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 issential ! 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
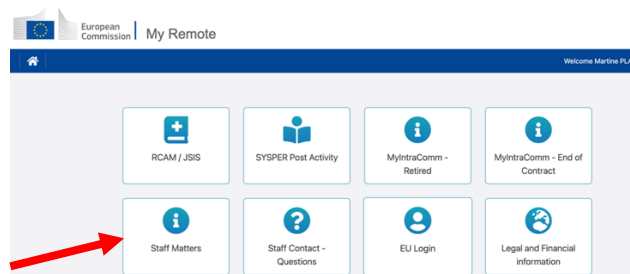
How to connect ?

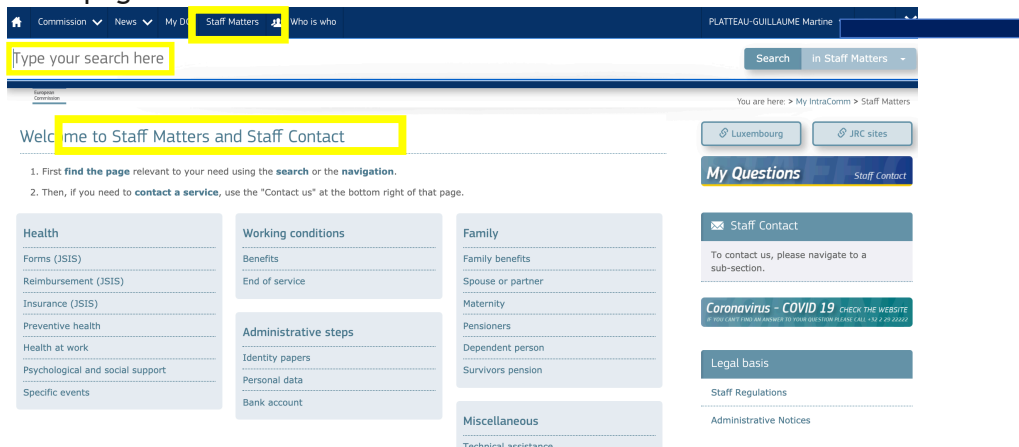➔ From your web browser, **launch My Remote** url : https://myremote.ec.europa.eu
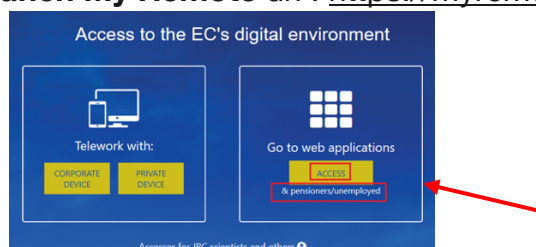
➔**Click** to the right **on « ACCESS »** under « Go to web applications »
➔**Log in** with your EU Login credentials et access the My Remote screen:
➔**Click on "Staff Matters"** as indicated underneath

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 <u>before</u> you put a question through « Staff Contact » !

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

➔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.

➔ **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

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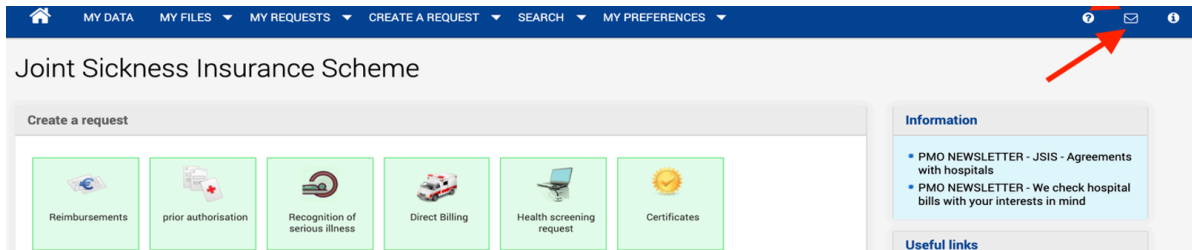
➔**Click on the envelope in the top right corner of the screen « Contact PMO »**

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* ✉
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IT Help Desk AIACE Internationale

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