

HOW TO COMMUNICATE **EFFECTIVELY AND SECURELY** WITH PMO

You have an EU Login account and you know the Sysper Post Activity menu. However, you may sometimes have a specific question for the Pension Unit

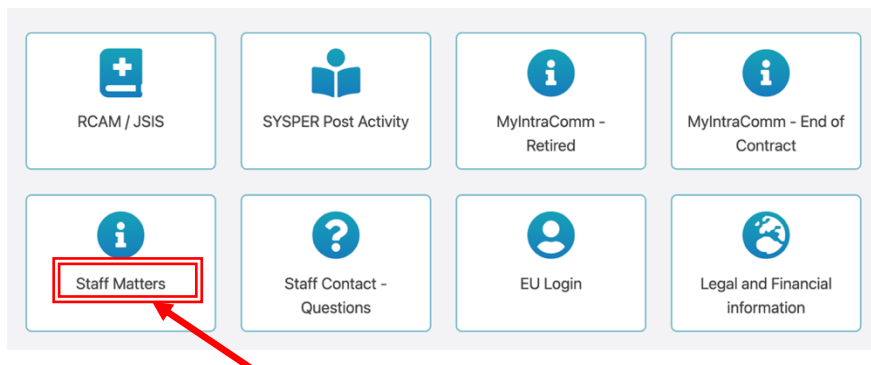
If that is the case, you will probably find the answer to your question on the “Staff Matters” portal. If not, you can contact PMO **by using Staff Contact**.

This communication tool offers many advantages:

- It will enable you to obtain a quicker answer: with a few clicks, your request will immediately reach the person responsible for the specific issue at hand.
- Moreover, unlike e-mail or postal mail, it is a secure means of communication, which ensures the protection of your personal data.

How to go about it:

→ <https://myremote.ec.europa.eu> ; after connecting with EU Login, the MyRemote menu appears:



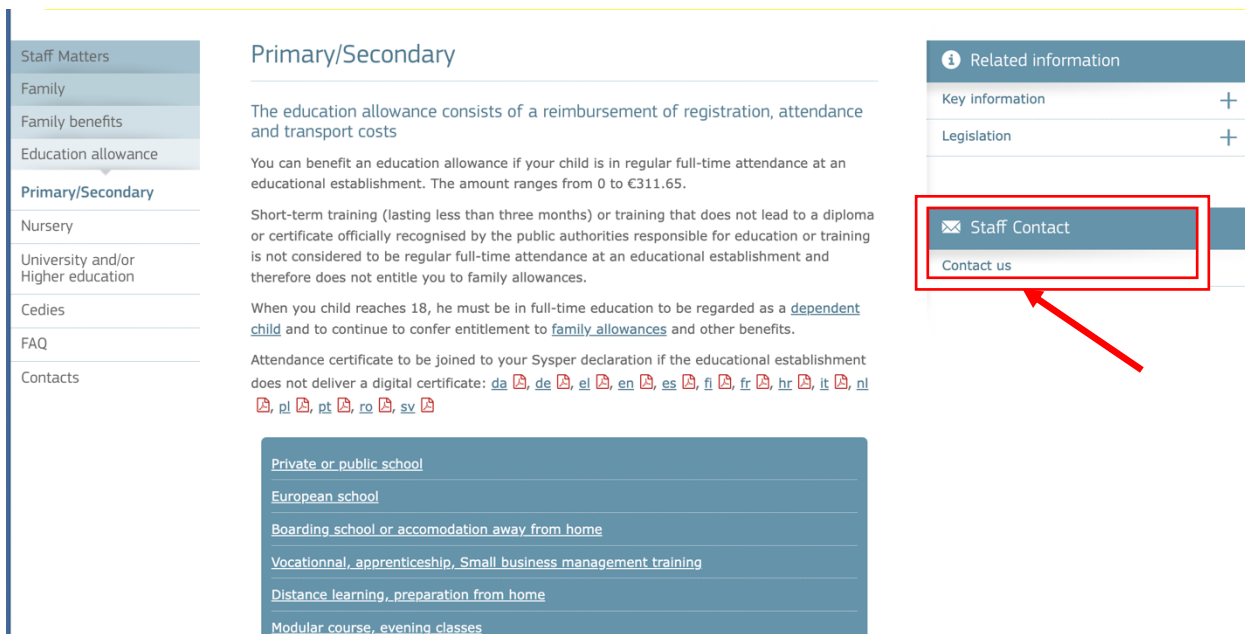
→ click on Staff Matters ... which will then open ...



→ click on the magnifying glass on the right and indicate the subject under "Type your search here" (in our example: school allowance + click below on the precise subject (Primary/Secondary):



→ This will take you to the Staff Matters page for that item, with all the relevant information and forms available in all languages:



→ If you cannot find the answer to your question in the text, simply click on "Staff Contact - Contact Us" on the right

→ a blank "Staff Contact" form is displayed. Fill in the various options with an * + your question in "Description". Optionally you can add a scanned document from your computer via "Attachments" and then click on "Submit" at the bottom right.

The screenshot shows the 'Education allowance' form in the Staff Contact system. The form includes the following fields:

- Subject***: A text input field.
- School Allowances***: A dropdown menu.
- Child name***: A text input field.
- Child birthdate***: A date picker field.
- Description***: A large text area for providing details.
- Attachments**: A button labeled 'Select files to upload' with a note 'Maximum file size is 15Mb.'
- Submit**: A blue button at the bottom right, indicated by a red arrow.

At the top of the page, there is a header with the European Commission logo, 'Staff Contact', language options (EN, FR), and a 'My Questions' button. A 'Sign Out' button is located in the top right corner. A note at the bottom states: 'Fields marked with asterisk * are mandatory'.

You will receive an automatic email confirming receipt.

The question asked via Staff Contact is immediately visible under "My Questions".



- Or through the « Staff Contact – Questions » option in the « My Remote » manu
- Or via the following link: <https://webgate.ec.europa.eu/staffcontact/app/#/staff/tickets-history/>

As soon as the PMO has replied, you will receive an email informing you that a new message is available in your Contact Staff with the corresponding link.