1. How to access your file via Sysper Post Activity?

First, we advise you to work with the following browsers: Google Chrome, Firefox Mozilla, Edge or Safari. Please do not use Internet Explorer (not supported anymore).

In order to access Sysper Post Activity, you need to have an external EU login account.

Since 12/12/2020, for the new pensioners of the European Commission, an external EU login access is created via "Pension request" in Sysper. If it is your case, please note that you do not need to create an external EU login account anymore.

How to connect? Please go to the following link: <u>https://myremote.ec.europa.eu/</u> and click on the **« ACCESS »** button in the **"Go to web applications"** part of the following screen:



Next, you have to enter your credentials of EU login:

This website uses cookies. Click here to learn	1 more.			Close this message X
EU Login One account, many EU services		Where is ECAS?	0	English (en)
	Myremote requires you to authenticate			
	Sign in to continue			
			٦	
,	Welcome back			
	(External)			
	Sign in with a different e-mail address?			
	Password			
	Lost your password?			
	Choose your verification method			
	Mobile Phone + SMS			

Once you are redirected to the welcome page of My Remote, as displayed below, please simply click on the **SYSPER Post Activity** icon in order to access to it:

	European Commission My Re	mote			
8					e
	RCAM / JSIS	SYSPER Post Activity	MyIntraComm - Retired	MyIntraComm - End of Contract	
	Staff Matter	Staff Contact - Questions	B EU Login		

Post active Staff from all EU Institutions and Agencies can access pension/allowance statements via Sysper. The other functionalities and tabs described below (from item 3 on) are not available for the retired Staff of the European Parliament, the Court of Justice of the European Union and the European Economic and Social Committee.

2. How to access your pension statement?

Once you are connected to Sysper, please go to the « **MENU** », and next to the « **Rights and privileges** » tab => « **Latest Payslip** »:



Every month, when your new pension slip is available in Sysper, you will be notified by e-mail. In your Sysper welcome screen, you will also have a permanent window, which enables you to quickly access your latest pension slip and the history of your pension slips as from January 2017. Sysper offers you the possibility to opt-out from the paper version. This choice remains <u>reversible</u> at any time.



3. <u>How to access your fiscal certificate(s)/create a new fiscal certificate?</u>

At any time you can access your existing certificate(s) and create a new certificate via "**Menu**" => "**Rights & Privileges**" => "**Request administrative certificates**":



Next, you will be redirected to the screen of consultation/generation of the fiscal certificates:

📥 > Cert	ificates	(HRMForms)					
Working Place: - Person PMO management center : CB-COMMISSION BRUSSELS Personal data Contact details						NUP	
Declarat	Declarations Certificates (HRMForms)						
Pensi + c	ion ertificate f	for taxes - Pensioners					
	ID	TITLE	LANGUAGE	STATE	CREATION DATE	PDF	
	408777	Certificate for Tax Authorities - Pension - 2017	NLD	Validated	09/03/2018 08:23:01	1	

4. How to access your personal data?

Please go to the **« MENU »** and next to the **« Personal data »** tab where you can verify your identity, check/modify your address, telecoms or your contact person details:



5. How to access the declarations related to your family situation?

In order to declare a child birth/adoption, a schooling, a marriage, a divorce, your spouse's professional activity, please go to the **« MENU »**, next to the **« Rights and privileges »** and after that to the **« Declarations (schooling, family...) »** tab.

In order to access/complete your life declaration, please go to the "Life declaration" tab:



When you click on « **Declarations (schooling, family...)** », you will be redirected to the page of your declarations:

Personal data Career Job Assignment				
Identity Addresses Family composition Declarations Certificates (HRMForms)	Documents			
Family				
Education				
Period between 01/01/2018 III and 31/12/2021 III Search	New Education Declaration/End of Studies Declaration 🕂			
Child(ren)				
There is no child declaration.	New child declaration +			
Marriage/partnership				
There is no marriage/partnership declaration.	New marriage/partnership declaration 🕇			
Divorce/Separation/Custody Convention				

6. Who to contact in case of problem?

- For any technical issue related to My Remote, My IntraComm, the downloading of documents from Sysper etc., please contact: <u>EC-CENTRAL-HELPDESK@ec.europa.eu</u>
- For the issues related to EU login : <u>EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu</u>
- > For any issue related to your pension file and declarations you can contact :
- Old age pension/invalidity : <u>PMO-PENSIONS@ec.europa.eu</u> or (+32-2) 297 88 00 from 9h30 to 12h30
- Survivor's pension : <u>PMO-SURVIE@ec.europa.eu</u> or (+32-2) 295 20 17 from 9h30 to 12h30