



UNJSPF

United Nations Joint
Staff Pension Fund

Navigating the NEW UNJSPF Member Self Service [MSS]

Retiree/Beneficiary User Guide

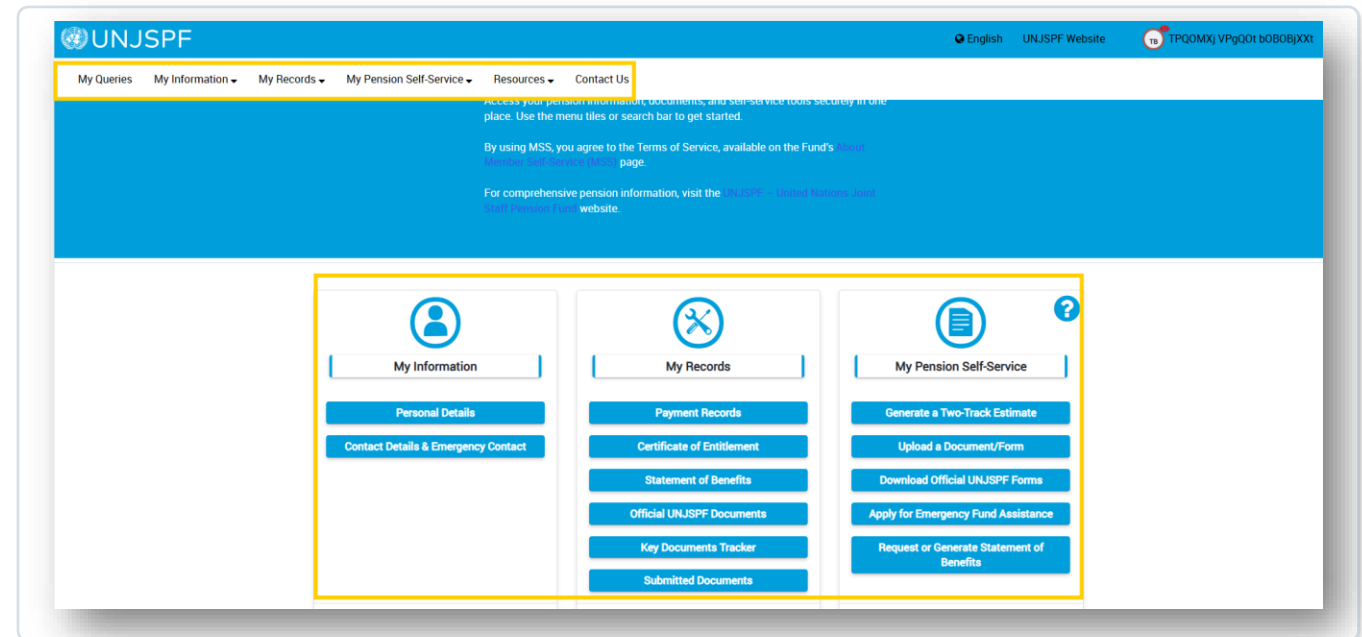
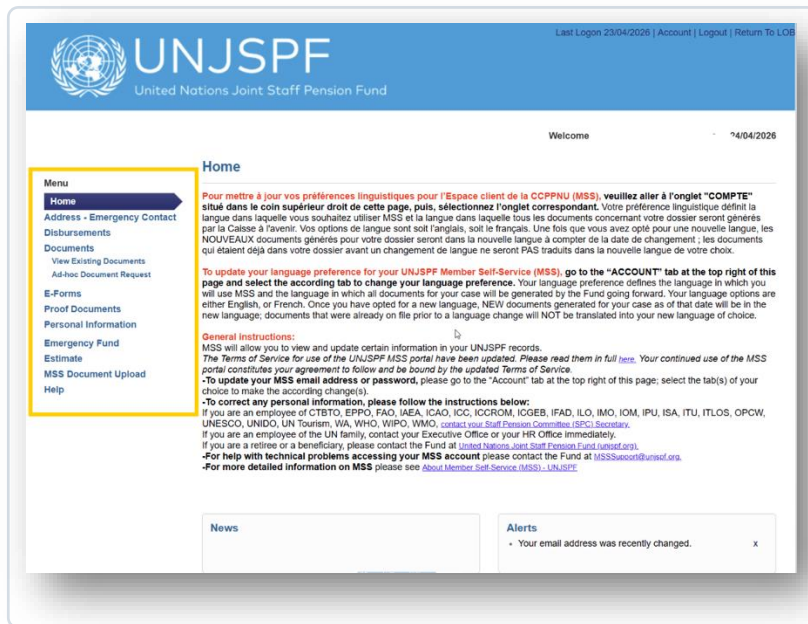
2026

Overview

- Old MSS vs new MSS: what has changed
- Home screen overview: landing pages
- What changed for retirees/beneficiaries
- Home screen overview:
retirees/beneficiaries' menus
- Personal details
- Contact details & emergency contact
- Payment records
- Certificate of entitlement
- Statement of benefits
- Official UNJSPF documents
- Key documents tracker
- Submitted documents
- Generate a two-track estimate
- Upload a document/form
- Download official UNJSPF forms
- Apply for Emergency Fund assistance
- Request or generate statement of
benefits
- 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.

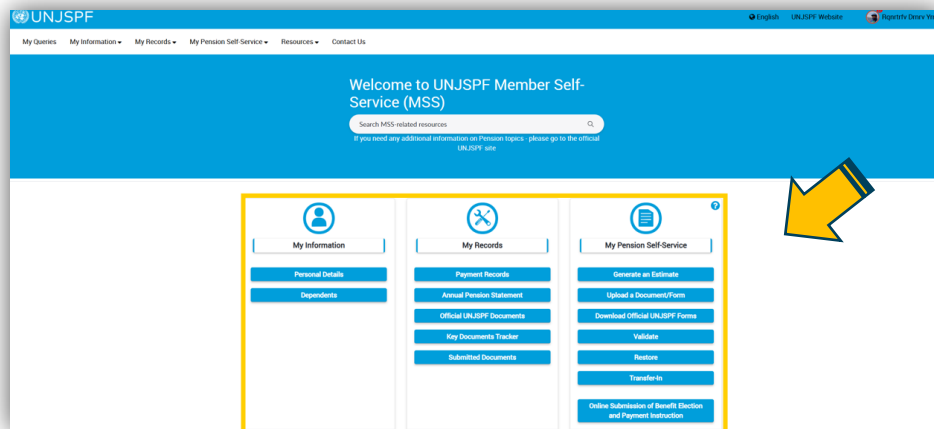


Menu items are now grouped into a top drop-down menu bar and landing page tiles, providing quicker access to frequently used tools. You will reach the same destination from both menus.

Home screen overview: landing pages

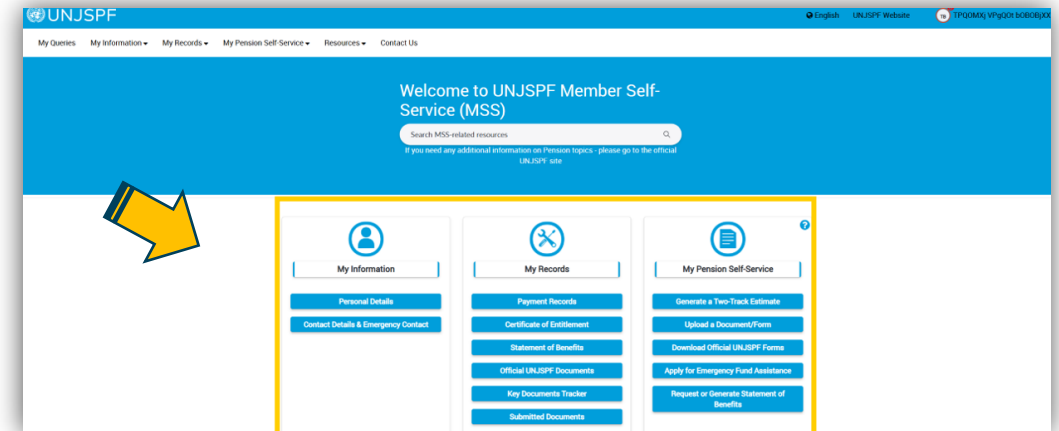
The new MSS home page is personalized. The options available after login depend on one's profile:

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:

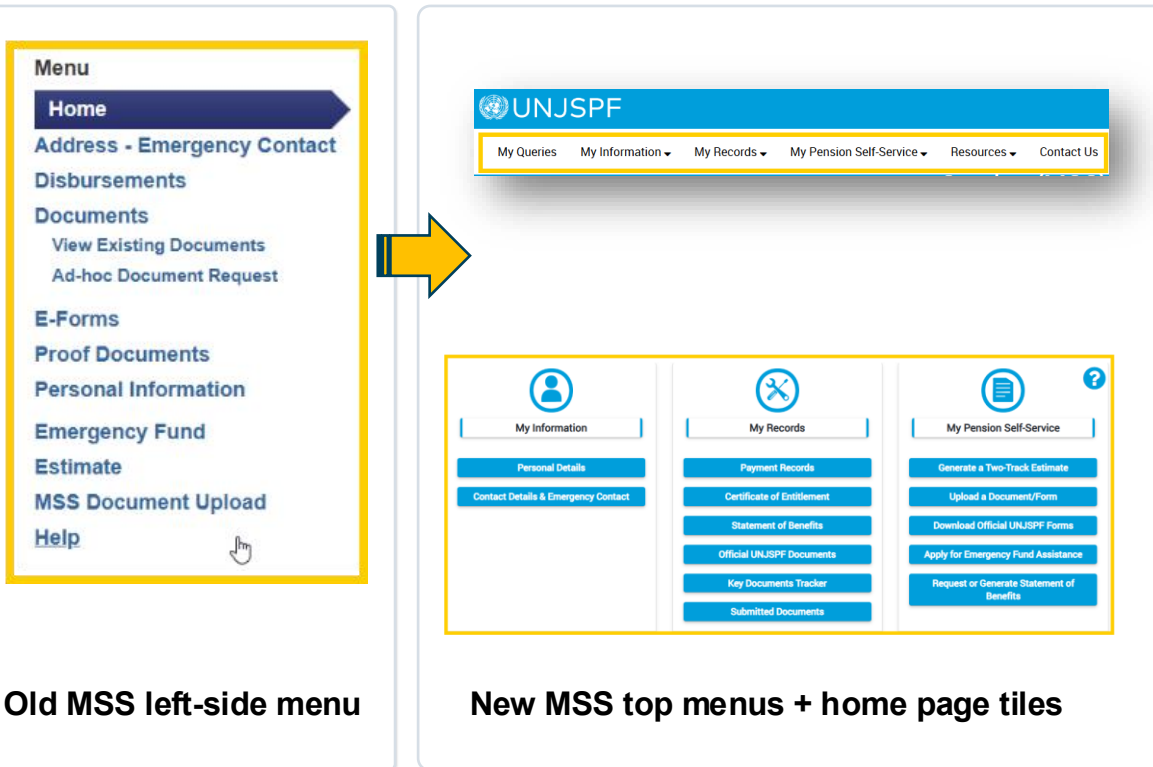


Retiree/Beneficiaries have access to self-service options and information, including personal details, personal and emergency contacts, payment records, certificate of entitlement, statement of benefit, official UNJSPF documents, tracking of key documents, submitted documents, generation of two-track 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 Retiree/Beneficiary Profile.

What changed for retirees/beneficiaries

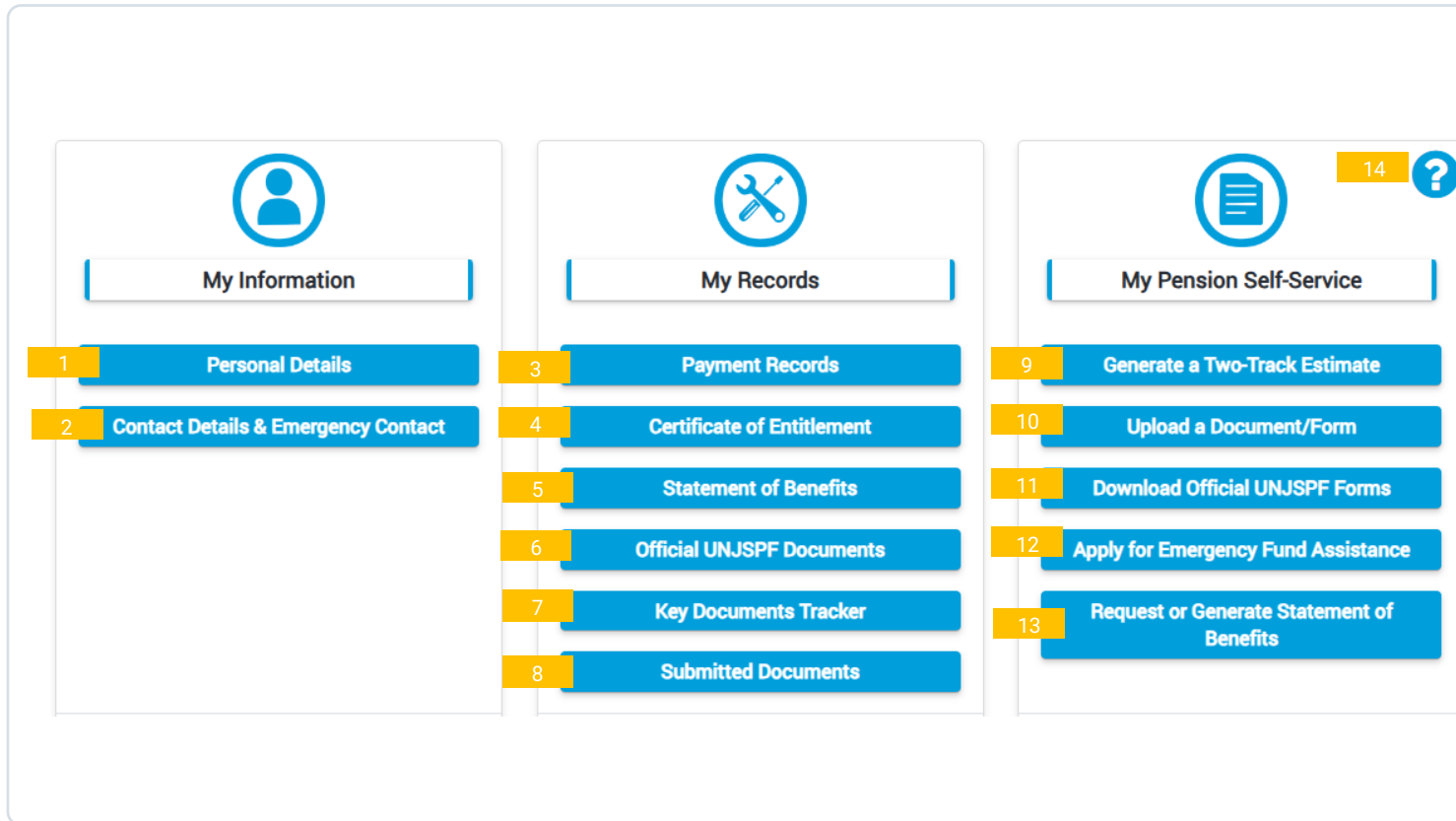
The new MSS keeps all existing services, but several menus, locations, and guidance points have changed. In addition, the new MSS offers new self-service functionalities.



Rebranded

- ❑ Address-Emergency Contact → Contact Details & Emergency Contact
- ❑ Disbursement → Payment Records
- ❑ Documents - rebranded into three categories:
 - View Existing Documents → Official UNJSPF Documents
 - View Existing Documents → Certificate of Entitlement
 - View Existing Documents → Statement of Benefits
- ❑ Ad-hoc documents request → Request or Generate Statement of Benefits
- ❑ E-Forms → Download Official UNJSPF Forms
- ❑ Proof Documents → Key Documents Tracker
- ❑ Personal Information → Personal Details
- ❑ Emergency Fund → Apply for Emergency Fund Assistance
- ❑ Estimate → Generate a Two Track Estimate
- ❑ MSS Document Upload → Upload a Document/Form
 - Outbox → Submitted Documents
- ❑ Help → ? Icon

Home screen overview: Retiree/Beneficiaries menus



My Information

- 1 Personal Details
- 2 Contact Details & Emergency Contact

My Records

- 3 Payment Records
- 4 Certificate of Entitlement
- 5 Statement of Benefits
- 6 Official UNJSPF Documents
- 7 Key Documents Tracker
- 8 Submitted Documents

My Pension Self-Service

- 9 Generate a Two-Track Estimate
- 10 Upload a Document/Form
- 11 Download Official UNJSPF Forms
- 12 Apply for Emergency Fund Assistance
- 13 Request or Generate Statement of Benefits

14 ?

15

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

My Information

1. Personal Details
2. Contact Details & Emergency Contact

My Records

3. Payment Records
4. Certificate of Entitlement
5. Statement of Benefits
6. Official UNJSPF Documents
7. Key Documents Tracker
8. Submitted Documents

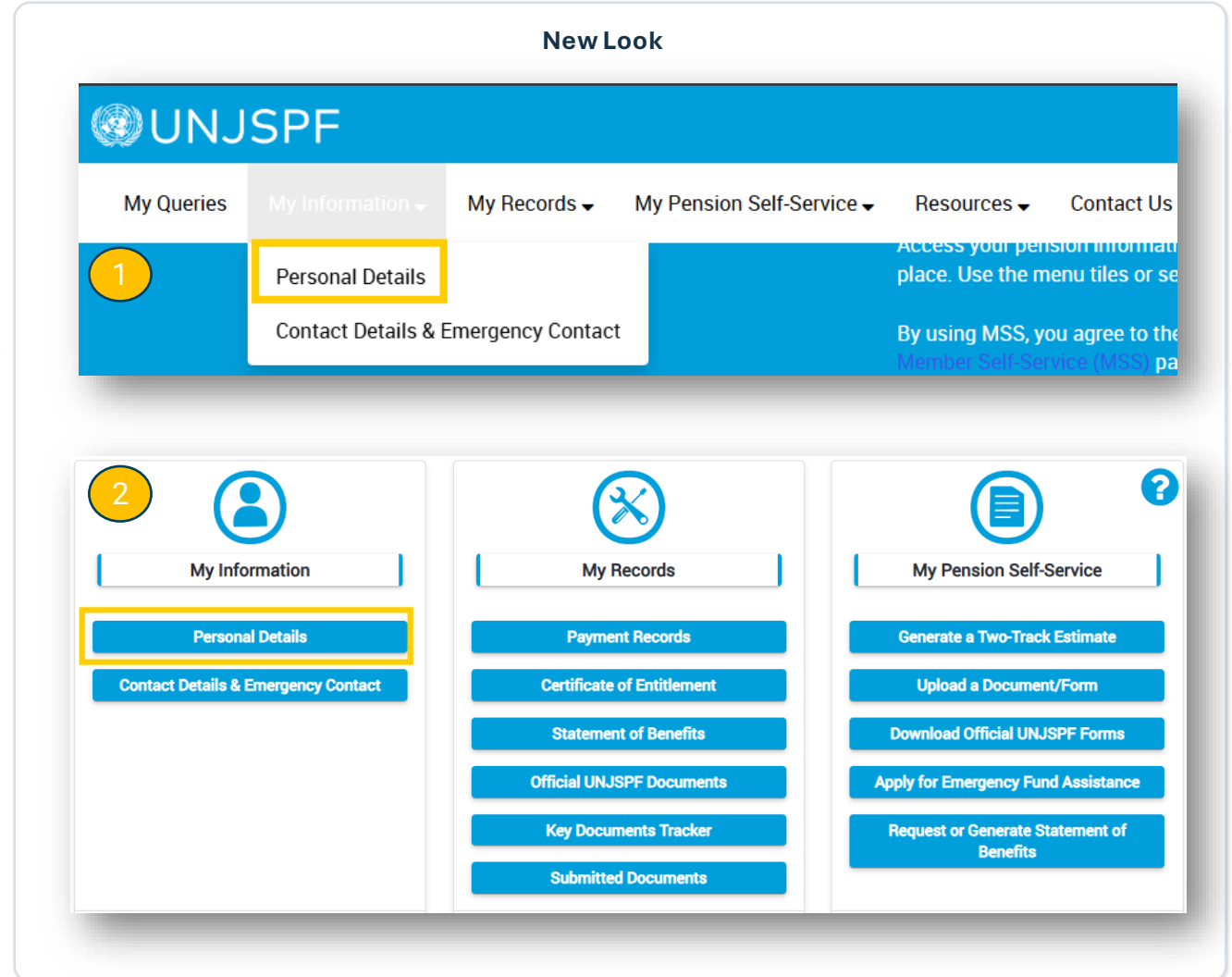
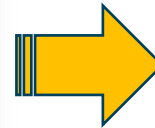
My Pension Self-Service

9. Generate a Two-Track Estimate
10. Upload a Document/Form
11. Download Official UNJSPF Forms
12. Apply for Emergency Fund Assistance
13. Request or Generate Statement of Benefits
14. Help Icon (?)
15. 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.



Former MSS

Previously labeled Personal Information. Rebranded to Personal Details.

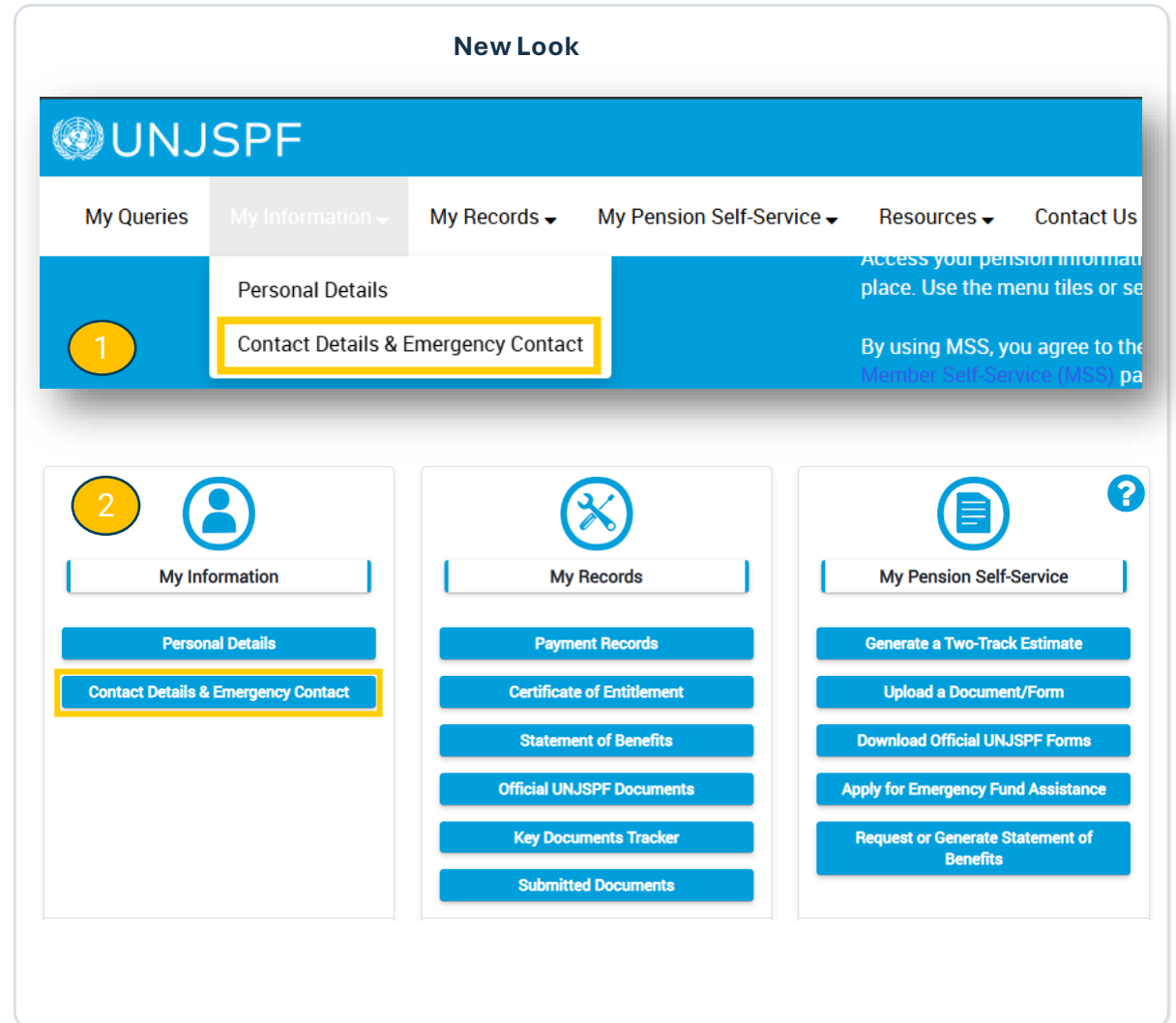
Find it here

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

2. CONTACT DETAILS & EMERGENCY CONTACT

Use it to

View and edit your contact information such as “address, phone, email and emergency contacts”.



Former MSS

Previously labelled Address-Emergency Contact. Rebranded to Contact Details & Emergency Contact.

Improved Feature

Now includes add or edit phone number capability.

Find it here in current MSS

- 1. **Drop Down Menu:** My Information → Contact Details & Emergency Contact or
- 2. **Home Page:** Select the Contact Details & Emergency Contact tile.

3. PAYMENT RECORDS

Use it to



View records of pension-related disbursements and payments.

Old Look

UNJSPF
United Nations Joint Staff Pension Fund

Home

Menu

- Home
- Address - Emergency Contact
- Disbursements**
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Emergency Fund
- Estimate
- MSS Document Upload
- Help

News

Alerts
• Your email address was recently changed.

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.

New Look

UNJSPF

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

1

Payment Records

- Certificate of Entitlement
- Statement of Benefits
- Official UNJSPF Documents
- Key Documents Tracker
- Submitted Documents

2

My Information

- Personal Details
- Contact Details & Emergency Contact

My Records

- Payment Records**
- Certificate of Entitlement
- Statement of Benefits
- Official UNJSPF Documents
- Key Documents Tracker
- Submitted Documents

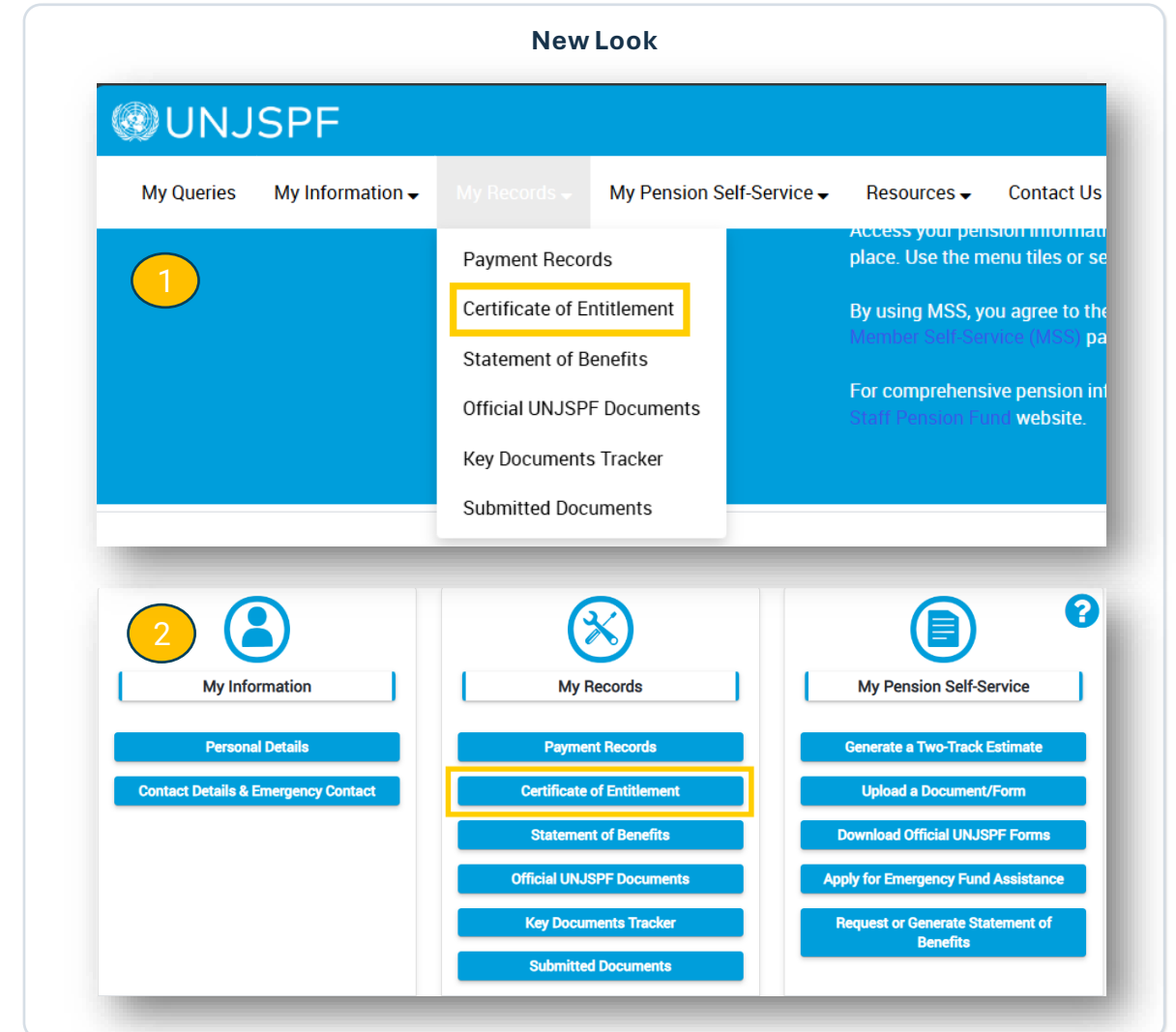
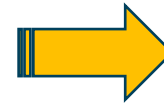
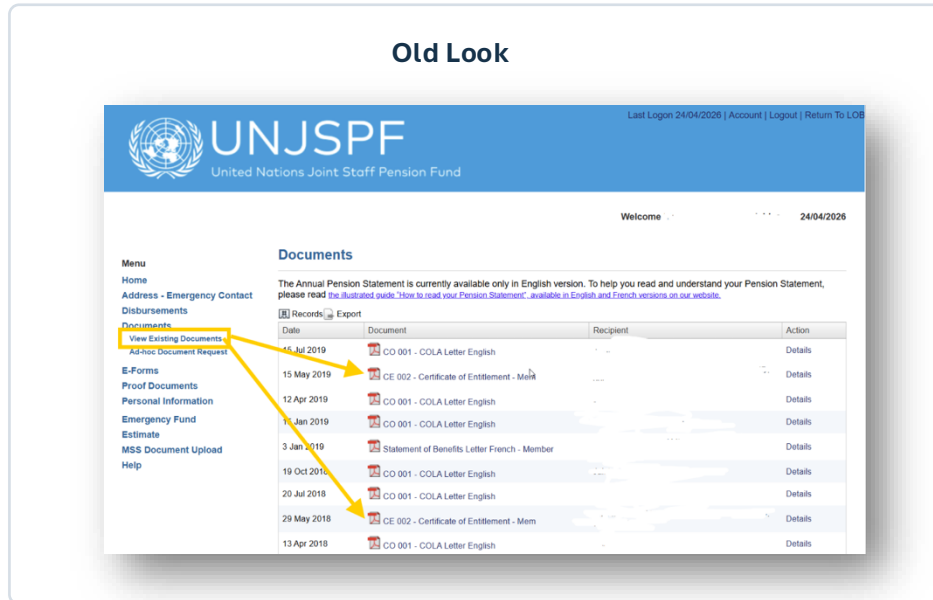
My Pension Self-Service

- Generate a Two-Track Estimate
- Upload a Document/Form
- Download Official UNJSPF Forms
- Apply for Emergency Fund Assistance
- Request or Generate Statement of Benefits

4. CERTIFICATE OF ENTITLEMENT

Use it to

Access your Certificate of Entitlement (CE), download it if available, complete and sign it, then submit it to the Fund.



Former MSS

Previously found under View Existing Documents menu. Rebranded to Certificate of Entitlement.

Improved Feature

Now displays a filtered list of online Certificate of Entitlement that is downloadable (for those on US dollar track only).

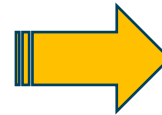
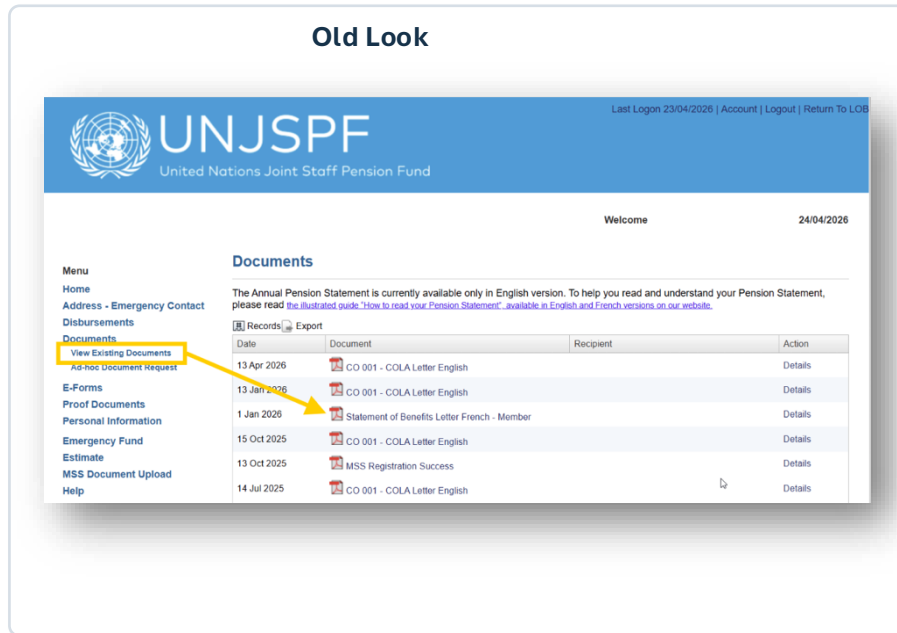
Find it here

1. **Drop Down Menu:** My Records → Certificate of Entitlement or
2. **Home Page:** Select the Certificate of Entitlement tile.

5. STATEMENT OF BENEFITS

Use it to

View and download your available Statements of Benefits.



Former MSS

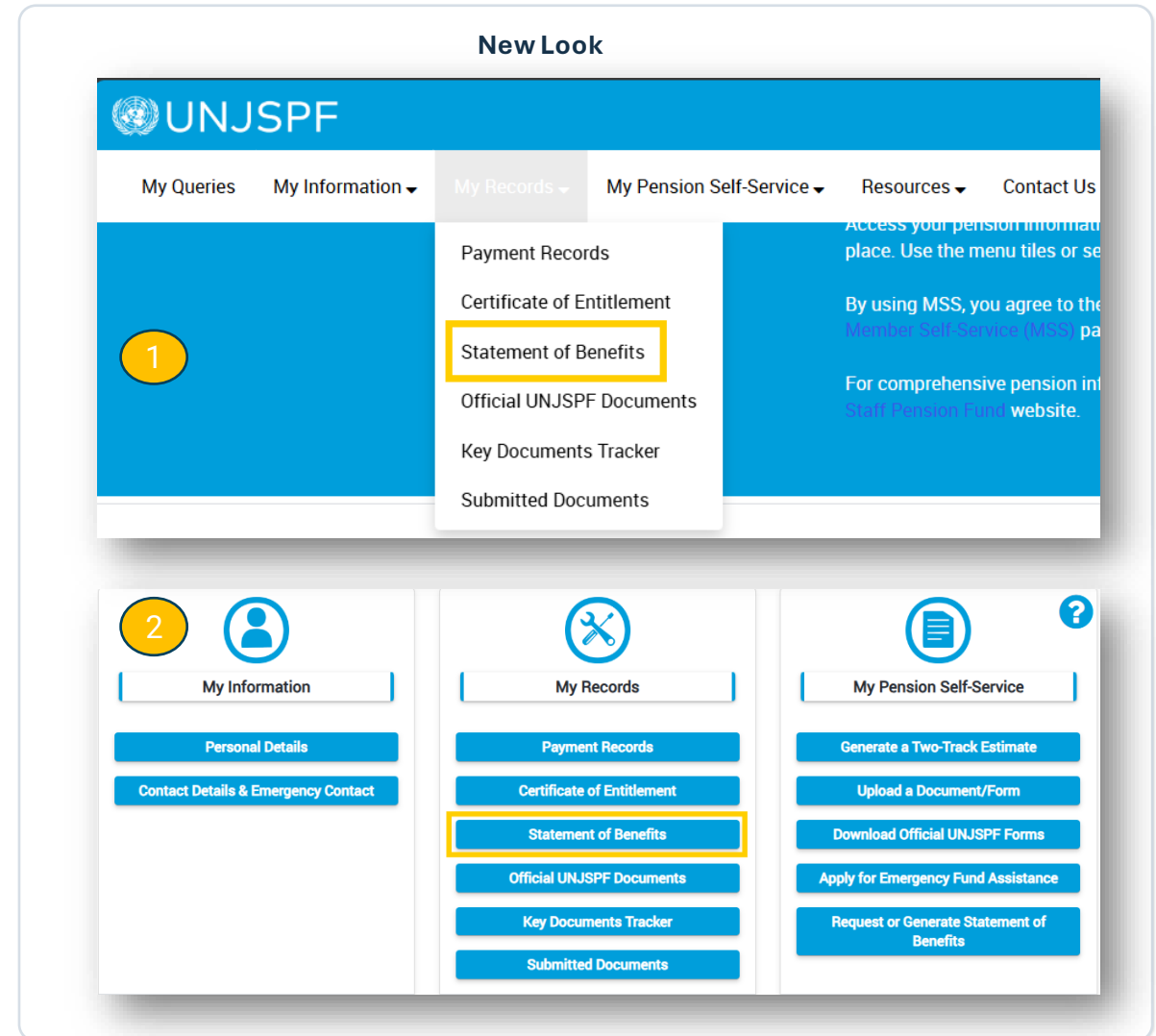
Previously accessed via View Existing Documents Menu. Rebranded to Statement of Benefits.

Improved Feature

Now displays a filtered list of Statement of Benefits documents previously generated.

Find it here

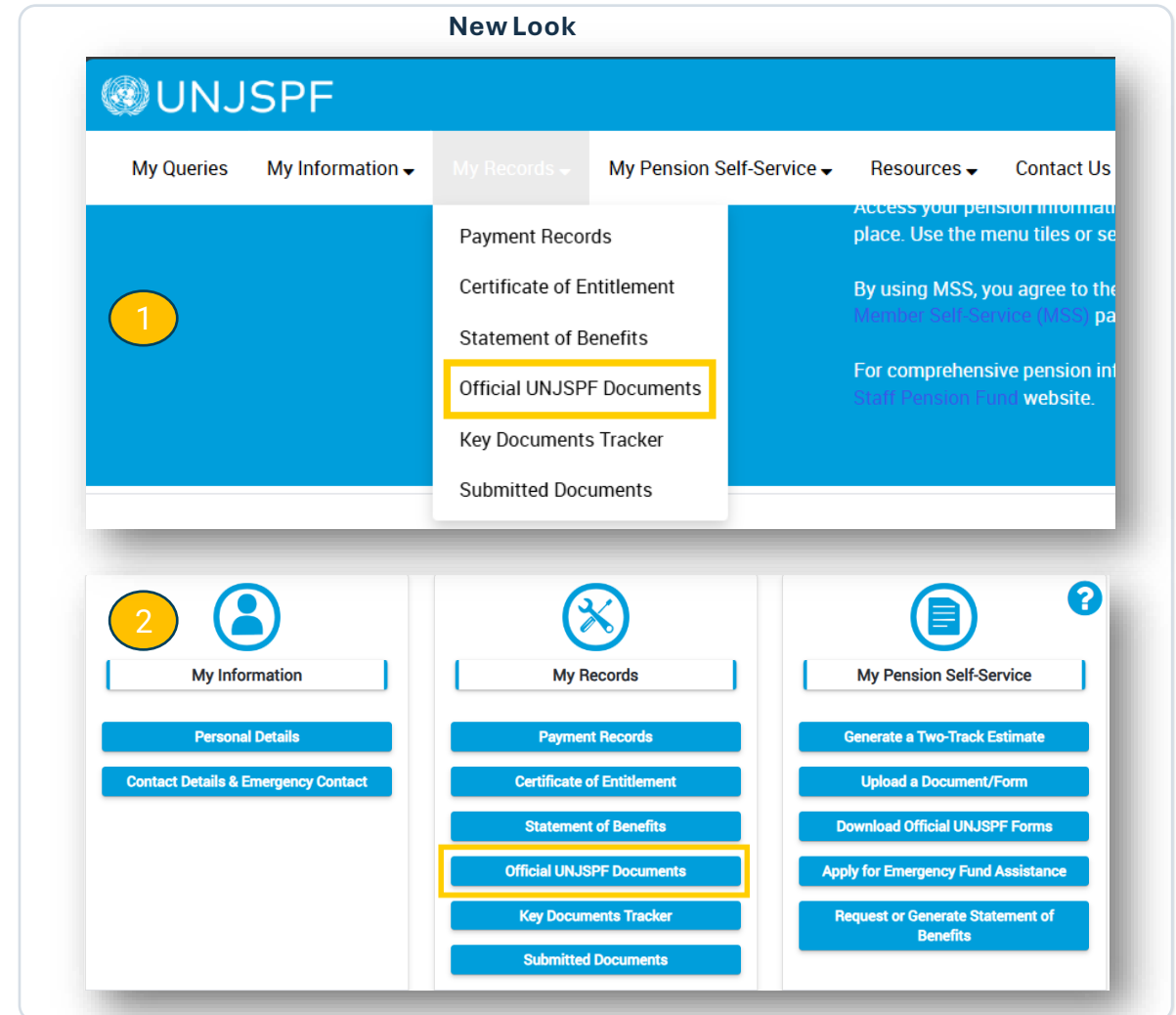
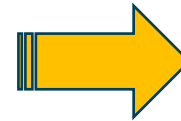
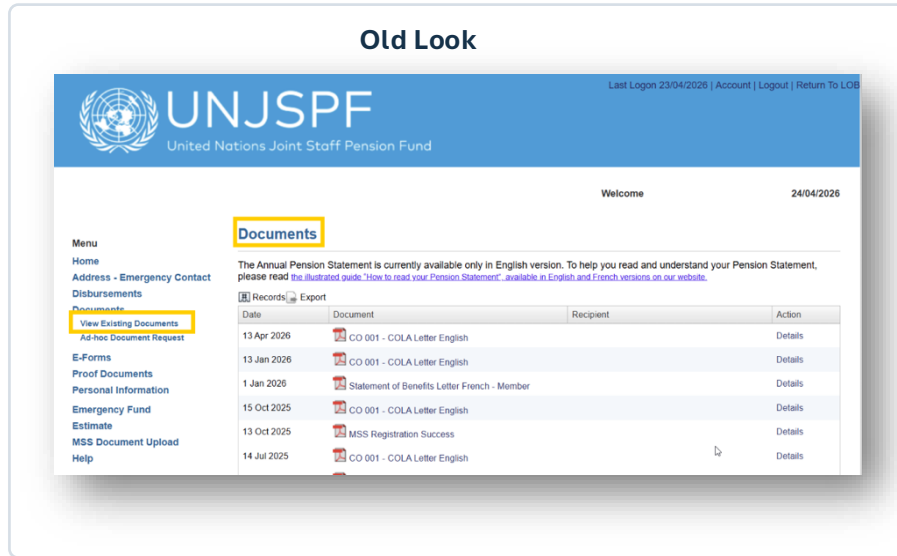
- 1. Drop Down Menu:** My Records → Statement of Benefits or
- 2. Home Page:** Select the Statements of Benefits tile.



6. 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, returned paper CE etc.). Contains all documents.

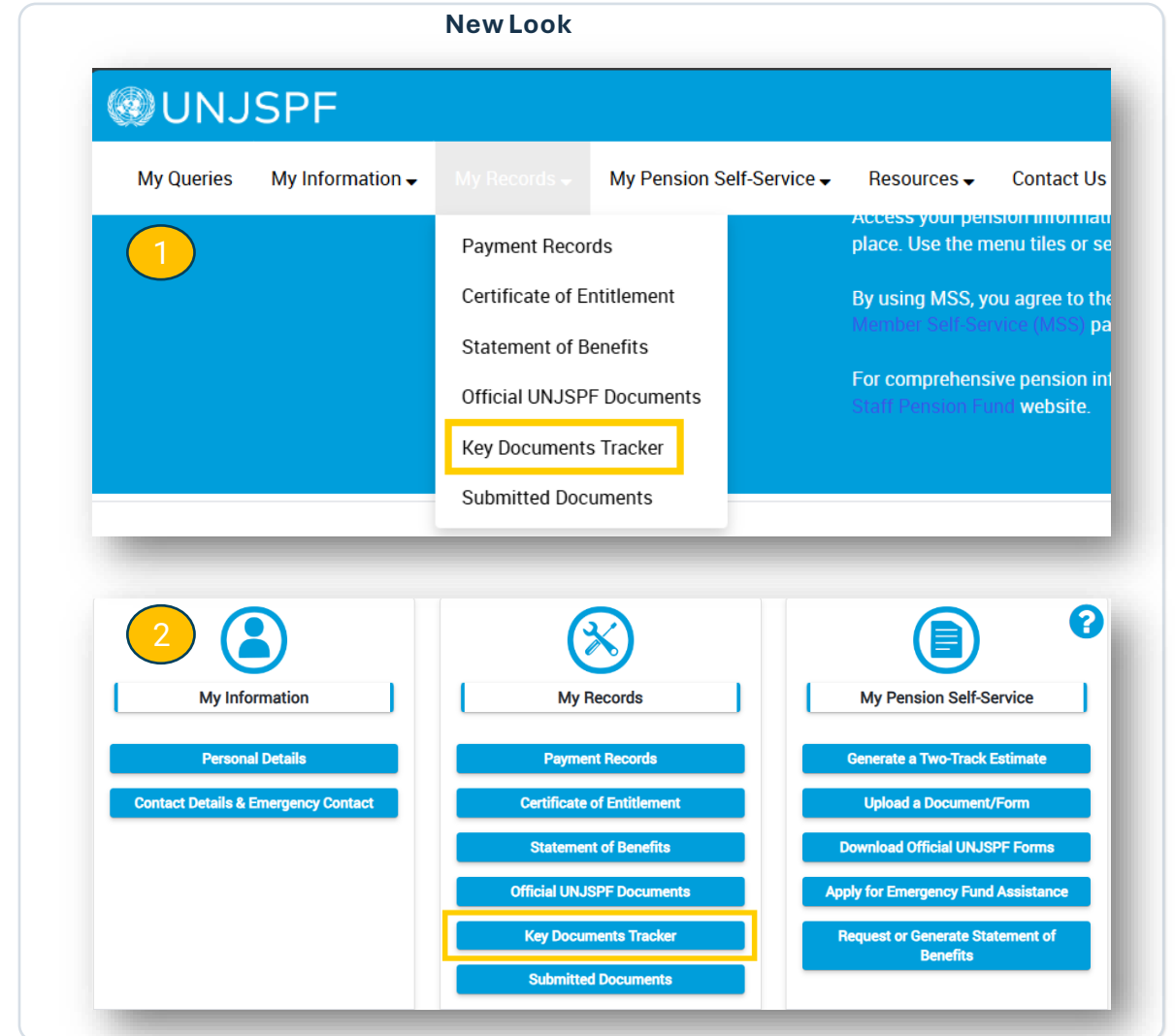
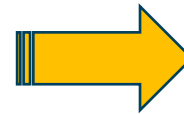
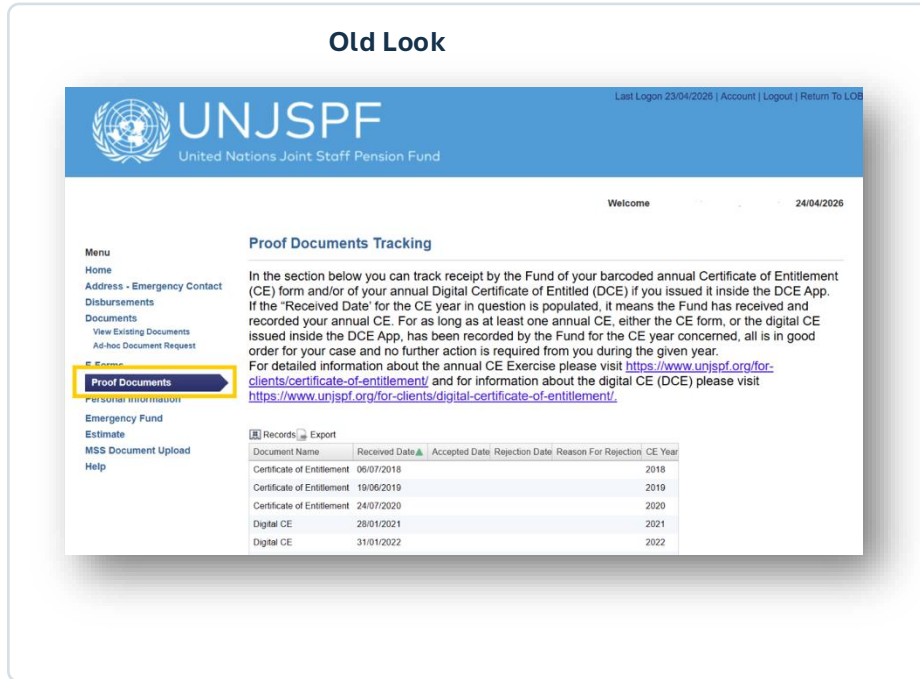
Find it here

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

7. KEY DOCUMENTS TRACKER

Use it to

Track the status of receipt by the Fund of key documents and forms.



Former MSS

Previously labeled Proof Documents. Rebranded to Key Documents Tracker.

Improved Feature

Now includes new pension forms introduced with the new MSS Portal and other documents such as Certificate of Entitlement.

Find it here

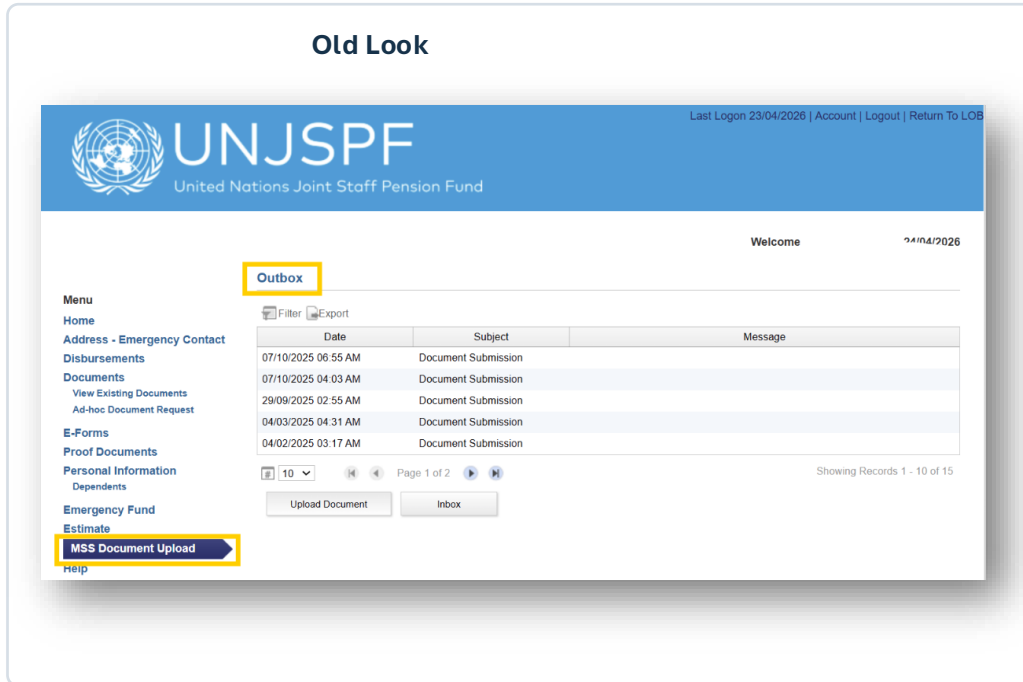
1. **Drop Down Menu:** My Records → Key Documents Tracker or

2. **Home Page:** Select the Key Documents Tracker tile.

8. SUBMITTED DOCUMENTS

Use it to

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



Former MSS

Previously labeled Outbox under the MSS upload Menu. Rebranded to Submitted Documents.

Find it here

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

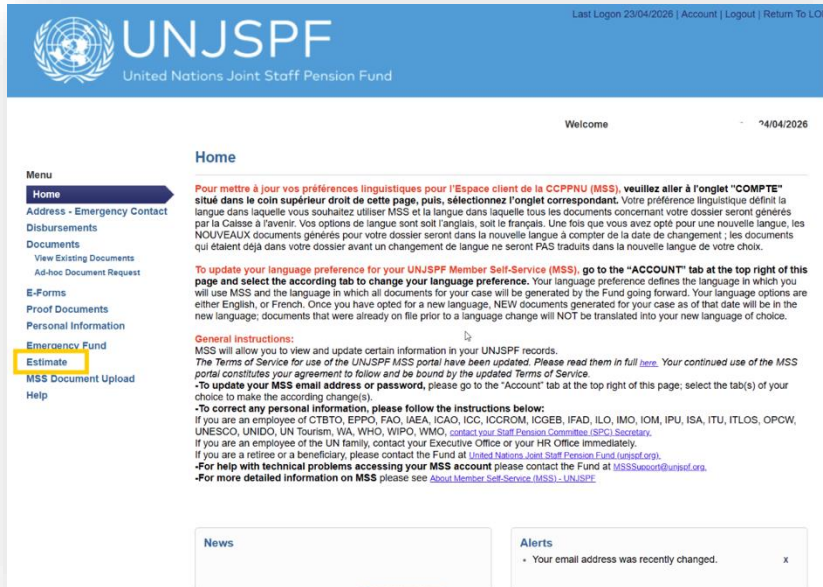


9. GENERATE A TWO TRACK ESTIMATE

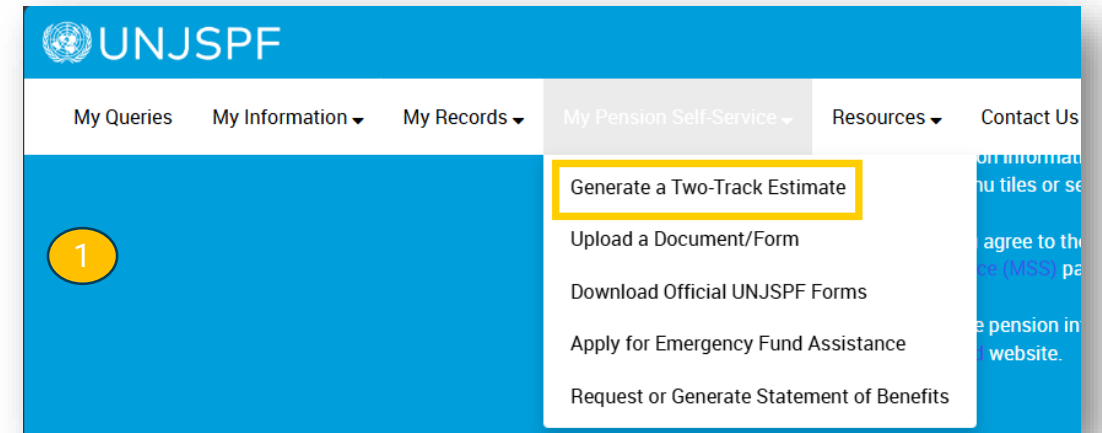
Use it to

Generate a two-track pension estimate where available for your profile.

Old Look



New Look

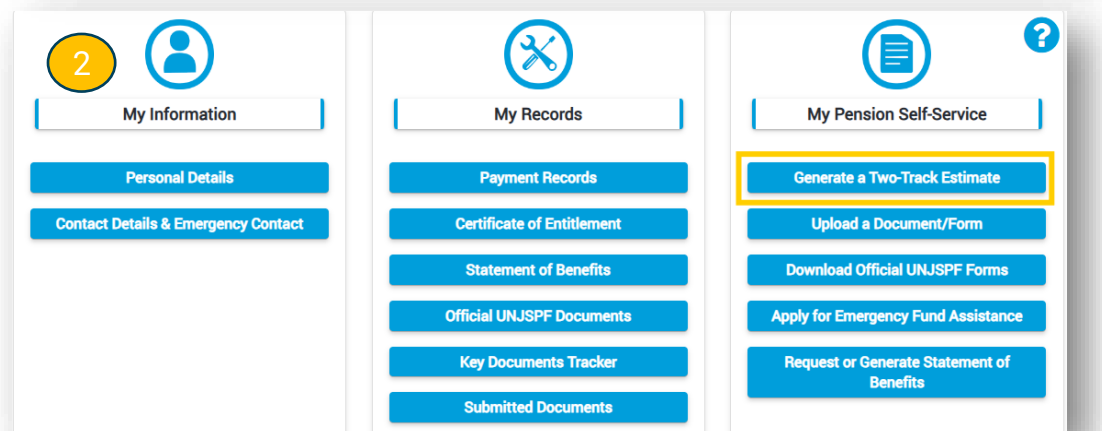


Former MSS

Previously found under the Estimate menu. Rebranded to Generate a Two-Track Estimate.

Find it here

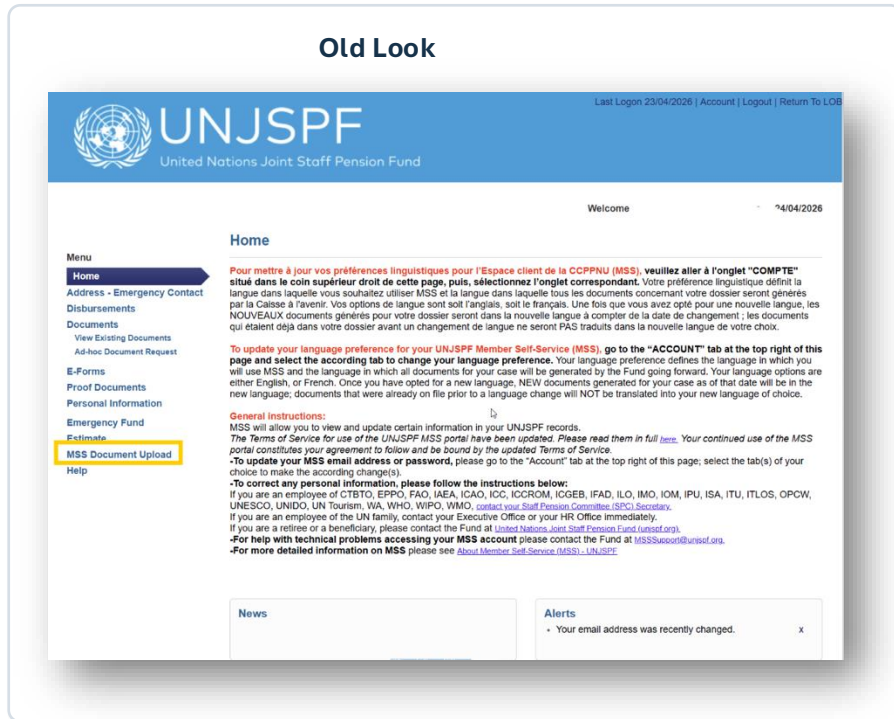
1. **Drop Down Menu:** My Pension Self-Service → Generate a Two-Track Estimate or
2. **Home Page:** Select the Generate a Two-Track Estimate tile.



10. UPLOAD A DOCUMENT / FORM

Use it to

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

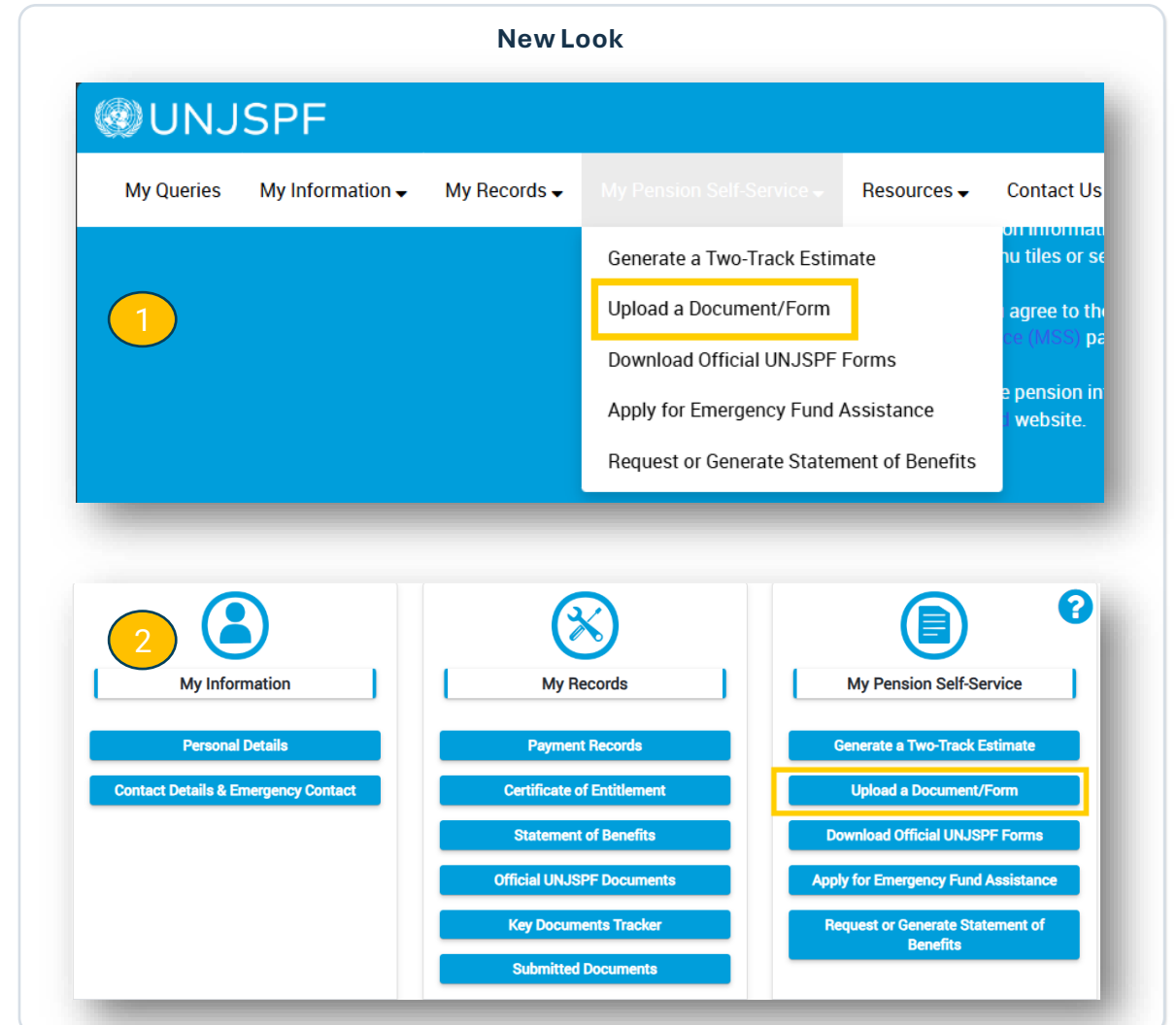


Former MSS

Previously labeled MSS Document Upload. Rebranded to “Upload a Document/Form”.

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.

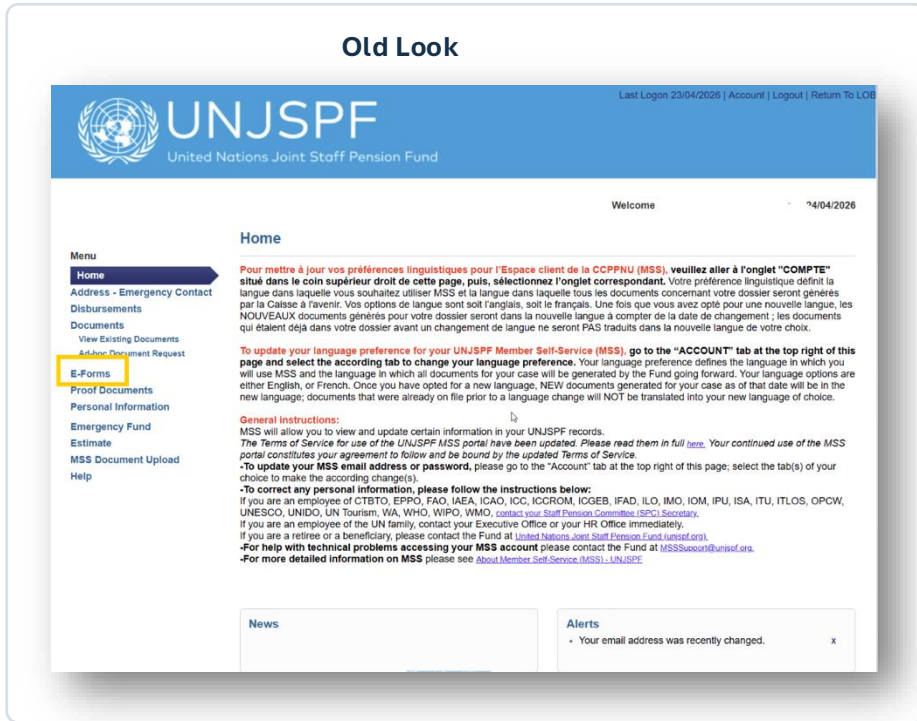


11. DOWNLOAD OFFICIAL UNJSPF FORMS

Use it to



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



Former MSS

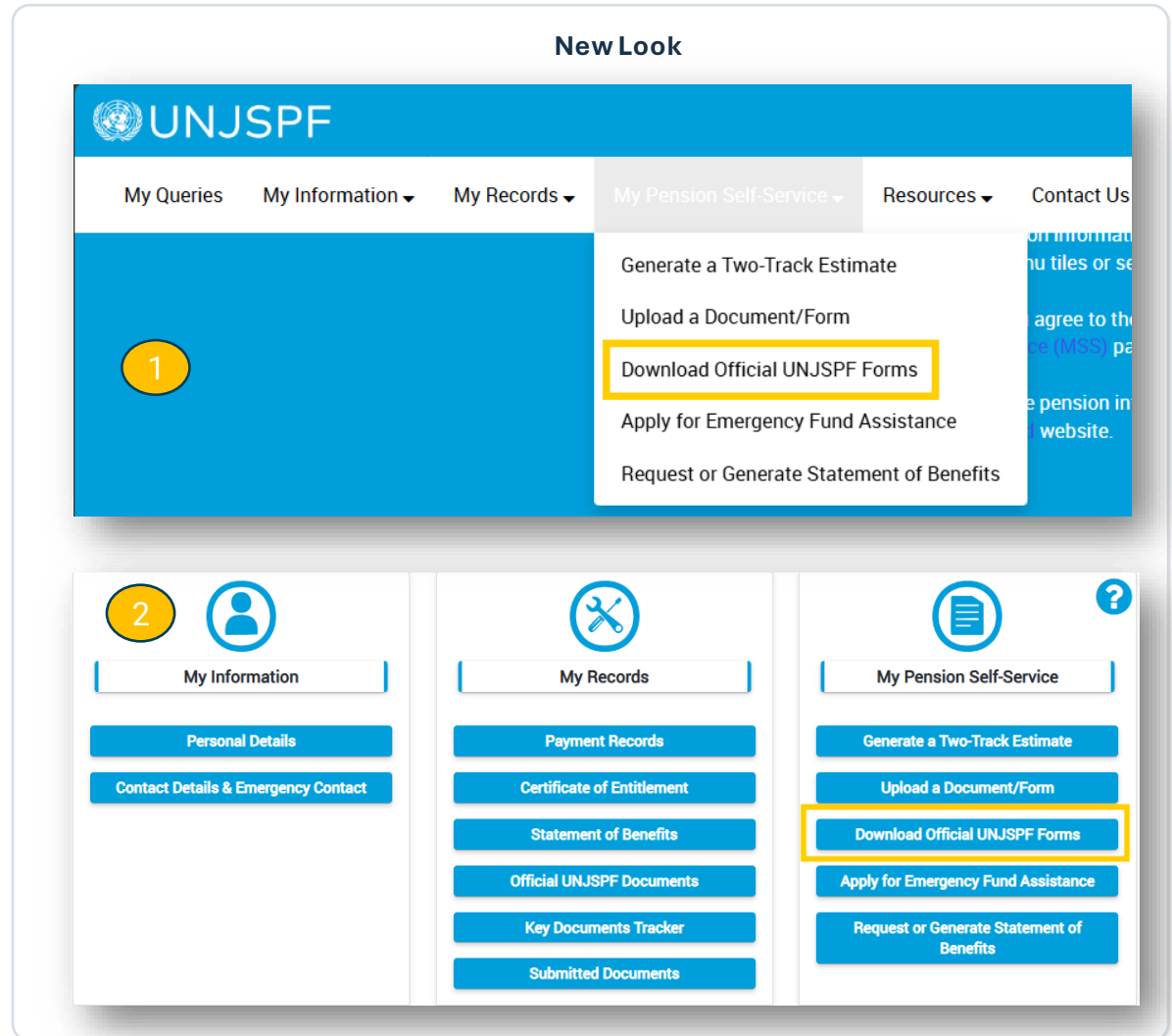
Previously labeled e-Forms. Rebranded to Download Official UNJSPF Forms.

Find it here

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

Forms or

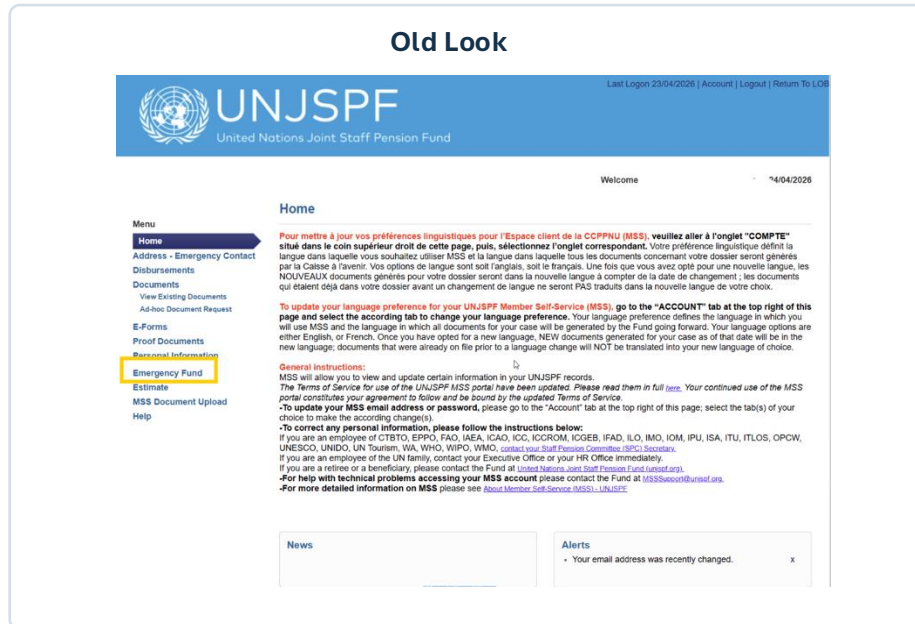
2. **Home Page:** Select the Download Official UNJSPF Forms tile.



12. APPLY FOR EMERGENCY FUND ASSISTANCE

Use it to

Submit a request for Emergency Fund assistance.



Former MSS

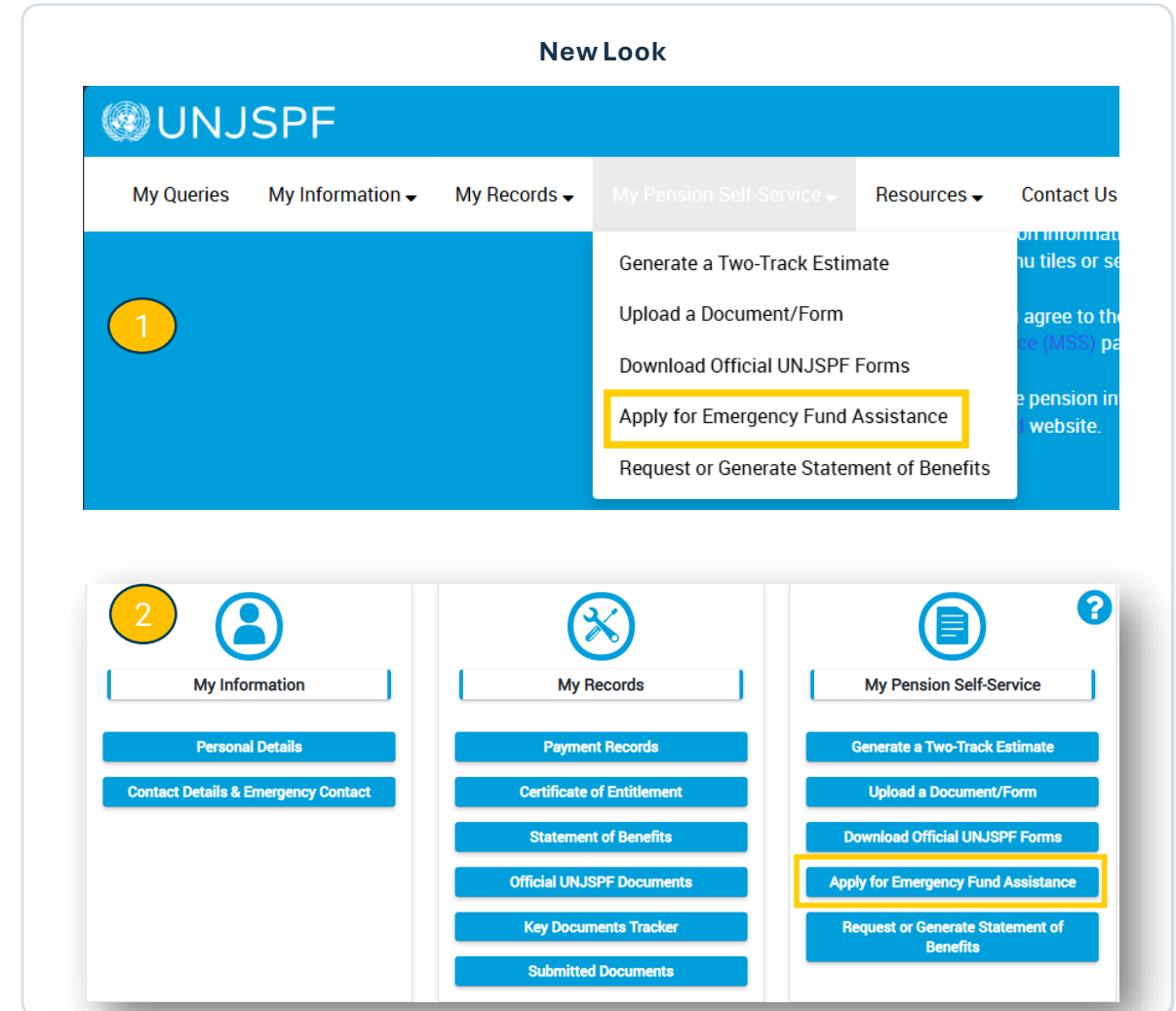
Previously labeled Emergency Fund. Rebranded to Apply for Emergency Fund Assistance.

Find it here

1. Drop Down Menu: My Pension Self-Service → Apply for Emergency Fund

Assistance or

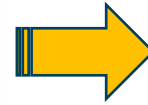
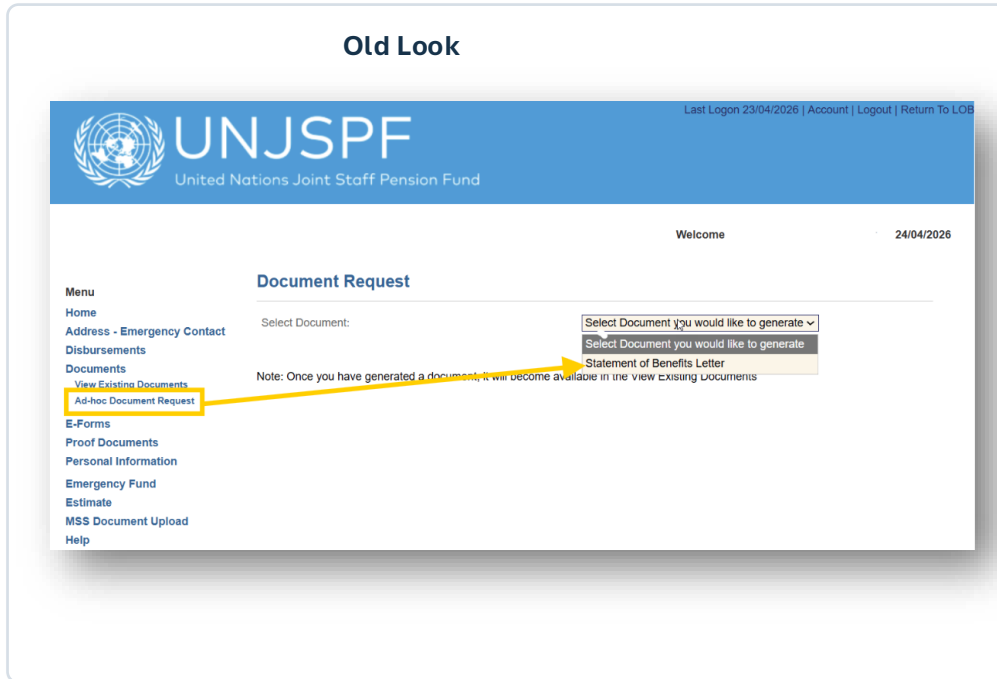
2. Home Page: Select the Apply for Emergency Fund Assistance tile.



13. REQUEST OR GENERATE STATEMENT OF BENEFITS

Use it to

Request or generate Statement of Benefits for available years.



Former MSS

Previously found under the Ad-hoc documents request menu. Rebranded to 'Request or generate Statements of Benefits'.

Find it here

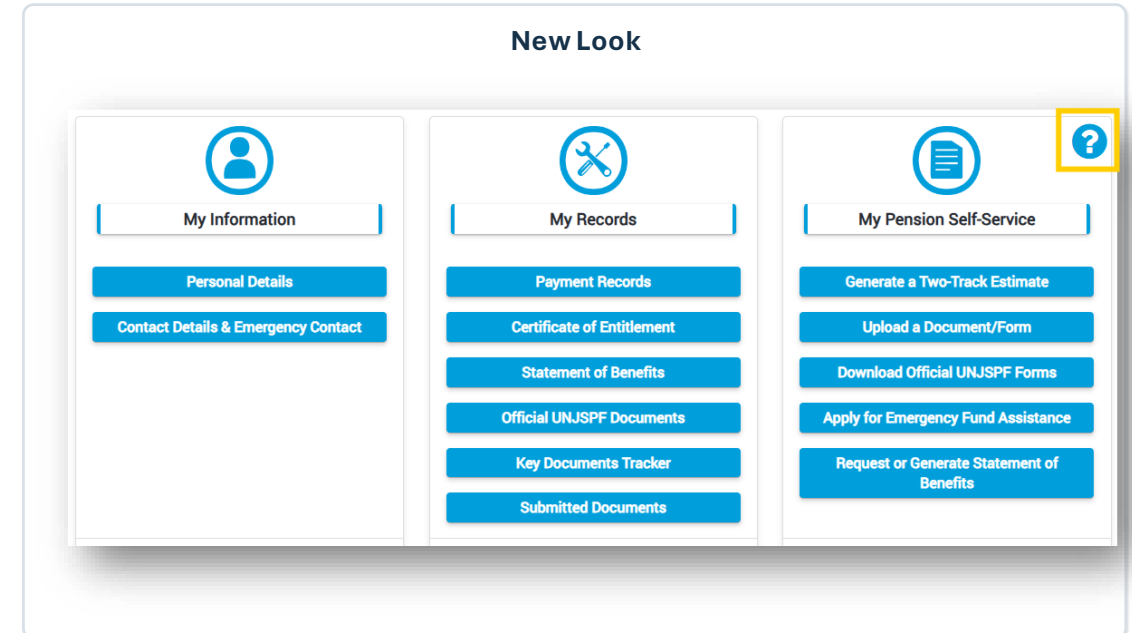
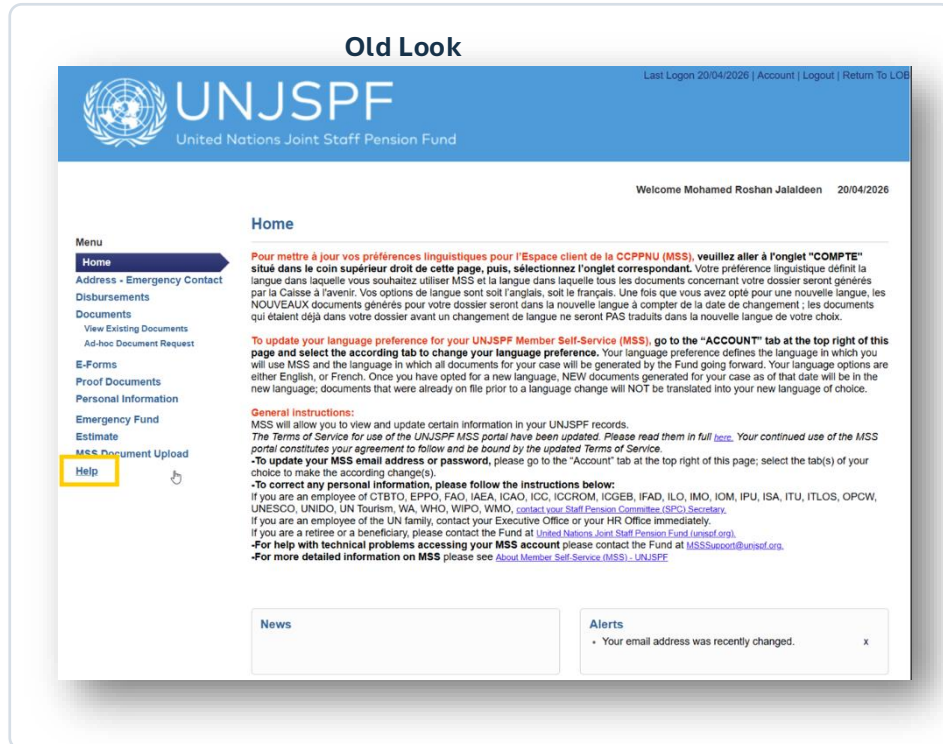
1. **Drop Down Menu:** My Pension Self-Service → Request or Generate Statement of Benefits or

2. **Home Page:** Select the Request or Generate Statement of Benefits tile.

15. HELP

Use it to

Access guidance on how to navigate the new MSS portal.



Former name

Previously labeled Help. Rebranded with a question mark (?).

Find it here

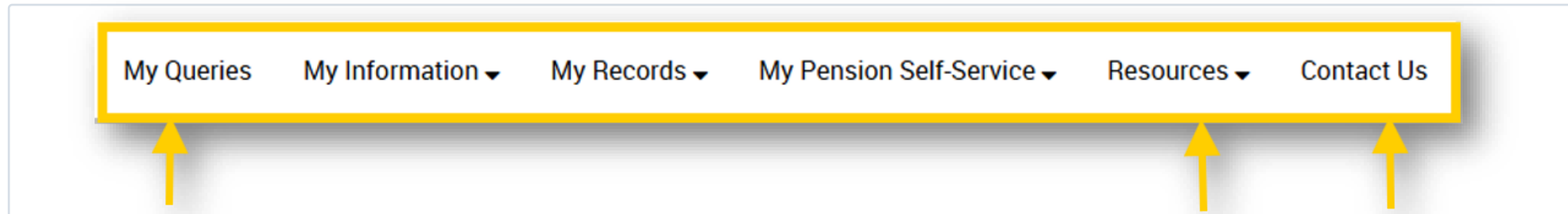
Home Page: Select the question mark (?) in the blue circle, in the top right corner of the “My Pension Self-Service” tile menu.



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.

14. 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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United Nations Joint
Staff Pension Fund

Thank you!