

# 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

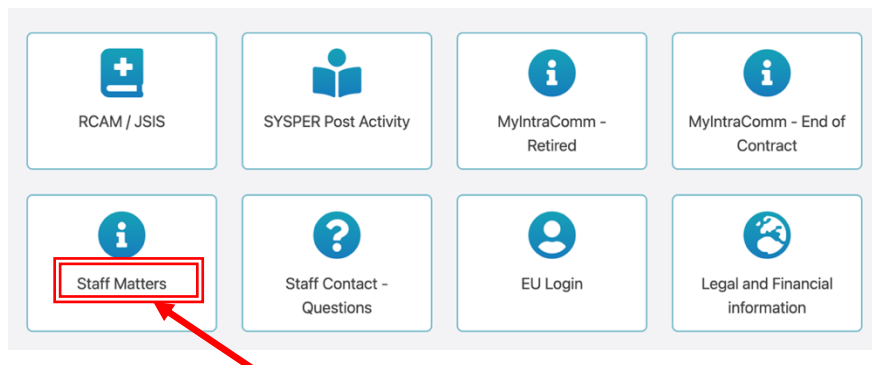
If that is the case, you will probably find the answer to your question on the “Staff Matters” portal. If not, you can contact PMO **by using Staff Contact**.

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):

school allowance Search in Staff Matters

Pages / Documents	Topics
Education allowance	Allowances from other sources
Nursery	Annual travel allowance
<b>Primary/Secondary</b>	Birth or adoption allowance
Education allowance	Daily subsistence allowance
Family benefits	Dependent child allowance

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

Staff Matters

Family

Family benefits

Education allowance

**Primary/Secondary**

Nursery

University and/or Higher education

Cedies

FAQ

Contacts

## Primary/Secondary

The education allowance consists of a reimbursement of registration, attendance and transport costs

You can benefit an education allowance if your child is in regular full-time attendance at an educational establishment. The amount ranges from 0 to €311.65.

Short-term training (lasting less than three months) or training that does not lead to a diploma or certificate officially recognised by the public authorities responsible for education or training is not considered to be regular full-time attendance at an educational establishment and therefore does not entitle you to family allowances.

When you child reaches 18, he must be in full-time education to be regarded as a [dependent child](#) and to continue to confer entitlement to [family allowances](#) and other benefits.

Attendance certificate to be joined to your Sysper declaration if the educational establishment does not deliver a digital certificate: [da](#), [de](#), [el](#), [en](#), [es](#), [fi](#), [fr](#), [hr](#), [it](#), [nl](#), [pl](#), [pt](#), [ro](#), [sv](#)

[Private or public school](#)

[European school](#)

[Boarding school or accomodation away from home](#)

[Vocational, apprenticeship, Small business management training](#)

[Distance learning, preparation from home](#)

[Modular course, evening classes](#)

Related information

Key information +

Legislation +

Staff Contact

Contact us

➔ 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 'Staff Contact' interface for the 'Education allowance' topic. The form includes fields for 'Subject\*', 'School Allowances\*', 'Child name\*', and 'Child birthdate\*'. There is a large text area for 'Description\*'. Below the description is an 'Attachments' section with a 'Select files to upload' button. A red arrow points to the 'Submit' button at the bottom right. The footer notes that fields marked with an asterisk are mandatory.

European Commission | Staff Contact

EN FR My Questions

Back to Staff Matters Sign Out

Education allowance

Subject\* School Allowances\*

Child name\* Child birthdate\*

Description\*

Attachments

Select files to upload

Maximum file size is 15Mb.

Submit

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".

This screenshot shows the 'My Questions' section of the 'Staff Contact' interface. It features the same header and navigation as the previous form, but the main content area is currently empty. A red arrow points to the 'My Questions' button in the top right corner.

European Commission | Staff Contact

EN FR My Questions

Back to Staff Matters Sign Out

Education allowance

- 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.