

FFOA INFORMATION NOTE 2025/18

Dear Members,

The Pension Fund has been working on multi-factor authentication to upgrade the security of beneficiaries' personal pages, i.e. the information stored under Member Self Services (MSS). The change was implemented last week. (see the announcement on the UNJSPF website: <https://www.unjspf.org/newsroom/attention-participants-and-beneficiaries-multi-factor-authentication-is-now-required-to-access-your-member-self-service-account/>)

This change does enhance security and removes the artificial 'username' requirement. Logon now requires your email address, your new password, and a one-time code sent to your email address.

Please note:

- Everyone using MSS must re-register
- Your former MSS logon does not work – do not try to enter it on the new logon page.
- You will need your nine-digit UID to register. It is on every personal document sent to you by the Pension Fund. If you need to know your UID, please send an email to: requestUIDOnly@unjspf.org
- To register, follow the process below (similar to online banking registration):
 - o Click the red 'Register' button at the bottom of the MSS Logon page
 - o Enter your nine-digit UID and your personal information
 - o Answer a security question and click that you are human
 - o Define your new password
- After the registration you will be returned to the logon page where you can enter your email address and password.
- The Fund will send a one-time code to your email address.
- After entering the code, access to your MSS pages will be authenticated.

Step-by-step guides, an FAQ and tutorial videos are available on the MSS information page: <https://www.unjspf.org/resources/about-member-self-service/>

With kind regards,
The FFOA Secretariat