



UNJSPF

United Nations Joint
Staff Pension Fund

Digital Certificate of Entitlement (DCE)

Step-by-Step Guide

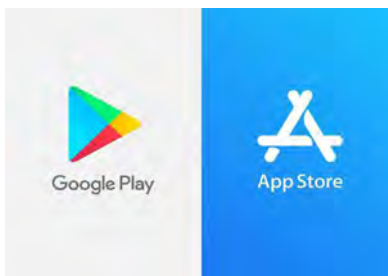
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1. DOWNLOADING THE APP

What you will need:

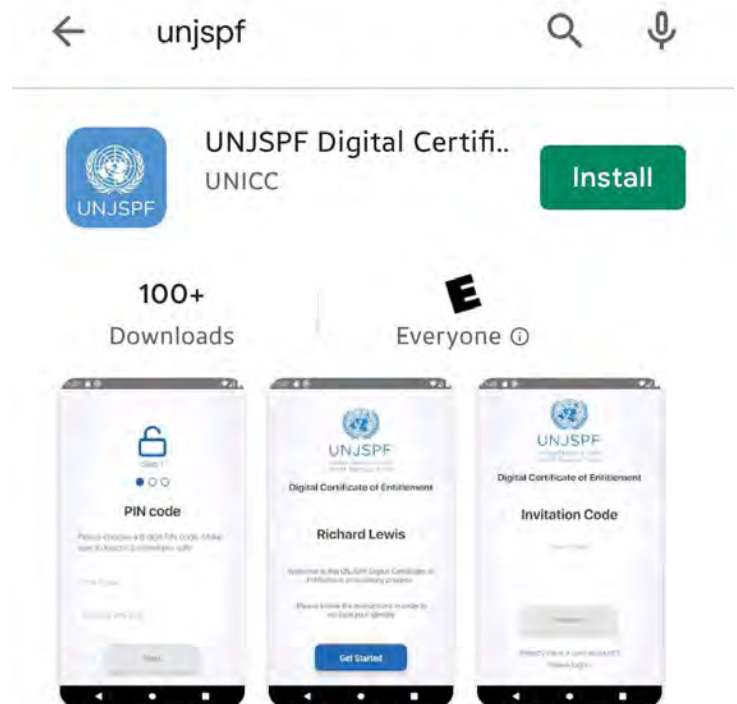
- Your smartphone/tablet

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".

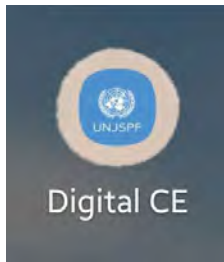


1. Open the Google Play Store or App Store and search for the app (please see above for the specific name). If you type UNJSPF, the app will show up.

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.




2. 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).

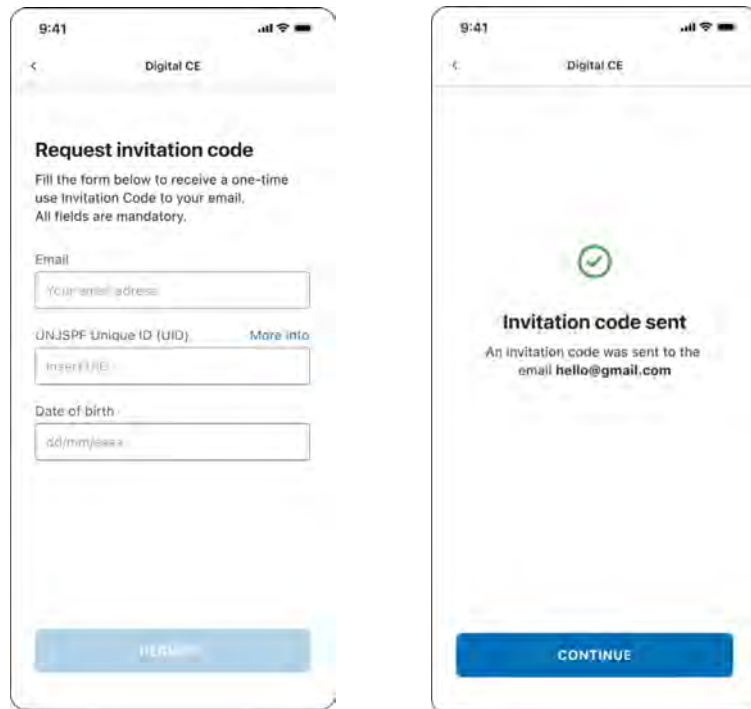
2. **Insert the Invitation Code if you have it. In case you don't have an Invitation Code, please request it by clicking on "Request Code".**



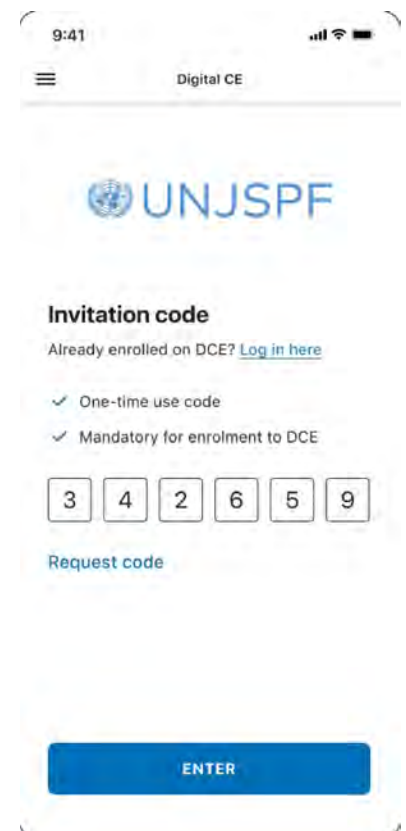
The screenshot shows the 'Digital CE' app interface. At the top, the time is 9:41 and the signal strength is indicated. Below the UNJSPF logo, there is a section for 'Invitation code'. It includes a link 'Already enrolled on DCE? Log in here' and two checked items: 'One-time use code' and 'Mandatory for enrolment to DCE'. Below these are six empty input boxes for the invitation code. A 'Request code' link is positioned below the boxes. At the bottom of the screen is a large blue button labeled 'ENTER'.

*Please send an email to requestUIDOnly@unjspf.org in case you don't know your UID

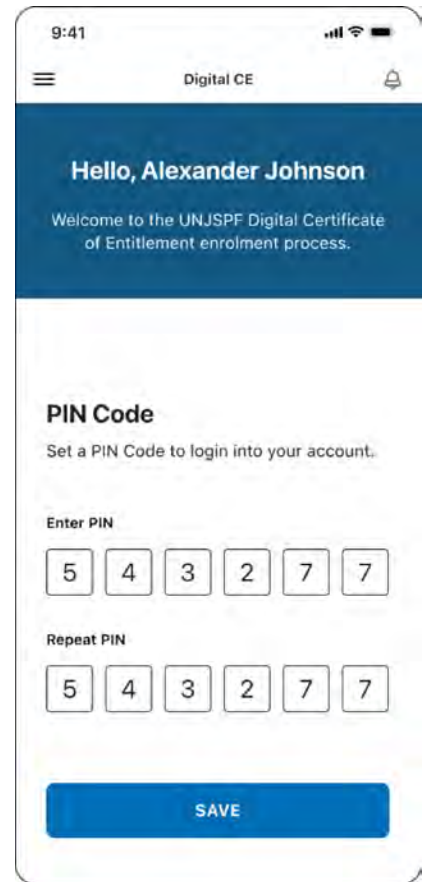
3. If you need to request an Invitation Code, please fill the form with your email, UNJSPF Unique Identification Number (UID) and date of birth. Please keep in mind that the email you provide will be used for future communications related to the Digital Certificate of Entitlement and to log in.



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".



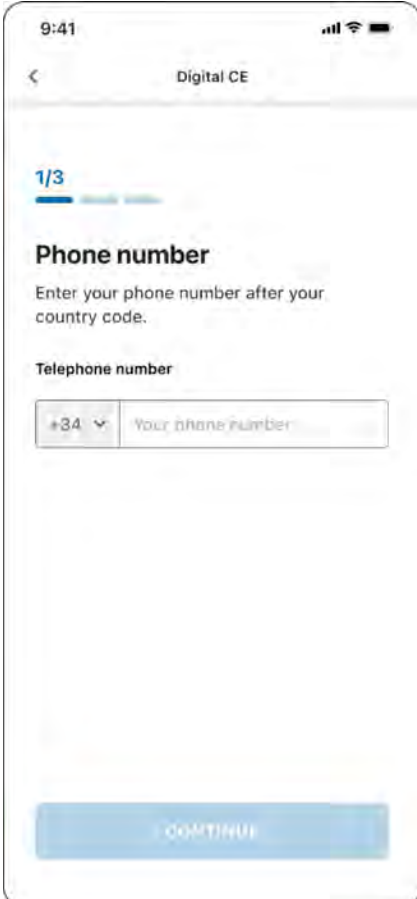
5. **Create a 6-digit PIN Code.** You will need this code in the future to log in the app, so keep it safe and make sure you remember it. Only numbers are accepted and common combinations aren't allowed (ex: 123456).



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



7. Enter your phone number. Please make sure to insert the international code to your phone number. Click on "Continue".



The screenshot shows the 'Digital CE' app interface. At the top, the time is 9:41 and the status bar shows signal, Wi-Fi, and battery icons. Below the title 'Digital CE' is a progress indicator showing '1/3' steps. The main heading is 'Phone number'. Below it, the instruction reads: 'Enter your phone number after your country code.' The label 'Telephone number' is positioned above a text input field. To the left of the input field is a dropdown menu showing '+34'. The input field contains the placeholder text 'Your phone number'. At the bottom of the screen is a large blue button labeled 'CONTINUE'.

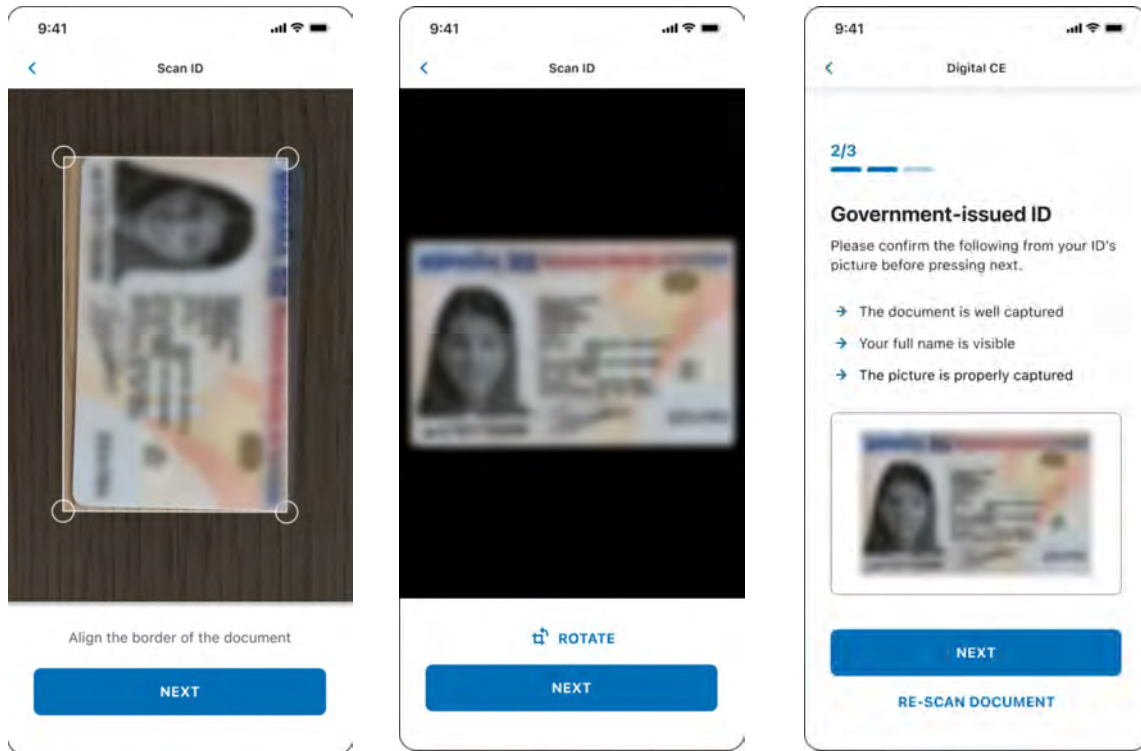
8. Have an ID document with a clear picture of your face and full name at hand. It must be a valid, government-issued picture ID document that includes your full name, date of birth, issuance and expiry dates, issuing authority, and your scripted signature. Standard acceptable ID documents are national passport, national ID card, national driver's license.

Once you have read the instructions, click on "Open Camera" to take the photo.

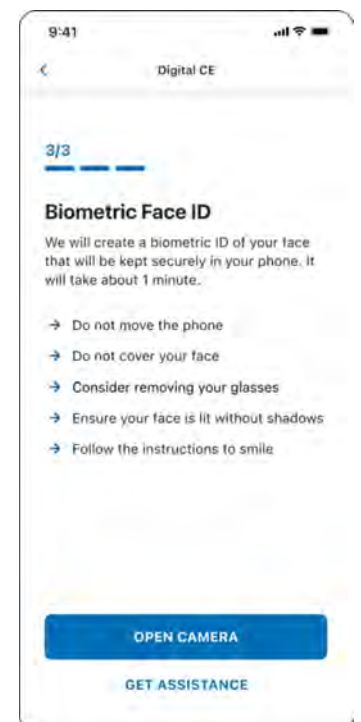


The screenshot shows the 'Digital CE' app interface. At the top, the time is 9:41 and the status bar shows signal, Wi-Fi, and battery icons. Below the title 'Digital CE' is a progress indicator showing '2/3' steps. The main heading is 'Government-issued ID'. Below it, the instruction reads: 'Click on "Open camera" and scan a valid government-issued ID Document: Passport, drivers license, etc.' Underneath, it says 'It must contain:' followed by a list of requirements: 'A clear picture of your face', 'Your full name', 'Your date of birth', and 'Your signature'. At the bottom of the screen is a large blue button labeled 'OPEN CAMERA'.

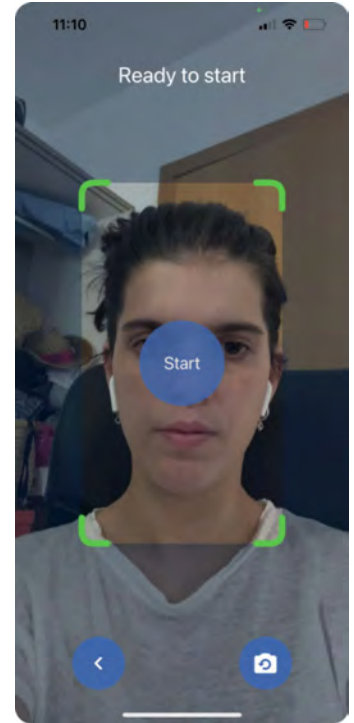
9. The app will now take a photo of your ID document. Please make sure the small **circles are on the corners of your ID document**. Once it is the case, click on "Next". **Rotate the photo** if needed and click on "Next". **Check if the ID document is captured correctly** and click on "Next".



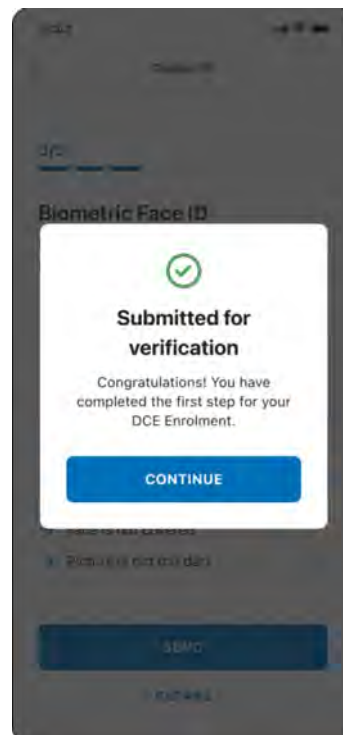
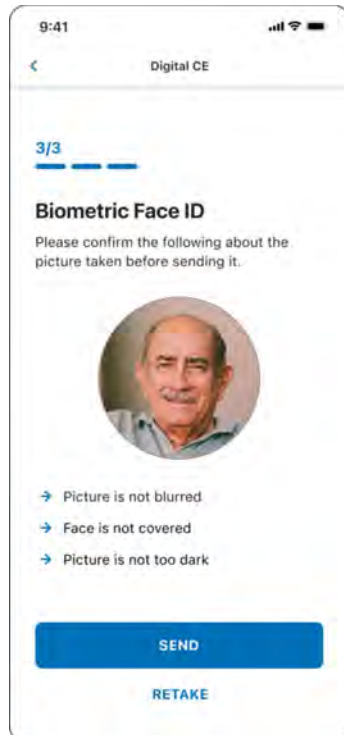
10. You will now take a picture of your face to create your biometric ID. **Please read carefully the instructions to make sure the image is acceptable.**



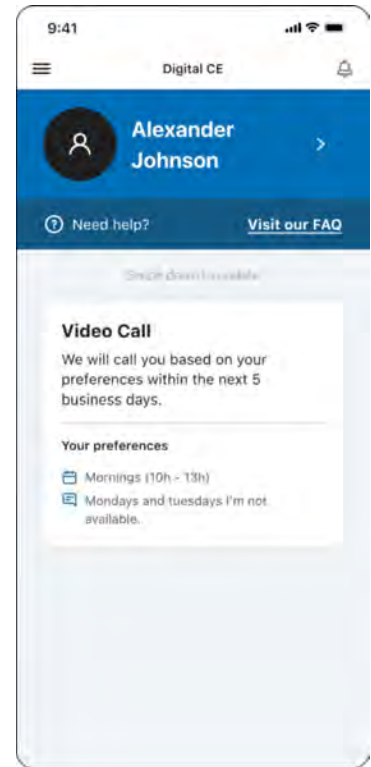
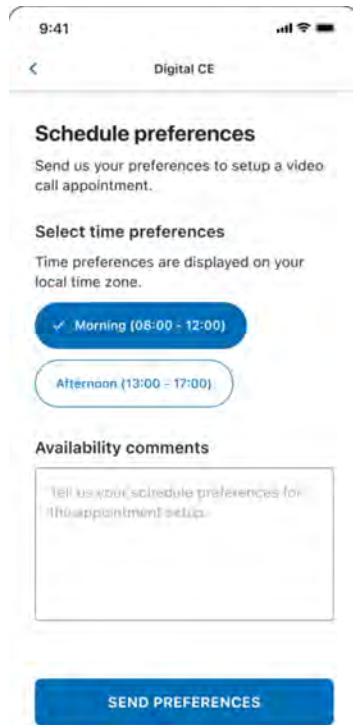
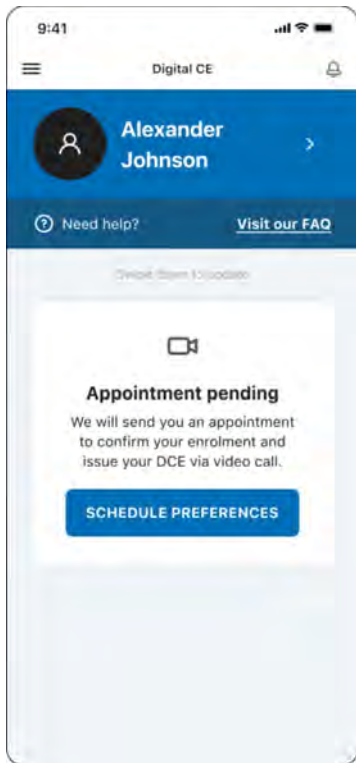
11. **The app will automatically take pictures of your face.** Make sure you keep your face in the rectangle and follow the instructions given to you by the app. It will ask you to smile or to make different facial expressions.



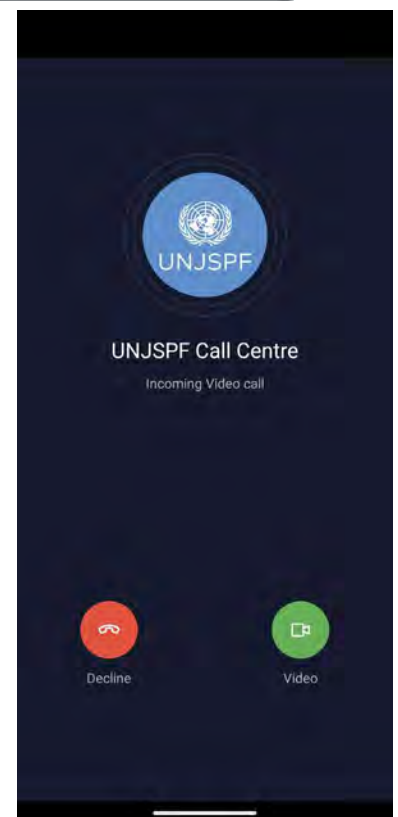
12. Check the picture to make sure it is as per the specifications and **click on "Send" if you are satisfied.** If the image is blurry, your face is covered, or you are not satisfied, click on "Retake". You will see a confirmation message that your enrolment has been submitted for verification.



13. The next screen should tell you that **your appointment 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 first Digital CE.



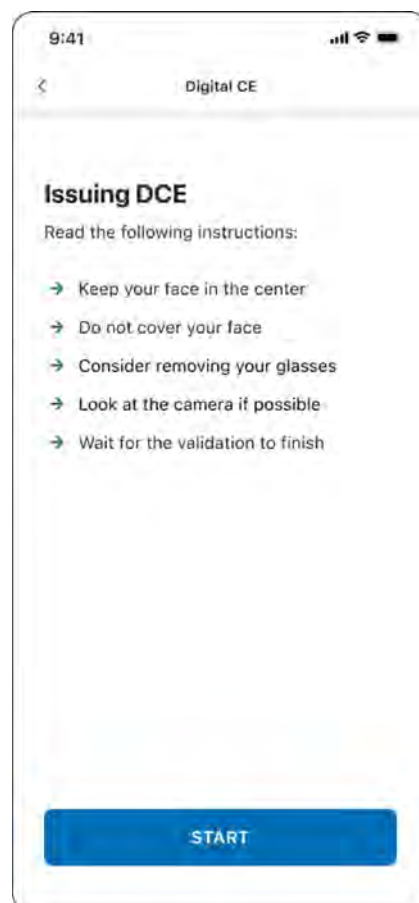
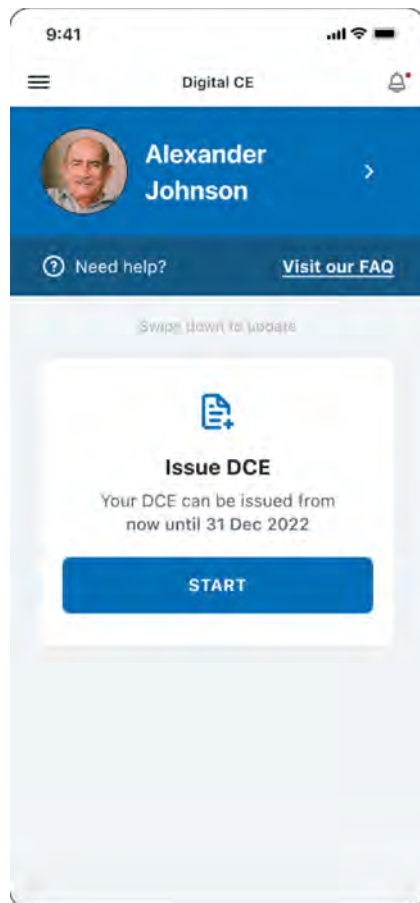
3. ISSUING THE DIGITAL CERTIFICATE OF ENTITLEMENT

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.

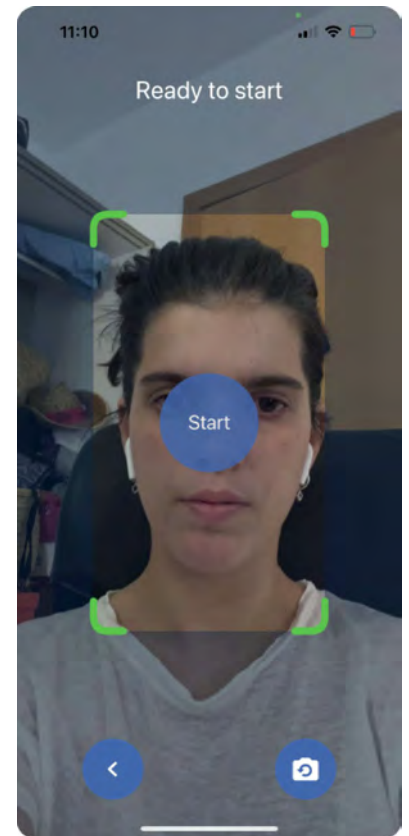
What you will need:

- Your smartphone/tablet

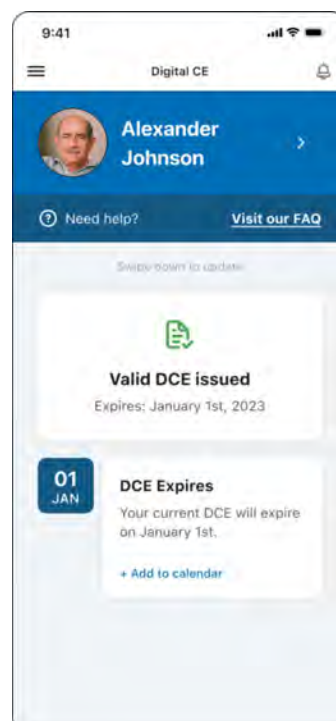
1. Once your enrolment process is complete, you will be able to issue your Digital Certificate of Entitlement (CE). **To issue your Digital CE, open the app and click on "Start". Read the instructions carefully and click on "Start".**



2. Click on "Start". The app will automatically complete the scan of your face. Please keep your face in the rectangle and follow the instructions of the app. It will ask you to make different facial expressions.



3. Once the app is done verifying your identify, 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.



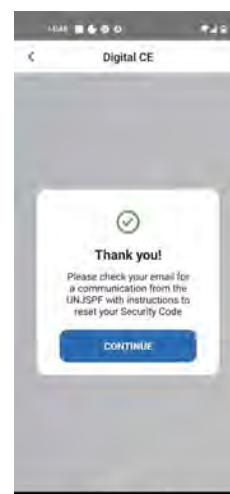
4. RESETTING YOUR PIN CODE

You will need the PIN Code you created during the enrolment to log in the app. In case you forget it, you can reset it. Please follow the instructions below.

1. Open the app. **Click on "I forgot my PIN code."**



2. **Enter your UNJSPF Unique ID and the email you used to register on the app. Click on "Request". You will then receive an email allowing you to reset your PIN Code.**



5. ASSISTANCE

You can visit the FAQ and contact support by clicking on the "=" on the top left corner of the app.

