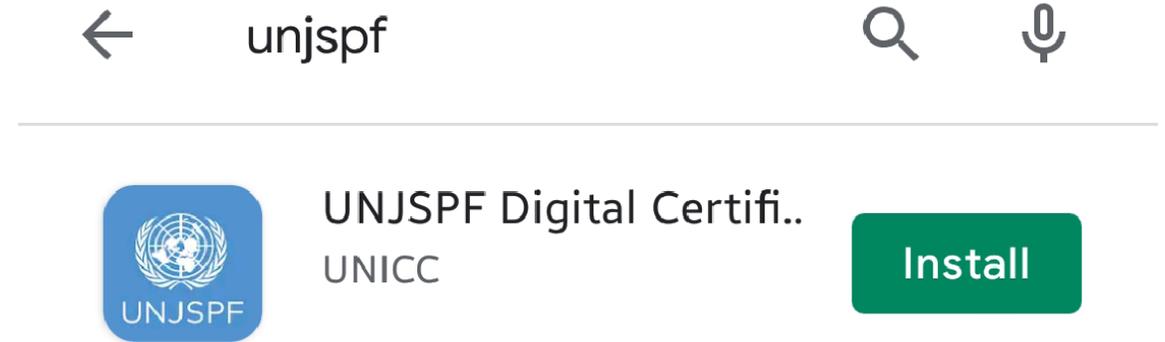
For Android users, the app can be found on **Google Play Store** as “UNJSPF Digital Certificate of Entitlement”; for iOS (iPhone or iPad) the app can be found on **Apple App Store** as “UNJSPF Digital CE”.



1. Open the Google Play Store or App Store and search for the app (please see above for the specific name). If you type UNJSPF, the app will show up.

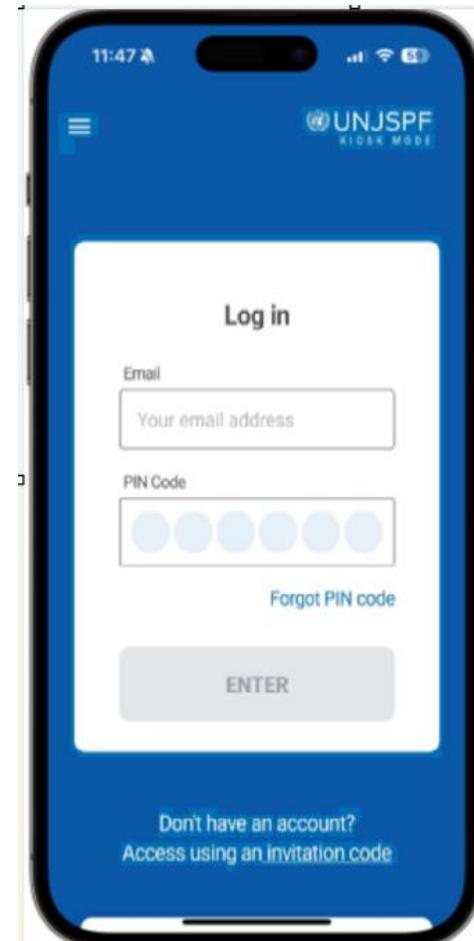
2. Click on “Install”. It might take a few minutes before installation is complete.

3. Done! You are ready to use the app and start the enrolment process..

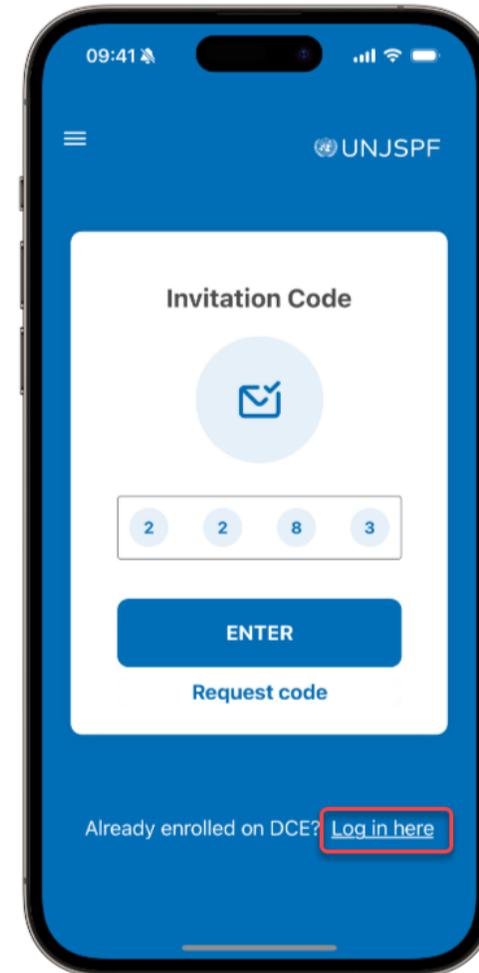


LOGIN PROCESS

1. If you see this screen, please enter your email and PIN code, then click the 'ENTER' button once it turns blue.

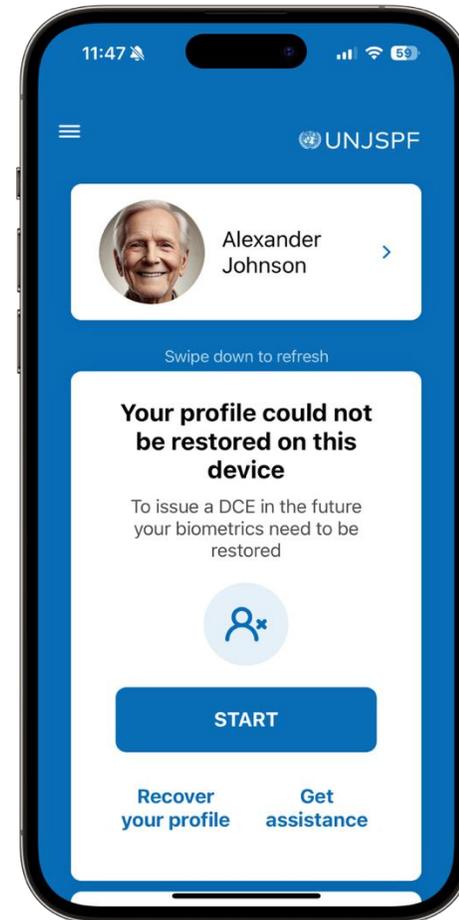


2. However, if you see this screen, please click on the 'Login here' link at the bottom of the screen. This will take you to the login page, where you can use your email and PIN Code to access the app.

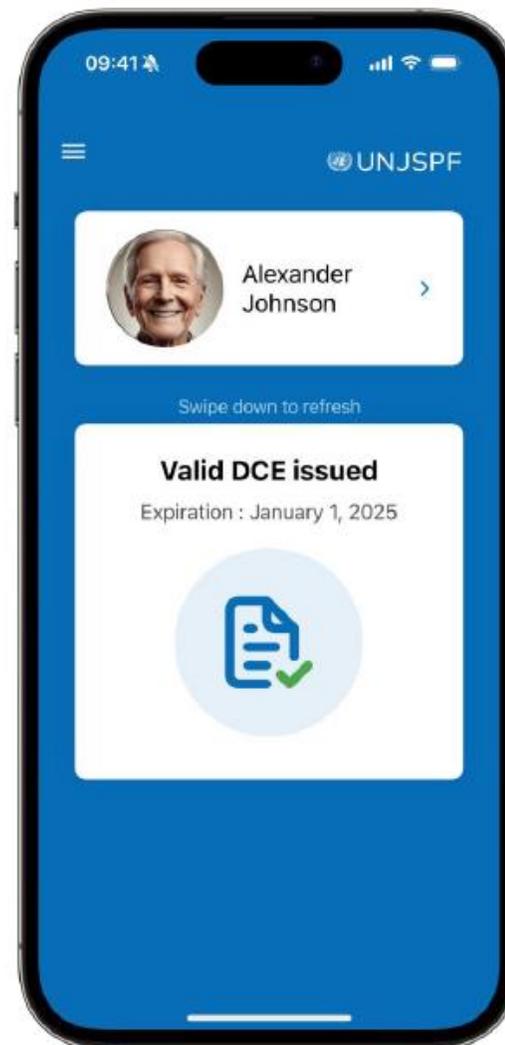


RE-ENROLLMENT PROCESS

1. Once you have accessed the app, if you see this screenshot with the **'START'** button, it means that the biometric information on your mobile device has been lost. In this case, please click the button to begin the re-enrolment process, which will be guided by the DCE app. Since you were previously enrolled, this approval process will not require a video call. Completing this re-enrolment is necessary to be ready to issue a DCE next year.

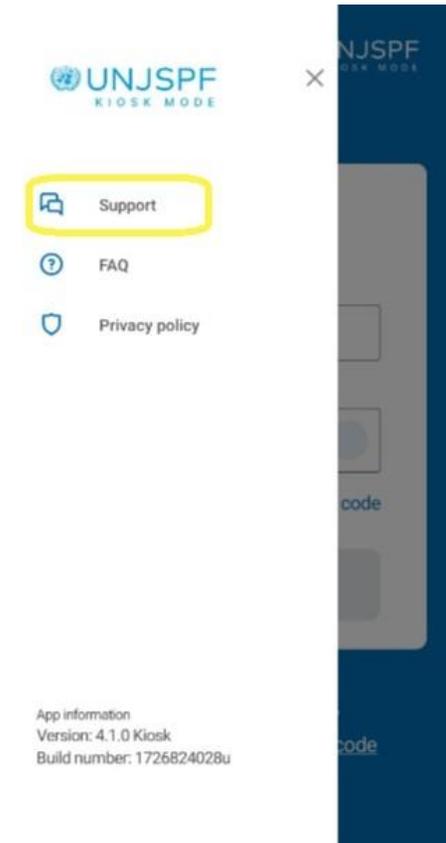
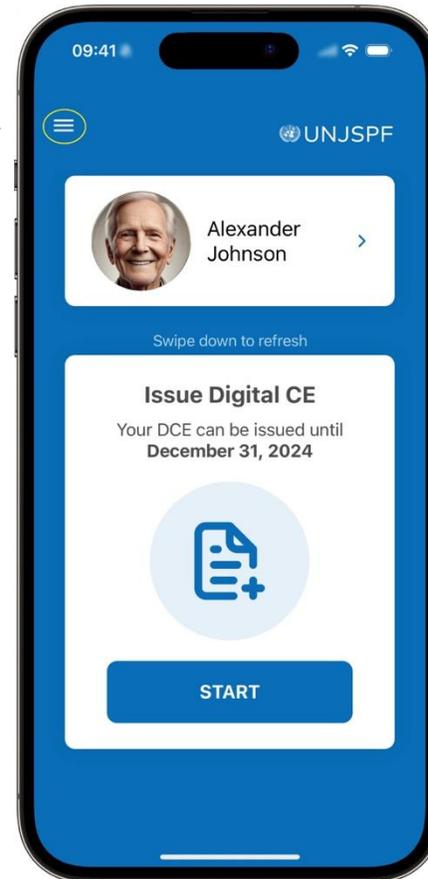


2. However, if you DO NOT see the “START” button and only see “**Valid DCE issued**” in the screenshot below, with an expiration of 31 December 2024 or 01 January 2025, no further action is required from you. Just open the DCE App in January 2025 to issue your 2025 DCE.



ASSISTANCE

- ▶ You can visit the FAQ and contact support by clicking on the “≡” on the top left corner of the app.





UNJSPF

United Nations Joint
Staff Pension Fund

Thank you for successfully completing the step-by-step guide for your Digital Certificate of Entitlement! We truly appreciate the time and effort you've dedicated to getting this done.