

PMO Contact becomes STAFF Contact

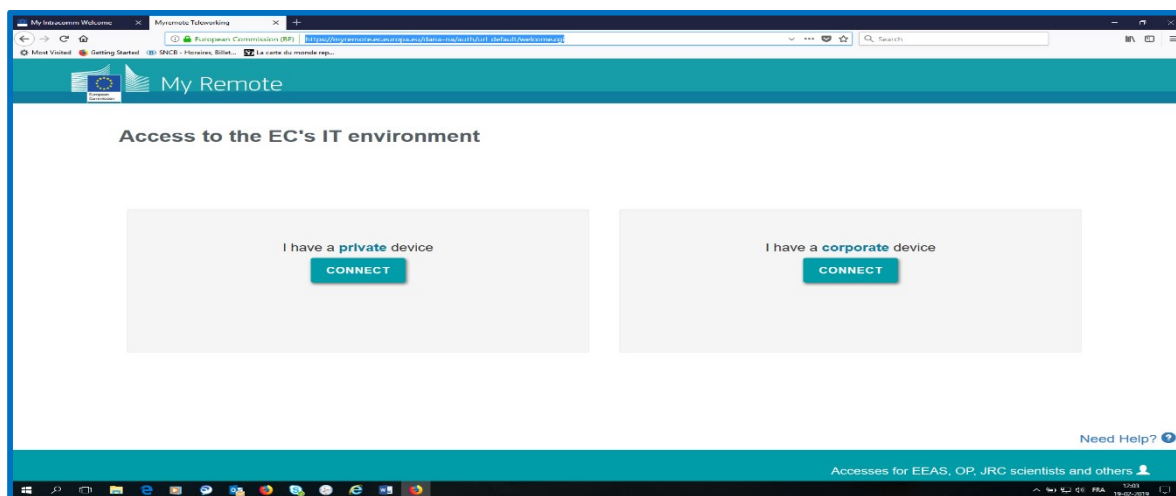
From May 15, STAFF Contact will replace PMO Contact. This tool, integrated in “My IntraComm”, will contain all the information for the retired people of the Institutions and will allow them to ask questions while offering greater level of security.

EU login required

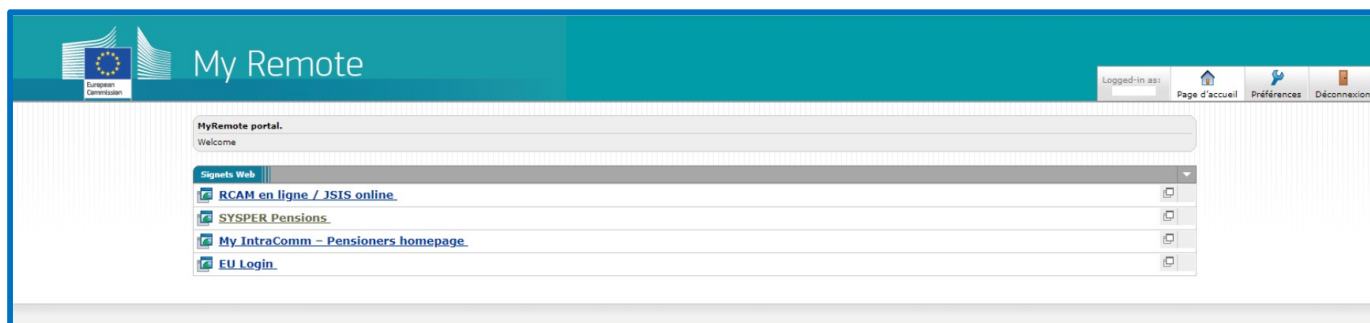
This tool cannot be used if you do not have an EU Login account! See how to create an EU Login account at the end of this document.

How to log in to this tool?

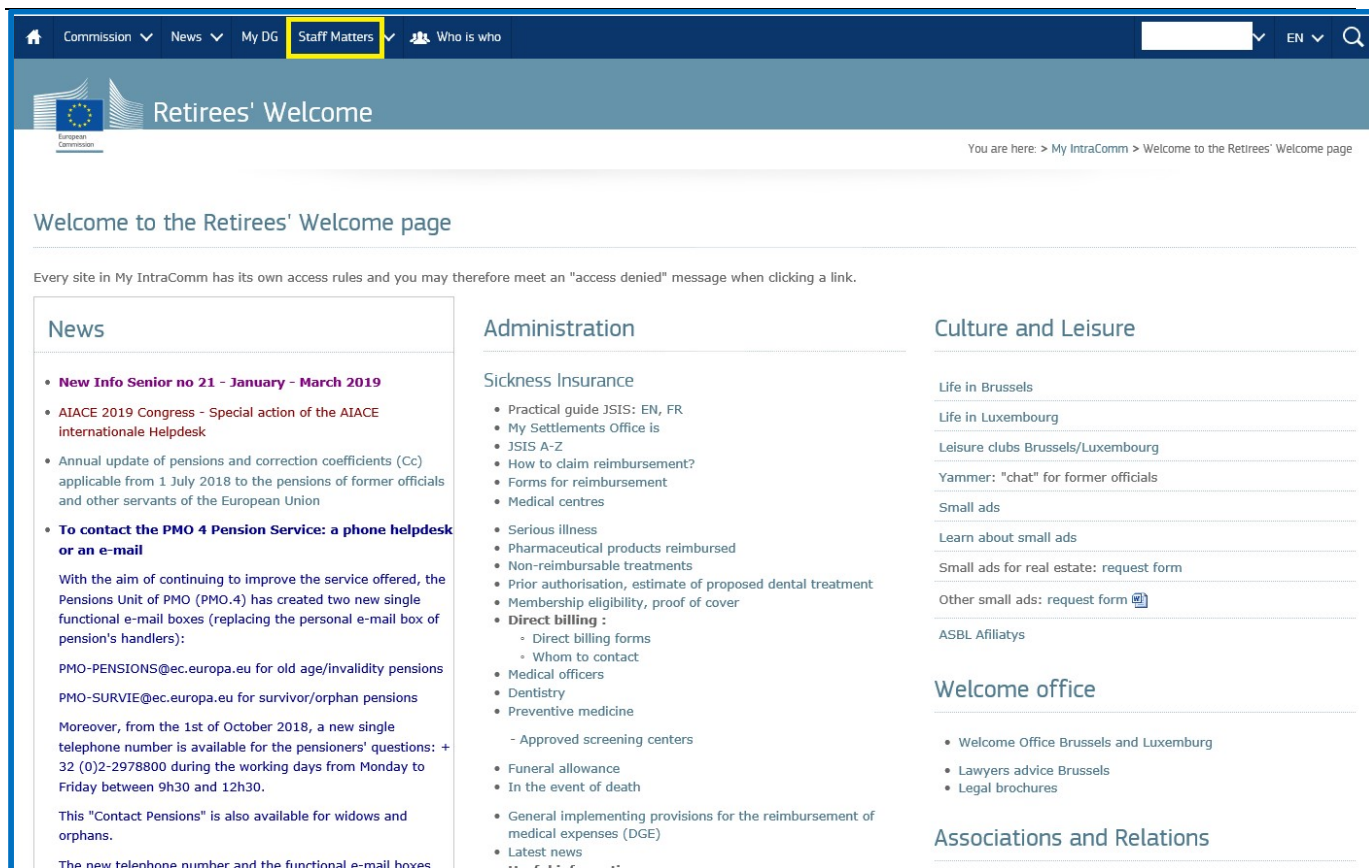
For your convenience, all the applications you need (online JSIS, SYSPER Pension, MyIntraComm) are gathered in My Remote (Link: https://myremote.ec.europa.eu/dana-na/auth/url_default/welcome.cgi), a secure single space, to which access via a certified EU Login represents the best insurance for the protection of your personal data.



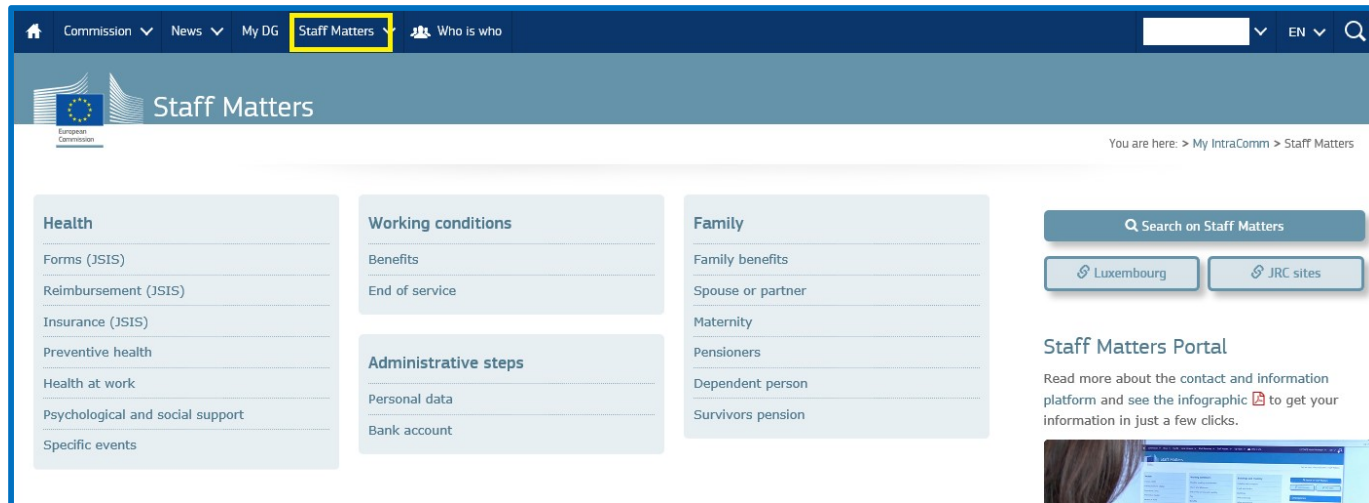
Screen 1: Homepage, click on the button 'I have a private device- CONNECT' Authenticate with your EU-Login and access the My Remote screen:



Screen 2: My Remote Menu Click on the link 'My IntraComm - Pensioners homepage'



Screen 3: Pensioners home page
In the header, click on 'Staff Matters'



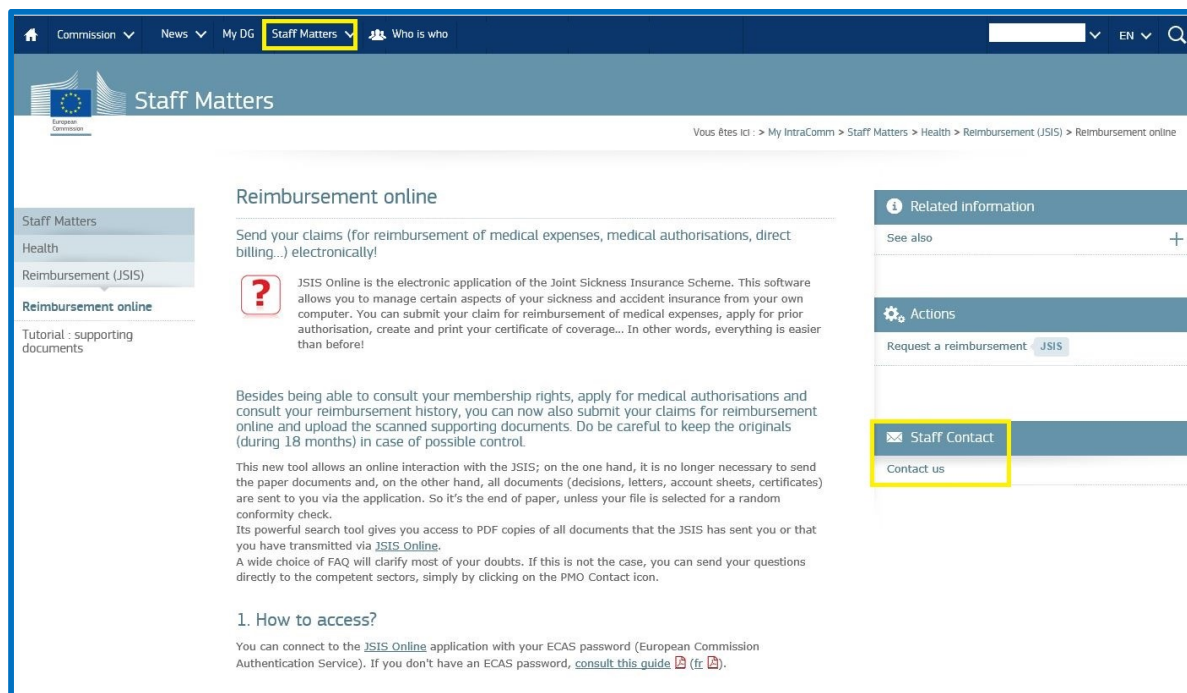
Screen 4: My IntraComm Home Page 'Staff Matters': Thematic Index

How to ask a question?

1. From now on, if you wish to ask a question about a reimbursement of medical expenses, a direct billing, your pension or any other field, you need to log in to My IntraComm, go to the menu "Staff Matters" and then you can start from the thematic index as shown in screen 4.

You can also use the search engine. Enter the keyword (s) that match your question and you will be directed to the relevant page. Read the information published on the page that

answers your search. Screen 5 shows the example for “Reimbursement online”



Screen 5: information about online medical reimbursement

2. If you do not find the answer to your question, click on 'contact us' (Screen 6)



3. Fill out the form that appears

The screenshot shows the 'Reimbursement (JSIS) Medicines' form. The form has a header with the European Commission logo and the text 'European Commission'. Below the header, there is a search bar and a 'My Questions' button. The main content area is titled 'Medicines' and contains a form with the following fields: 'Subject*', 'Beneficiary', and 'Question*'. There is also an 'Attachments' section with a 'Select files to upload' button and a 'Submit' button. A note at the bottom says 'Fields marked with asterisk * are mandatory'.

Screen 7: form to fill in to ask a question

Click on 'Submit' and your request will be processed by the service in charge. You will receive a notification informing you of its follow-up. Whenever there is a change of status of the question, an email is sent with a link that allows direct access to the question without authentication.

A question history is available. All questions are automatically deleted from the list after 24 months.

4. Other channels to contact the PMO services remain at your disposal, postal mail or telephone. See the **list of contacts** available in Senior Info # 22 (April-June 2019).

5. AIACE

A list of the **AIACE Helpdesks** is available on the website of AIACE internationale
https://aiace-europa.eu/wp-content/uploads/2017/08/I.-AIACE-Helpdesks_2019.pdf

Information as well as some documents and forms are also available on this website without need to identify yourself with login or password.

[How to create an EU login account?](#)

If you do not have an activated EU Login account, you will have to create one.

Either download the “EU Login & JSIS on line Access Guide” from the AIACE internationale web site to create it yourself

<https://aiace-europa.eu/wp-content/uploads/2017/08/EU-login-guide-EN-MAY-2018-FINAL.pdf>

or ask for help by contacting the PMO Helpdesk “EU Login”

Brussel	Luxembourg	Ispra
MERO on site: Monday to Friday from 9:30 to 12:30 by telephone: +32 2 29 76888 from Monday to Friday from 9h30 to 12h30	DRB B2/085 on site: Monday to Friday from 14:0 to 16:00 by telephone: +352 4301 36100 from Monday to Friday from 10:00 to 12:00	Club House on site: Wednesdays from 9:30 to 12:00 by telephone: +39 0332-783030 from Monday to Friday from 9h30 to 12h30