



## How to upload documents/forms 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 **Upload a Document/Form**.

A screenshot of the UNJSPF Member Self-Service (MSS) landing page. The page has a blue header with the text "Welcome to UNJSPF Member Self-Service (MSS)". Below the header is a search bar with the placeholder text "Search MSS-related resources" and a magnifying glass icon. Underneath the search bar, there is a paragraph of text: "Access your pension information, documents, and self-service tools securely in one place. Use the menus above or search to get started." Below this is another paragraph: "By using MSS, you agree to the Terms of Service, available on the Fund's About Member Self-Service (MSS) page." At the bottom of the header, there is a link: "For comprehensive pension information, visit the UNJSPF – United Nations Joint Staff Pension Fund website." The main content area is divided into three columns. The first column is titled "My Information" and contains two buttons: "Personal Details" and "Contact Details &amp; Emergency Contact". The second column is titled "My Records" and contains five buttons: "Payment Records", "Certificate of Entitlement", "Statement of Benefits", "Official UNJSPF Documents", "Key Documents Tracker", and "Submitted Documents". The third column is titled "My Pension Self-Service" and contains four buttons: "Generate a Two-Track Estimate", "Upload a Document/Form", "Download Official UNJSPF Forms", "Apply for Emergency Fund Assistance", and "Request or Generate Statement of Benefits". A red arrow points from the "My Records" column to the "Upload a Document/Form" button in the "My Pension Self-Service" column.

## Step 4: Click on "Upload Document".

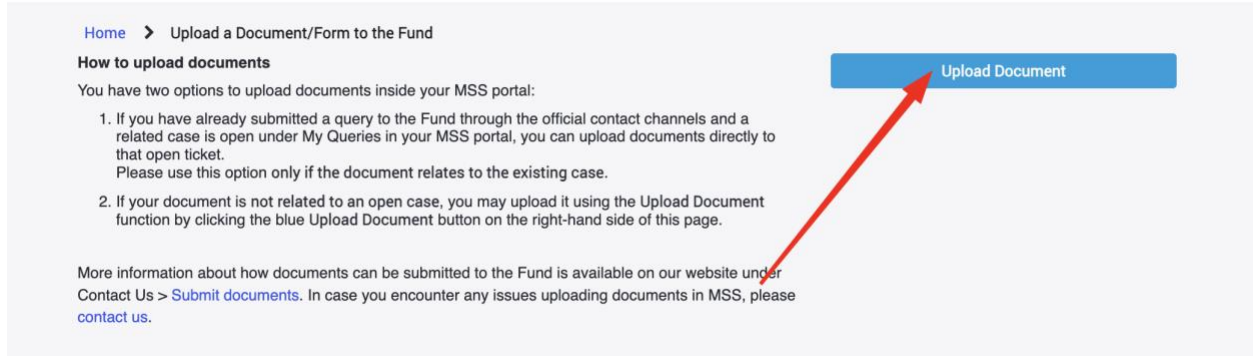
Home > Upload a Document/Form to the Fund

**How to upload documents**

You have two options to upload documents inside your MSS portal:

1. If you have already submitted a query to the Fund through the official contact channels and a related case is open under My Queries in your MSS portal, you can upload documents directly to that open ticket. Please use this option only if the document relates to the existing case.
2. If your document is not related to an open case, you may upload it using the Upload Document function by clicking the blue Upload Document button on the right-hand side of this page.

More information about how documents can be submitted to the Fund is available on our website under Contact Us > [Submit documents](#). In case you encounter any issues uploading documents in MSS, please [contact us](#).



## Step 5: Click on "Add".

Home > Upload a Document/Form to the Fund

Search MSS

### Upload a Document/Form to the Fund

\* Indicates required

\* Requested For

TncRVD uCHC

\* Upload a Document/Form

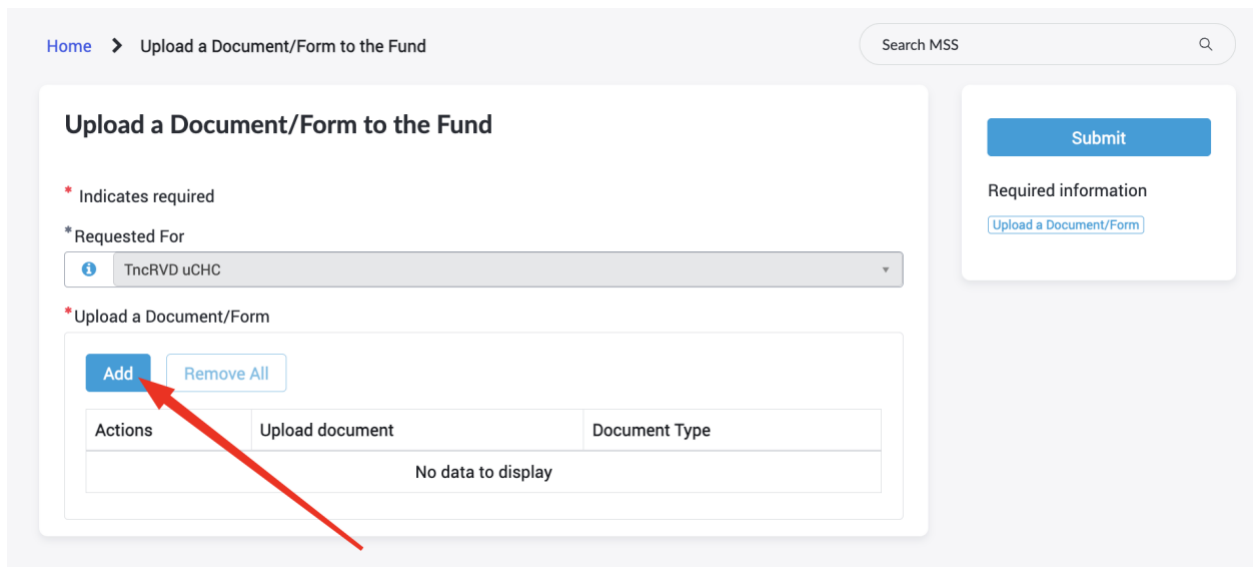
Add Remove All

Actions	Upload document	Document Type
No data to display		

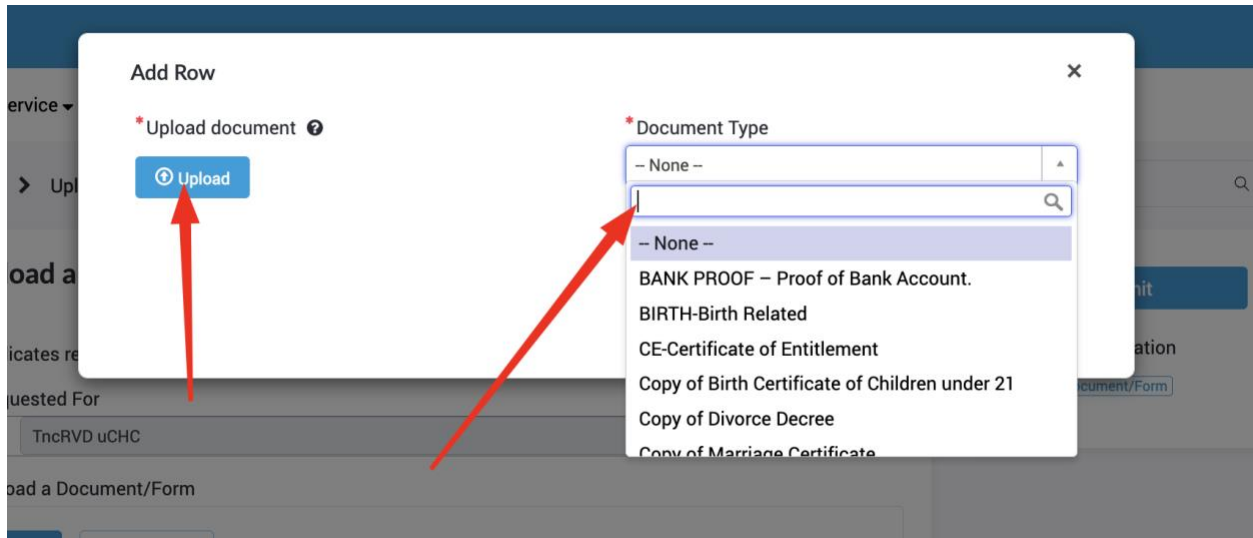
Submit

Required information

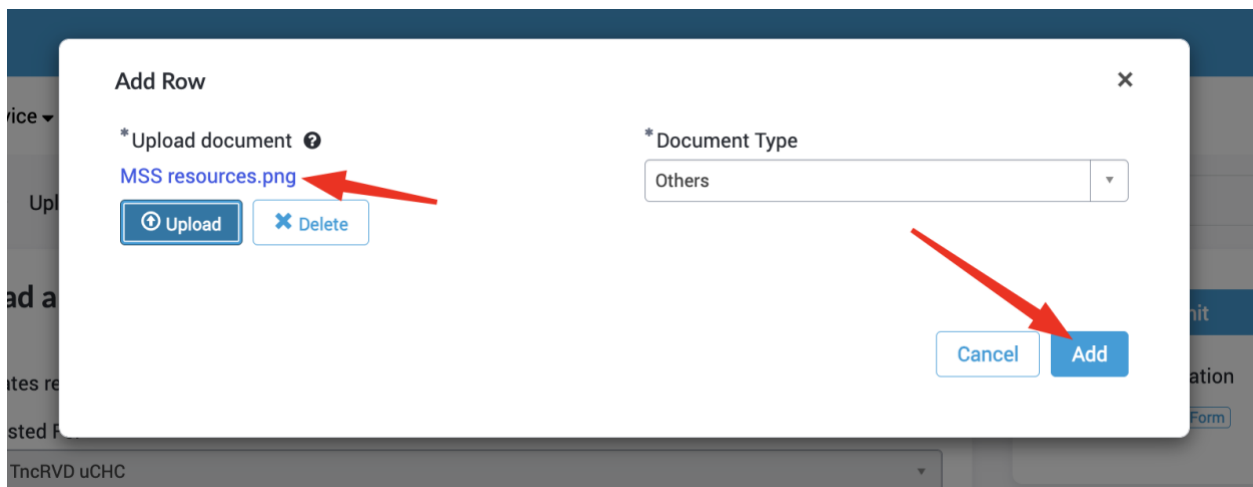
[Upload a Document/Form](#)



Step 6: A pop-up box will appear. Click on **“Upload”** to select the document you wish to upload and then select the **Document type** from the drop-down menu.



Step 7: Double check that you have uploaded the correct document (the name of the document you uploaded will appear on the left) and you have selected the correct document type. Click on **“Add”**.



Step 8: Your uploaded document will appear in the list. Click "Add" to upload more, or use the Actions column to edit or delete files. When finished, click "Submit".

Home > Upload a Document/Form to the Fund

Search MSS

### Upload a Document/Form to the Fund

\*Requested For  
TncRVD uCHC

\*Upload a Document/Form

[Add](#) [Remove All](#)

Actions	Upload document	Document Type
<a href="#">✎</a> <a href="#">✕</a>	MSS resources.png	Others

[Submit](#)

Step 9: The following confirmation screen will appear, indicating that your document(s) have been received by the Fund.

Home > MSS Submission

Number  
CS0110822

Created just now Updated just now State Closed

### Upload a Document

Priority 4 - Standard Member Organization UN-HEADQUARTE... Requested for TncRVD uCHC

[Activity](#) Attachments

**S** System  
to: 000174538email@dummy.com  
Subject: UNJSPF MSS Document Upload • just now • Email received ✓

[Show full email](#)