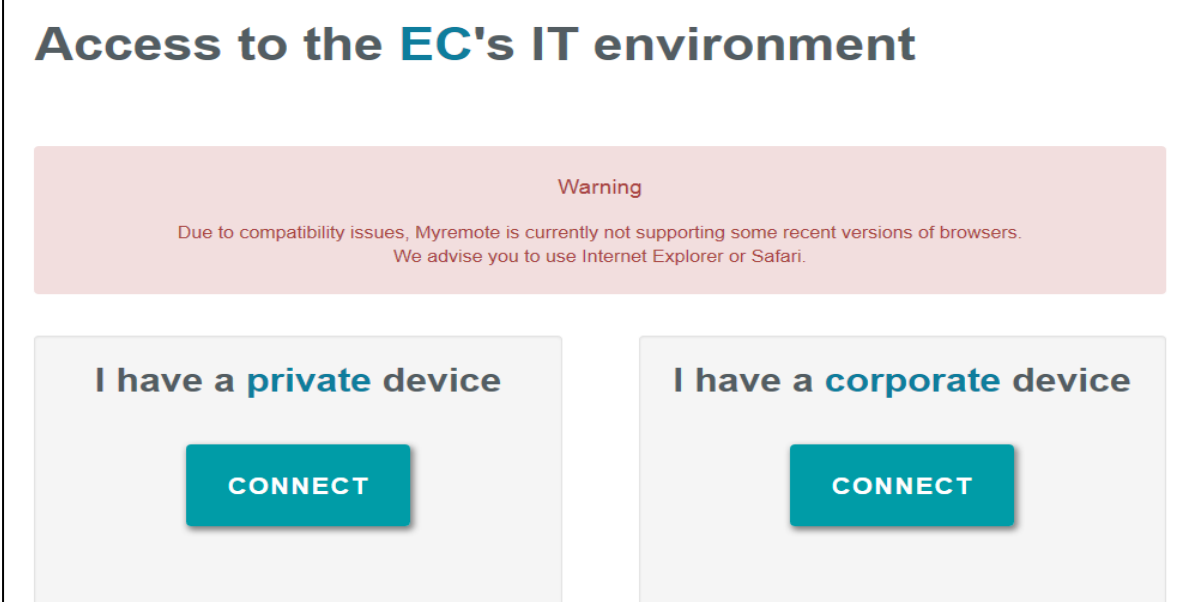


## Sysper Pensions presentation

1. At present, 12.000 pensioners out of 24.000 have an EU login account.
2. The Sysper Pensions Front Office (FO) was launched on 28 November 2017.
3. We open the FO gradually, based on the due date of the biennial life declaration. We started with the 410 pensioners who had to complete their life declaration in December 2017. With the life declarations launched in January and February 2018, 1.183 pensioners were granted access to the Sysper Pensions FO.  
Once the pensioner's access to Sysper Pensions is granted, s/he will receive a personal communication from the PMO Director by e-mail.
4. Only the pensioners having an EU Login account could have access to Sysper Pensions.
5. The access is granted now via My Remote: the new single entry point to all applications which are accessible to the retired Staff: SYSPER Pensions, JSIS online, MyIntracomm.  
WARNING: the access to the JSIS online requires a double identification, in order to better protect your medical data.  
We are working to improve the existing connection procedure. We will inform all pensioners when the new way of accessing JSIS online is available.
6. Once a new life declaration is available to complete in Sysper Pensions, the pensioner will be notified by e-mail.
7. Via the FO, pensioners may consult/print out their pension statements for the year 2017 (older statements are not available online). Once the pension statement is available, the pensioner is notified by e-mail.
8. All pensioners will continue to receive both versions, paper and electronic, of their life declaration and pension statements.  
After that, a new Sysper Pensions feature will enable the pensioners to make a choice to receive the electronic version only.
9. Please send to PMO only one version of your life declaration: either on paper or electronically.
10. The next module of SYSPER Pensions, which is still under construction, will enable the pensioner to print out his/her fiscal certificates. S/he will be able to download the same version of the certificate as received on paper and also generate and print his/her fiscal certificate for the country of taxation, with or without amounts, and in the language of his/her choice.
11. The paper fiscal certificates were sent to all pensioners, except those living in Luxembourg, Belgium and Switzerland (foreseen for March).

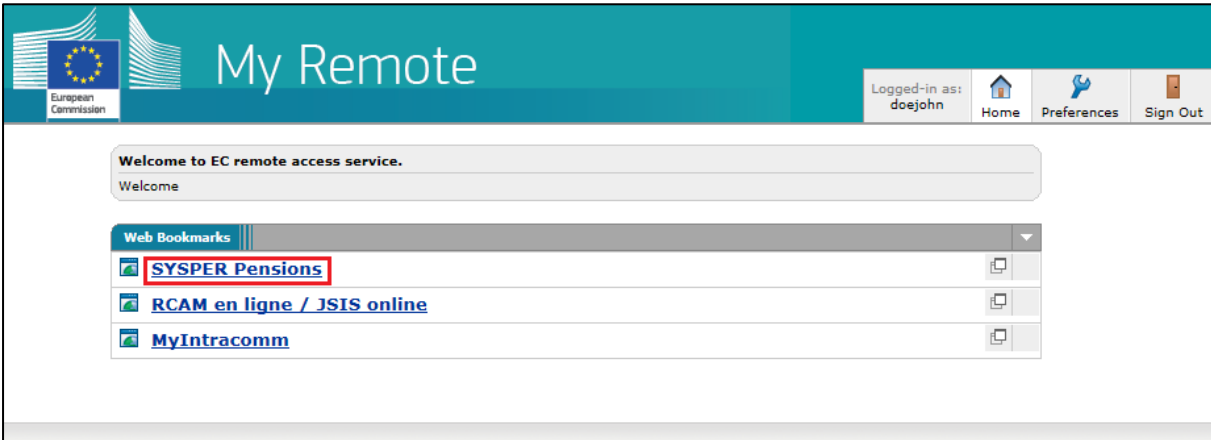
## HOW TO ACCESS Sysper Pensions

If you have an EU Login account, your access to this new portal will be granted automatically. In order to connect, please go to the following link: <https://myremote.ec.europa.eu/> and click on "I have a private device" in the following screen:



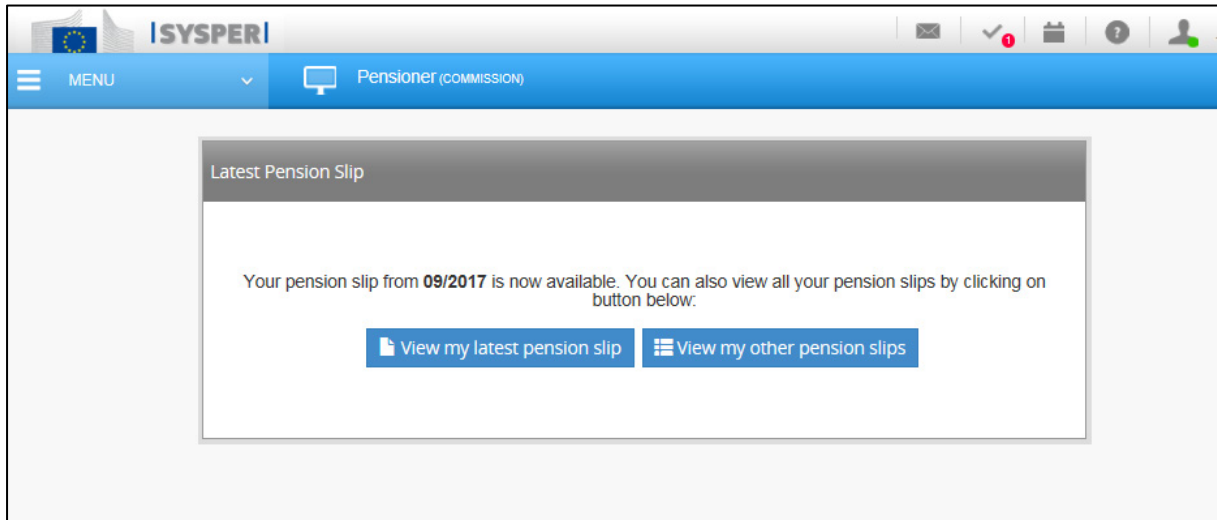
The screenshot shows a login page titled "Access to the EC's IT environment". At the top, there is a warning message in a light red box: "Warning: Due to compatibility issues, Myremote is currently not supporting some recent versions of browsers. We advise you to use Internet Explorer or Safari." Below the warning, there are two main options: "I have a private device" and "I have a corporate device". Each option has a teal "CONNECT" button.

and enter your credentials as you usually do. Once you are connected to EU Login you will be redirected to the welcome page of MyRemote. This is the new entry point for all applications which are accessible to the retired Staff: SYSPER Pensions, JSIS online, MyIntracomm:

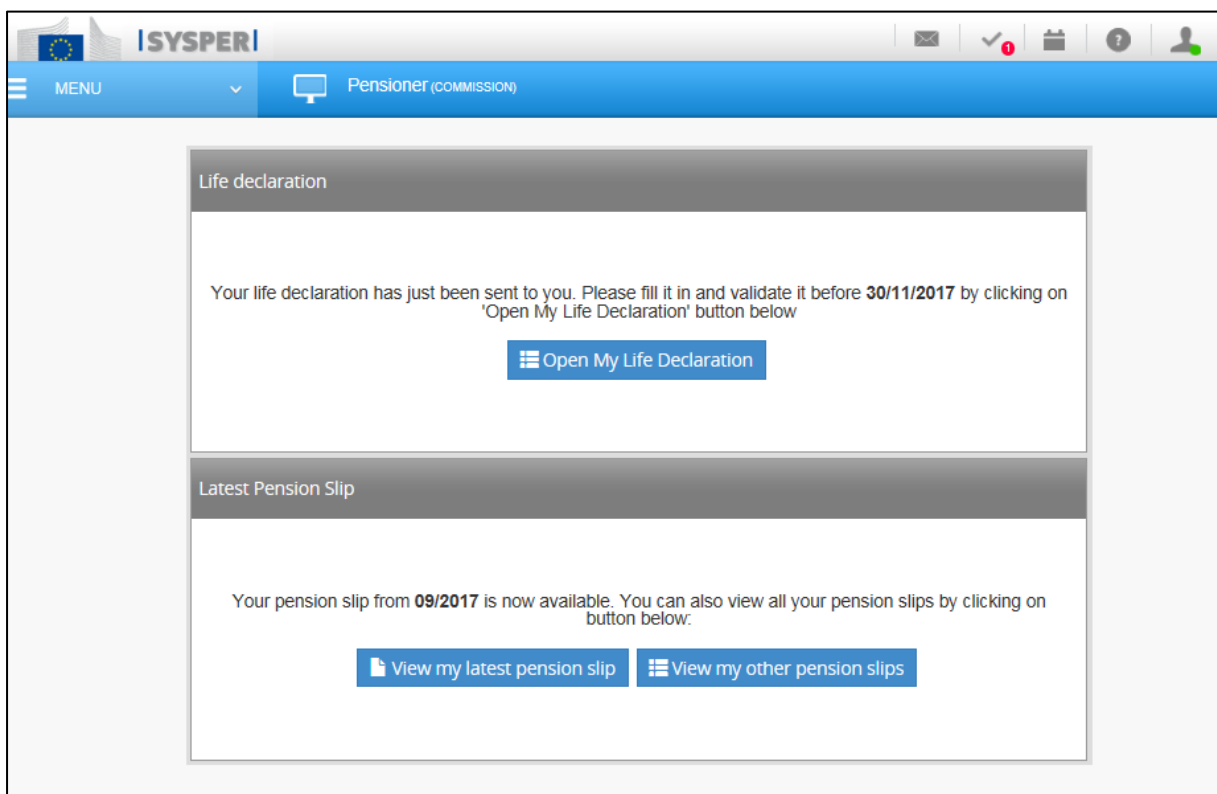


The screenshot shows the "My Remote" welcome page. The header includes the European Commission logo and the text "My Remote". On the right, it says "Logged-in as: doejohn" with links for "Home", "Preferences", and "Sign Out". The main content area has a "Welcome to EC remote access service." message and a "Welcome" message. Below that is a "Web Bookmarks" section with three items: "SYSPER Pensions" (highlighted with a red box), "RCAM en ligne / JSIS online", and "MyIntracomm".

At this first stage, you will have the possibility to consult and print out your pension statements for the year 2017 (older statements are not available online). You have simply to click on the link of *SYSPER Pensions* in order to access the front page where the widget dedicated to your pension slips is displayed:



Before the due date for your biannual declaration, the new widget of the "Life declaration" will appear in your *SYSPER Pensions*:



A notification will also be sent to you by e-mail once your new life declaration is available to complete in your *SYSPER Pensions*. **Please send to the PMO only one version of your life declaration: either on paper or electronically.**

WARNING: Retired Staff of the European Parliament, Court of Justice of the European Union and European Economic and Social Committee are not concerned by the life declaration and the associated widget will not appear in their *SYSPER Pensions*.

If you ever experience problems with the connexion to MyRemote, EU Login or SYSPER Pensions, you can contact the Helpdesk at the following e-mail address: [EC-CENTRAL-HELPDESK@ec.europa.eu](mailto:EC-CENTRAL-HELPDESK@ec.europa.eu)