



Your Helpdesk at the AIACE Congress ...

AIACE International helpdesk volunteers will be at the AIACE Congress in Valencia, ready to provide help with your own particular queries. In addition, they will be holding a number of hands-on sessions specifically to answer questions and offer guidance about the use of the various Commission applications.

These will cover:

- *Practical help to set up your account with EU Login, the secure gateway that gives you access to JSIS Online, My IntraComm, PMO Contact and Sysper Retired.*
- *An overview of all the information and resources available via AIACE International's website. Find out how easy it is to download a wide range of useful forms (including medical reimbursement, prior authorisation and direct billing requests) onto your computer WITHOUT A LOGIN OR PASSWORD!*
- *Helpful tips showing you the easiest way to submit your medical claims via JSIS Online, and carry out other related procedures.*
- *Finding your way around the Commission's new My IntraComm (Staff Matters), with its wealth of news and up-to-date information of all kinds.*
- *Easy online use of PMO Contact.*
- *The useful new Sysper Retired application.*
- *An introduction to the social network specially designed for retired EU officials - if there still is one! At the moment it's Yammer After EC ...*

Interested? If so, Martine Platteau-Guillaume and Micheline Bruyninckx will be there to advise you, at the following times and dates:

- Tuesday 22 May 2018 (arrival day) from 15.00 to 17.45
- Wednesday 23 May from 18.00 to 20.00
- Thursday 24 May from 17.30 to 18.30
- Friday 25 May from 09.00 to 10.00
- Saturday 26 May from 11.30 to 13.00

NB. Times and venue (probably in the hotel) subject to confirmation!