



How to change your email address in Member Self-Service

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

Step 2: Log in MSS.

Step 3: Click on **your name** at the top right corner of the MSS home page. Then click on **“Change registered email”**.

A screenshot of the UNJSPF Member Self-Service (MSS) landing page. The page has a blue header with the UNJSPF logo on the left and navigation links for "English", "UNJSPF Website", and a user profile icon labeled "TncRVD uCHC". Below the header is a navigation menu with "My Queries", "My Information", "My Records", "My Pension Self-Service", "Resources", and "Contact Us". The main content area is blue and contains a search bar, a welcome message, and instructions. A dropdown menu is open from the user profile icon, showing options: "Profile", "Impersonate", "End Impersonation", "Change registered email", "Change Password", and "Logout". Two red arrows point from the "Change registered email" option to the main content area.

Three service tiles arranged horizontally. Each tile has a blue icon at the top, a title, and a list of service options in blue buttons.

- My Information** (person icon):
 - Personal Details
 - Contact Details & Emergency Contact
- My Records** (wrench icon):
 - Payment Records
 - Certificate of Entitlement
- My Pension Self-Service** (document icon):
 - Generate a Two-Track Estimate
 - Upload a Document/Form

Step 4: You will be taken to the screen below. Provide your new email address and confirm it. Click on "Submit" on the right column once done.

Home > Customer Service > Services > Email update request

Search

Email update request

Update my registered email

* Indicates required

Requested for

Current email

* New email

* Confirm your new email

Submit

Required information

New email

Confirm your new email

Step 5: After you click on Submit, an automated system ticket will be created and immediately closed. You will see the confirmation screen below.

Home > Standard Ticket

Number CS0028661

Updated just now

State Closed

Email change request

Priority 4 - Standard

Member Organization UNICEF-HQ INT - ...

Requested for

Activity Attachments

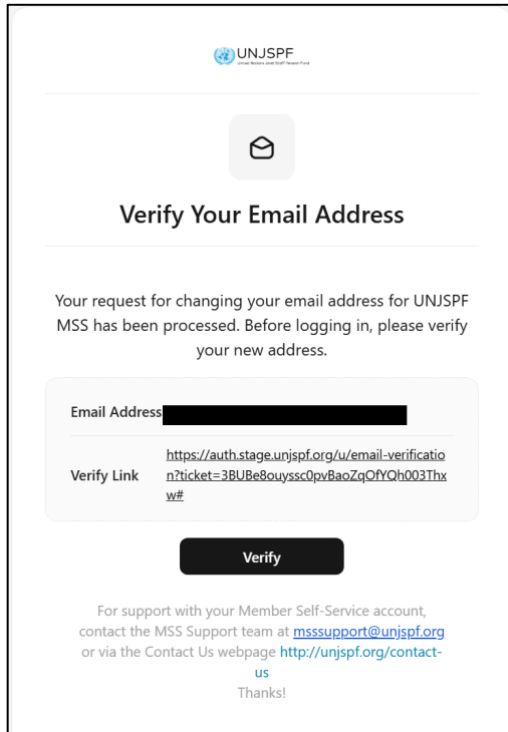
S System just now • Client Visible Formal Notes

Closed.

Email address change successful - Please check your inbox for an invitation to validate your new email address. You must validate your new address before logging into your MSS account.

RD CS0028661 Created just now

Step 6: A verification link will be sent to your new email address. Open your email inbox and click on the link or on the “Verify” button to verify the new email address.



Step 7: A new tab will open with the screen below to confirm the successful email change.

