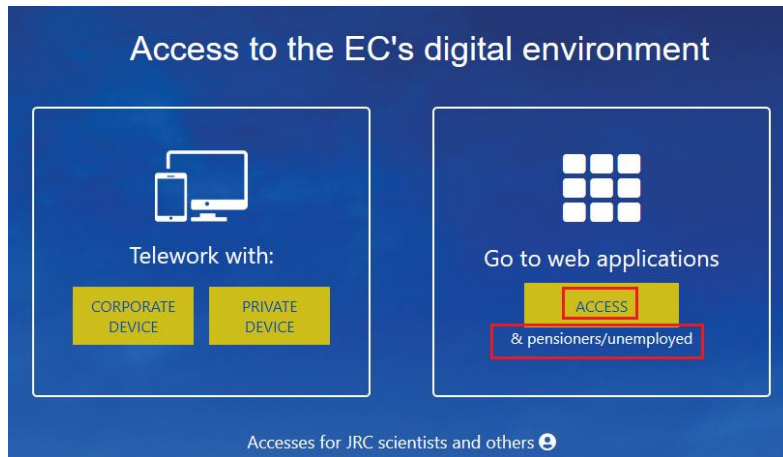


## NEW LOOK FOR « MY REMOTE »

You have an EU Login access and you regularly connect to “My Remote” ?

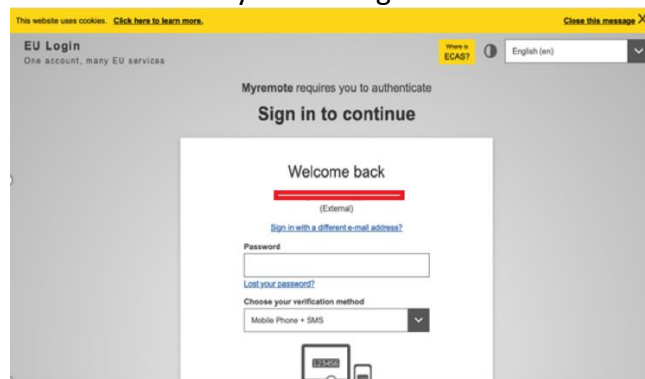
**Be careful : on 22/01/2021 the first screens on My Remote will be modified**

As usual, you can launch <https://myremote.ec.europa.eu/> but new screens will display:

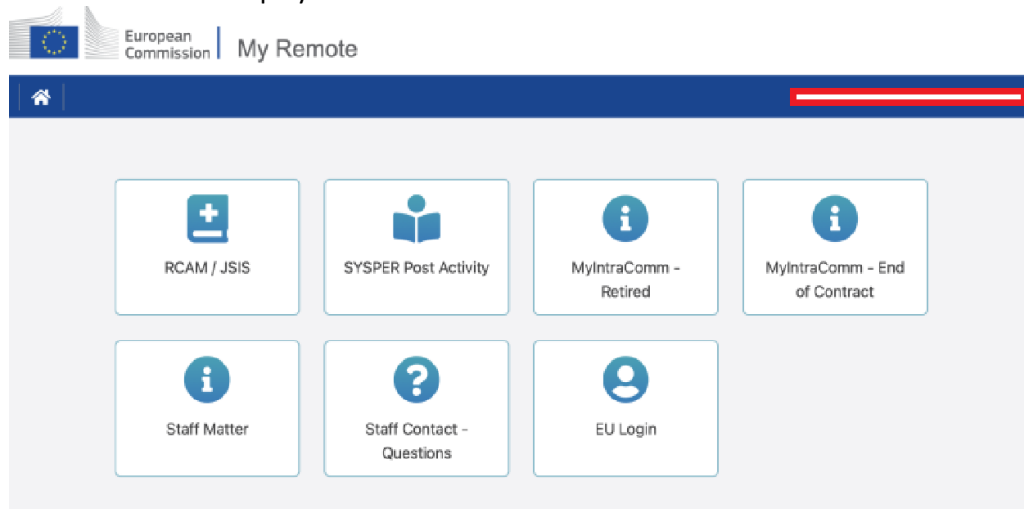


On the righthand part of the screen « Go to web applications » → click on « ACCESS »


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



And then a new « Menu » will be displayed :



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. A detailed document will be distributed on that subject.  
(<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 Matter** : this corresponds to MyIntraComm « Staff Matter » tab and deals with Health, Family, administrative steps. It allows you to put questions via the  button on the right  
(<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** : very useful to manage your EU Login profile, for instance, modifying or adding a mobile number, via the option “My account” underneath the wheel on the top right, next to you name.  
(<https://webgate.ec.europa.eu/cas>)

## **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](mailto:EC-CENTRAL-HELPDESK@ec.europa.eu)
- For any issue related to EU login : [EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu](mailto: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](mailto:PMO-PENSIONS@ec.europa.eu)  
or (+32-2) 297 88 00 de 9h30 à 12h30.
  - Survivor’s pension : [PMO-SURVIE@ec.europa.eu](mailto:PMO-SURVIE@ec.europa.eu)  
or (+32-2) 295 20 17 de 9h30 à 12h30.