

# 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

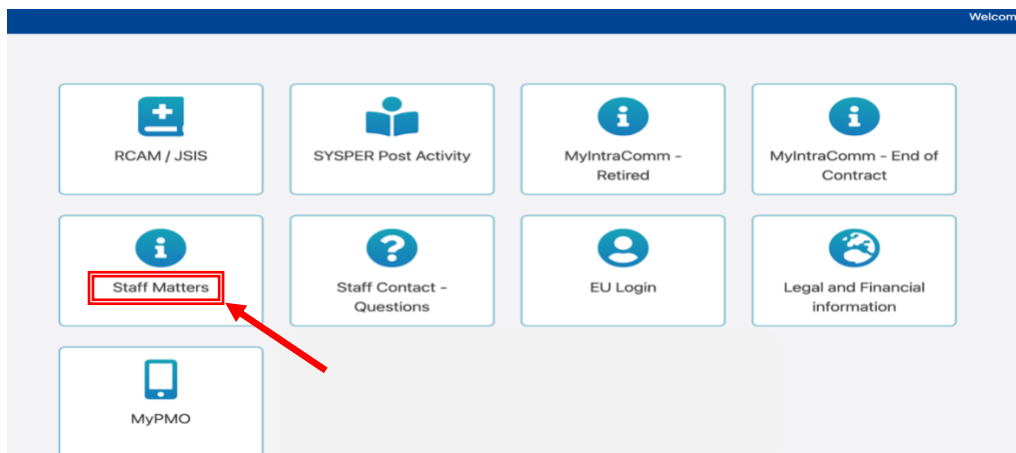
If that is the case, you will probably find the answer to your question on the “Staff Matters” portal. If not, you can contact PMO **by using Staff Contact**.

This communication tool offers many advantages:

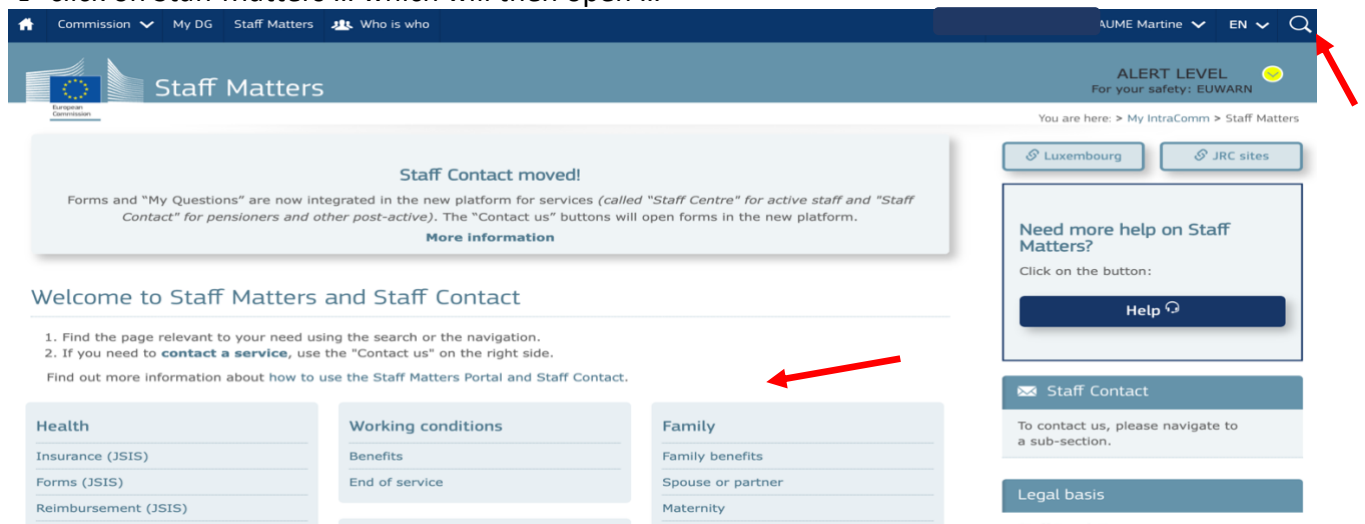
- It enables you to obtain a quicker answer: with a few clicks, your request will immediately reach the person responsible for the specific issue at hand.
- Moreover, unlike e-mail or postal mail, it is a secure means of communication, which ensures the protection of your personal data.

## How to go about it:

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



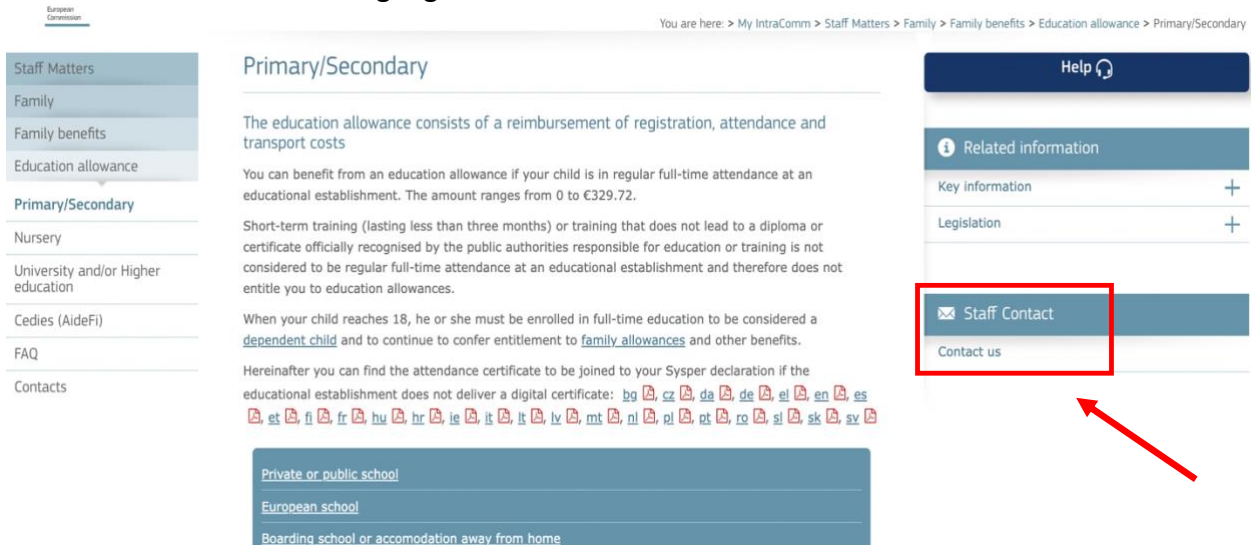
→ click on Staff Matters ... which will then open ...



→ click on the magnifying glass on the right. 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 "Add attachments" and then click on "Submit" at the bottom right.

As a reminder, the look of the forms has changed as the PMO's ticketing service migrated to a faster, more user-friendly platform in May 2024. A video clip illustrates this change here :

<https://ec.europa.eu/pmo/HR-Servicedesk/Staff-Contact-quick-guide-EN.pdf>

## Education allowance

Contact us about education allowance



[← Back to Staff Matters](#)

Use this form to ask a question about education allowance.

Before asking your question, please check the education allowances tool for detailed explanations, and the related documentation under the link "Back to Staff Matters"

\* Indicates required

\* Subject

\* Description

Rich text editor toolbar: Paragraph, Bold (B), Italic (I), Bulleted list, Numbered list, Indent, Outdent, Link, Unlink, Image, Source code, and other icons.

\* Topic request

\* Child name

\* Child birthdate

Only a date from the past can be selected. ✖

Please confirm that you have read and agree to [Privacy Statement](#)

\* I confirm

Maximum file size is 1024 MB but please avoid attachments above 15MB.

Supported formats are jpeg, png, bmp, docx, doc, xlsx, xls, pptx, ppt, odt, pdf, xps, oxps, txt, msg

Add attachments

Submit

Required information

You will receive an automatic email from **EC ServiceNow** confirming receipt with a reference number. You will find all your recent or older "tickets" via the « **Staff Contact – Questions** » option in the « My Remote » menu.  
As soon as the PMO has replied, you will receive an email informing you that a new message is available with the corresponding link.

The entire use of ServiceNow is illustrated on the page :

<https://ec.europa.eu/pmo/HR-Servicedesk/Staff-Contact-quick-guide-EN.pdf>