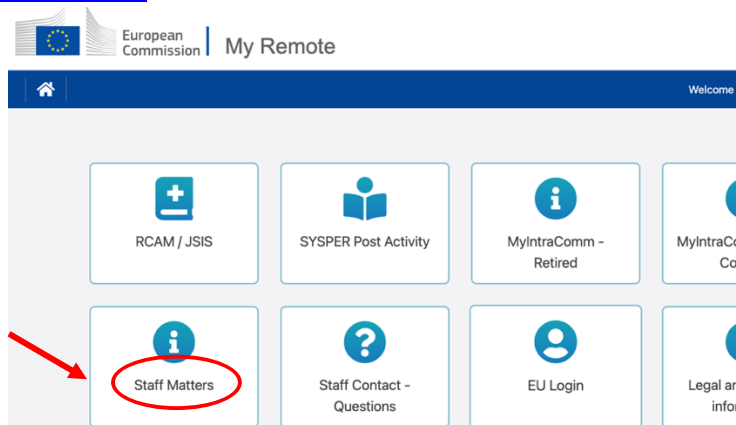


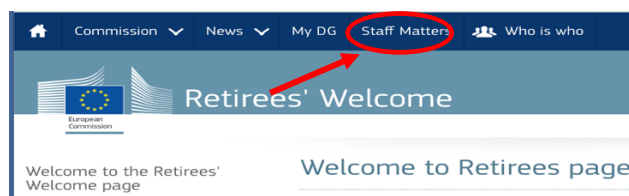
## Staff Matters/Staff Contact: a new feature

The Staff Matters application allows you to perform various searches by navigating through the different sections, for example "Health" or "Family", to obtain information on many related topics.

To access the application, you have to start from the menu « My Remote » - <https://myremote.ec.europa.eu> – and click on « **Staff Matters** »

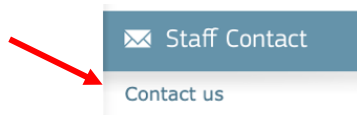


There is also another way of entering Staff Matters: you go to "**MyIntraComm - Retired**" and then click on the "Staff Matters" tab which corresponds to "Personnel" in French.



It is possible that no tabs are displayed at the top of your screen because it is too narrow (e.g. in the case of a tablet), in which case you should click on the 3 horizontal lines at the top right - called "Burger" - to display and choose a tab.

As you go down the sections and sub-sections, if you haven't found the answer, you can ask a question; you will see a note appearing on the right hand side of the screen. You can then click on « Staff Contact – Contact us »



It is then possible to ask a question by filling in the Staff Contact form:

The **new feature**, framed in **red** here, is the "Myself - On behalf" option, which is displayed under the blue banner.

It is therefore possible to submit questions and requests on behalf of another person; this is a useful feature if you wish to help another pensioner who, for technical or health reasons, cannot **temporarily** submit questions himself/herself.

**Please note that it is important to know that:**

- You absolutely need to know the pensioner's number to identify the person who is not or no longer able to ask the question himself/herself (the name is not enough)
- This person must have an EU Login access to be able to read the answer that will be sent to him/her
- For reasons related to the General Data Protection Regulation, the sender of the question will not receive a copy of the answer sent to the other person and will not even be informed that an answer has been sent.

### How to use this new option?

→ By clicking on "For others", the following message will be displayed:

Information for on behalf ✕

You are opening this request on someone's behalf. You are just the messenger and you will not receive any updates nor notifications. The colleague you are opening the request for will receive a notification of who started this demand and all other details.

Ok

→ Click on Ok.

→ In the next screen, you must enter the pension/personell number of the person you wish to help + Click on Search. The person's details will then be displayed. Just fill in the usual fields + Click on **Submit** at the bottom right

→ The person on whose behalf the request has been sent will receive an email notification. A ticket will be created in Staff Contact and he/she will be informed by email as soon as an answer has arrived in Staff Contact. The pensioner can then simply click on "Staff Contact - Questions" next to Staff Matters option in the "My Remote" Menu (see screen above), where his/her personal ticket history is displayed.