



UNJSPF

United Nations Joint
Staff Pension Fund

Navigating the NEW UNJSPF Member Self Service [MSS]

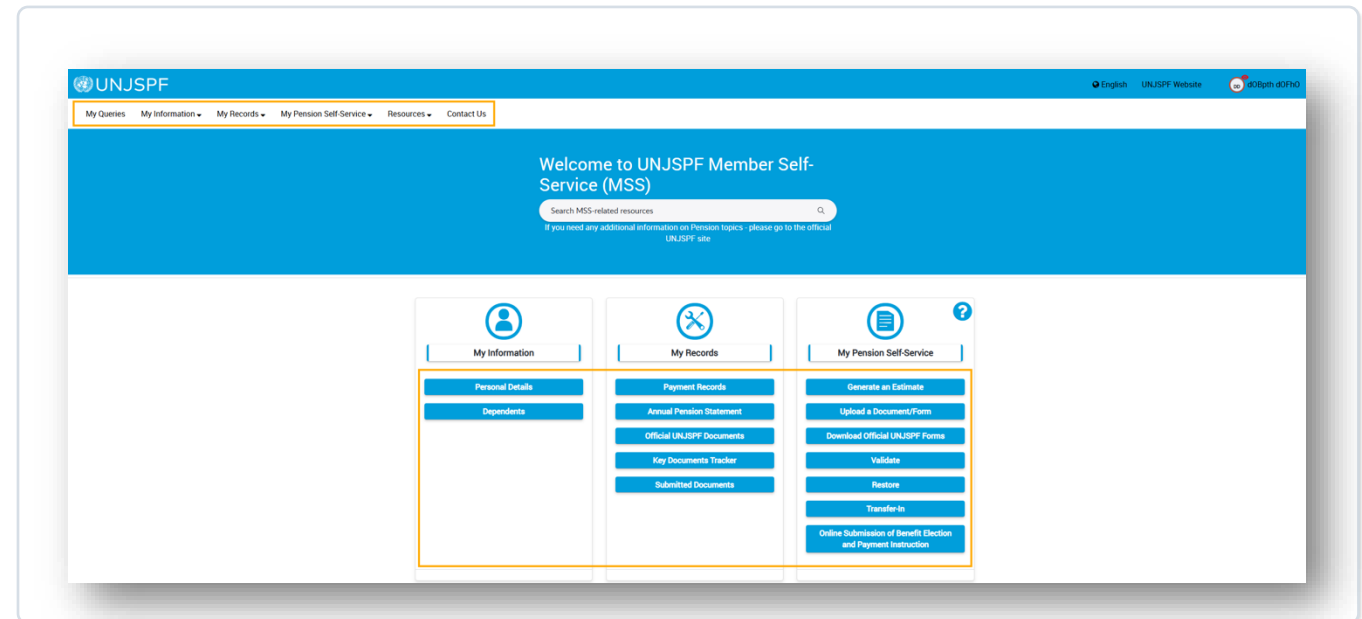
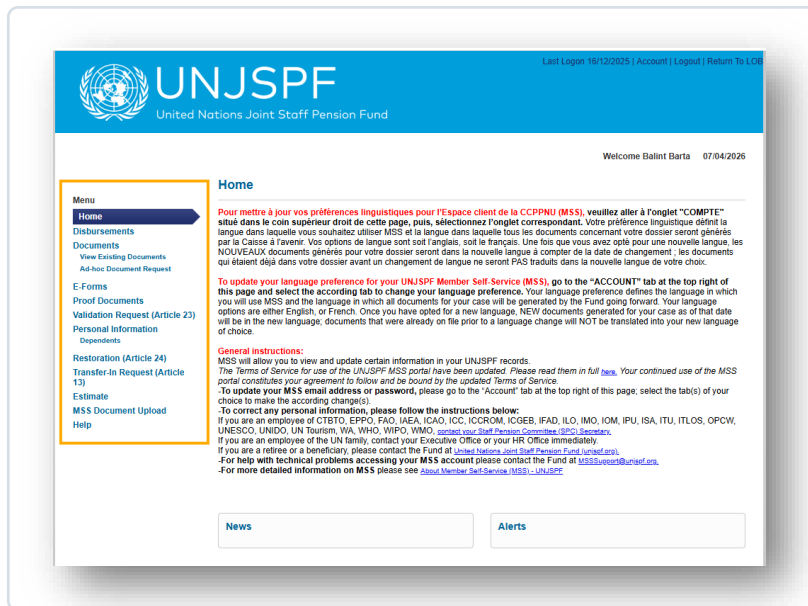
Participants User Guide

2026

- Old MSS vs new MSS: what has changed
- Home screen overview: landing pages
- What changed for participants
- Home screen overview: participant menu
- Personal details
- Dependents
- Payment records
- Annual Pension Statement
- Official UNJSPF documents
- Key documents tracker
- Submitted documents
- Generate an estimate
- Upload a document/form
- Download official UNJSPF forms
- Validate
- Restore
- Transfer-in
- Online submission of benefit election and payment instruction
- Help Icon (?)
- My queries, resources & contact us drop down menu

Old MSS vs new MSS: what has changed

The new MSS emphasizes accessibility and efficiency, with a layout designed for intuitive use and improved visibility of key features.

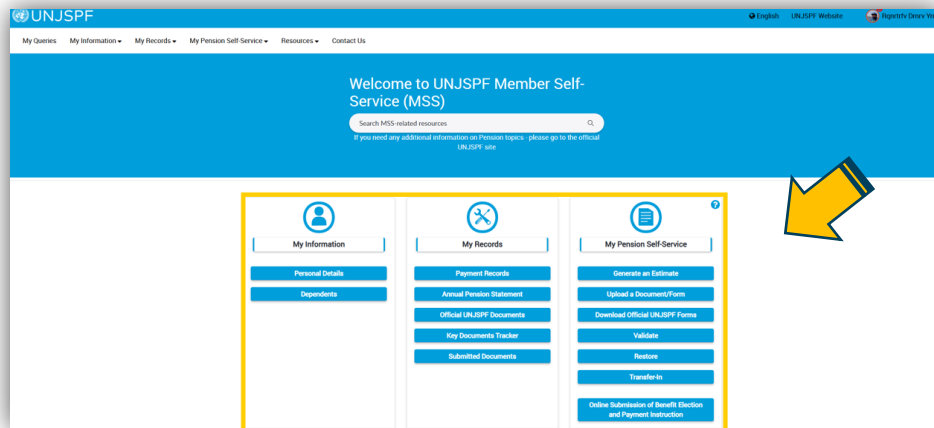


Menu items are now grouped into a top drop-down menu bar and landing page tiles, providing quicker access to frequently used tools. You will reach the same destination from both menus.

Home screen overview: landing pages

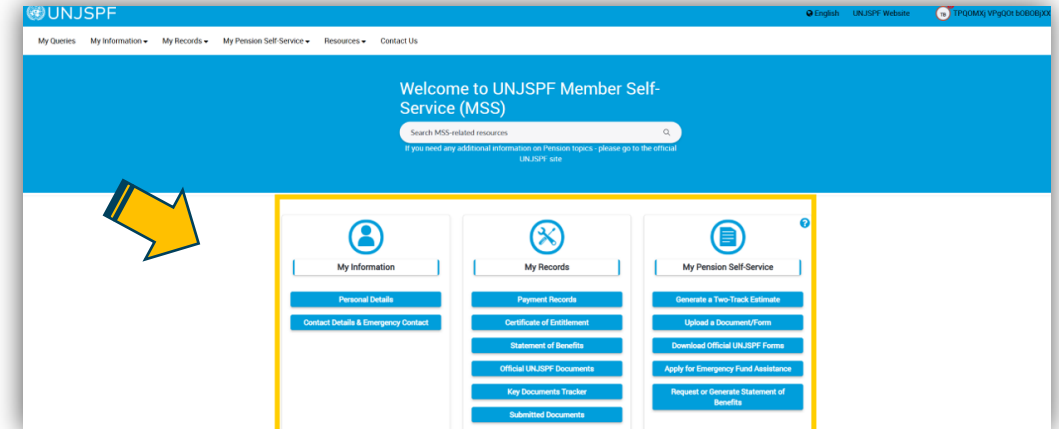
The new MSS home page is personalized. The options available after login depend on one's profile:

1. Participant profile:



Participants have access to self-service options and information, including personal and dependent information, payment records, Annual Pension Statements, official UNJSPF documents, document tracking, submitted documents, estimate generation, document uploads, validation, restoration, transfer-in, and online submission of benefit election and payment instructions.

2. Retiree/Beneficiary profile:

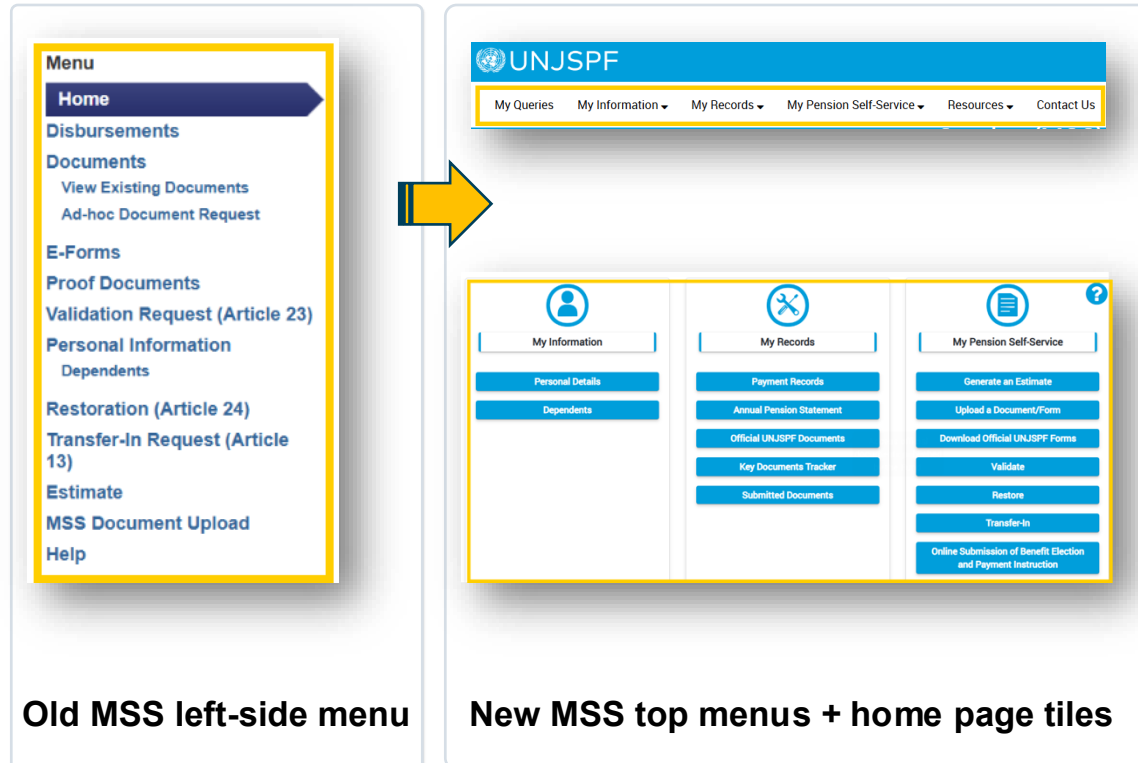


Retiree/Beneficiaries have access to self-service options and information, including personal details, personal and emergency contacts, payment records, certificate of entitlement, statement of benefit, official UNJSPF documents, tracking of key documents, submitted documents, generation of two-track estimates, uploading documents or forms, downloading official UNJSPF forms, applying for Emergency Fund Assistance, and requesting or generating statements of benefits.

This user guide is for the Participant profile.

What changed for participants

The new MSS keeps all existing services, but several menus, locations, and guidance points have changed. In addition, the new MSS offers new self-service functionalities.



Old MSS left-side menu

- Menu
 - Home
 - Disbursements
 - Documents
 - View Existing Documents
 - Ad-hoc Document Request
 - E-Forms
 - Proof Documents
 - Validation Request (Article 23)
 - Personal Information
 - Dependents
 - Restoration (Article 24)
 - Transfer-In Request (Article 13)
 - Estimate
 - MSS Document Upload
 - Help

New MSS top menus + home page tiles

UNJSPF

- My Queries
- My Information
- My Records
- My Pension Self-Service
- Resources
- Contact Us

My Information	My Records	My Pension Self-Service
Personal Details	Payment Records	Generate an Estimate
Dependents	Annual Pension Statement	Upload a Document/Form
	Official UNJSPF Documents	Download Official UNJSPF Forms
	Key Documents Tracker	Validate
	Submitted Documents	Restore
		Transfer-In
		Online Submission of Benefit Election and Payment Instruction

Rebranded

- Disbursement → Payment Records
- Documents - rebranded into two categories:
 - View Existing Documents → Official UNJSPF Documents
 - View Existing Documents → Annual Pension Statement
- E-Forms → Download Official UNJSPF Forms
- Proof Documents → Key Documents Tracker
- Validation Request → Validate
- Personal Information → Personal Details
 - Dependents → Dependents
- Restoration Request → Restore
- Transfer-In Request → Transfer-In
- Estimate → Generate an Estimate
- MSS Document Upload → Upload a Document/Form
 - Outbox → Submitted Documents
- Help → ? Icon

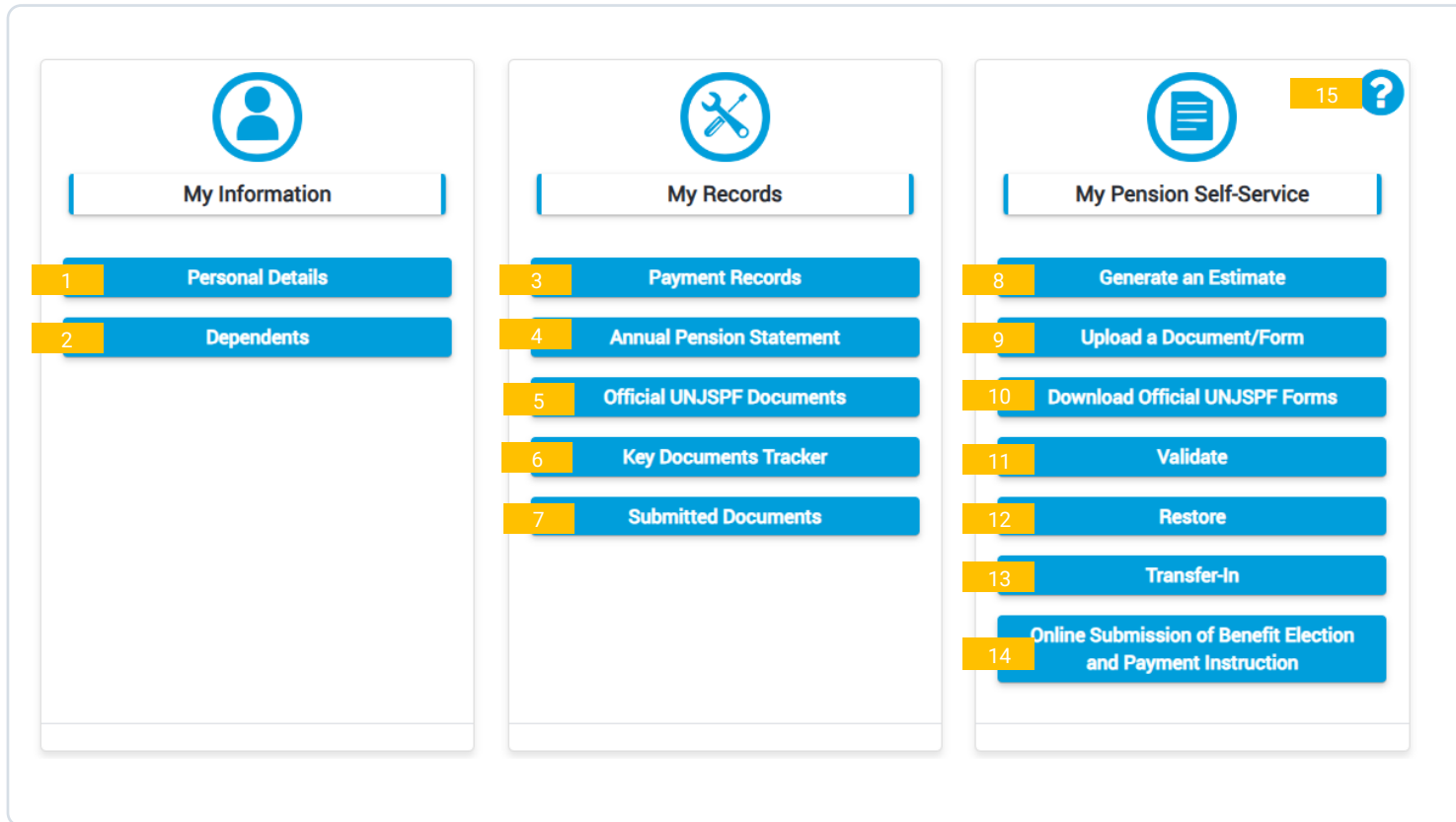
Removed

- Ad-hoc Document Request was removed as is not a feature for participants.

New

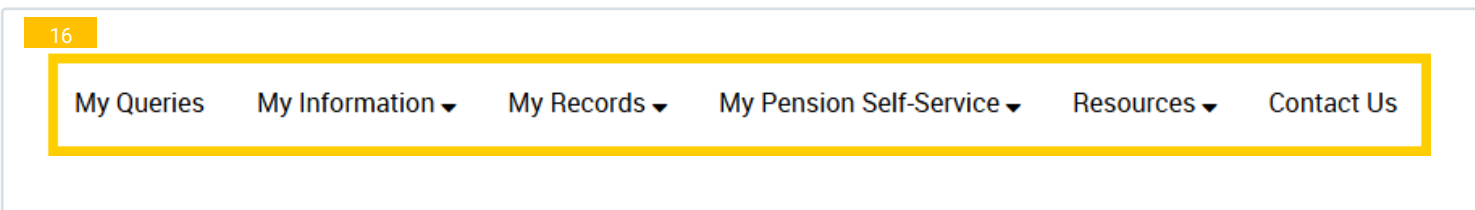
- Online Submission of Benefit Election and Payment Instruction.

Home screen overview: participant menu



The screenshot shows a participant menu with three main sections:

- My Information** (Icon: Person)
 - 1. Personal Details
 - 2. Dependents
- My Records** (Icon: Wrench and Screwdriver)
 - 3. Payment Records
 - 4. Annual Pension Statement
 - 5. Official UNJSPF Documents
 - 6. Key Documents Tracker
 - 7. Submitted Documents
- My Pension Self-Service** (Icon: Document with Checkmark, with a '15' and '?' icon)
 - 8. Generate an Estimate
 - 9. Upload a Document/Form
 - 10. Download Official UNJSPF Forms
 - 11. Validate
 - 12. Restore
 - 13. Transfer-In
 - 14. Online Submission of Benefit Election and Payment Instruction



The navigation bar contains the following items:

- 16. My Queries
- My Information ▾
- My Records ▾
- My Pension Self-Service ▾
- Resources ▾
- Contact Us

My Information

1. Personal Details
2. Dependents

My Records

3. Payment Records
4. Annual Pension Statement
5. Official UNJSPF Documents
6. Key Documents Tracker
7. Submitted Documents

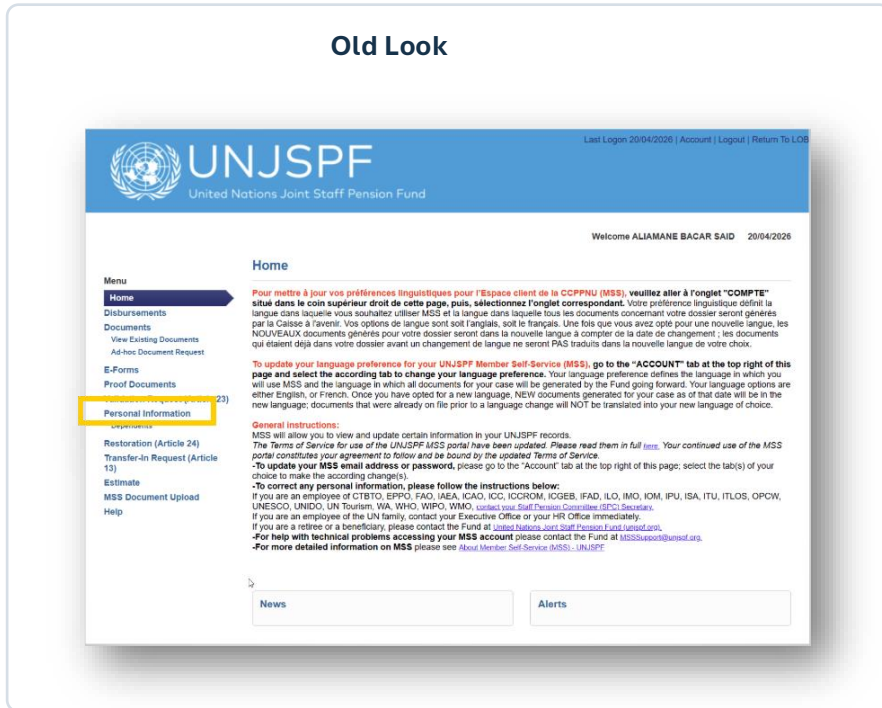
My Pension Self-Service

8. Generate an Estimate
9. Upload a Document/Form
10. Download Official UNJSPF Forms
11. Validate
12. Restore
13. Transfer-In
14. Online Submission of Benefit Election and Payment Instruction
15. Help Icon (?)
16. Drop down menus

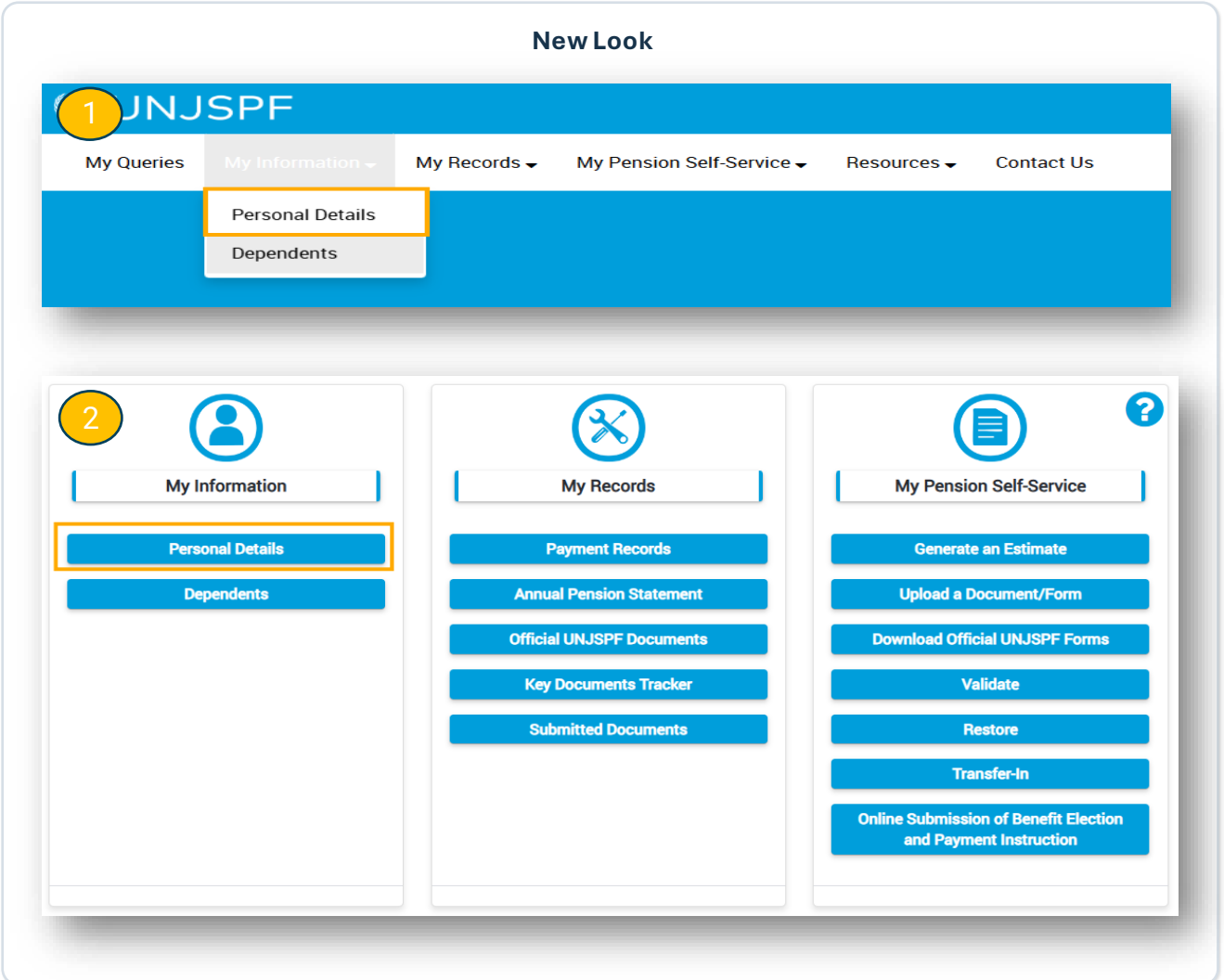
1. PERSONAL DETAILS

Use it to

Review your personal details as reported to the Fund by your employer and recorded in your UNJSPF records.



Old Look



New Look

Former MSS

Previously labeled Personal Information

Find it here

1. Drop Down Menu: My Information > Personal Details, or
2. Home Page: Select the Personal Details tile.

2. DEPENDENTS

Use it to

View the dependents details as reported to the Fund by your employer and recorded in your UNJSPF records.

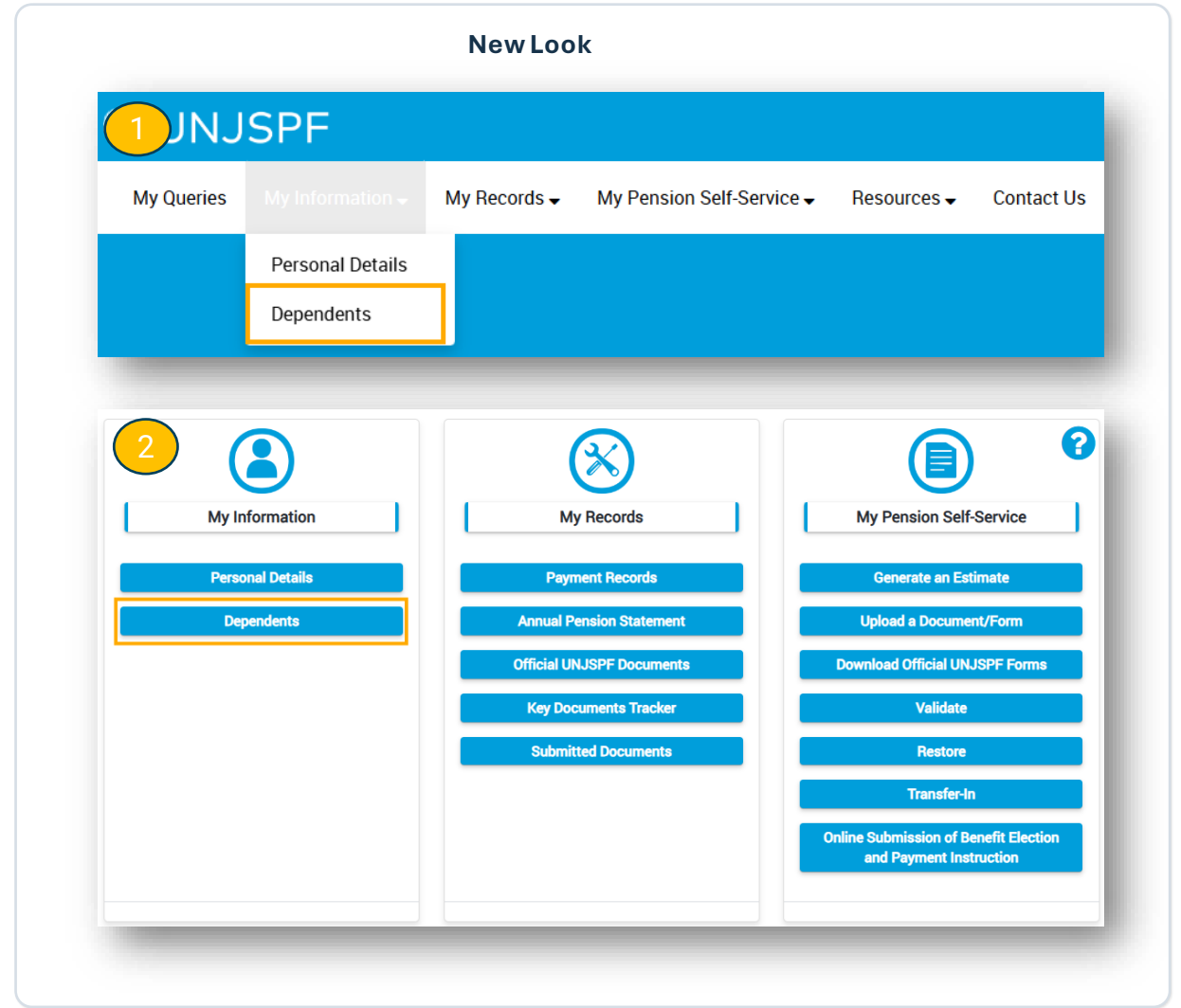


Former MSS

Previously located under Personal Information Sub Menu

Find it here in current MSS

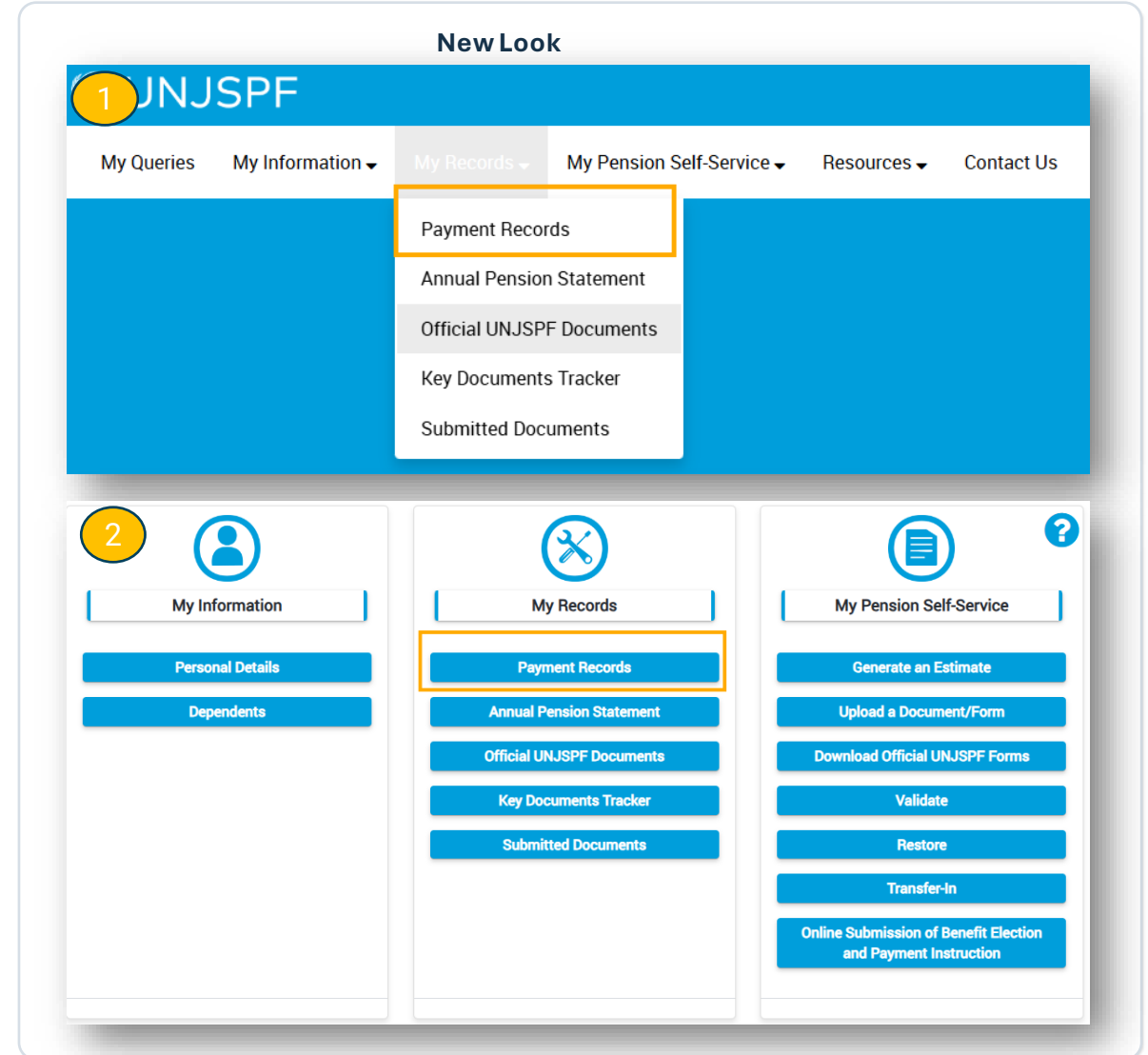
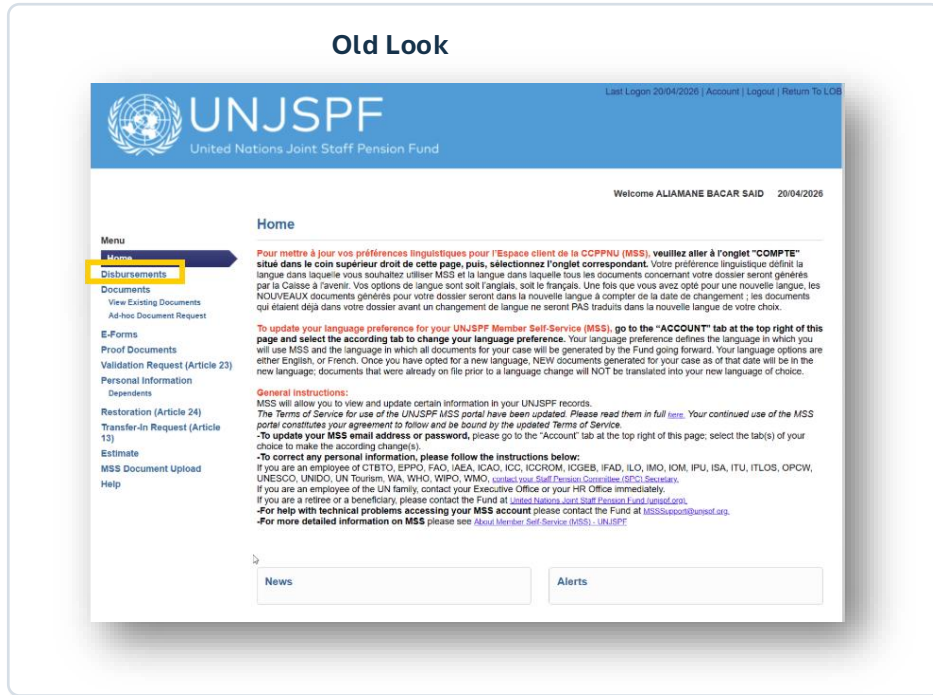
1. Drop Down Menu: My Information → Dependents or
2. Home Page: Select the Dependents tile.



3. PAYMENT RECORDS

Use it to

View records of pension-related disbursements and payments.



Former MSS

Previously labeled Disbursement, rebranded to Payment Records.

Find it here

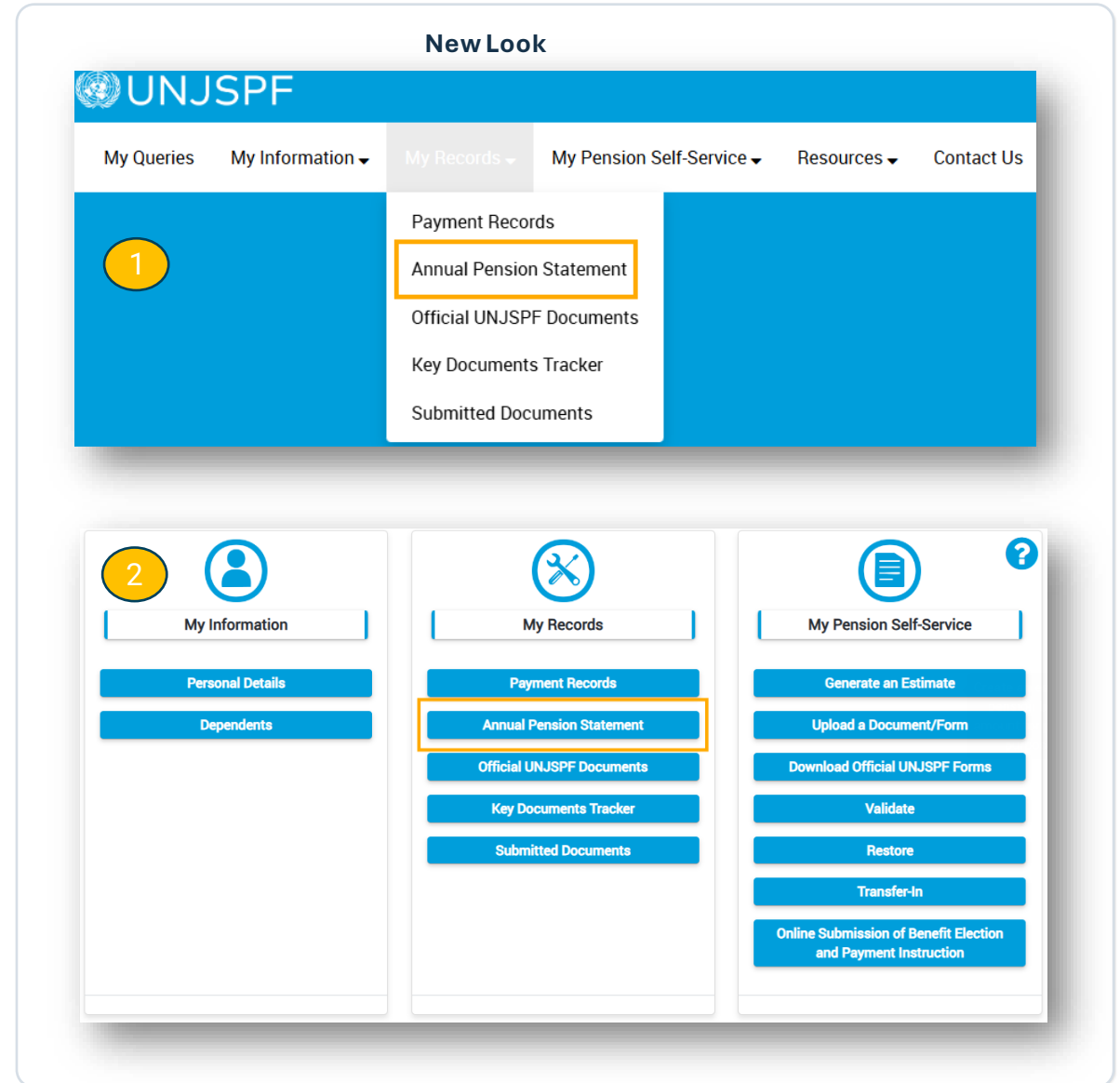
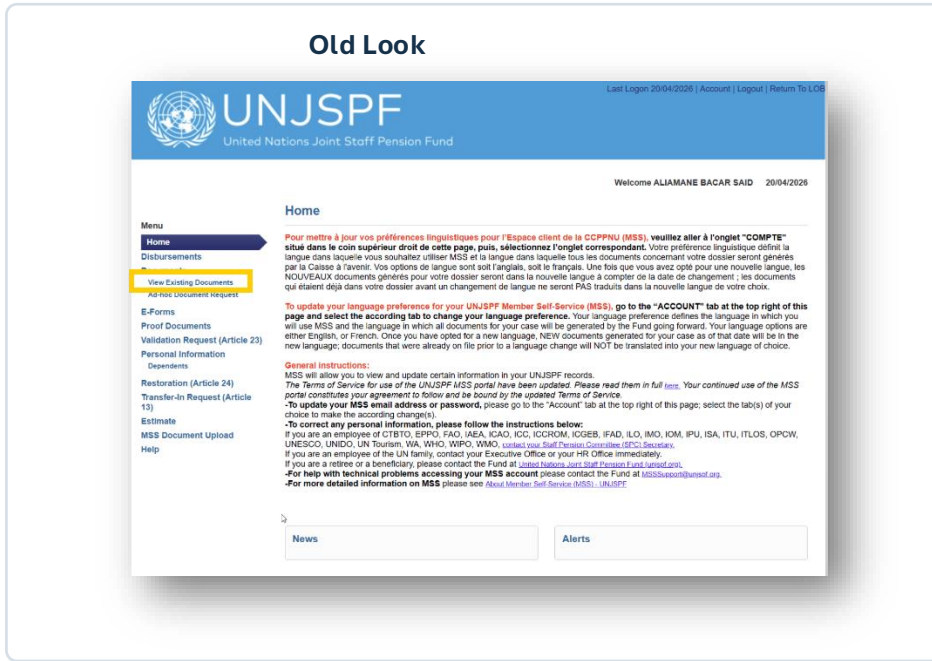
1. Drop Down Menu: My Records → Payment Records or

2. Home Page: Select the Payment Records tile.

4. ANNUAL PENSION STATEMENT

Use it to

View and download your available Annual Pension Statements.



Former MSS

Previously accessed via View Existing Documents Menu.
Rebranded to Annual Pension Statement.

Improved Feature

Now contains a filtered list of previously generated Annual Pension Statements.

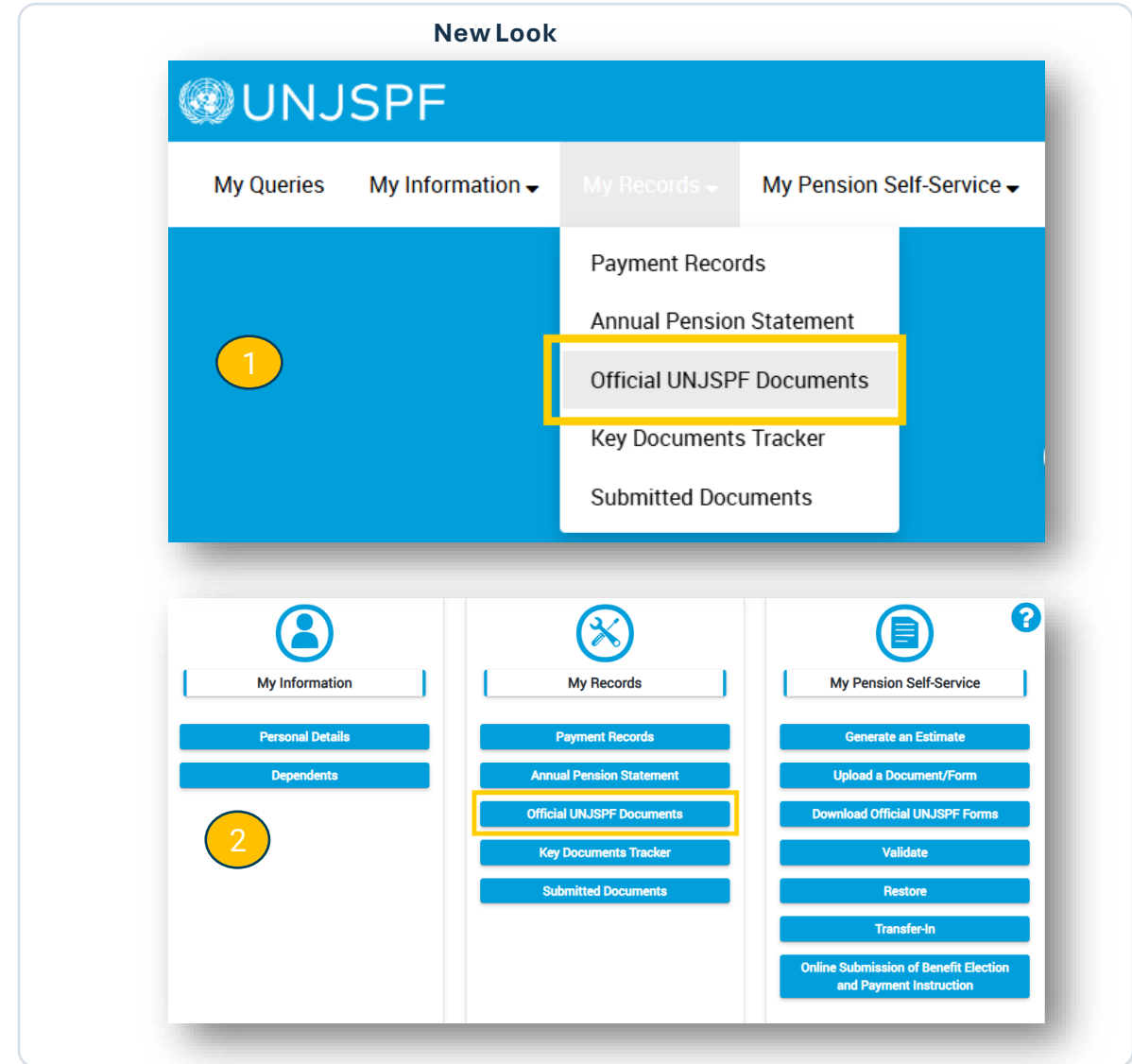
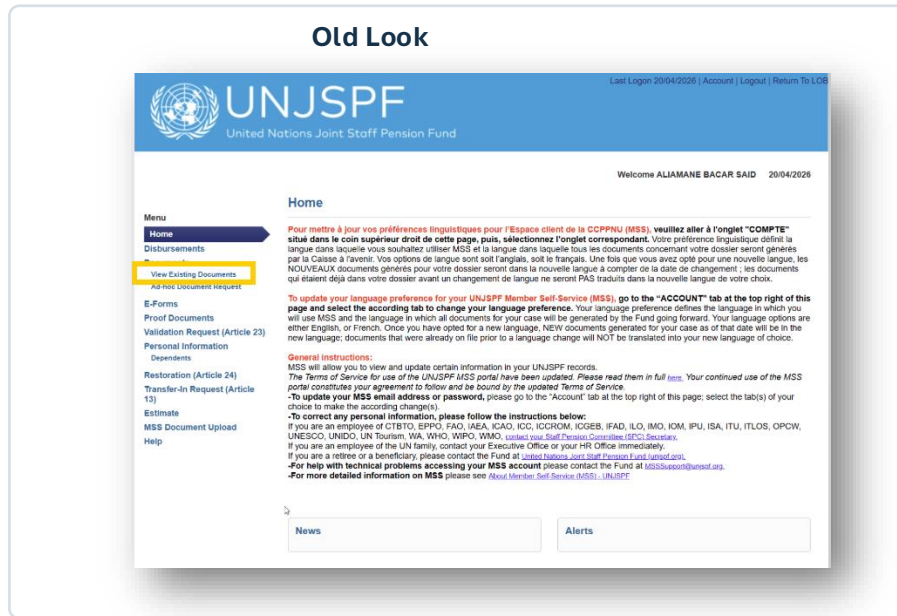
Find it here

1. **Drop Down Menu:** My Records → Annual Pension Statement or
2. **Home Page:** Select the Annual Pension Statement tile.

5. OFFICIAL UNJSPF DOCUMENTS

Use it to

Access documents stored in your UNJSPF records that were issued or received by the Fund.



Former MSS

Previously accessed via View Existing Documents Menu. Rebranded to Official UNJSPF Documents.

Improved Feature

Now includes official letters, statements and documents generated by the Fund for you, as well as forms and documents received by the Fund and scanned to file (i.e. Filled A/2 Forms). Contains all documents.

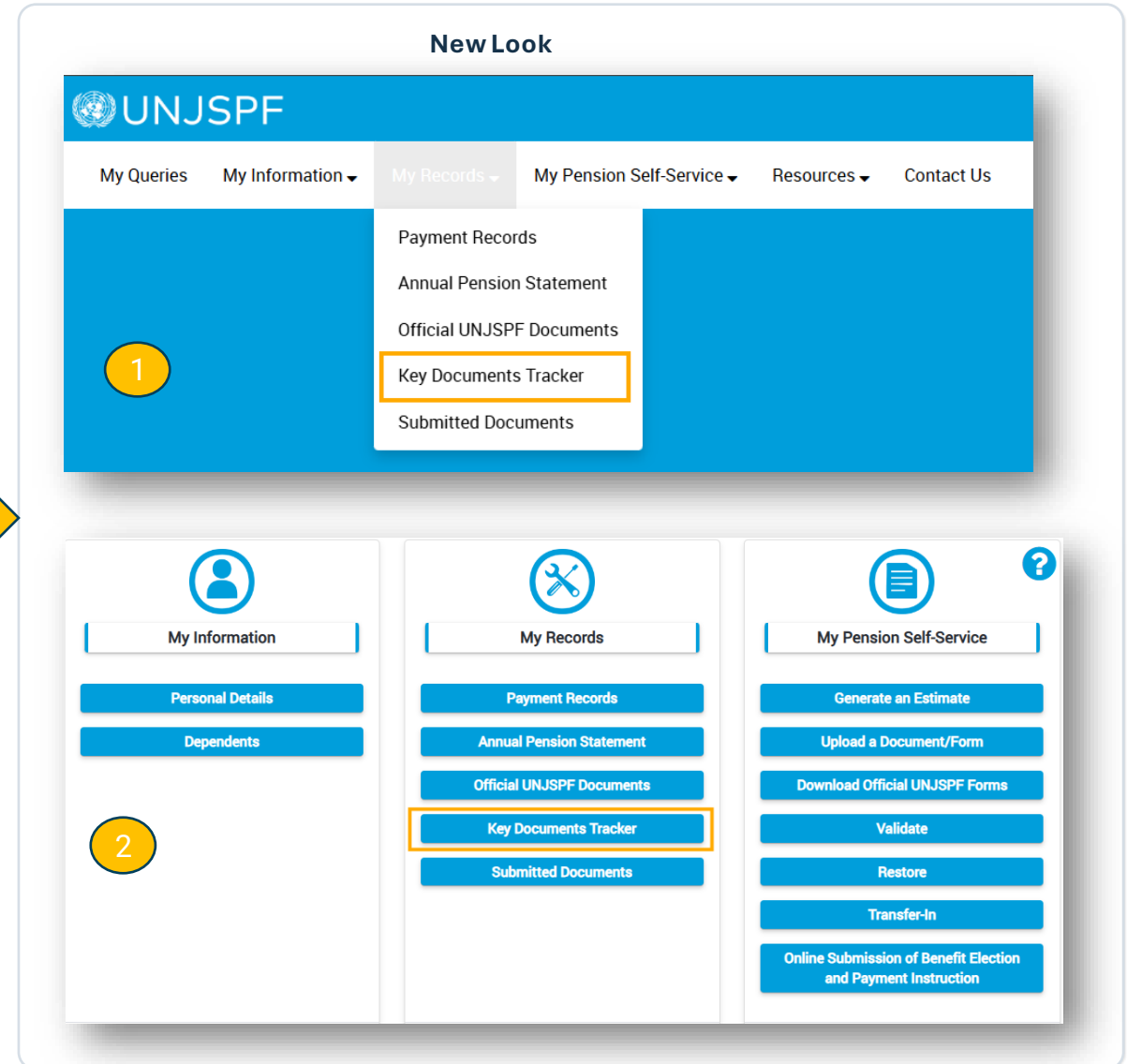
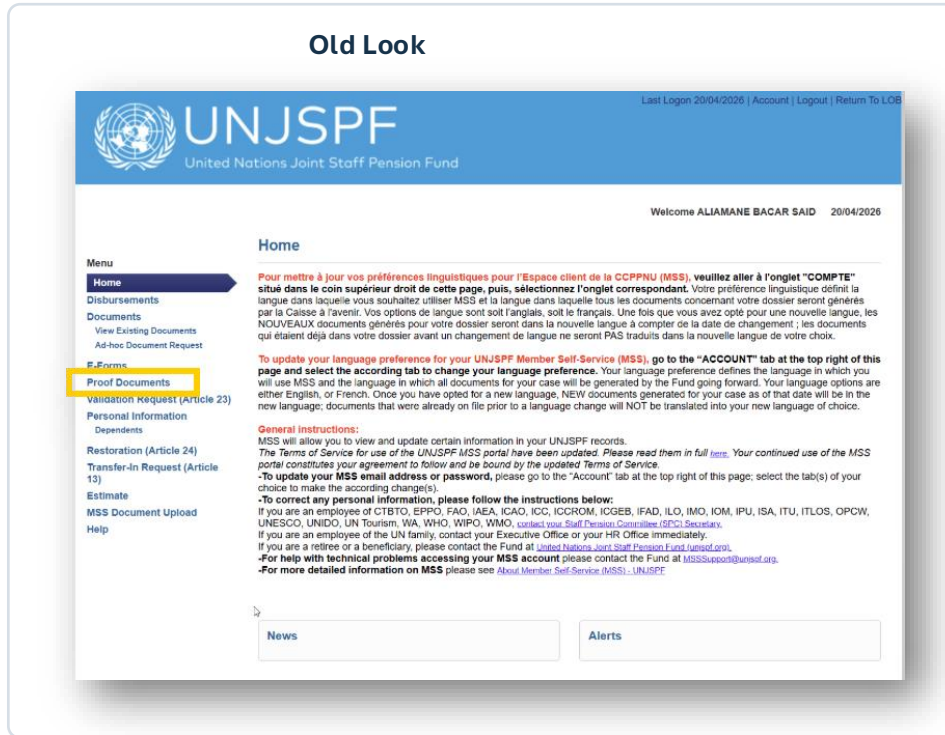
Find it here

1. **Drop Down Menu:** My Records → Official UNJSPF Documents or
2. **Home Page:** Select the Official UNJSPF Documents tile.

6. KEY DOCUMENTS TRACKER

Use it to

Track the status of receipt by the Fund of key documents required for the processing of your benefit.



Former MSS

Previously labeled Proof Documents.

Improved Feature

Now includes new pension forms introduced with the new MSS Portal.

Find it here

1. **Drop Down Menu:** My Records → Key Documents Tracker or
2. **Home Page:** Select the Key Documents Tracker tile.

7. SUBMITTED DOCUMENTS

Use it to

View all documents you successfully uploaded and submitted to the Fund through your MSS portal.



Old Look

UNJSPF
United Nations Joint Staff Pension Fund

Welcome Aliamane Bacar Said 20/04/2026

Menu
Home
Disbursements
Documents
View Existing Documents
Ad-hoc Document Request
E-Forms
Proof Documents
MSS Document Upload
Personal Information
Dependents
Validation Request (Article 23)
Restoration (Article 24)
Transfer-In Request
Estimate
Online Submission
Online Submission of Benefit Election and Payment Instruction
Help

Outbox

Date	Subject	Message
18/03/2026 01:00 PM	Document Submission	
20/02/2026 09:55 AM	Document Submission	
17/02/2026 03:43 PM	Document Submission	
17/02/2026 05:04 AM	Document Submission	
17/02/2026 05:03 AM	Document Submission	
16/02/2026 09:38 AM	Document Submission	
11/02/2026 08:00 AM	Document Submission	
16/01/2026 09:10 AM	Document Submission	
04/12/2020 11:10 PM	Document Submission	Passports Ilyan and Noor Bacar Said

Showing Records 1 - 10 of 27

New Look

UNJSPF

My Queries My Information My Records My Pension Self-Service Resources Contact Us

Payment Records
Annual Pension Statement
Official UNJSPF Documents
Key Documents Tracker
Submitted Documents

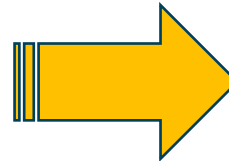
My Information
Personal Details
Dependents

My Records
Payment Records
Annual Pension Statement
Official UNJSPF Documents
Key Documents Tracker
Submitted Documents

My Pension Self-Service
Generate an Estimate
Upload a Document/Form
Download Official UNJSPF Forms
Validate
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Online Submission of Benefit Election and Payment Instruction

Former MSS

Previously labeled Outbox under the MSS upload Menu.



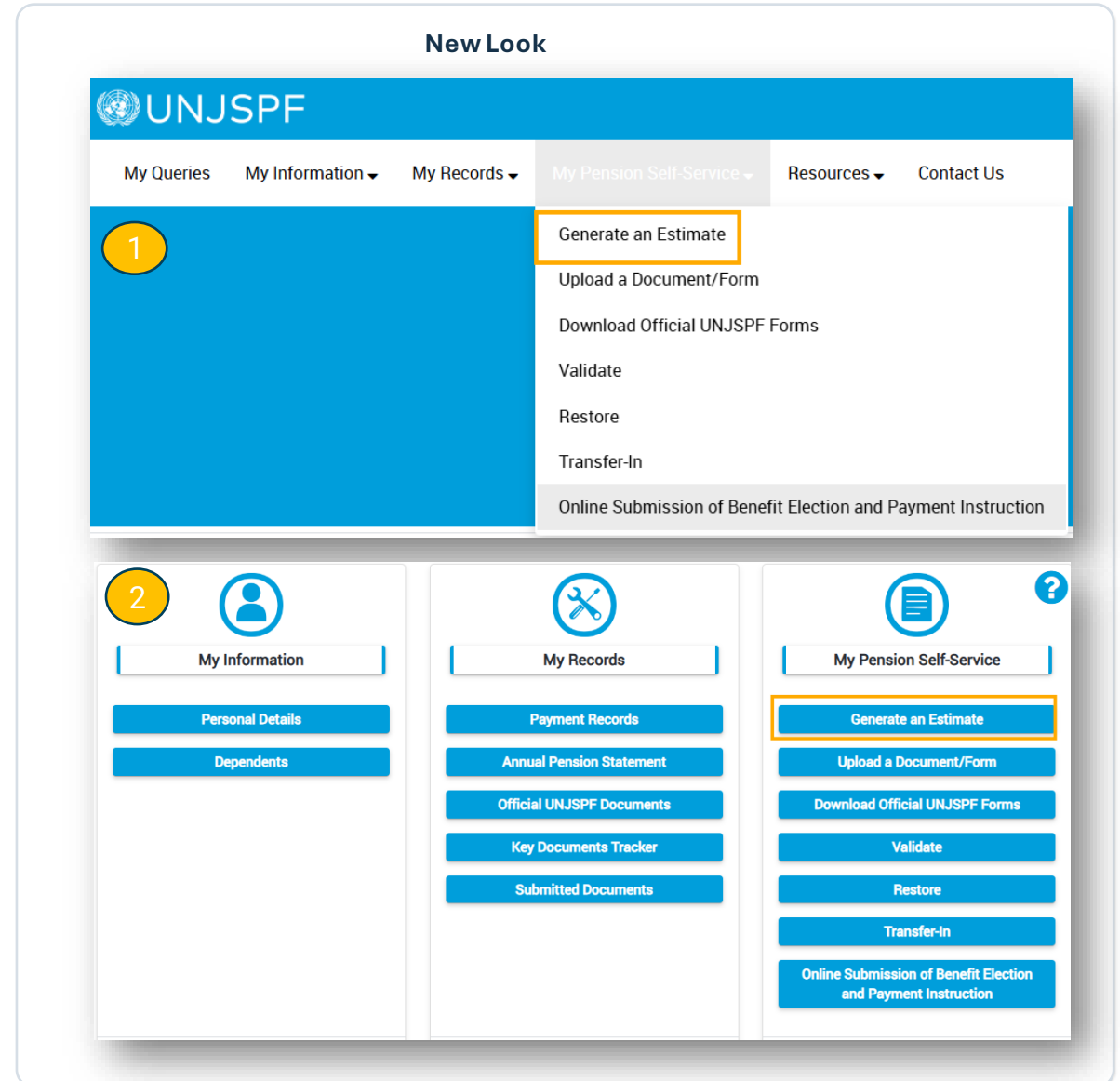
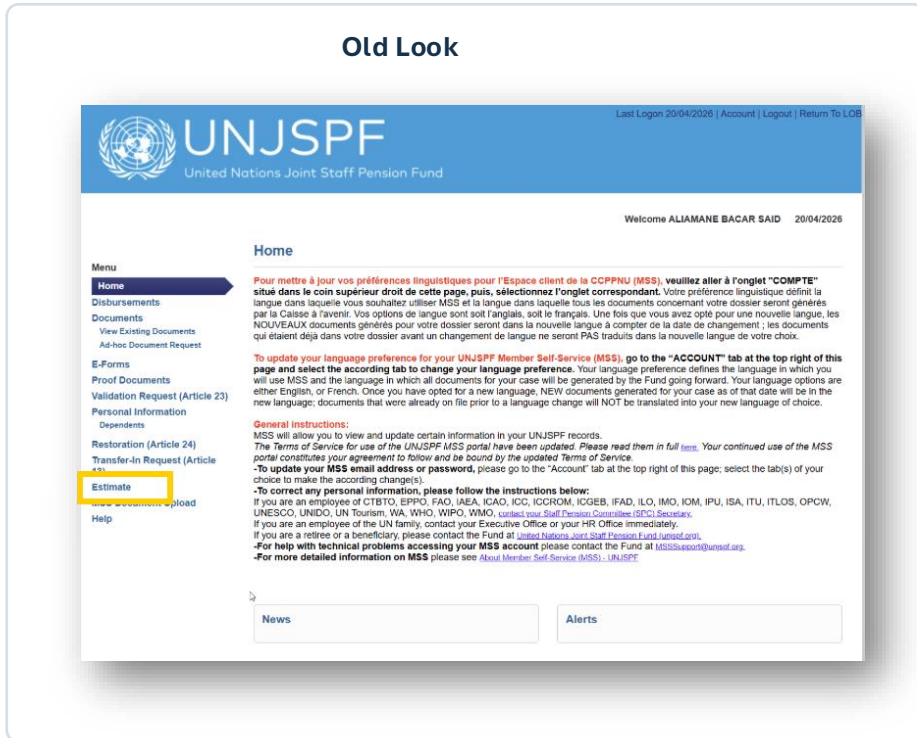
Find it here

1. **Drop Down Menu:** My Records → Submitted Documents or
2. **Home Page:** Select the Submitted Documents tile.

8. GENERATE AN ESTIMATE

Use it to

Generate an unaudited pension estimate for planning purposes.



Former MSS

Previously labeled Estimate.

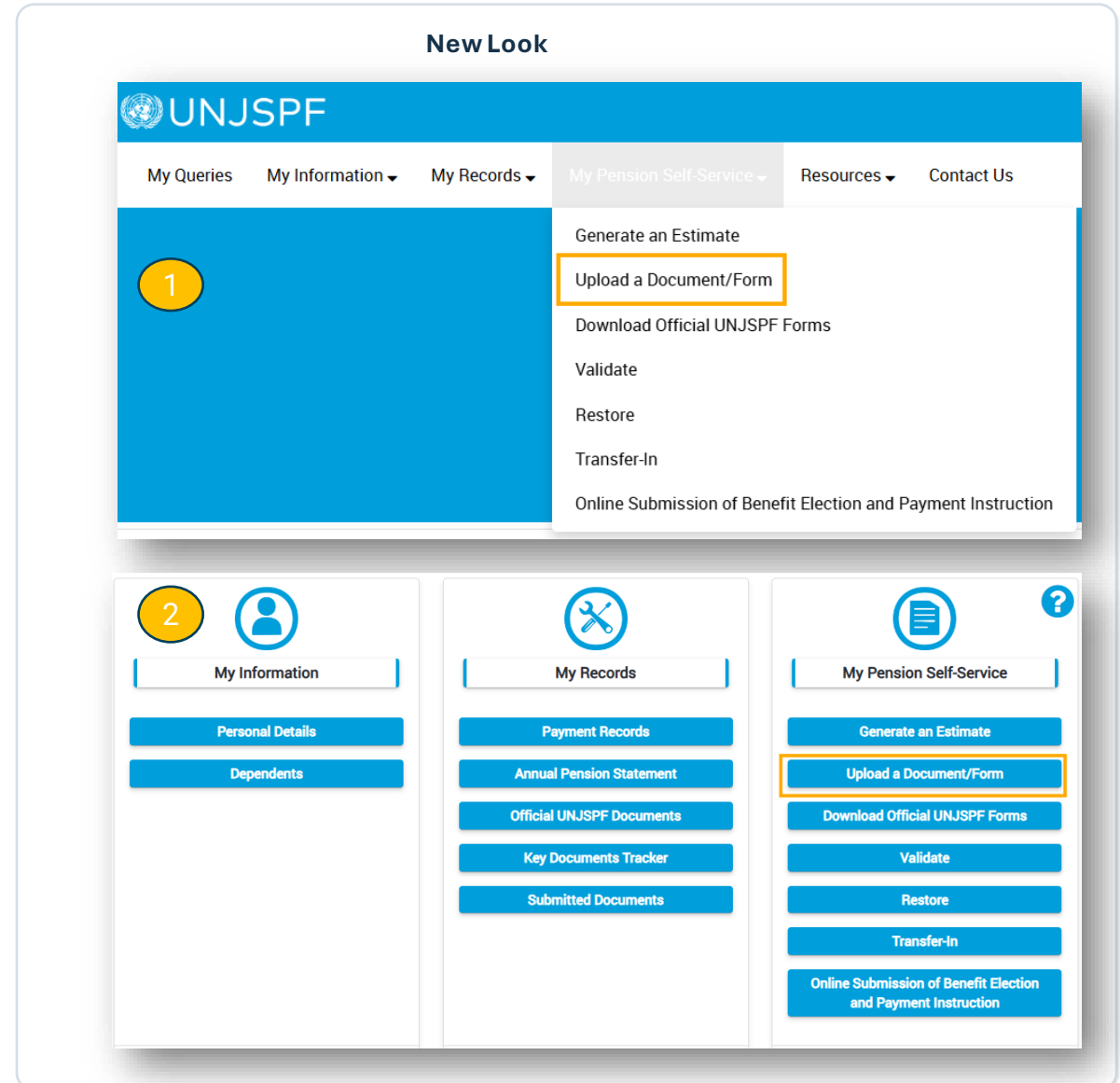
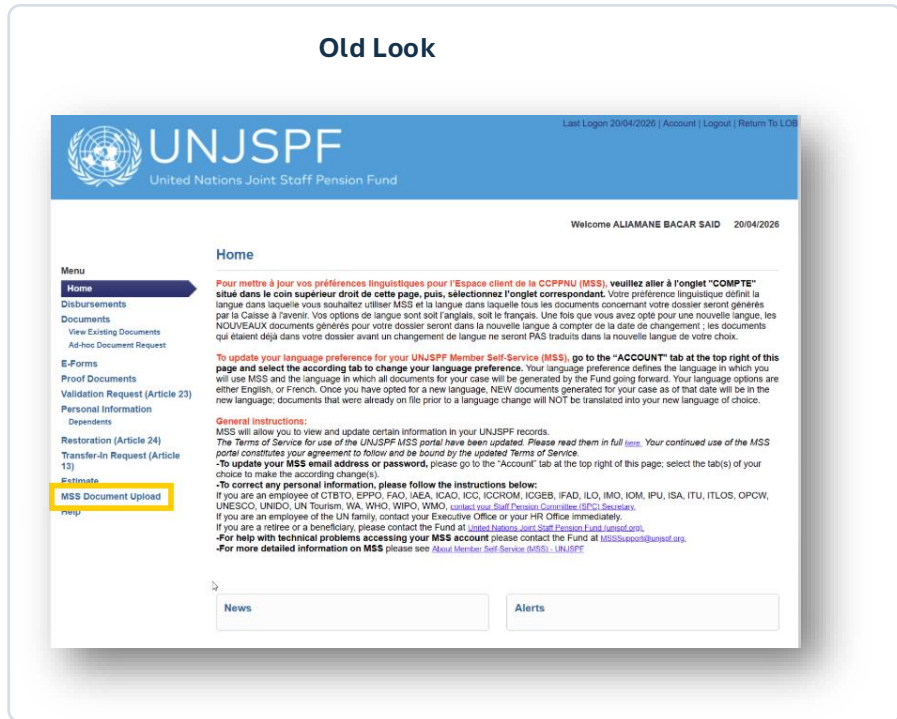
Find it here

1. Drop Down Menu: My Pension Self-Service → Generate an Estimate or

2. Home Page: Select the Generate an Estimate tile.

9. UPLOAD A DOCUMENT / FORM

Use it to Upload and submit your official UNJSPF forms and supporting documents to the Fund electronically.



Former MSS

Previously labeled MSS Document Upload.

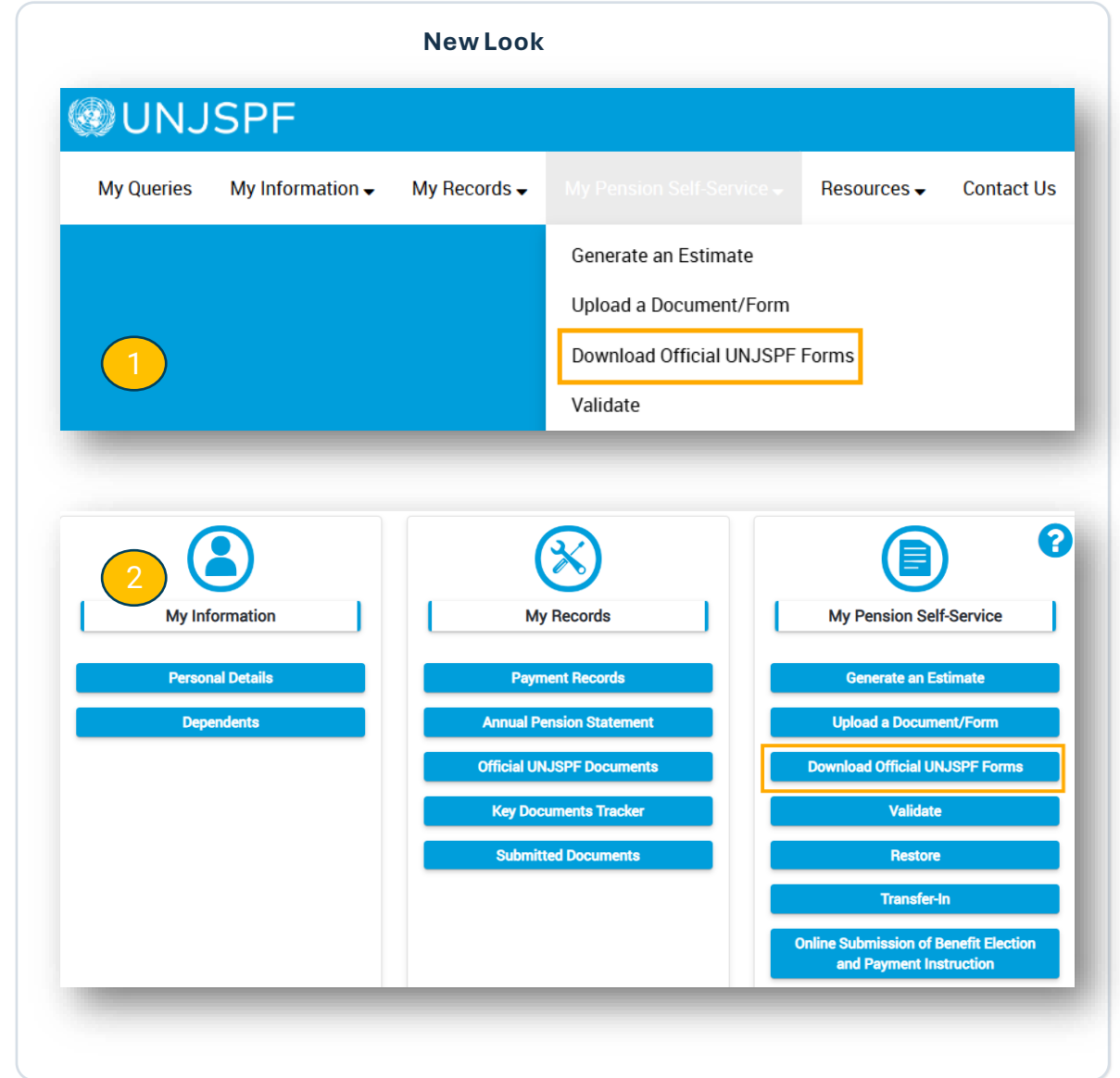
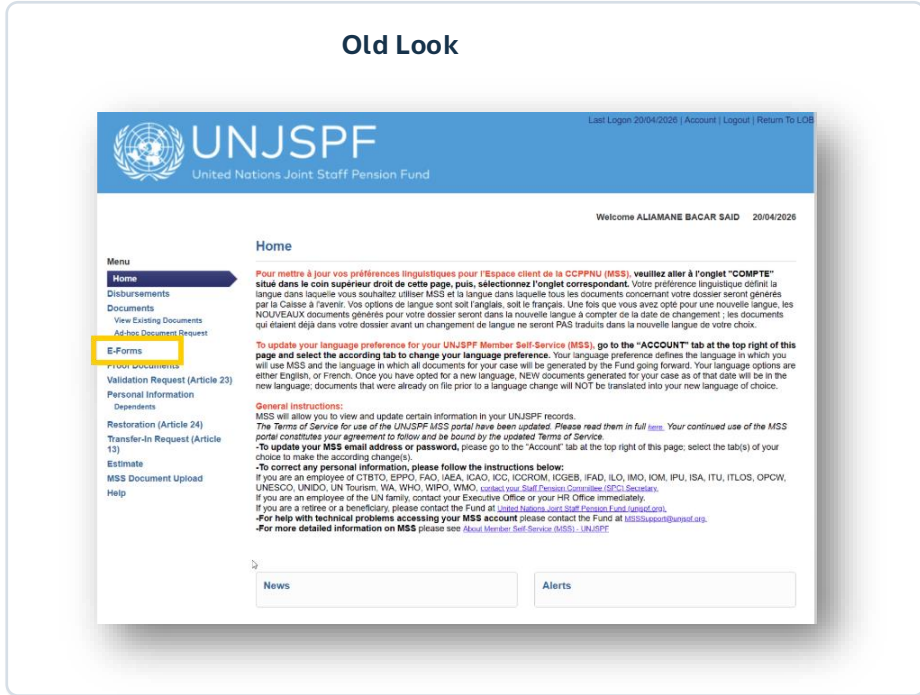
Find it here

1. Drop Down Menu: My Pension Self-Service → Upload a Document/Form or
2. Home Page: Select the Upload a Document/Form tile.

10. DOWNLOAD OFFICIAL UNJSPF FORMS

Use it to

Access and download all official UNJSPF forms pre-filled with your name and UID number.



Former MSS

Previously labeled e-Forms.

Find it here

1. Drop Down Menu: My Pension Self-Service → Download Official UNJSPF

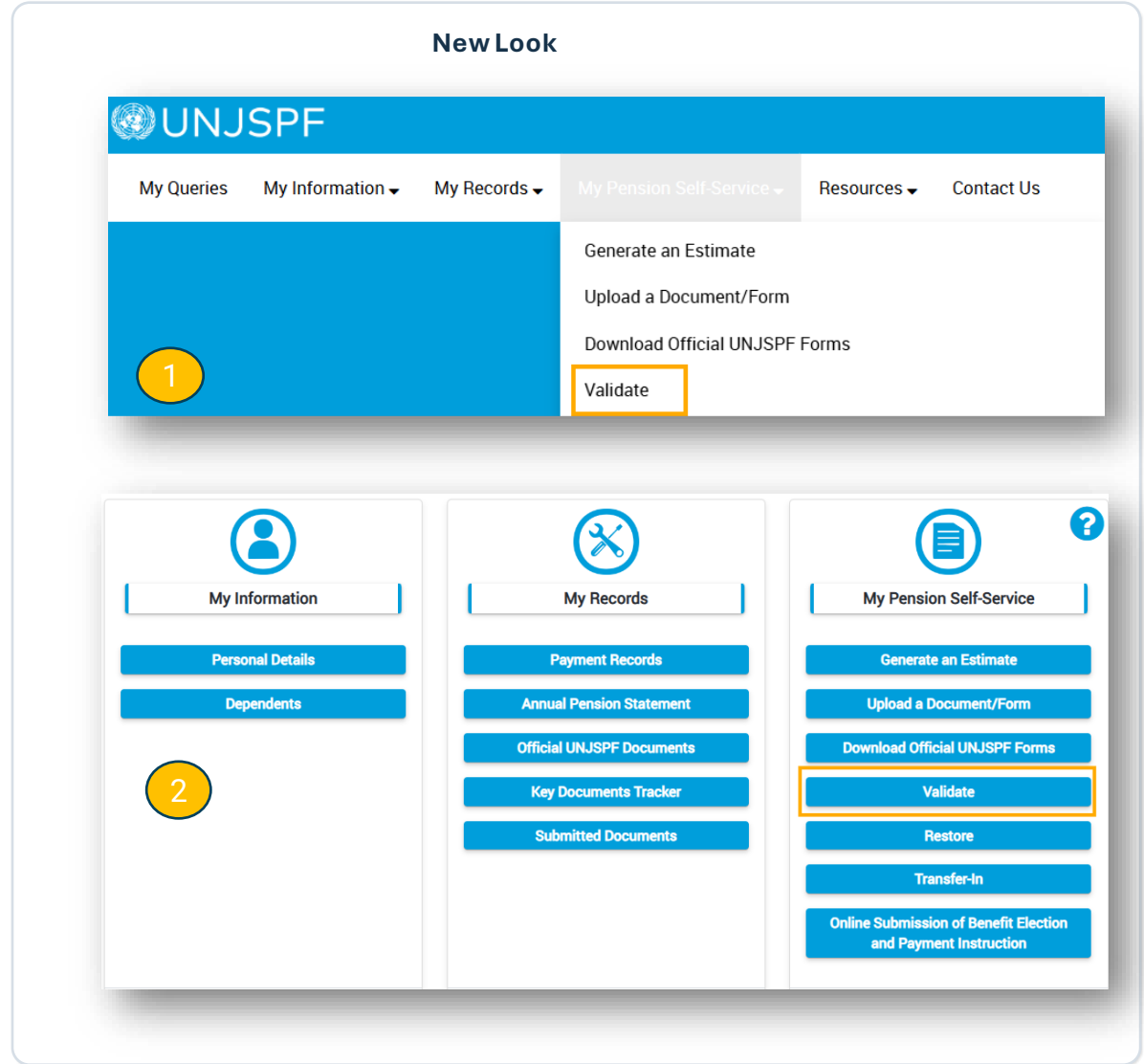
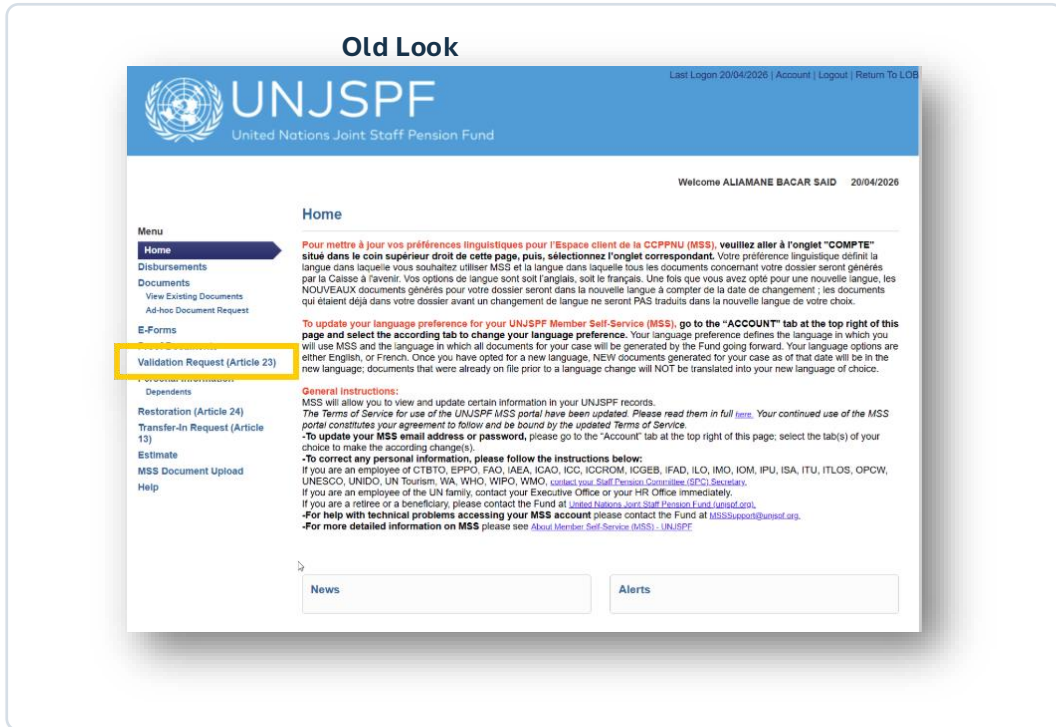
Forms or

2. Home Page: Select the Download Official UNJSPF Forms tile.

11. VALIDATE

Use it to

Submit a request to validate eligible periods of prior non-contributory service for pension purposes.



Former MSS

Previously labeled Validation Article 23 Request.

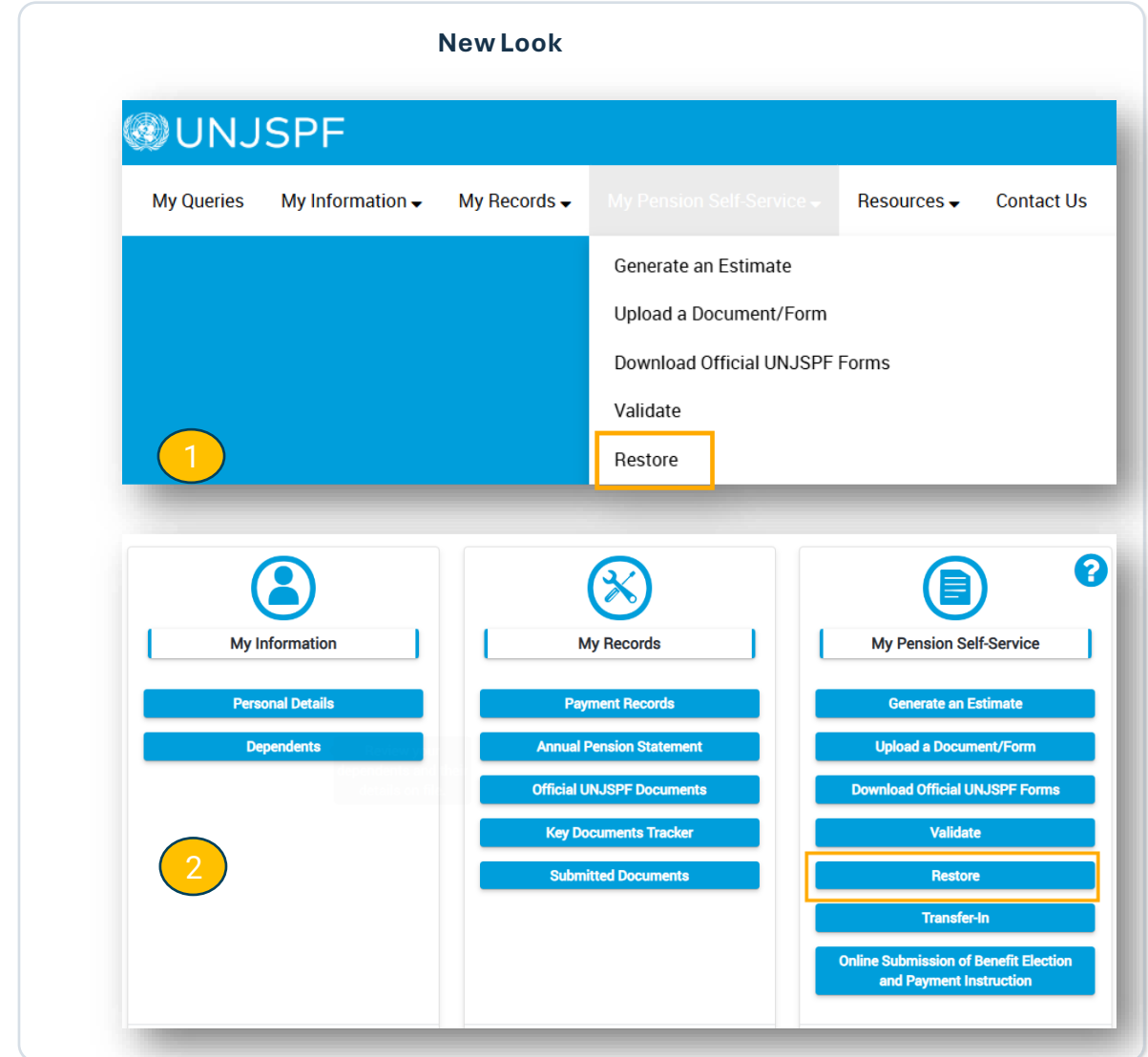
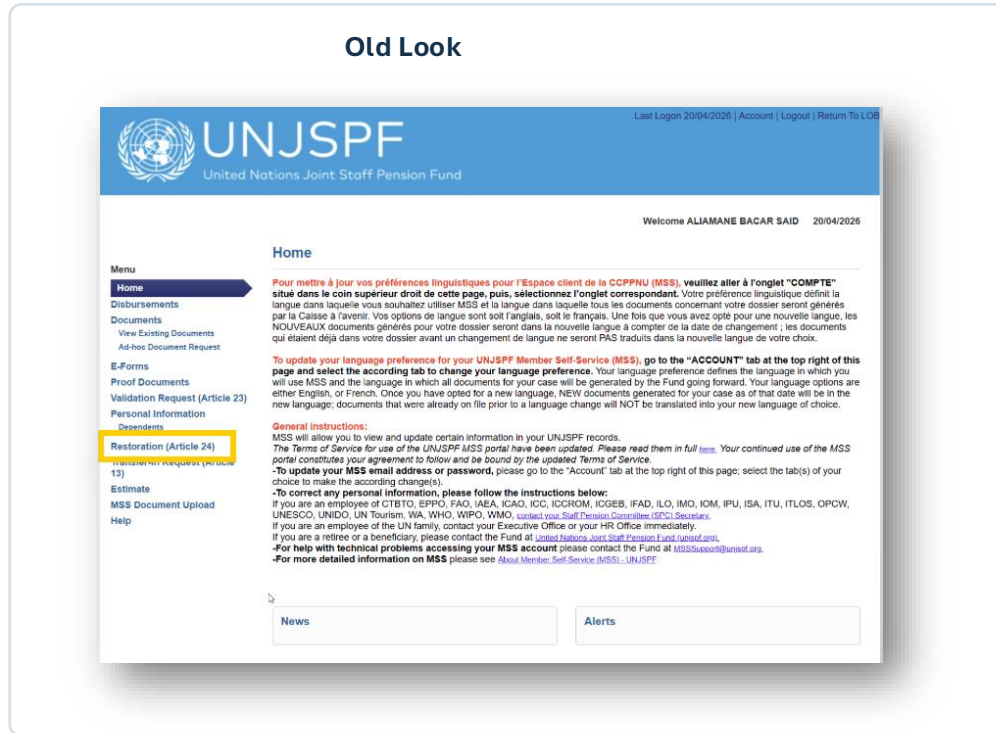
Find it here

1. Drop Down Menu: My Pension Self-Service → Validate or
2. Home Page: Select the Validate tile.

12. RESTORE

Use it to

Submit a request to restore eligible prior period of contributory service.



Former MSS

Previously labeled Restoration Request (Article 24).

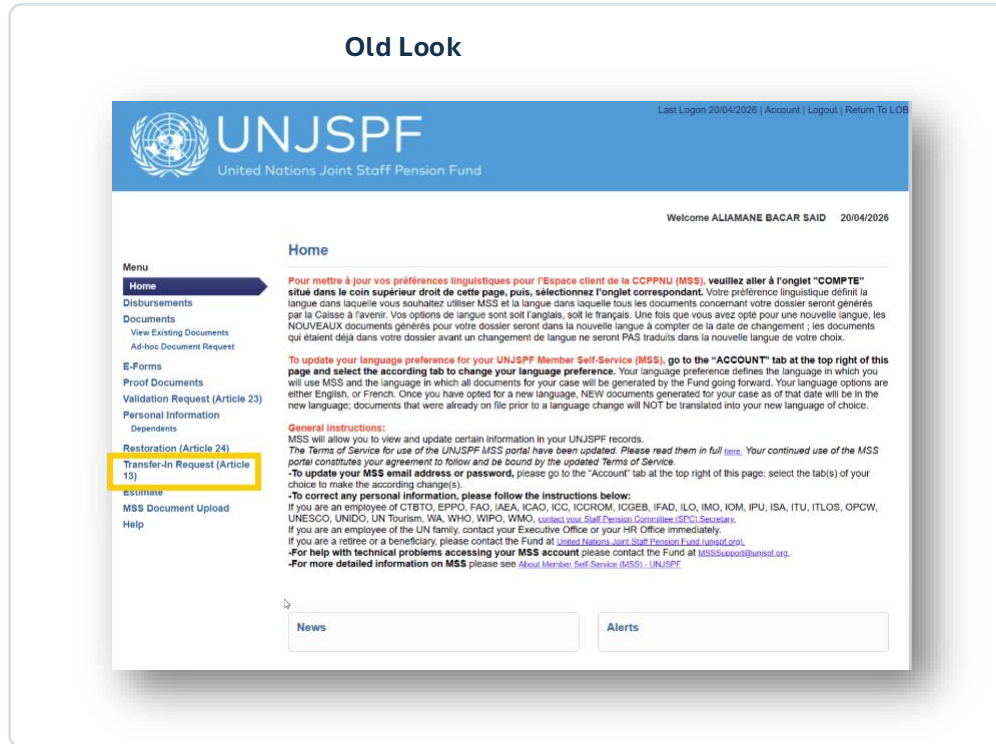
Find it here

1. Drop Down Menu: My Pension Self-Service → Restore or
2. Home Page: Select the Restore tile.

13. TRANSFER-IN

Use it to

Submit a request to transfer-in eligible pension rights from an external pension scheme to the Fund.

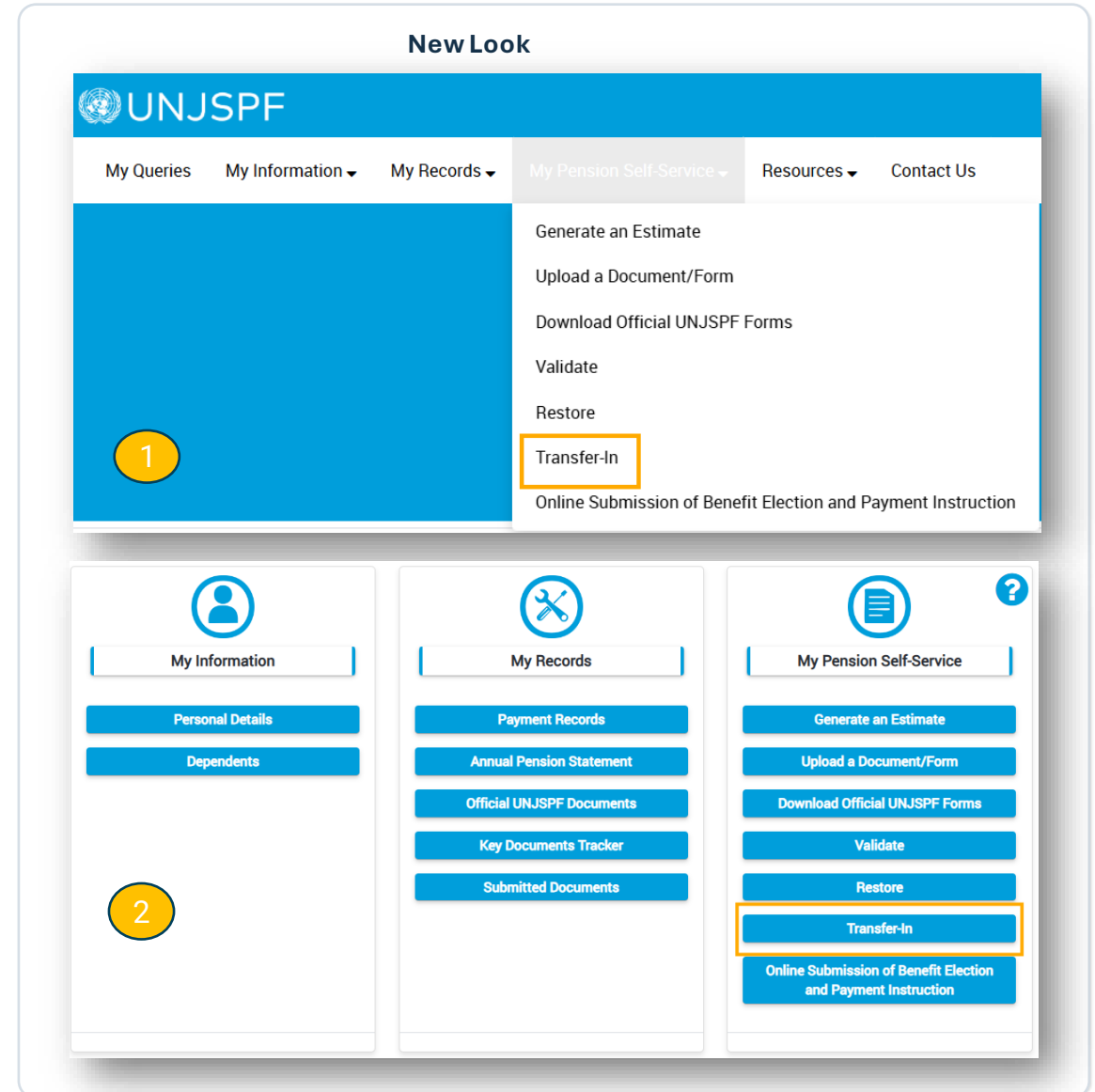


Former MSS

Previously labeled Transfer-In Request (Article 13).

Find it here

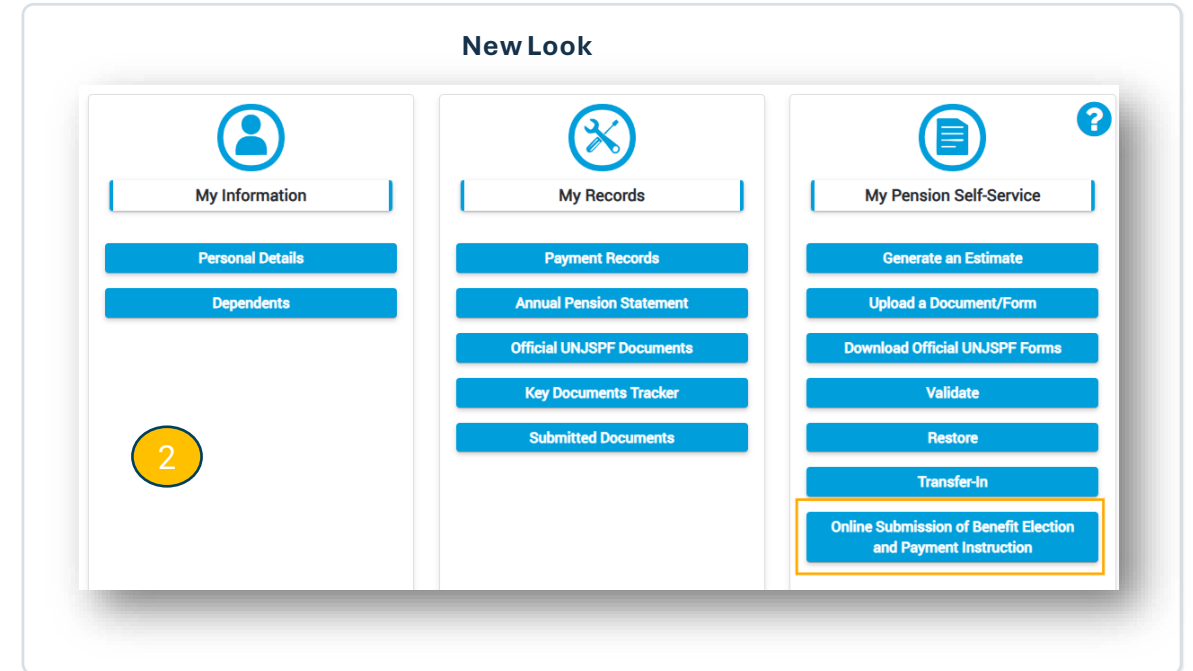
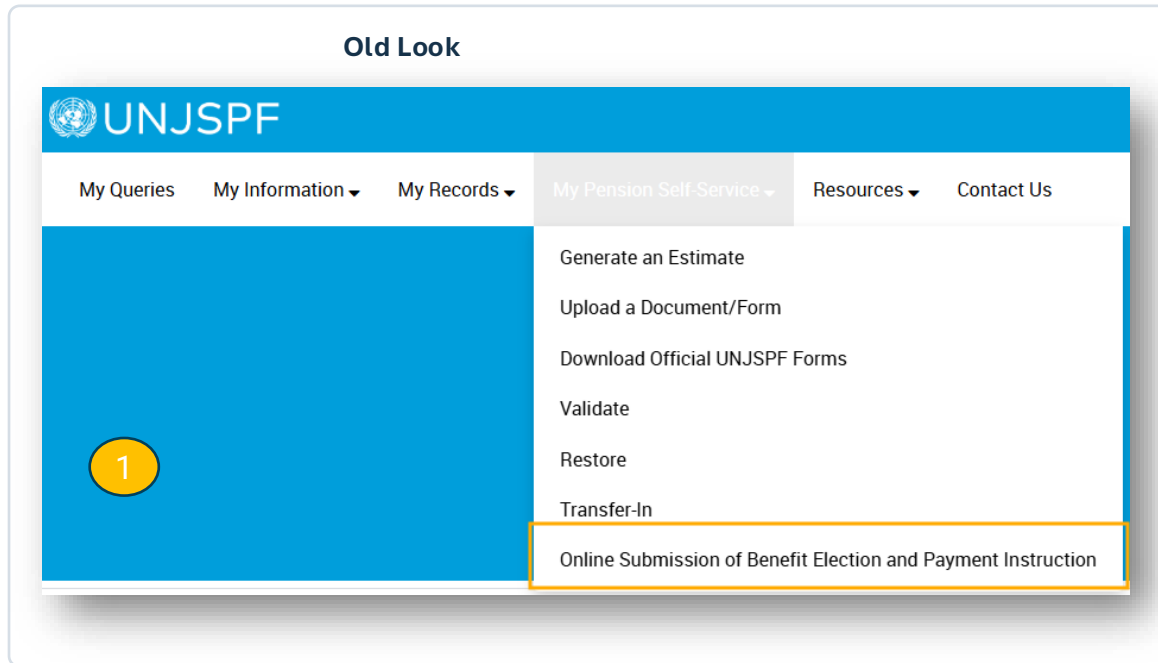
1. Drop Down Menu: My Pension Self-Service → Transfer-In or
2. Home Page: Select the Transfer-In tile.



14. ONLINE SUBMISSION OF BENEFIT ELECTION AND PAYMENT INSTRUCTION

Use it to

Submit your benefit election and payment instructions online.



New feature in MSS

This is a new feature in the new MSS portal generally available to staff who are within 3 months before their separation date and up to 36 months after their separation date. Some exceptions apply.

Find it here

- 1. Drop Down Menu:** My Pension Self-Service → Online Submission of Benefit Elections and Payment Instruction or
- 2. Home Page:** Select the Online Submission of Benefit Elections and Payment Instruction tile.

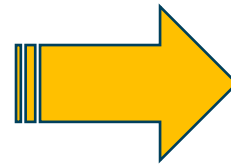
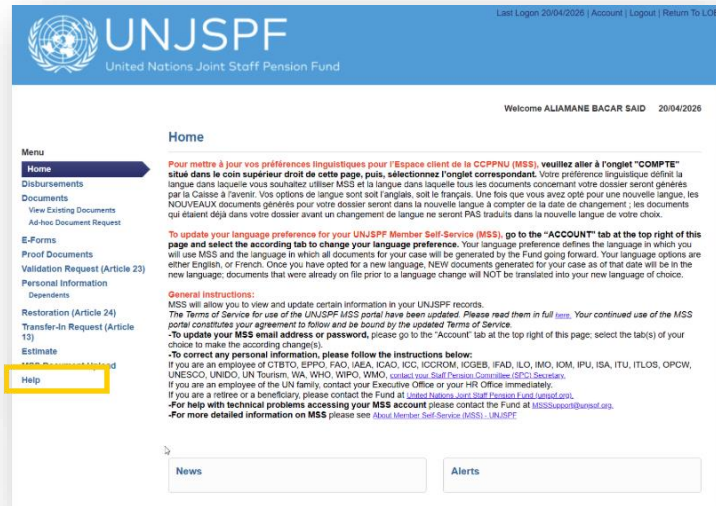
15. HELP

Use it to

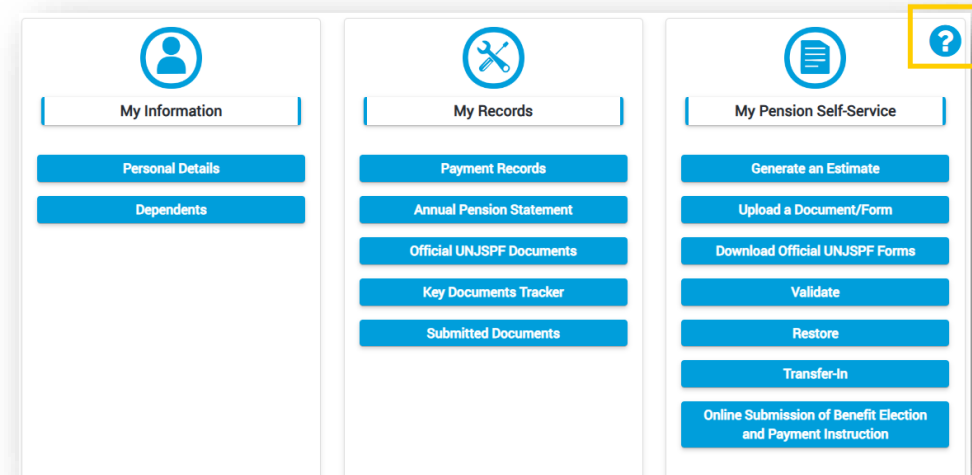
Access guidance on how to navigate the new MSS portal.



Old Look



New Look

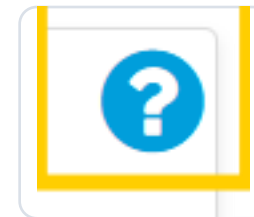


Former name

Previously labeled Help, now rebranded with a question mark (?).

Find it here

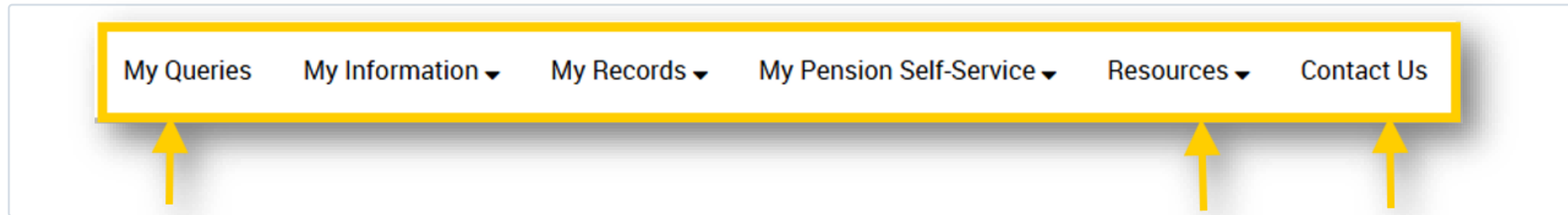
Home Page: Select the question mark (?) in the blue circle, in the top right corner of the “My Pension Self-Service” tile menu.



Help

The former Help menu has been replaced by the question mark icon. Use it when you need guidance on how to navigate the MSS portal.

16. MY QUERIES, RESOURCES & CONTACT US DROP DOWN MENU



My Queries

Use **My Queries** to check the status of service requests and follow up requests you submitted inside your MSS portal.

Resources

Use **Resources** for guidance, reference material, and help content pertaining to your new MSS.

Contact Us

Use **Contact Us** to access all the official contact details and channels for the Fund when you need to reach us.

New feature in MSS

The drop-down menu is a new feature in the new MSS Portal allowing quick access to various menu item e.g. My Queries, My Information, My Records, My Pension Self-Service, Resources and Contact Us.



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Staff Pension Fund

Thank you!