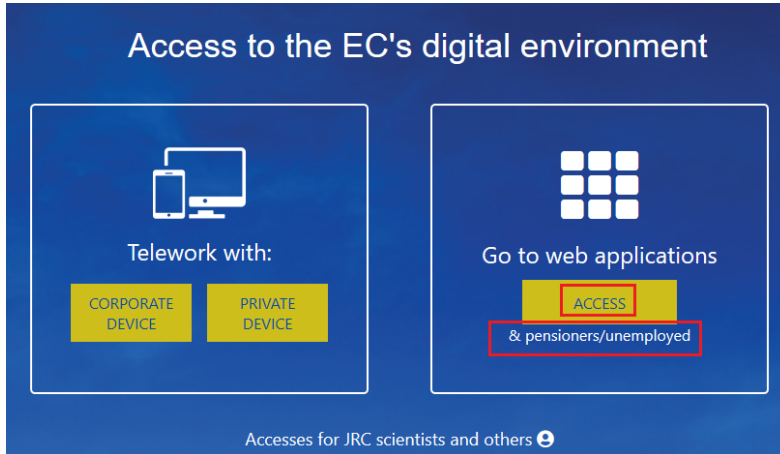# NEW « MY REMOTE »

You have an EU Login access and you regularly connect to "My Remote"?
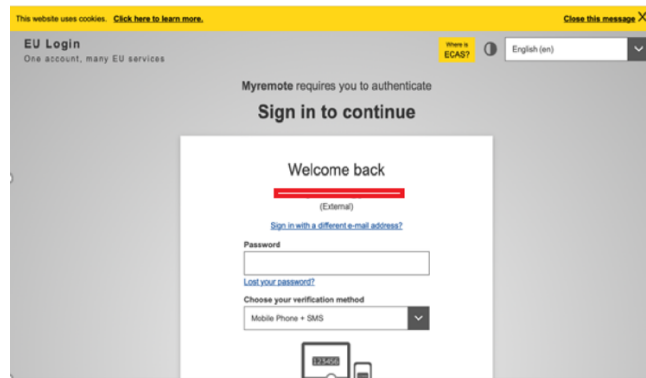
On 22/01/2021, the first screens on "My Remote" have been modified

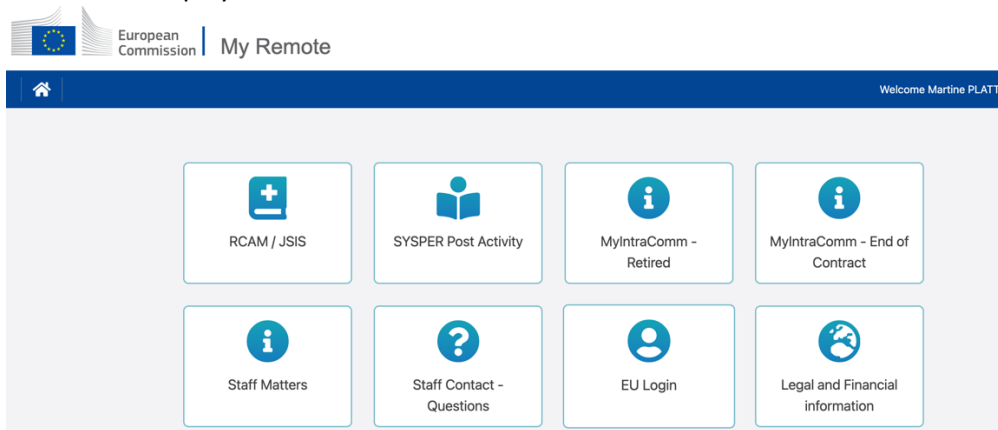If you launch this link (=url) **https://myremote.ec.europa.eu/** the following screen displays:

On the righthand part of the screen **« Go to web applications » ➔ click** on **« ACCESS »**

As usual, you will be prompted to connect via your EU Login access :

And then a « Menu » will be displayed :

Martine.platteau-guillaume@hotmail.com   *8.06.2022*
IT HELP DESK - AIACE International

In this menu, you will find the following options :

- **RCAM en ligne/JSIS online** Be careful : a second authentication via EU Login is always required to reach « JSIS online ». This application allows you to search and encode medical costs, create prior authorizations, ask for direct billing or health screening **…**
  (https://webgate.ec.europa.eu/RCAM)
- **SYSPER Post Activity** allows you to consult or print pension slips, generate fiscal certificates, add/modify/complete personal data, send a life declaration, etc.
  (https://myremote.ec.europa.eu/SYSPER2/home/menu.do)
- **MyIntraComm- Retired :** page specially designed for pensioners with links on the European Commission intranet full of news, articles, small adds and lots of practical, legal or leisure information, all interesting or useful !
  (https://myintracomm.ec.europa.eu/retired)
- **MyIntraComm- End of Contract :** Commission intranet only dedicated to « end of contract » staff.
  (https://myintracomm.ec.europa.eu/staff/EN/working-conditions/end-of-service/end-of-contract/Pages/index.aspx)
- **Staff Matters:** this corresponds to MyIntraComm « Staff Matters » tab and deals with Health, Family, administrative steps. It allows you to put questions via the ✉ Staff Contact button on the right of the screen
  (https://myintracomm.ec.europa.eu/staff/FR/Pages/index.aspx)
- **Staff Contact – Questions** : history of questions submitted via "Staff Contact"
  (https://webgate.ec.europa.eu/staffcontact/app/#/staff/tickets-history)
- **EU Login** : If you use https://webgate.ec.europa.eu/cas to create an access, to modify/add a mobile number or email address, just go through https://myremote.ec.europa.eu + EU Login and choose the option "My account" underneath the wheel on the top right, next to you name.
- **Legal and Financial information** : (also called FiLIP) that allows you to check or add a bank account for your pension or reimbursement of medical costs.

There is a new app called PMOMOBILE that allows you to use some functions of "JSIS online" from your smartphone : https://webgate.ec.europa.eu/PMOMOBILE.

Reminders :
 We advise you **NOT TO USE** the browser « Internet Explorer » which is obsolete**.**

➢ For technical issues related to My Remote, My IntraComm, the downloading of documents from Sysper, please contact : EC-CENTRAL-HELPDESK@ec.europa.eu

➢ For any issue related to EU login **:** EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu

➢ For questions regarding medical costs and without EU Login access: PMO Contact +32 2 29 97 777 from Monday to Friday 9h30 to 12h30

➢ For any issue related to your pension file and declarations, you can contact:
  - Old age pension/invalidity : PMO-PENSIONS@ec.europa.eu
    or (+32-2) 297 88 00 de 9h30 à 12h30 (on Monday, Wednesday, Friday)
  - Survivor's pension : PMO-SURVIE@ec.europa.eu
    or (+32-2) 295 20 17 de 9h30 à 12h30.