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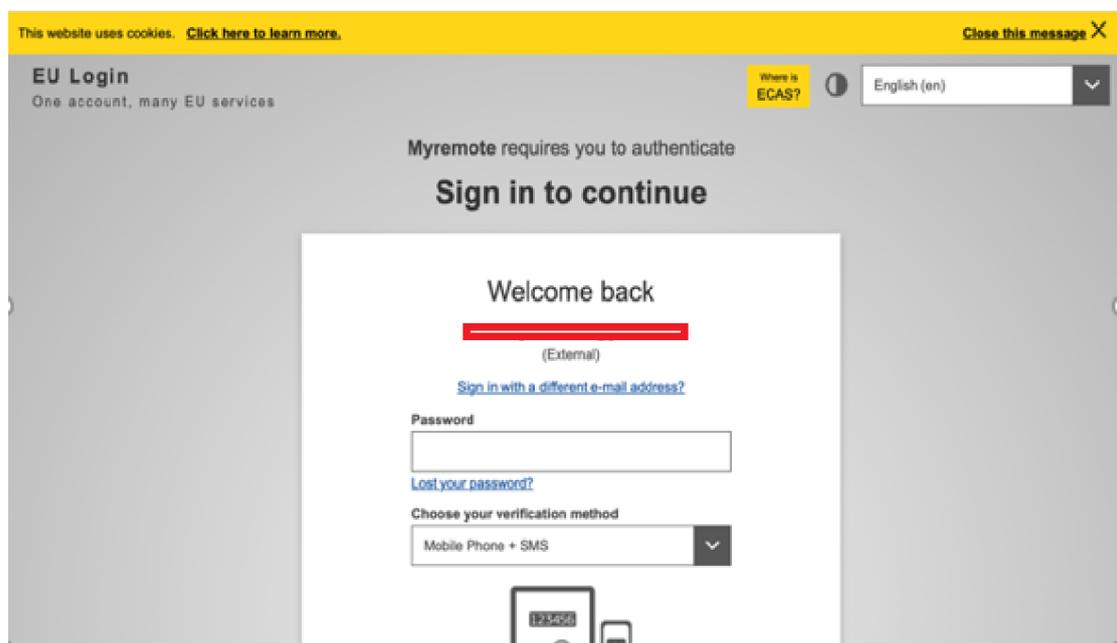
In order to access Sysper Post Activity, you need to have an external EU login account.

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: https://myremote.ec.europa.eu/
and click on the **« ACCESS »** button in the **"Go to web applications"** part of the following screen:
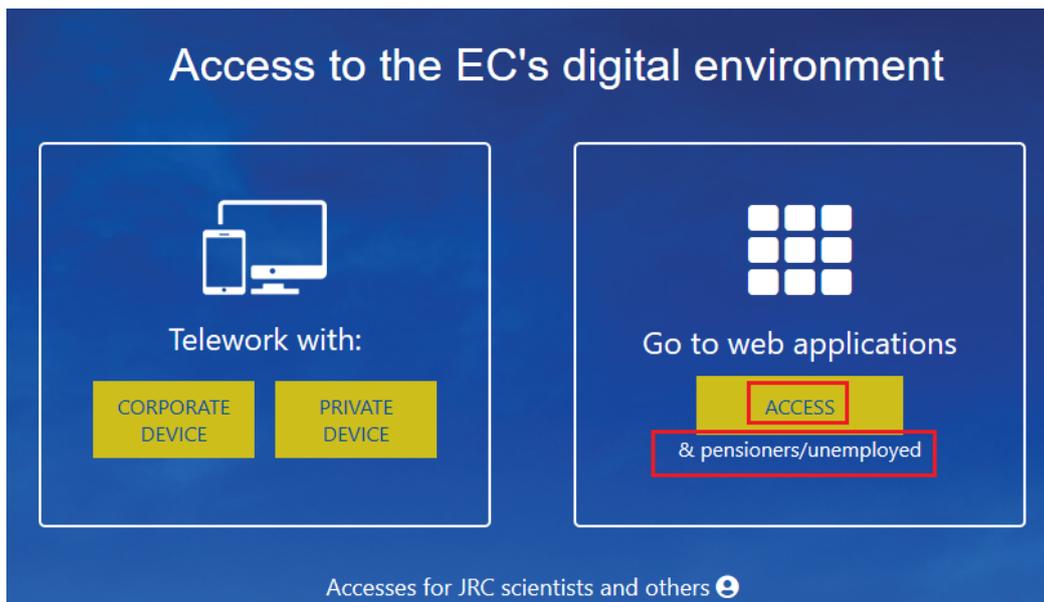
Next, you have to enter your credentials of EU login:

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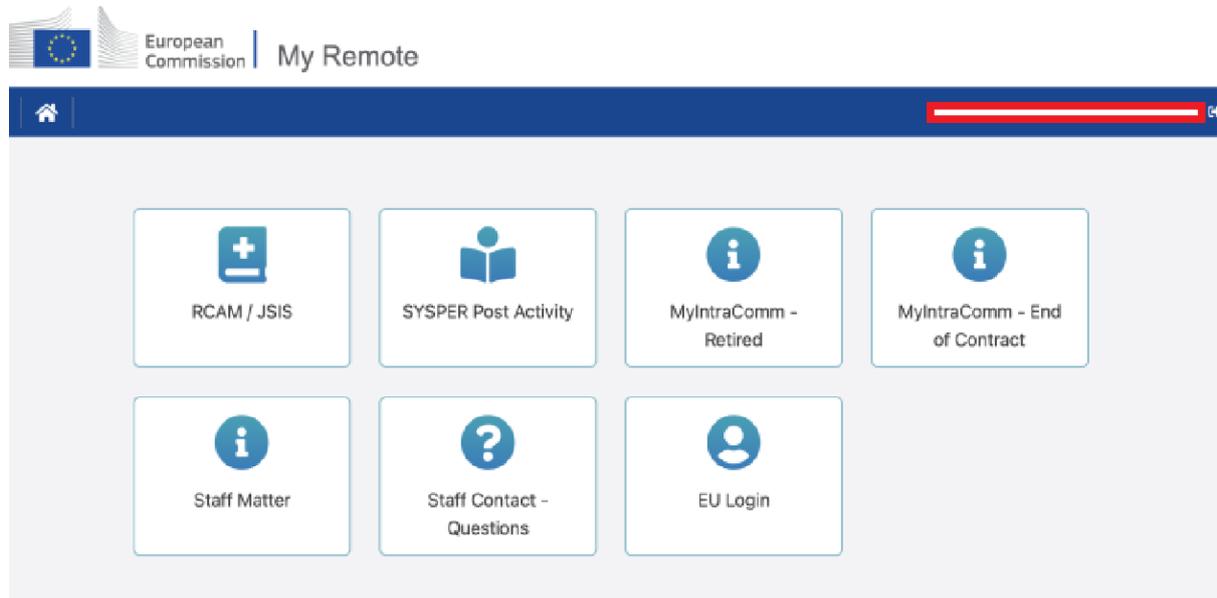
Post active Staff from all EU Institutions and Agencies can access pension/allowance statements via Sysper. The other functionalities and tabs described below (from item 3 on) are not available for the retired Staff of the European Parliament, the Court of Justice of the European Union and the European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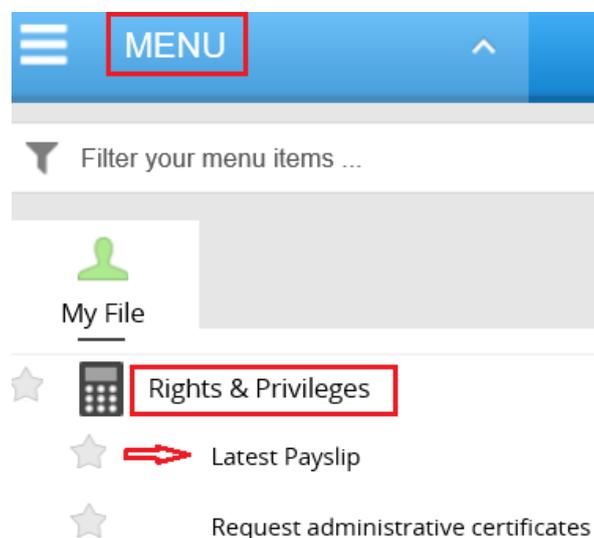

Every month, when your new pension slip is available in Sysper, you will be notified by e-mail.
In your Sysper welcome screen, you will also have a permanent window, which enables you to quickly access your latest pension slip and the history of your pension slips as from January 2017.

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Sysper offers you the possibility to opt-out from the paper version. This choice remains underlined reversible at any time.
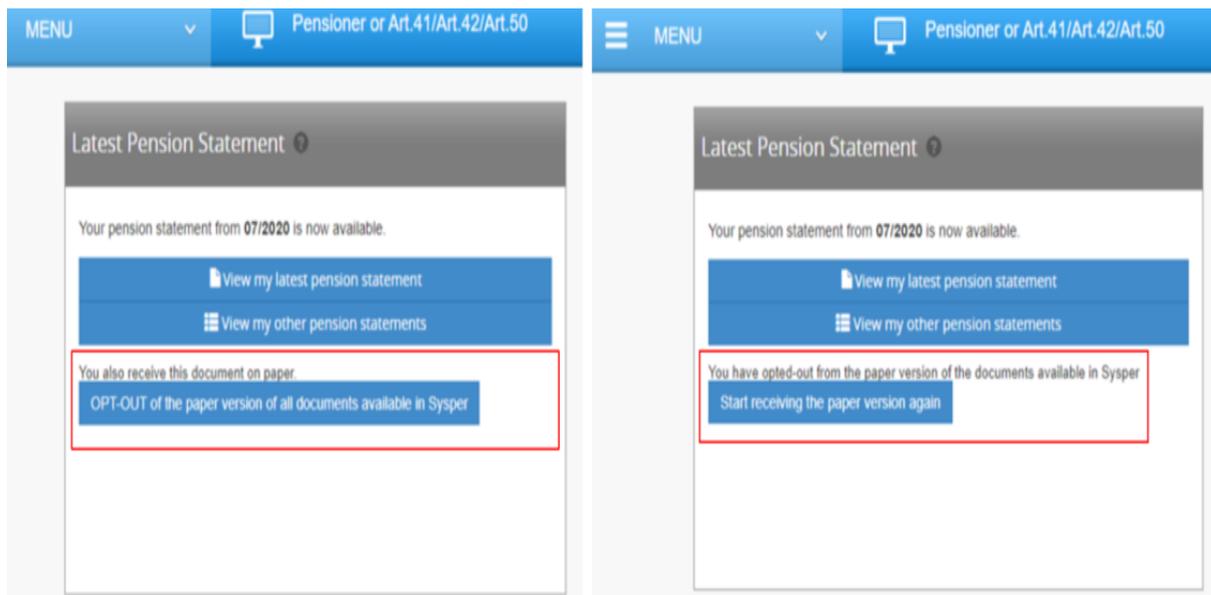
3. How to access your fiscal certificate(s)/create a new fiscal certificate?

At any time you can access your existing certificate(s) and create a new certificate via "**Menu**" => "**Rights & Privileges**" => "**Request administrative certificates**":
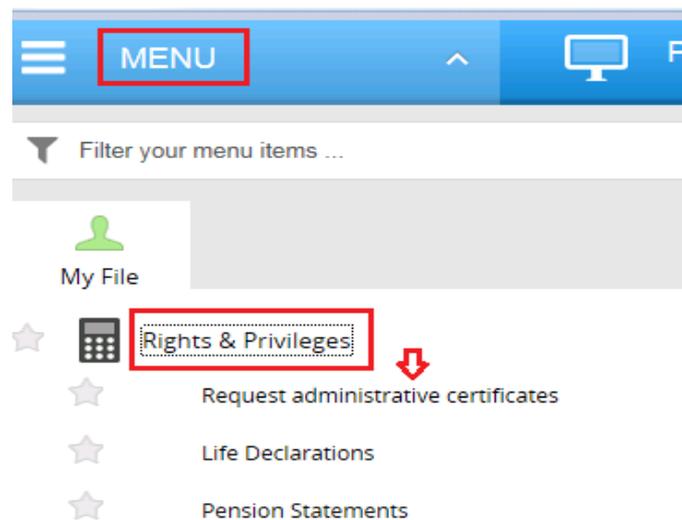
Next, you will be redirected to the screen of consultation/generation of the fiscal certificates:

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:

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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:
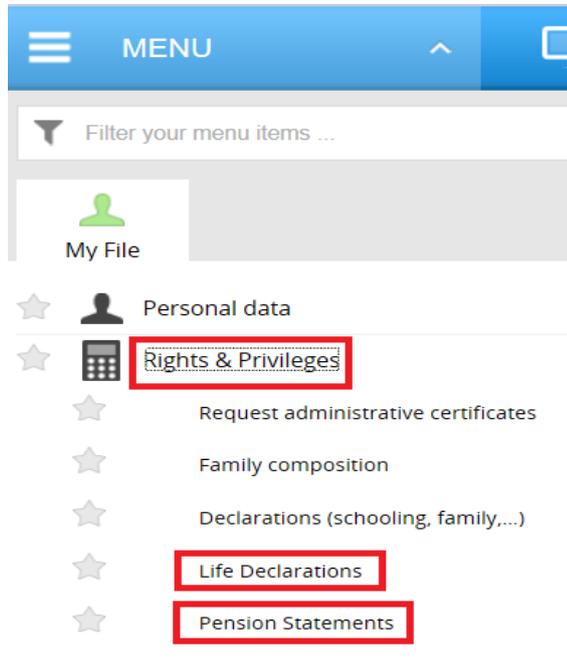
When you click on « **Declarations (schooling, family…) »,** you will be redirected to the page of your declarations:
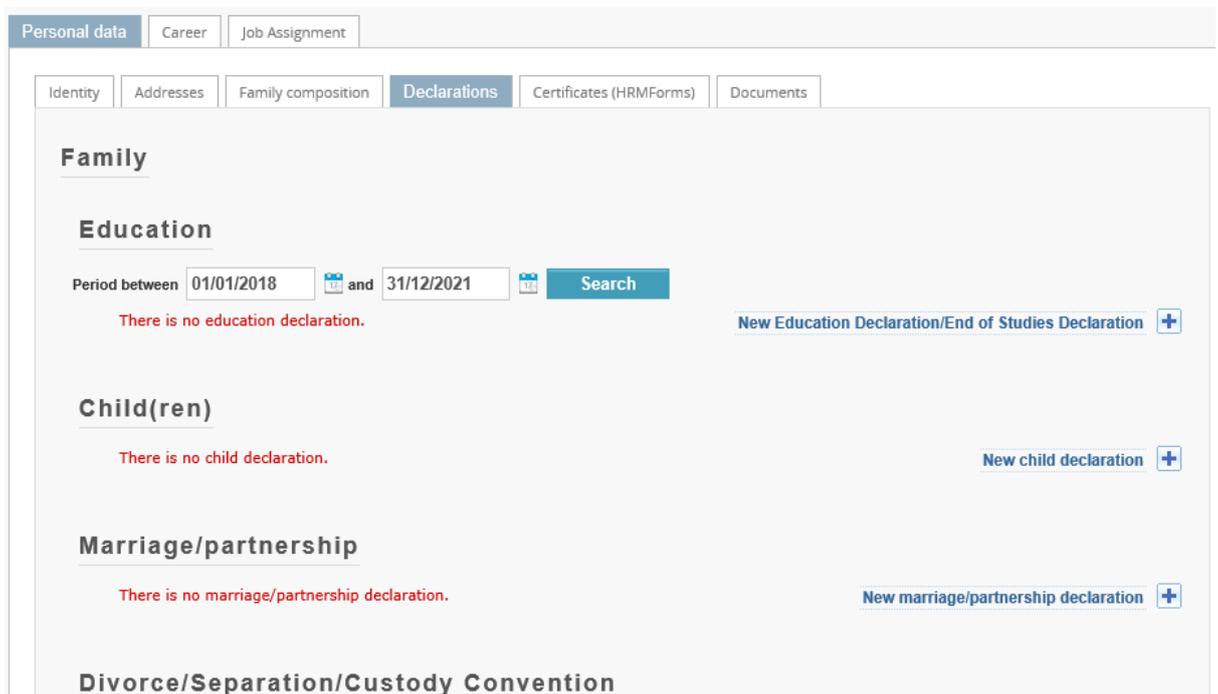
6. Who to contact in case of problem?

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

➢ For the issues related to EU login : EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu

➢ 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 from 9h30 to 12h30

- Survivor's pension : PMO-SURVIE@ec.europa.eu
  or (+32-2) 295 20 17 from 9h30 to 12h30