

Pensioners' Portal Guide

This guide will help you navigate the new pensioners' portal, which combines information from the Staff Matters site and the Retirees' Welcome page into one location. Please keep this guide at hand.

The web address for the new portal:



<https://digit.service-now.com/asc>

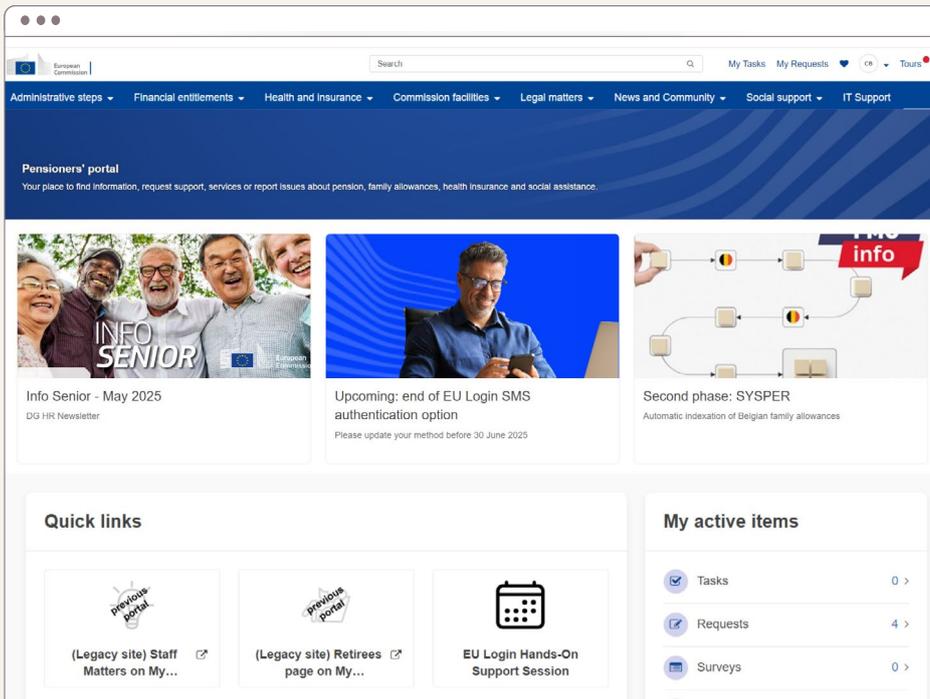
Please add this address to your favorites.

Before and after

Staff Matters & Retirees' Welcome

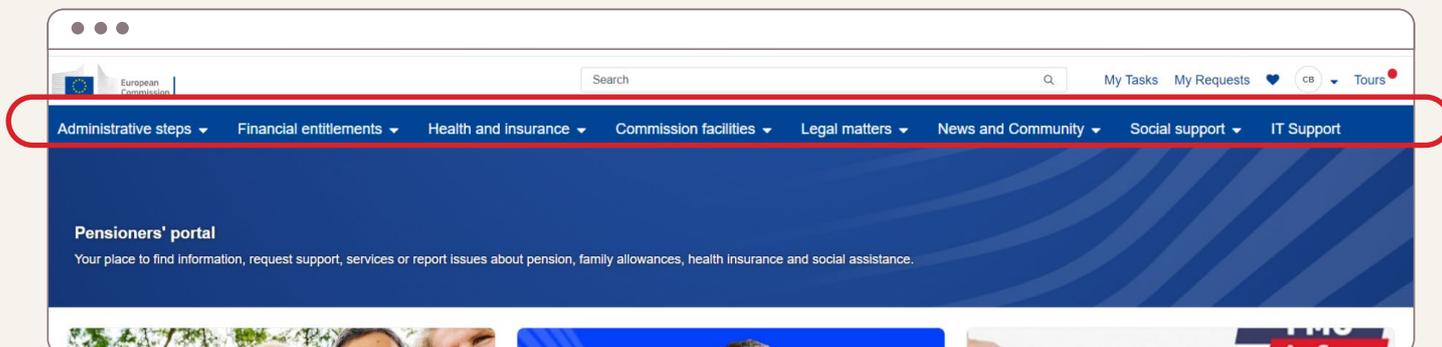


The new portal



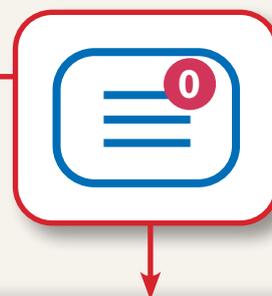
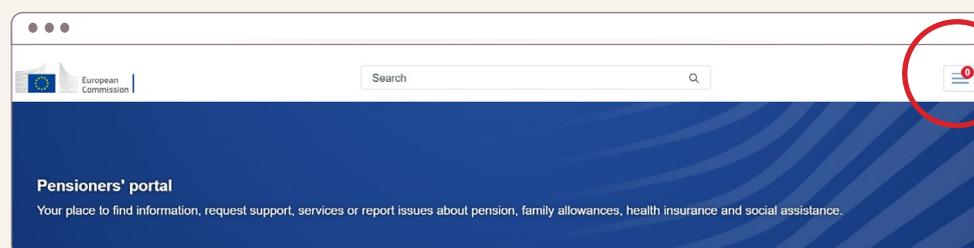
The New Portal

Where can I find the menu?



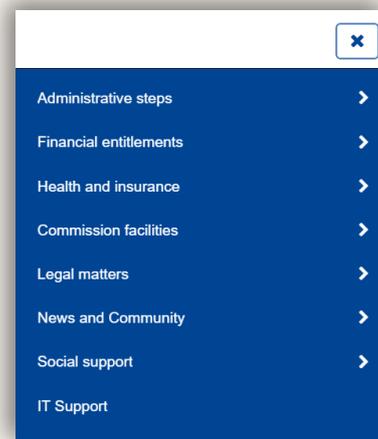
On a larger screen, the menu will appear at the top of the page.

If you use a computer, you can press **Ctrl** + “-” to reduce the zoom on the page or **Ctrl** + “+” to increase the zoom on the page. The place of the menu will adapt accordingly. (On a Mac use **Command** + “-” or “+”.)



On a smaller screen, the menu will be shown on the right.

Click on the **menu icon** and the menu will present to you vertically.

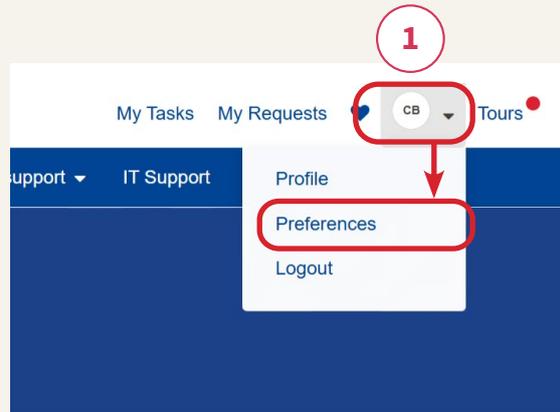


How can I change the language of the portal?

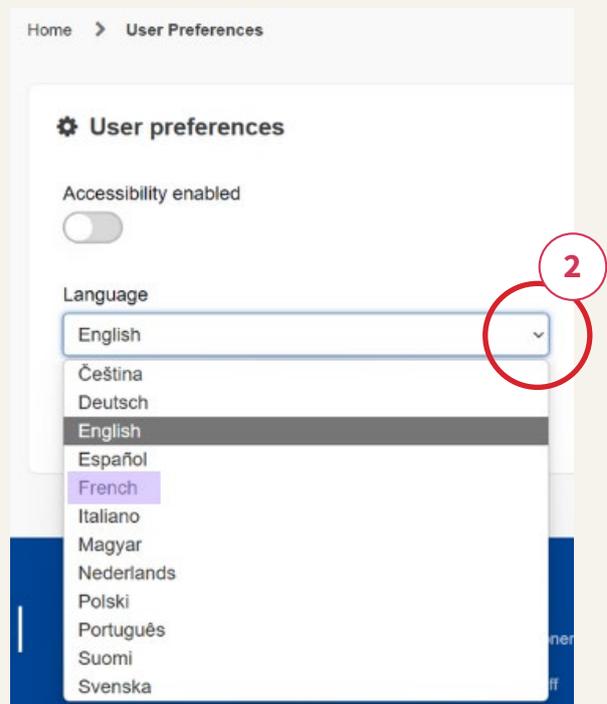
The portal is offered only in English and French.

You can easily change the language in the portal by following these simple steps:

1. Click on your profile, represented by your initials, located in the top right corner. Then, select **'Preferences'**.

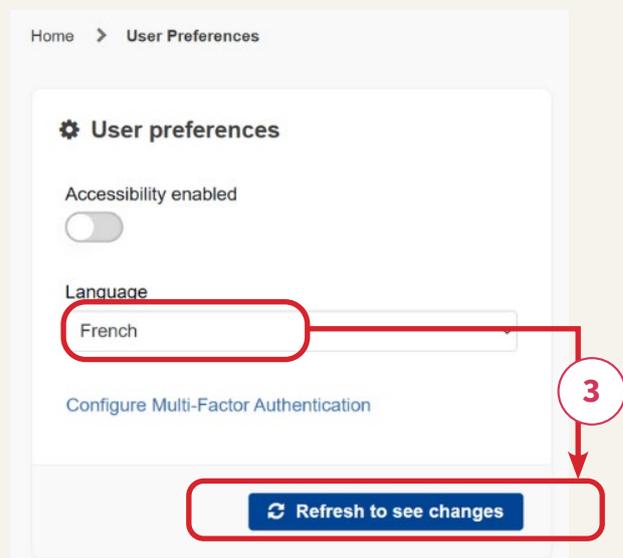


2. You will arrive on this page. Click the down arrow to see a list of languages. You should only select either French or English.



3. When you select your language, you must click on the button **'Refresh to see changes'**.

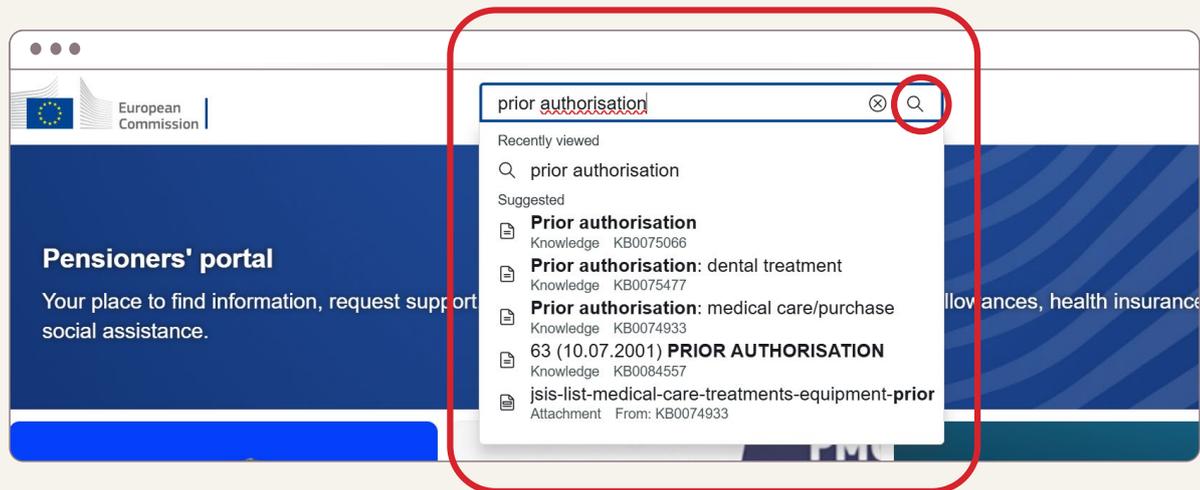
*Remember:
the Portal is only available in
English or French.*



How do I use the search area?

Type a word in the search bar. Some suggested results in relation to the entered keywords will be pre-displayed below your query. Click on the looking glass or “enter” to display all results.

The search bar is the best and easiest way to find information on the portal!

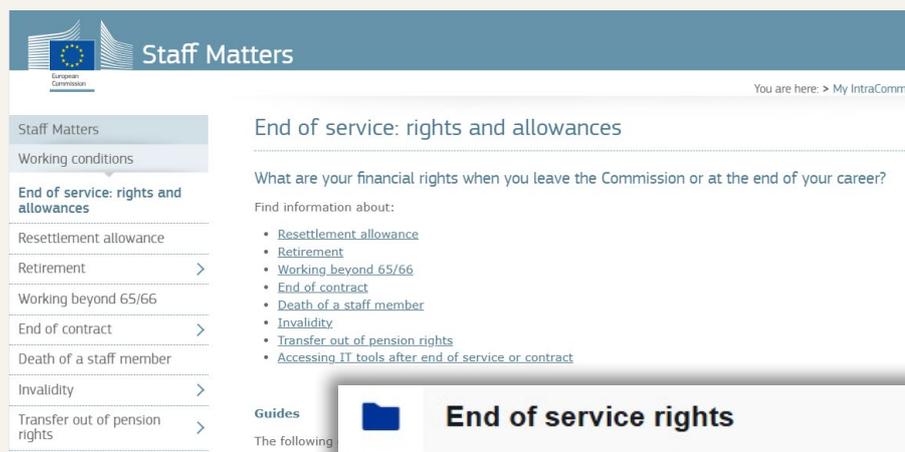


What is the difference between an *article* and a *request*?

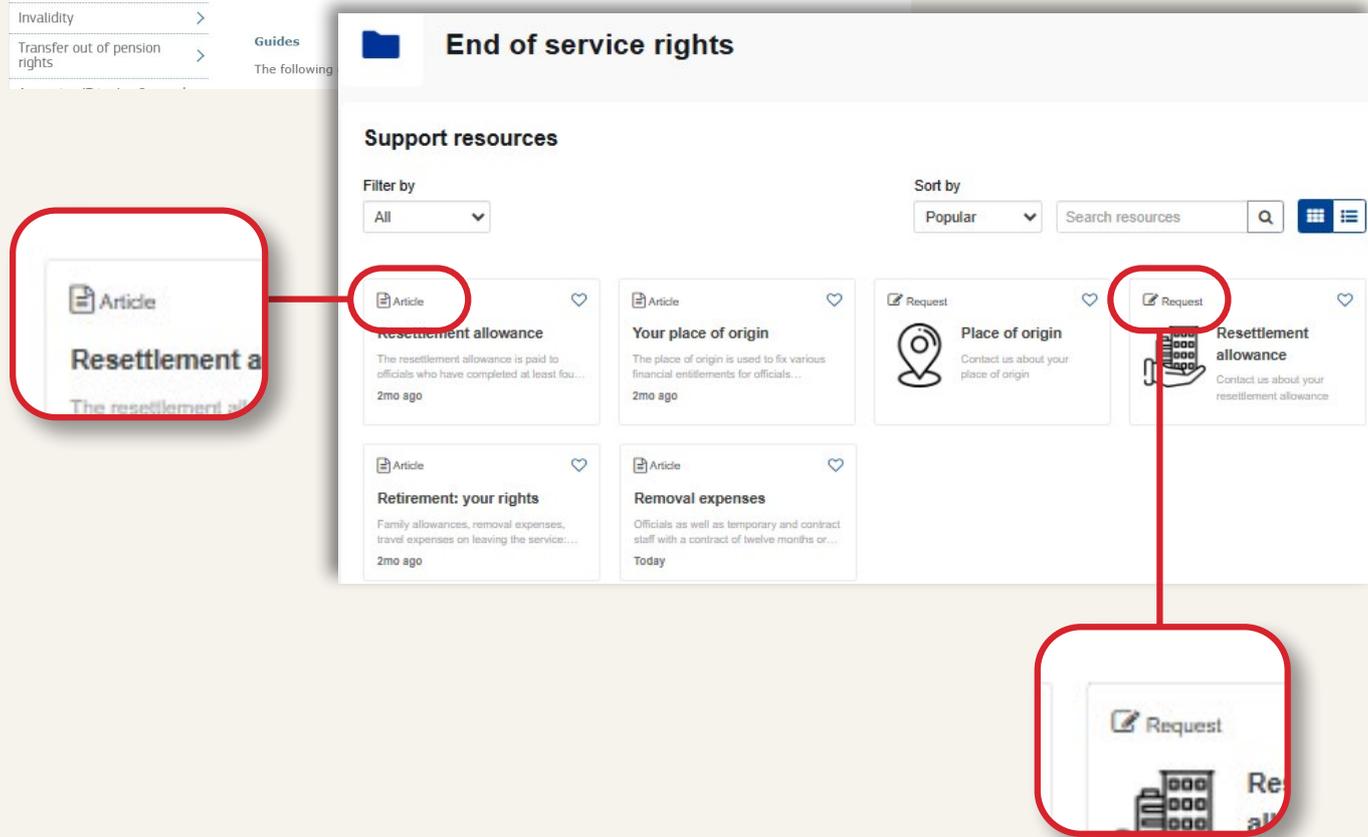
Article = information and useful details about a subject. An article, in general, represents an information page from the previous Staff Matters website.

Request = a form through which you can ask a question to the responsible service in relation to a certain topic. This will generate a Staff Contact ticket.

Before



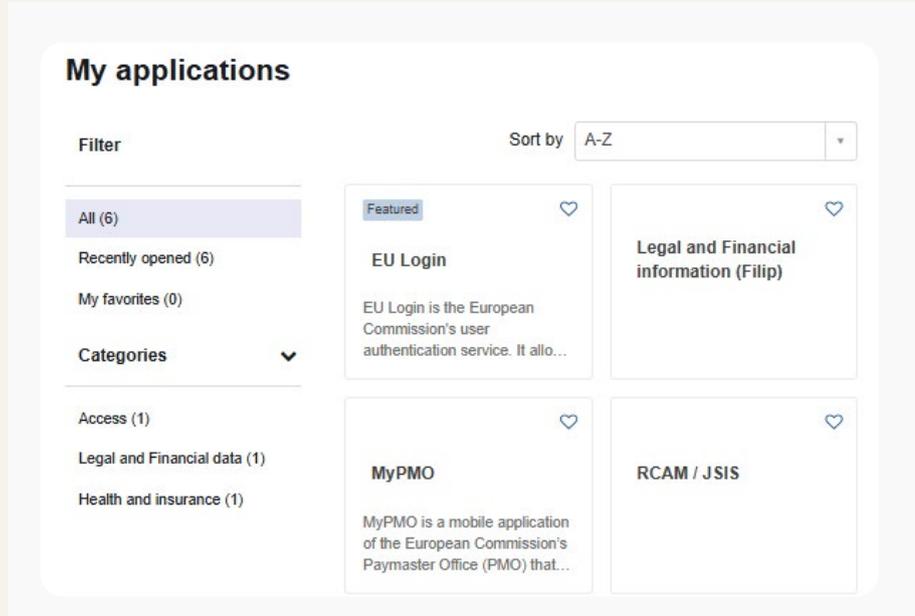
The new portal



Can I find links to IT applications on the new Portal?

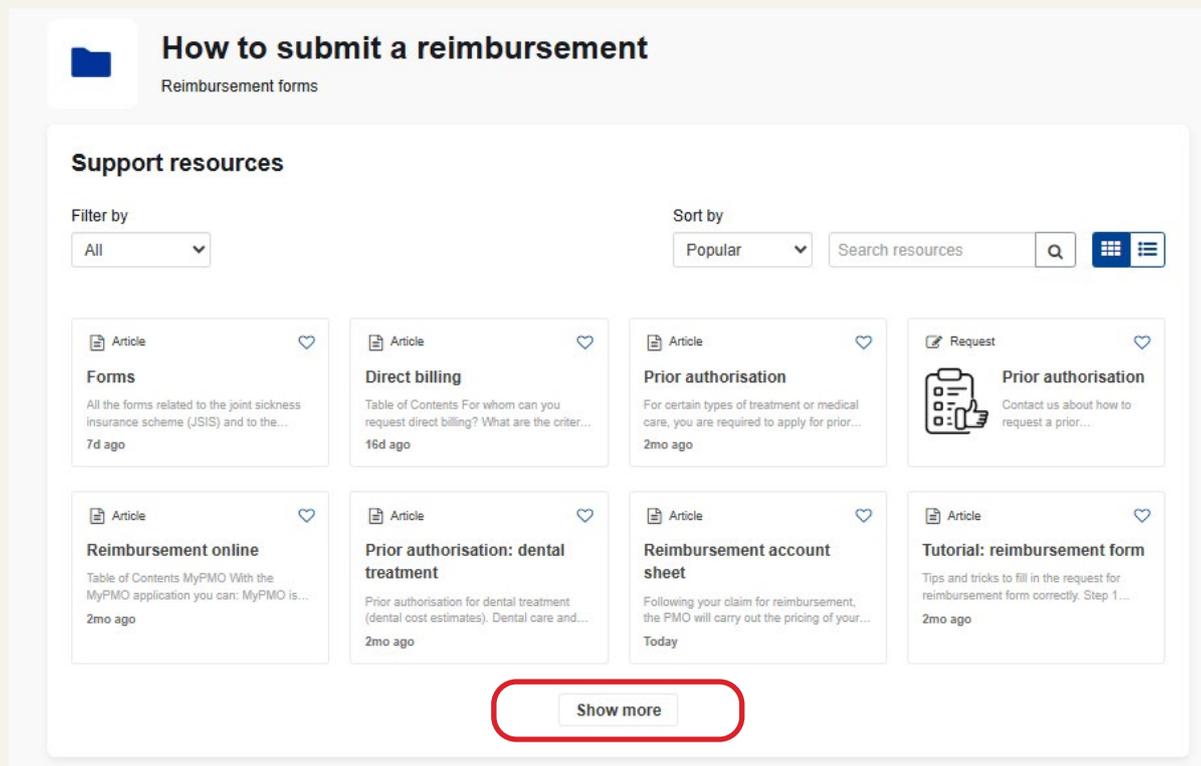
Yes, on the homepage.

Under “**My applications**” you will find all IT applications that you access from MyRemote (JSIS online, MyPMO, Filip, Sysper Post Activity).



How do I find additional support resources?

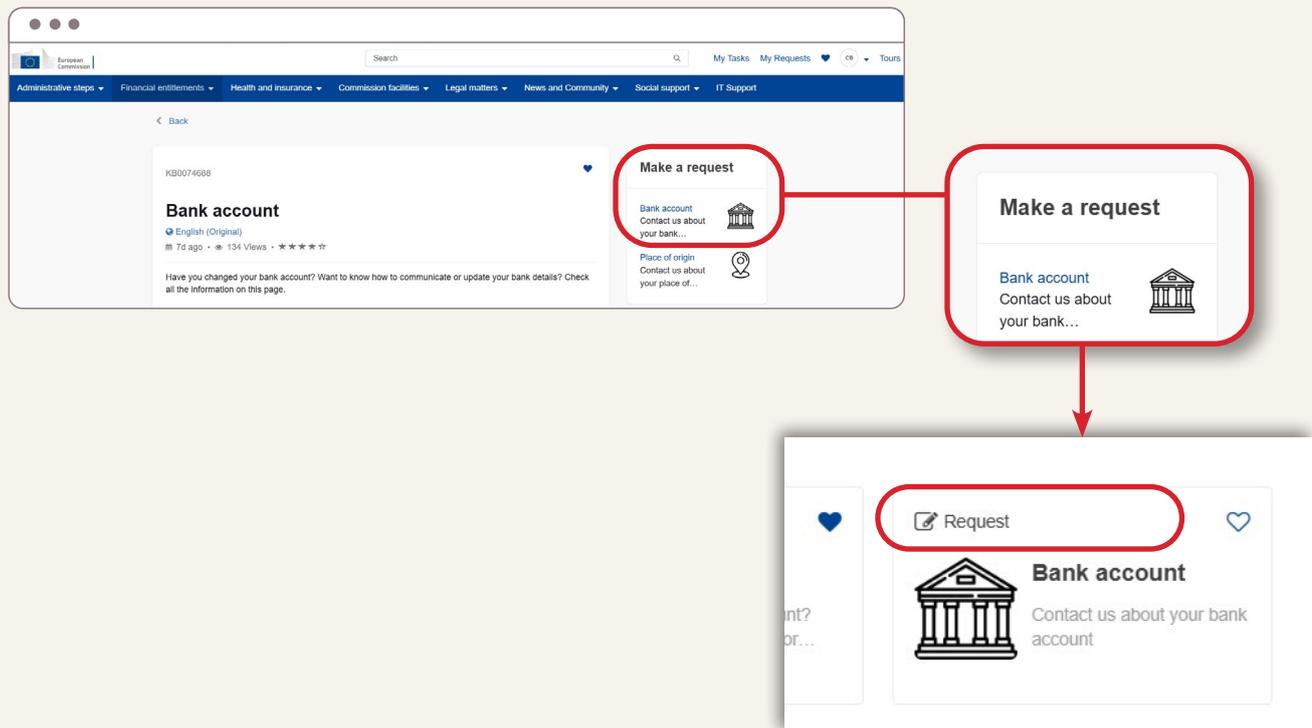
“**Show more**” is displayed at the bottom of the page when additional support resources are available. Click on “Show more” to see more information.



How do I ask a question on a certain subject?

If you need to ask a question on a certain topic, you may proceed as before: search the information page on the particular subject and on this page you will find the direct link to ask your question by encoding a ticket.

For some subjects, the request form is available directly on the information page. Look for a clearly marked button or tile that lets you submit your request without needing to navigate elsewhere.



How do I request help?

- If you have any issues when navigating on the Pensioners' portal, search for and go to the **Technical Assistance** request and register a ticket.
- If you cannot access the [Pensioners' portal \(https://digit.service-now.com/asc\)](https://digit.service-now.com/asc), you can contact the Paymaster office (PMO) :

→ by phone: **+32 2 29 11111** - from Monday to Friday, 9.30 a.m. to 12.30 p.m. Central European Time (CET)

→ by email:

PMO-IT-APPLICATIONS@ec.europa.eu

<https://digit.service-now.com/asc>