



# UNJSPF

United Nations Joint  
Staff Pension Fund

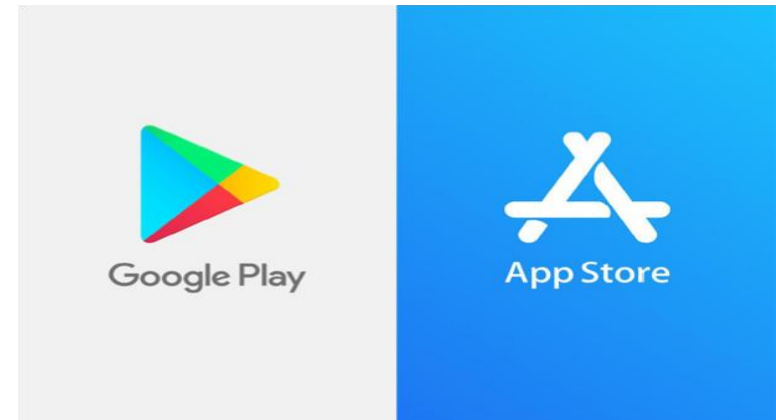
# Digital Certificate of Entitlement (DCE)

- ▶ **Downloading the App**
- ▶ **Enrolment Process**
- ▶ **Issuing the Digital Certificate of Entitlement**
- ▶ **Assistance**

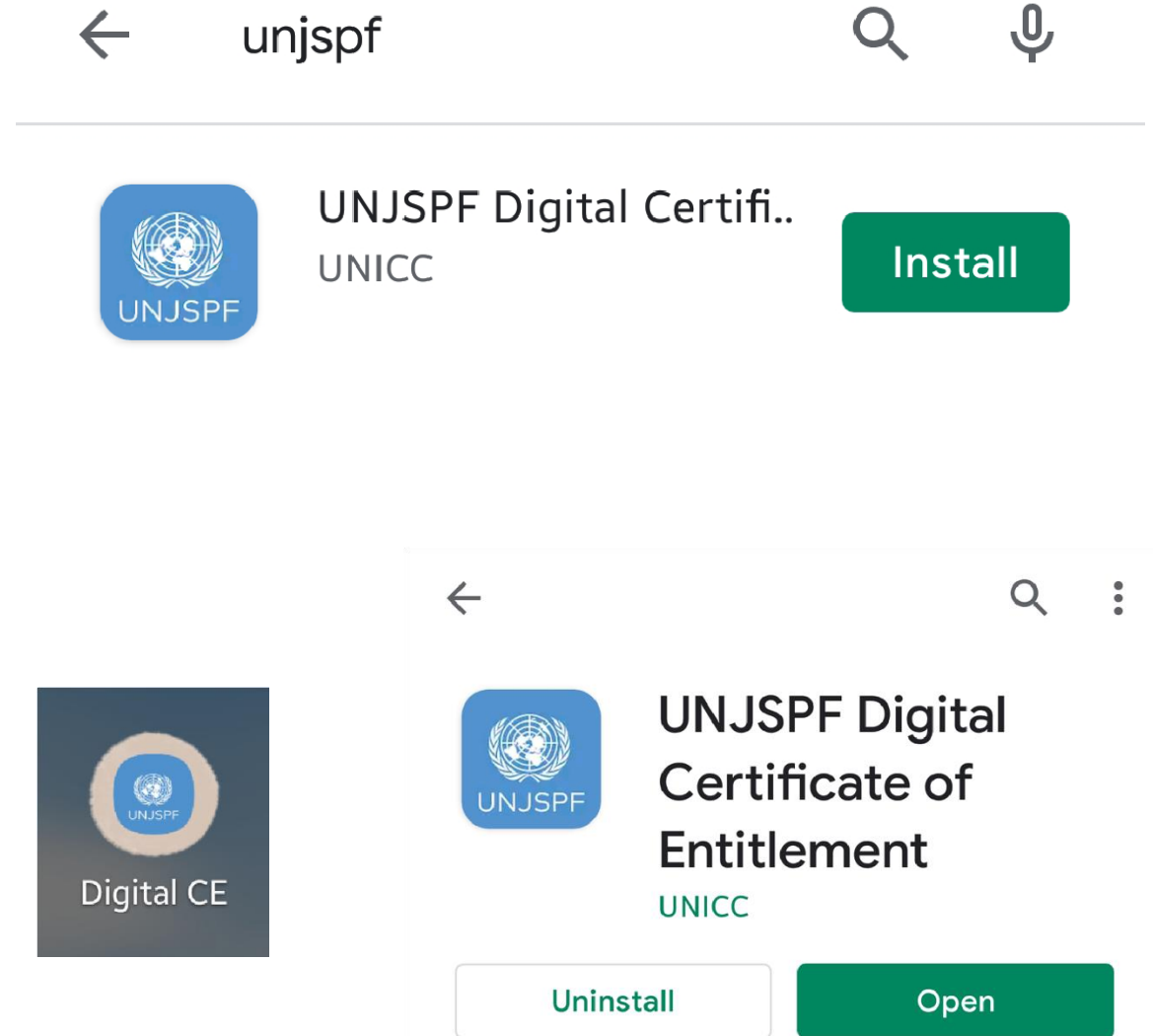
# DOWNLOADING THE APP

- ▶ What you will need:
  - Your smartphone/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.



# ENROLMENT PROCESS

► What you will need:

- Your smartphone/tablet
- A government-issued ID
- Your UNJSPF Unique Identification Number (UID)\*

1. Open the UNJSPF Digital Certificate of Entitlement App that you downloaded from your App Store (iOS) or Google Play Store (Android).
2. Insert the Invitation Code if you have it. In case you don't have an Invitation Code, please request it by clicking on "Request Code".

\*Please send an email to [requestUIDonly@unjspf.org](mailto:requestUIDonly@unjspf.org) in case you don't know your UID



3. If you need to request an Invitation Code, please fill the form with your email, UNJSPF Unique Identification Number (UID) and date of birth. Please keep in mind that the email you provide will be used for future communications related to the Digital Certificate of Entitlement and to log in.

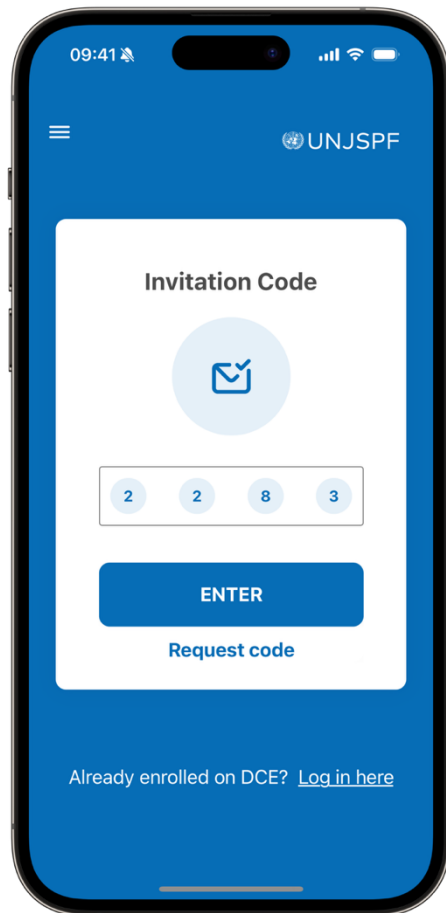
The image displays three sequential screens of the UNJSPF mobile application, all featuring a blue header with the UNJSPF logo and a back arrow. The status bar at the top of each screen shows the time as 09:41 and various connectivity icons.

**Screen 1: Request invitation code**  
The screen contains a white card with the title "Request invitation code". Below the title, it says "Please fill in the form below to receive a one-time use Invitation Code to your email." and "All fields are mandatory." The form includes three input fields: "Email" (placeholder: "Your email address"), "UNJSPF Unique ID (UID)" (placeholder: "UNJSPF Unique ID (UID)"), and "Date of birth (dd/mm/yyyy)" (with sub-fields for DD, MM, and YYYY). A grey "REQUEST" button is at the bottom.

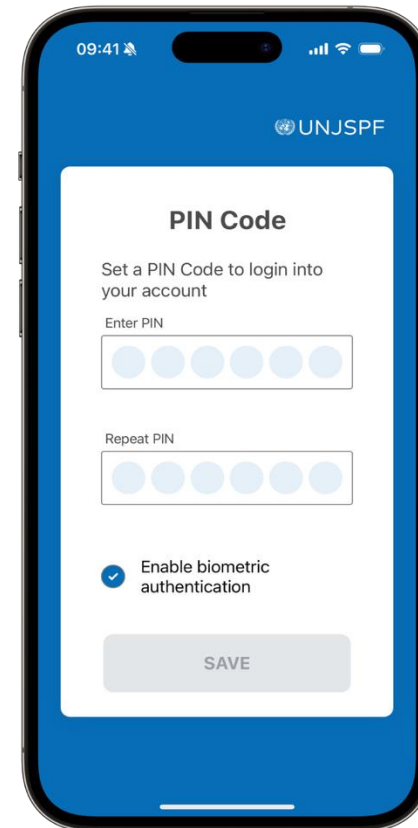
**Screen 2: Request invitation code**  
This screen shows the same form as Screen 1, but with the input fields filled: "alexander@email.com", "999999999", and "15/04/1979". The "REQUEST" button is now blue.

**Screen 3: Invitation Code**  
The screen shows a confirmation message with a green checkmark icon. The text reads "Invitation Code" and "An invitation code was sent to: al\*\*\*\*\*@email.com". A blue "CONTINUE" button is at the bottom.

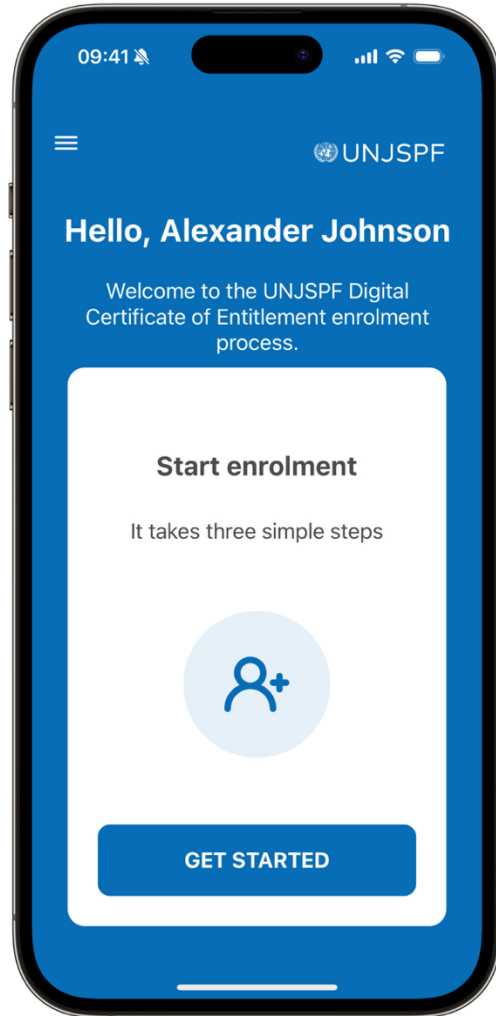
4. You will receive shortly after an Invitation Code in the email you have provided. Once you receive the Code, open the app again, insert the Invitation Code and click on “Enter”.



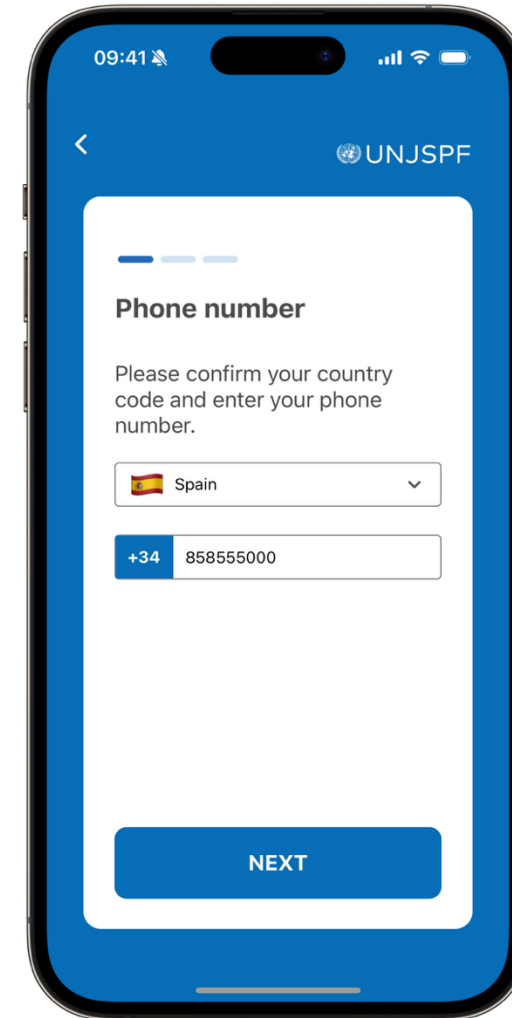
5. Create a 6-digit PIN Code. You will need this code in the future to log in the app, so keep it safe and make sure you remember it. Only numbers are accepted, and common combinations aren't allowed (ex: 123456).



6. You will now start your enrolment. Click on “Get Started”.

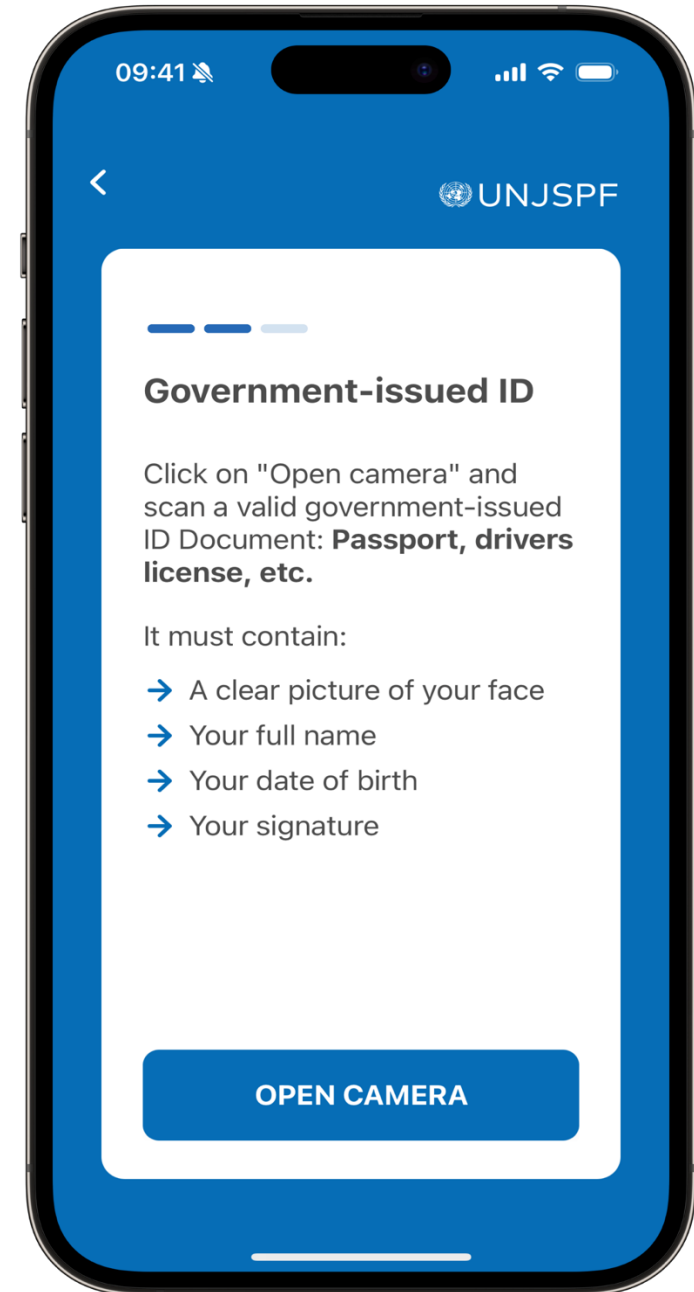


7. Enter your phone number. Please make sure to select your country from the drop-down list. Click on “Next”.

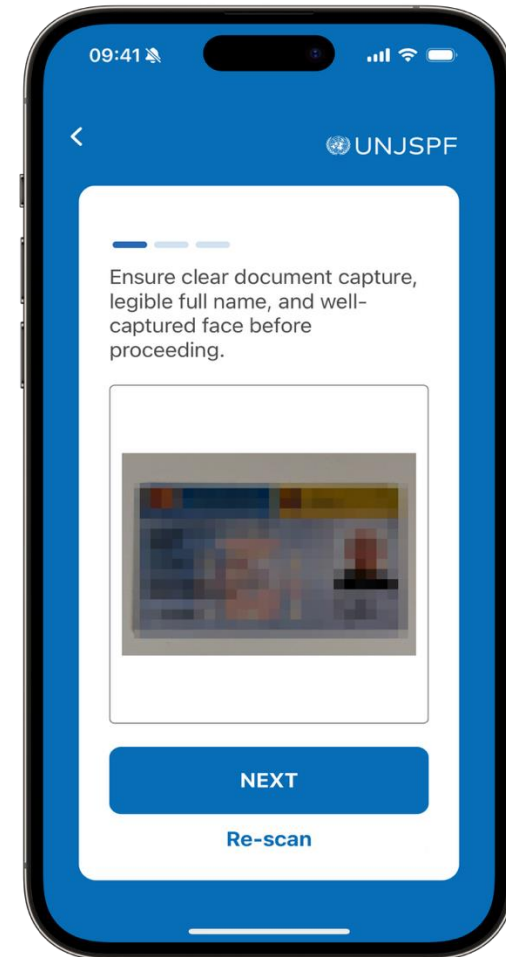
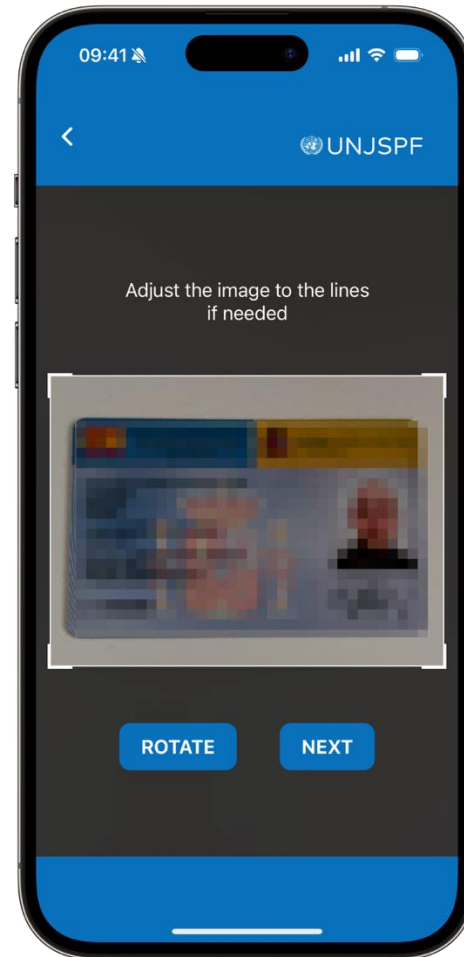
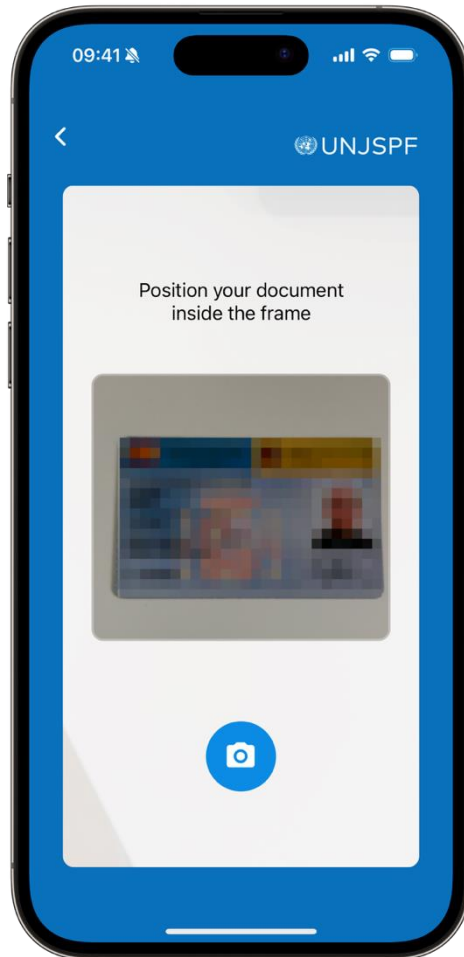




8. Have an ID document with a clear picture of your face and full name at hand. It must be a valid, government-issued picture ID document that includes your full name, date of birth, issuance and expiry dates, issuing authority, and your scripted signature. Standard acceptable ID documents are national passport, national ID card, national driver's license. Once you have read the instructions, click on "Open Camera" to take the photo.



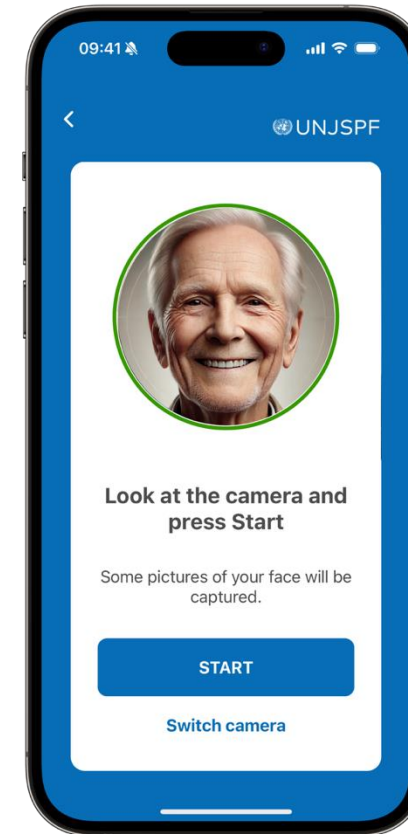
9. The app will now take a photo of your ID document. Please make sure your document is inside the frame. Once it is the case, click on “Next”. Rotate the photo if needed and click on “Next”. Check if the ID document is captured correctly and click on “Next”



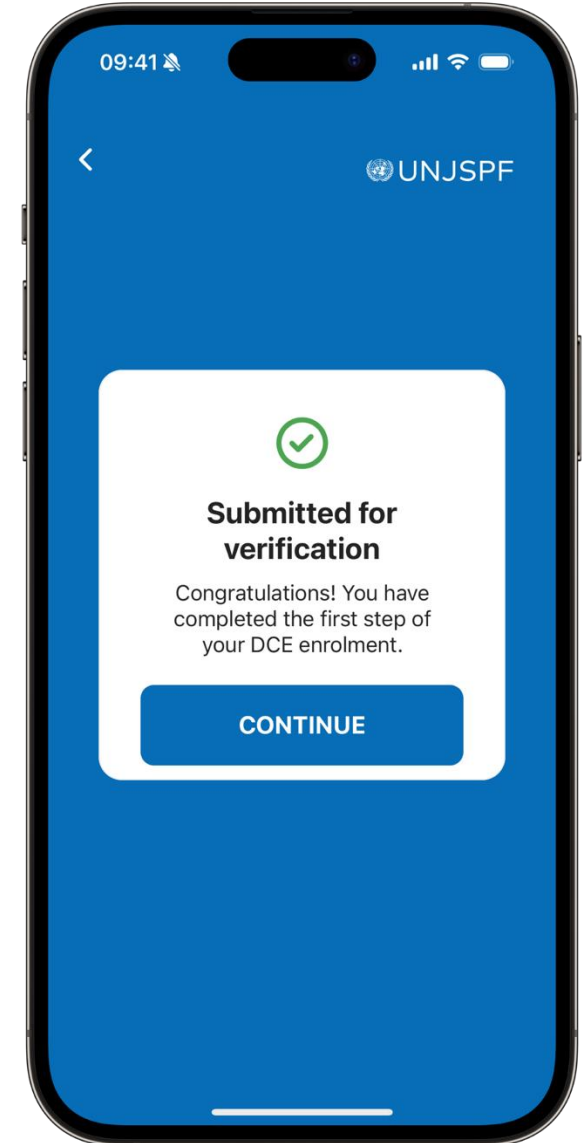
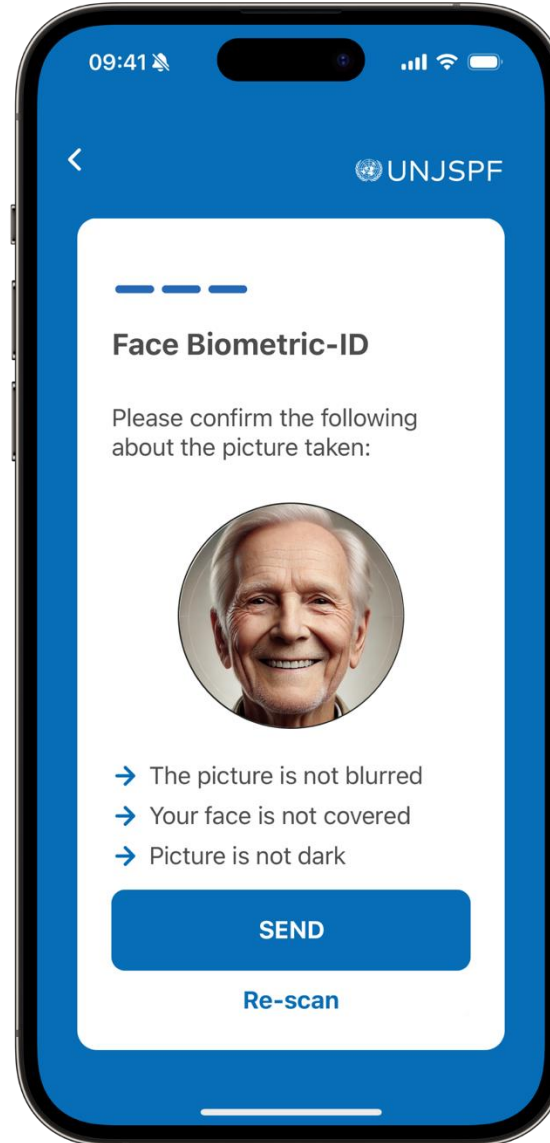
10. You will now take a picture of your face to create your biometric ID. Please click on “Open Camera”.



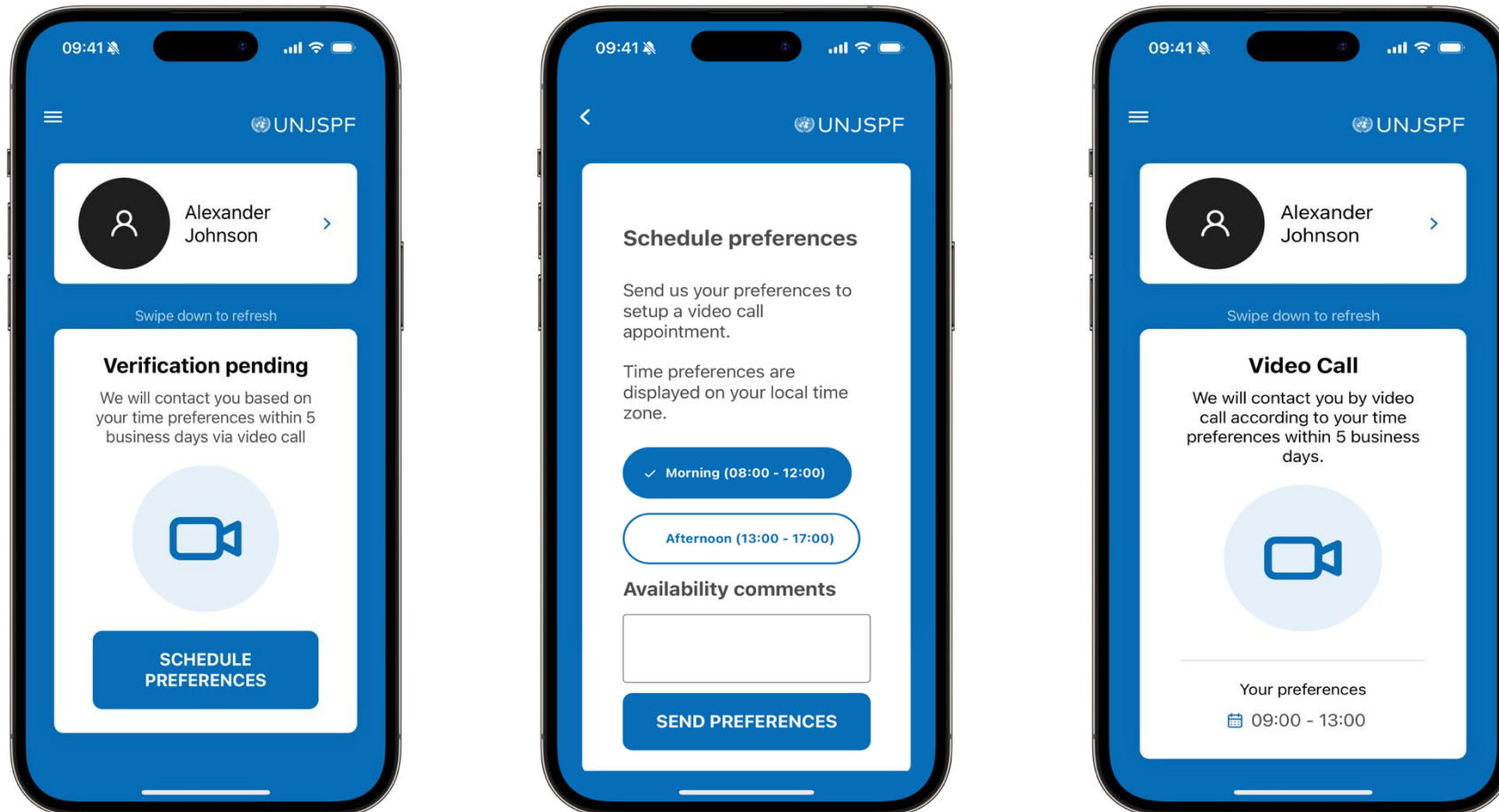
11. The app will automatically take pictures of your face. Please make sure you keep your face in the Center and click on start, follow the instructions as they appear on your screen. It will ask you to move your face around to complete the circle.



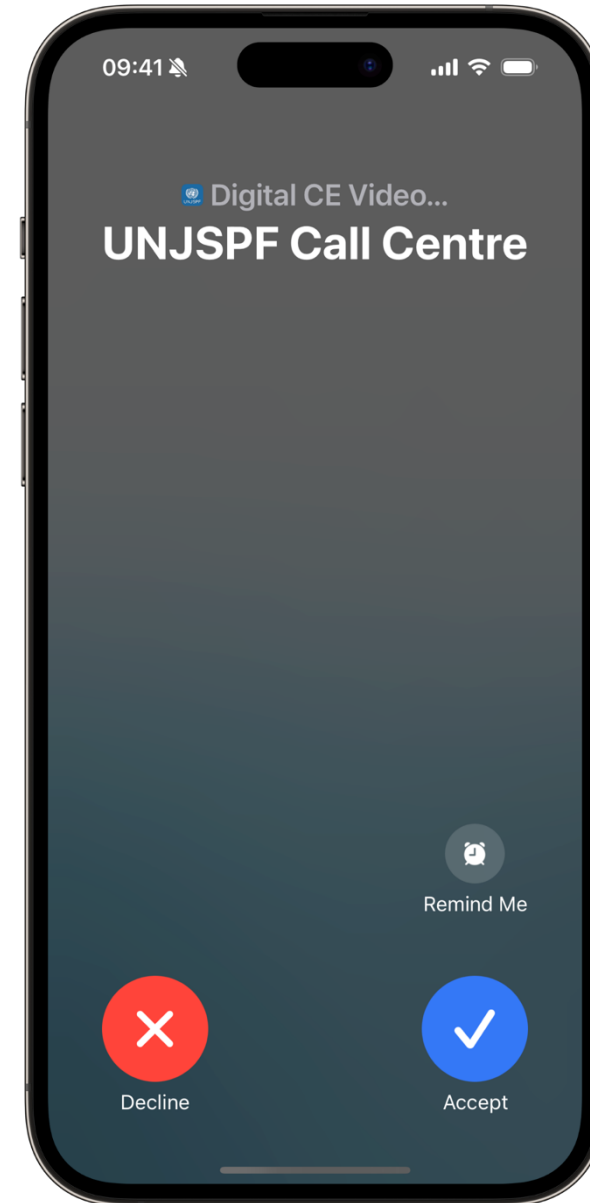
12. Check the picture to make sure it is as per the specifications and click on “Send” if you are satisfied. If the image is blurry, your face is covered, or you are not satisfied, click on “Re-Scan”. You will see a confirmation message that your enrolment has been submitted for verification



13. The next screen should tell you that your verification is pending. Click on “Schedule Preferences” to let the Fund know the best time to call you. You can add comments regarding your availability in the “Availability comments” box. Click on “Send preferences”.



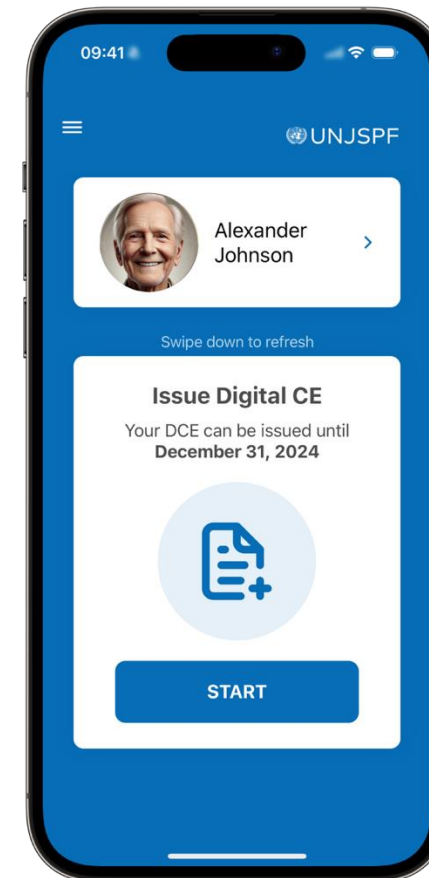
14. The Fund will call you within 5 business days to confirm your identity and guide you through issuing your Digital CE.



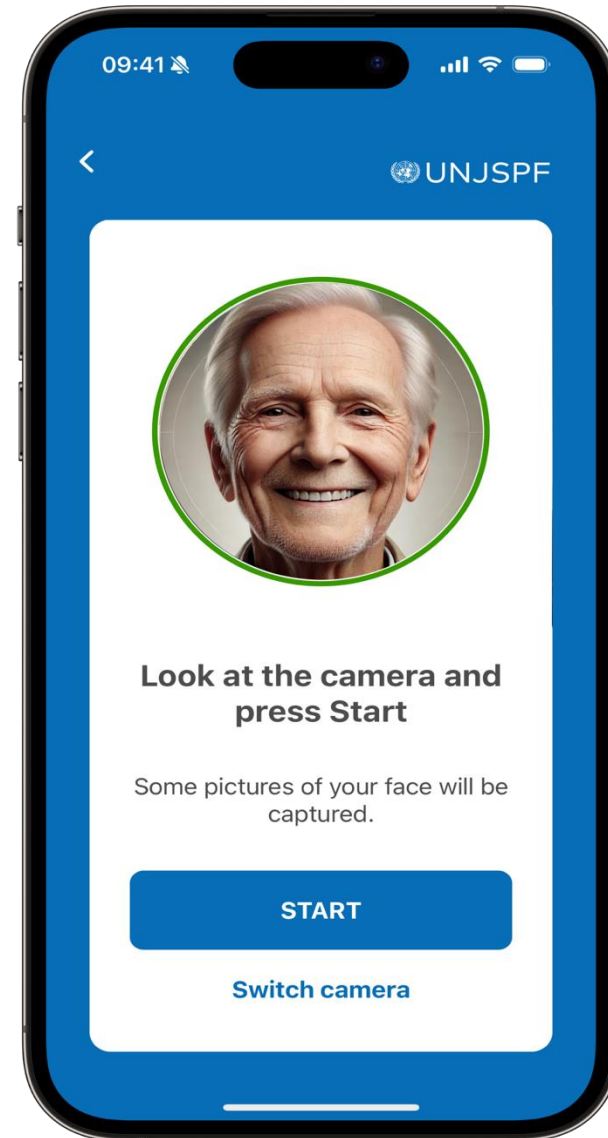
# ISSUING THE DIGITAL CERTIFICATE OF ENTITLEMENT

Every year, the app will notify you of when it is time to issue your Digital CE. You will be able to see the CE timeline when you open the app.

1. Once your enrolment process is complete, you will be able to issue your Digital Certificate of Entitlement (DCE). To issue your Digital CE, open the app and click on “Start”.



2. Click on “Start”. The app will automatically complete the scan of your face. Please keep your face in the center and follow the instructions of the app. It will ask you to move your face around to complete the circle



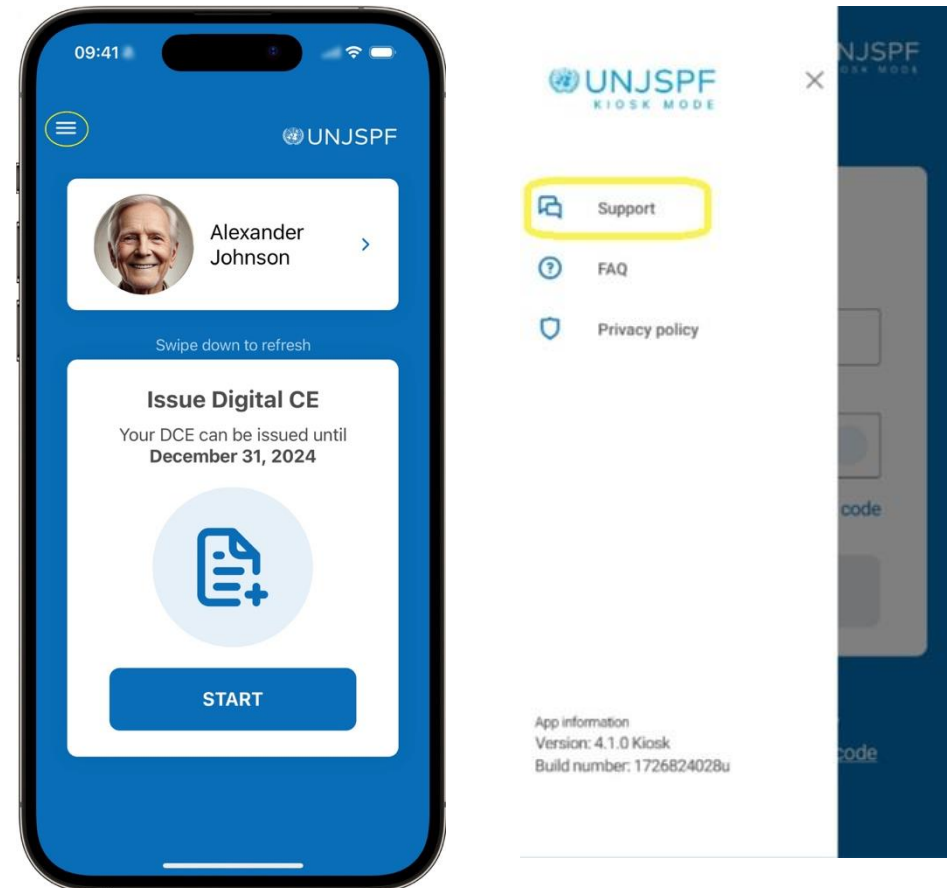


3. Once the app is done verifying your identity, your Digital CE will be sent to the Fund and to be processed. This might take a few minutes. You will see a confirmation message and you will also receive a confirmation email once it's issued.



# ASSISTANCE

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





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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.