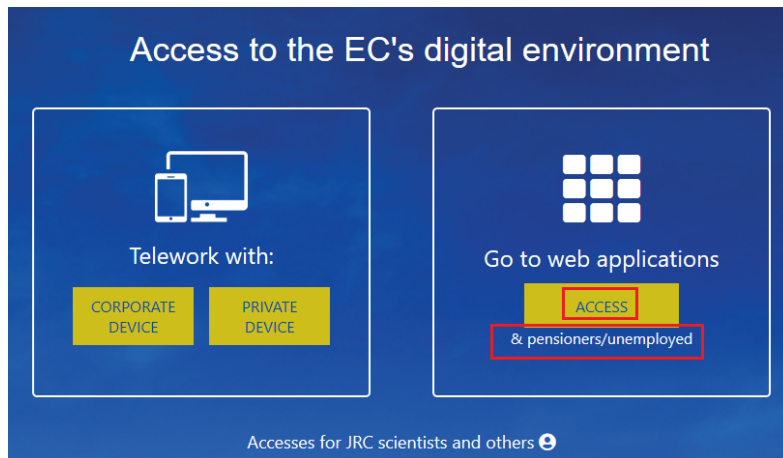


## MENU « MY REMOTE »

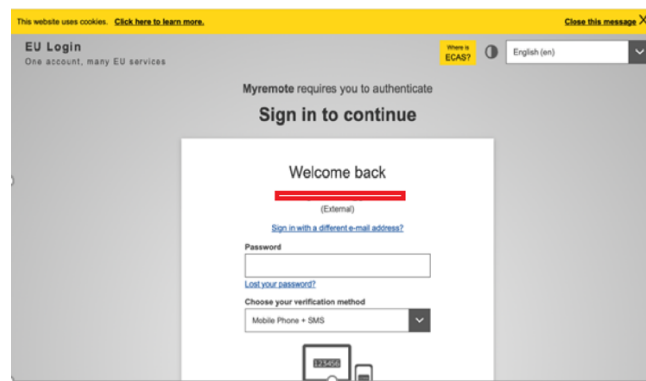
You have an EU Login access and you regularly connect to “My Remote”?

If you launch this link (=url) <https://myremote.ec.europa.eu/> the following screen displays:

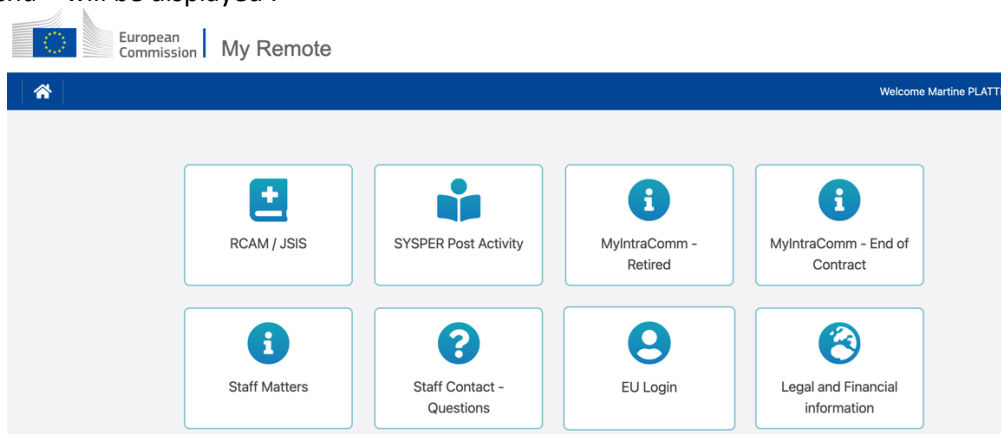


On the righthand part of the screen « Go to web applications » ➔ click on « ACCESS »


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



And then a « 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.  
(<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 Matters**: this corresponds to MyIntraComm « Staff Matters » tab and deals with Health, Family, administrative steps. It allows you to put questions via the  button on the right of the screen  
(<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** : If you use <https://webgate.ec.europa.eu/cas> to create an access, to modify/add a mobile number or email address, just go through <https://myremote.ec.europa.eu> + EU Login and choose the option “My account” underneath the wheel on the top right, next to you name.
- **Legal and Financial information** : (also called FiLIP) that allows you to check or add a bank account for your pension or reimbursement of medical costs.

**There is a new app called PMOMOBILE that allows you to use some functions of “JSIS online” from your smartphone : <https://webgate.ec.europa.eu/PMOMOBILE>.**

### **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 (on Monday, Wednesday, Friday)
  - Survivor’s pension : [PMO-SURVIE@ec.europa.eu](mailto:PMO-SURVIE@ec.europa.eu)  
or (+32-2) 295 20 17 de 9h30 à 12h30.