

COMMENT COMMUNIQUER DE MANIÈRE **EFFICACE ET SECURISÉE AVEC LE PMO** ?

Vous possédez un accès EU Login et vous connaissez le menu Sysper Post Activity. Toutefois, vous avez parfois une question ponctuelle à poser à l'unité Pensions ?

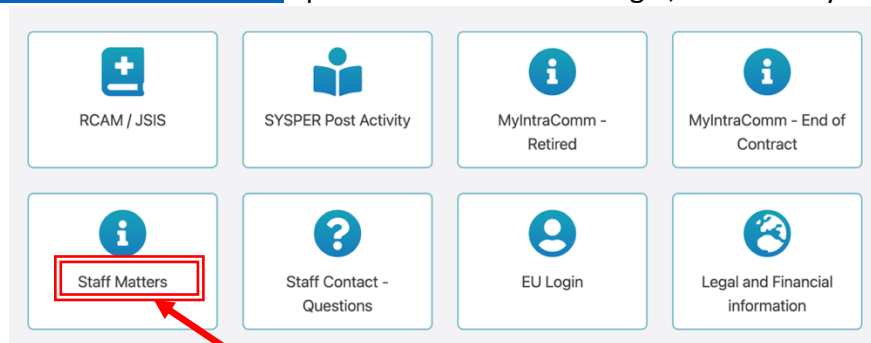
Dans ce cas, vous trouverez probablement la réponse à votre question dans le portail « Staff Matters ». Si tel n'est pas le cas, vous pouvez contacter le PMO **en utilisant Staff Contact**.

Cet outil de communication offre de nombreux avantages :

- Il vous permettra d'obtenir une réponse plus rapide : en effet, en quelques clics, votre demande atteindra immédiatement la personne responsable du point précis qui vous occupe.
- Par ailleurs, contrairement au courrier électronique ou postal, il s'agit d'un moyen de communication sécurisé, qui assure la protection de vos données personnelles.

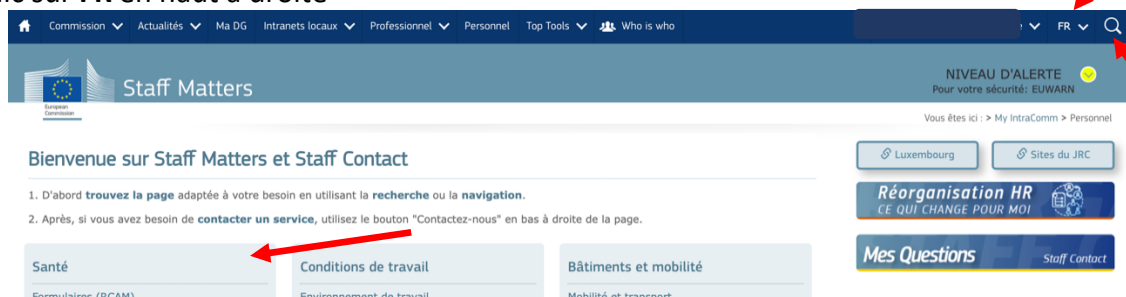
Comment s'y prendre ?

→ <https://myremote.ec.europa.eu> après connexion via EU Login, le menu MyRemote s'affiche :



→ clic sur Staff Matters ... qui s'ouvre ...

→ clic sur **FR** en haut à droite



→ clic sur la loupe à droite et indication du sujet sous « Tapez votre recherche ici » (dans notre exemple : allocation scolaire + clic plus bas sur le sujet précis (Primaire/Secondaire))



➔ S'affiche alors la page « Staff Matters » relative à ce point avec toutes les informations utiles et les formulaires disponibles dans toutes les langues:



➔ Si vous ne trouvez pas la réponse à votre question dans le texte, il suffit de cliquer à droite sur « Staff Contact – Contactez-nous »

➔ un formulaire vierge Staff Contact s'affiche. Remplissez les diverses options avec une * + votre question dans « Description ». Ajoutez éventuellement un document scanné récupéré depuis votre ordinateur via « Pièces jointes » et cliquez ensuite en bas à droite sur « Soumettre »

The screenshot shows the 'Staff Contact' interface for the 'Allocation scolaire' (School Allocation) topic. The header includes the European Commission logo, the text 'Staff Contact', and language toggles for EN and FR. A 'Mes Questions' button is in the top right. Below the header, there's a blue bar with 'Retour à Staff Matters' and a 'Se déconnecter' button. The main form area has a title 'Allocation scolaire'. It contains several fields: 'Sujet*' (Subject), 'Allocations scolaires*' (School Allocations), 'Nom de l'enfant*' (Child's Name), 'Date de naissance de l'enfant*' (Child's Date of Birth), and 'Description*'. There is a large text area for the description. Below the description is a 'Pièces jointes' (Attachments) section with a link to 'Sélectionnez les fichiers à télécharger' and a note that the maximum file size is 15Mb. A red arrow points from the 'Soumettre' (Submit) button to the 'Mes Questions' button in the top right corner.

Un email de confirmation de réception vous sera envoyé automatiquement.

La question posée via Staff Contact est visible immédiatement sous « Mes Questions »

This screenshot shows the top part of the Staff Contact interface. It includes the European Commission logo, 'Staff Contact' text, and language toggles for EN and FR. A red arrow points from the 'Mes Questions' button in the top right corner to the 'Mes Questions' button in the top right corner of the main form area. Below the header, there's a blue bar with 'Retour à Staff Matters' and a 'Se déconnecter' button. The main form area has a title 'Allocation scolaire'.

- Ou via l'option « Staff Contact – Questions » depuis le menu « My Remote »
- Ou via le lien: <https://webgate.ec.europa.eu/staffcontact/app/#/staff/tickets-history/>

Dès que le PMO aura répondu, un email vous informera qu'un nouveau message est disponible dans votre Staff Contact avec le lien nécessaire.

HOW TO COMMUNICATE **EFFECTIVELY AND SECURELY** WITH **PMO**

You have an EU Login account and you know the Sysper Post Activity menu. However, you may sometimes have a specific question for the Pension Unit

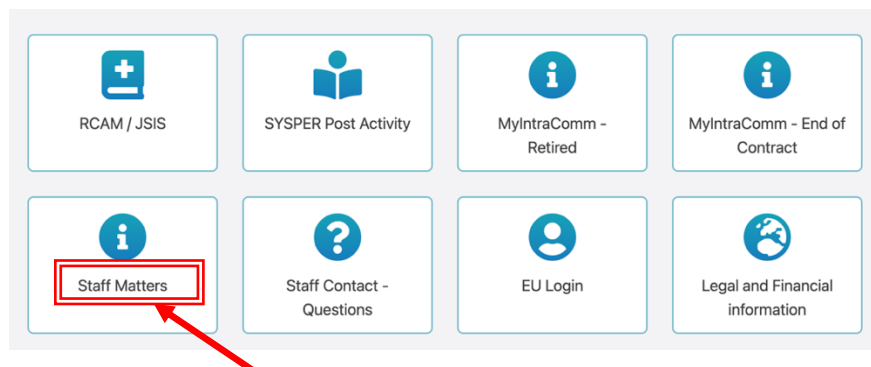
If that is the case, you will probably find the answer to your question on the “Staff Matters” portal. If not, you can contact PMO **by using Staff Contact**.

This communication tool offers many advantages:

- It will enable you to obtain a quicker answer: with a few clicks, your request will immediately reach the person responsible for the specific issue at hand.
- Moreover, unlike e-mail or postal mail, it is a secure means of communication, which ensures the protection of your personal data.

How to go about it:

➔ <https://myremote.ec.europa.eu> ; after connecting with EU Login, the MyRemote menu appears:



➔ click on Staff Matters ... which will then open ...



➔ click on the magnifying glass on the right and indicate the subject under "Type your search here" (in our example: school allowance + click below on the precise subject (Primary/Secondary):

school allowance

Search in Staff Matters

Pages / Documents	Topics
Education allowance	Allowances from other sources
Nursery	Annual travel allowance
Primary/Secondary	Birth or adoption allowance
Education allowance	Daily subsistence allowance
Family benefits	Dependent child allowance

➔ This will take you to the Staff Matters page for that item, with all the relevant information and forms available in all languages:

Staff Matters

Family

Family benefits

Education allowance

Primary/Secondary

Nursery

University and/or Higher education

Cedies

FAQ

Contacts

Primary/Secondary

The education allowance consists of a reimbursement of registration, attendance and transport costs

You can benefit an education allowance if your child is in regular full-time attendance at an educational establishment. The amount ranges from 0 to €311.65.

Short-term training (lasting less than three months) or training that does not lead to a diploma or certificate officially recognised by the public authorities responsible for education or training is not considered to be regular full-time attendance at an educational establishment and therefore does not entitle you to family allowances.

When your child reaches 18, he must be in full-time education to be regarded as a [dependent child](#) and to continue to confer entitlement to [family allowances](#) and other benefits.

Attendance certificate to be joined to your Sysper declaration if the educational establishment does not deliver a digital certificate: [da](#), [de](#), [el](#), [en](#), [es](#), [fi](#), [fr](#), [hr](#), [it](#), [nl](#), [pl](#), [pt](#), [ro](#), [sv](#)

Private or public school

European school

Boarding school or accommodation away from home

Vocational, apprenticeship, Small business management training

Distance learning, preparation from home

Modular course, evening classes

Related information

Key information +

Legislation +

Staff Contact

Contact us

➔ If you cannot find the answer to your question in the text, simply click on "Staff Contact - Contact Us" on the right

➔ a blank "Staff Contact" form is displayed. Fill in the various options with an * + your question in "Description". Optionally you can add a scanned document from your computer via "Attachments" and then click on "Submit" at the bottom right.

The screenshot shows the 'Staff Contact' interface for 'Education allowance'. The header includes the European Commission logo, language toggles for EN and FR, and a 'My Questions' button. A 'Sign Out' button is in the top right. The main form area has a blue header with 'Back to Staff Matters' and 'Education allowance'. The form fields are: 'Subject*' (text input), 'School Allowances*' (dropdown menu), 'Child name*' (text input), 'Child birthdate*' (text input with a calendar icon), and 'Description*' (large text area). Below these is an 'Attachments' section with a 'Select files to upload' button and a note 'Maximum file size is 15Mb.'. A red arrow points to the 'Submit' button. At the bottom, it states 'Fields marked with asterisk * are mandatory'.

You will receive an automatic email confirming receipt.

The question asked via Staff Contact is immediately visible under "My Questions".



- Or through the « Staff Contact – Questions » option in the « My Remote » manu
- Or via the following link: <https://webgate.ec.europa.eu/staffcontact/app/#/staff/tickets-history/>

As soon as the PMO has replied, you will receive an email informing you that a new message is available in your Contact Staff with the corresponding link.