

Staff Matters and Staff Contact

Since May 2019, Staff Matters & Staff Contact have replaced the PMO Contact application and are integrated in the secure environment of My IntraComm & My Remote.

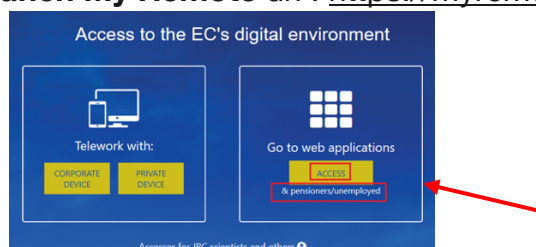
Staff Matters provides the essential information pensioners from all Institutions need and Staff Contact allows to ask questions in a few clicks.

An « EU login » account is essential ! See on the AIACE Int. website - under SERVICES - <https://aiace-europa.eu> how to create an EU Login account.

FOR ALL QUESTIONS RELATING TO THE JSIS, IT IS EASIER TO START FROM THE “JSIS ONLINE” APPLICATION : see explanations on page 3

How to connect ?

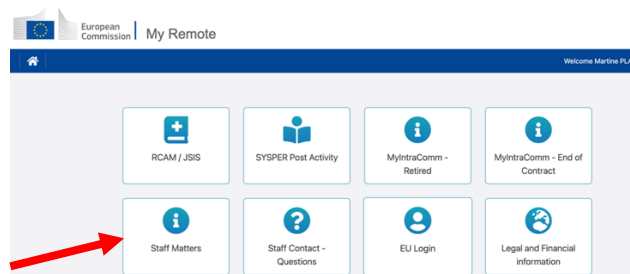
→ From your web browser, launch **My Remote** url : <https://myremote.ec.europa.eu>



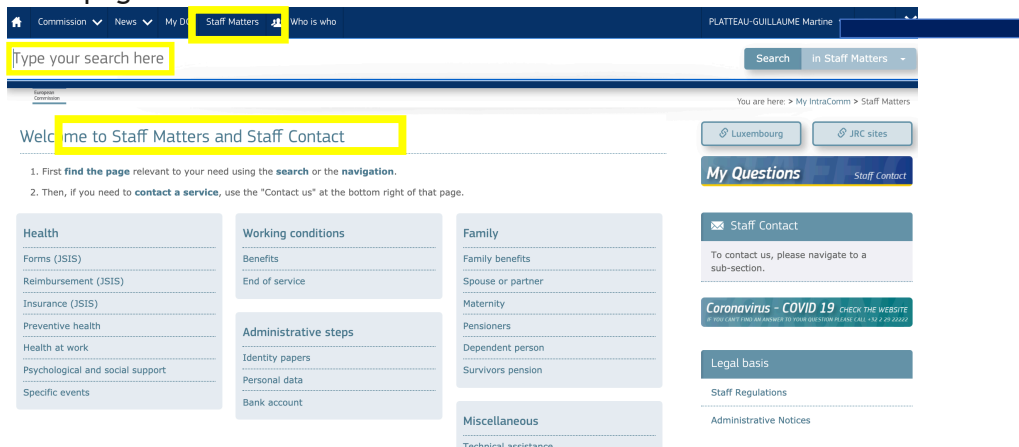
→ Click to the right on « **ACCESS** » under « Go to web applications »

→ Log in with your EU Login credentials et access the My Remote screen:

→ Click on “**Staff Matters**” as indicated underneath



You will land on the page « Staff Matters and Staff Contact » in the tab « Staff Matters »



→ either start from the **subject index** to start your search (it is the easiest way !)

→ or use the search tool “Type your search here” and enter the key word(s) of your question and you will be redirected

Please read all the information available on said page before you put a question through « Staff Contact » !

Here is an example of a search on allowance for a dependent child/person:

The screenshot shows the 'Staff Matters' website. The main content area is titled 'Dependent child (or person)' and contains information about eligibility for allowance. On the right side, there is a 'Related information' section with a 'Staff Contact' button highlighted by a yellow box. A red arrow points to this button.

➔ If you don't find the answer to your question in the pages, click on “Contact us” under “Staff Contact” to the right. A form will open; it is usually displayed in EN, if not, just click on EN at the top to switch languages.

The screenshot shows the 'Staff Contact' form for 'Dependent child allowance'. The form has a blue header with the European Commission logo and 'Staff Contact' text. Below the header, there are fields for 'Subject*', 'Dependant name*', and 'Description*'. There is also an 'Attachments' section with a 'Select files to upload' button. A 'Submit' button is at the bottom right. A note at the bottom states 'Fields marked with asterisk * are mandatory'.

➔ Fill in the boxes with an asterisk. If necessary, add an attachment and then click on **Submit**. You will also receive a confirmation.

➔ Your question will be handled, and you will receive notifications of the follow-up at each change of status of your ticket. The status is either “Submitted” “In Progress” “Waiting for info” “reopened” or “Closed”. You will receive an email with a link that allows you to access the question/answer directly.

➔ To reach the history of all your tickets during the last 24 months, just click on “Staff Contact - questions” on the MyRemote menu or launch this url :

<https://webgate.ec.europa.eu/staffcontact/app/#/staff/tickets-history>

The screenshot shows the 'My Questions' page. It features a search bar at the top and a table of tickets below. The table has columns for Modification, id, Subject, Category, and Status.

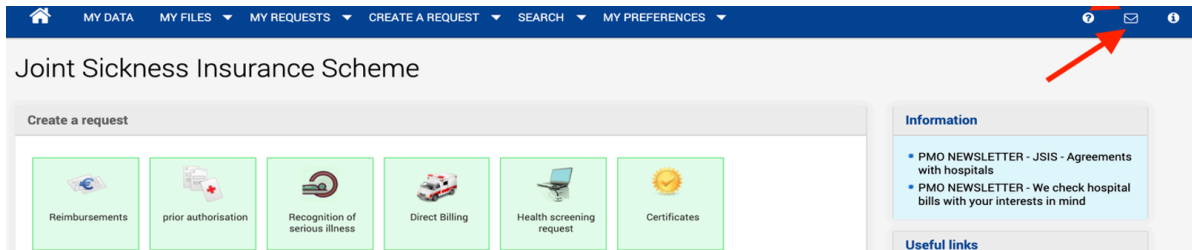
Modification	id	Subject	Category	Status
22/09/2020	826782	Oubli d'un document dans une DR	Reimbursement online	Closed
19/08/2020	812762	DR MEDICAMENTS	Reimbursement account sheet	Closed
27/07/2020	805870	TICKET 805869 A ANNULER	Prior authorisation	Closed

Here is an example :

For questions relating to medical costs, there is an easier way ...

SHORTCUT TO "STAFF CONTACT" FROM "JSIS ONLINE"

With just two clicks, you can consult official texts and/or put a question for example on Account sheet, Serious illness, Health screening, Carers, Glasses,



➔Click on the envelope in the top right corner of the screen « Contact PMO »

This will take you to a table with all subjects. You can then

- either consult the relevant rules by clicking on ?
- or put a question on the given subject through a "Staff Contact" form by clicking on the envelope

