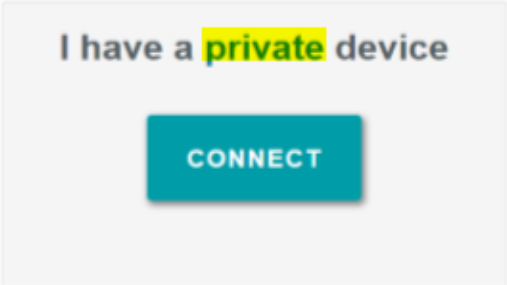
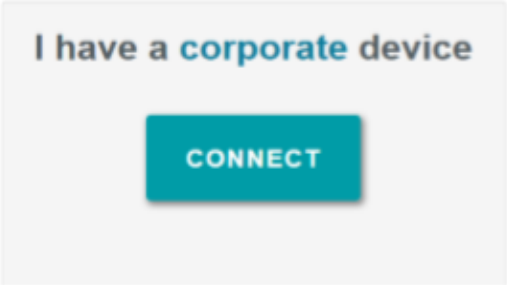
1. How to access your file via Sysper Post Activity ?

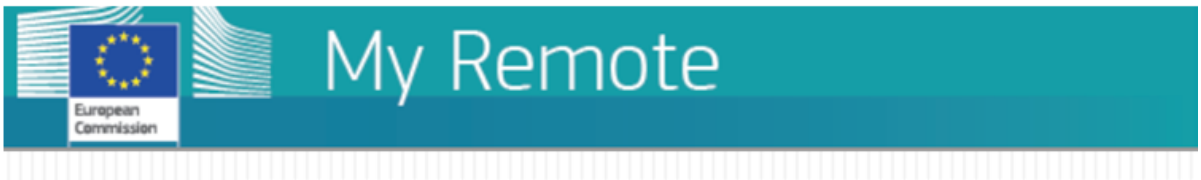
First, we advise you to work with the following browsers: Google Chrome, Firefox Mozilla, Edge or Safari. Please do not use Internet Explorer.

If you have an EU Login external account, your access to Sysper Post Activity portal will be granted automatically. In order to connect, please go to the following link: https://myremote.ec.europa.eu/ and click on **« I have a private device »** in the following screen:





Next, you have to enter your credentials of EU login.
Once you are redirected to the welcome page of My Remote, as displayed below, please simply click on **SYSPER Post Activity** link in order to access it:



WARNING:

1. For the new beneficiaries : if your claim for the EU unemployment allowance has been accepted, you have to submit a **"New monthly unemployment declaration"** in Sysper every month, in order to claim your monthly unemployment benefit's payment.

2. For the beneficiaries with the rights to the UE unemployment allowance granted before Sysper Post Activity is launched: you do not need to submit a "**Claim for the EU unemployment allowance"**. Please submit directly your **"New monthly unemployment declaration",** as described in the point 3 of this guide.

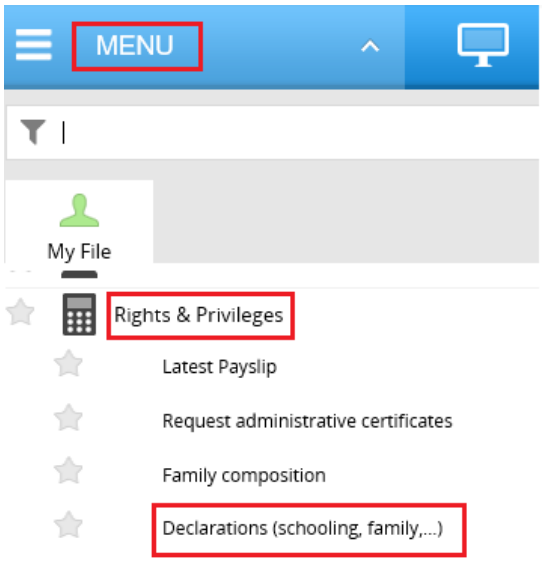
3. You are benefitting from the UE unemployment allowance and you have worked during your unemployment period. Now that your contract has ended, what do you have to do?

- You have worked **outside the EU Institutions**, your contract has ended, but you are still in the period of your EU unemployment rights: you have to submit your monthly declaration in order to receive the payment of your monthly allowance.
- You have worked **for the EU Institutions for a period of minimum 6 months** as a temporary agent, contract agent or parliamentary assistant: you have to re-introduce a new claim for the EU unemployment allowance. Once it is accepted, you will have to submit a monthly declaration.
- You have worked **for the EU Institutions for a period of less than 6 months** as a temporary agent, contract agent or parliamentary assistant: you have to submit your monthly declaration in order to get the payment of your monthly allowance.

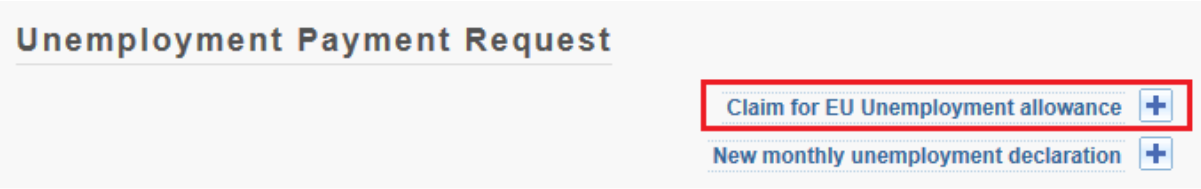
2. You are in situation of end of contract: How do you request your UE unemployment allowance?

If you are a former agent of one of the EU Institutions or Agencies in situation of end of contract, you have to introduce your request for an unemployment allowance via Sysper **within 8 calendar days**.

In order to do it, please go to the **« MENU »**, click on **« Rights and privileges »** and after that to the tab of **« Declarations (schooling, family…) »:**



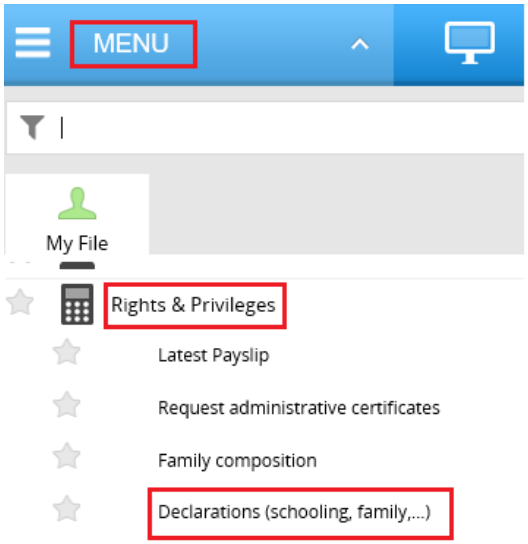
Next, please scroll down to the **« Unemployment declarations »**, choose a **«Claim for EU Unemployment allowance »** and click on **« + »** icon:



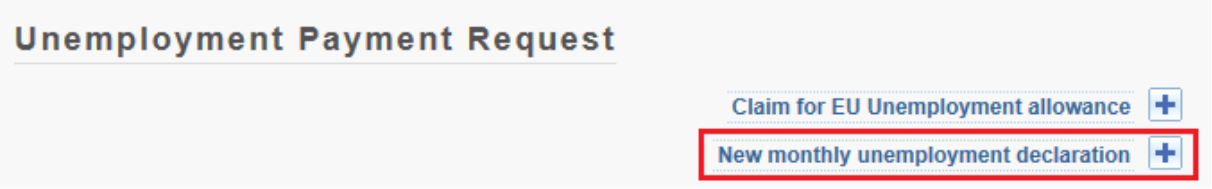
3. How to request a monthly payment of your unemployment allowance?

Every month, in order to receive the payment of your unemployment allowance you have to submit via Sysper your **monthly unemployment declaration** together with **all required supporting documents.**
If you have been working as a temporary worker (interim) or you found a new job, you have also to declare it in your monthly declaration in Sysper.

How to proceed: please go to the **« MENU »**, next to the « **Rights and privileges »** and after that to the tab of **« Declarations (schooling, family…) »:**

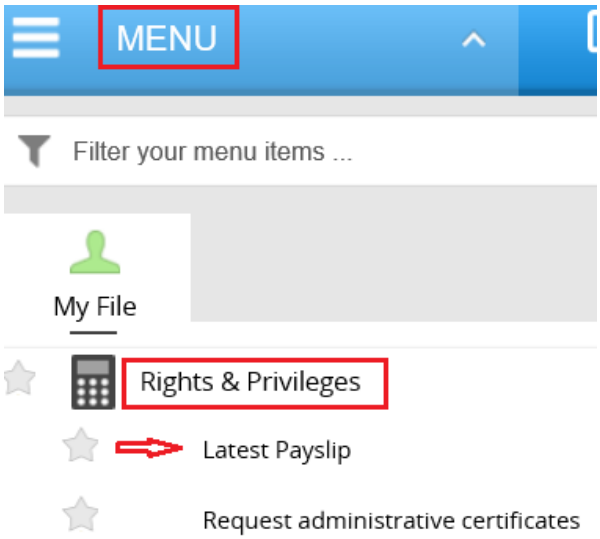


Next, please scroll down to the **« Unemployment declarations »,** chose a **«New monthly unemployment declaration »** and click on **« + »** icon:



4. How to access your unemployment payment statement?

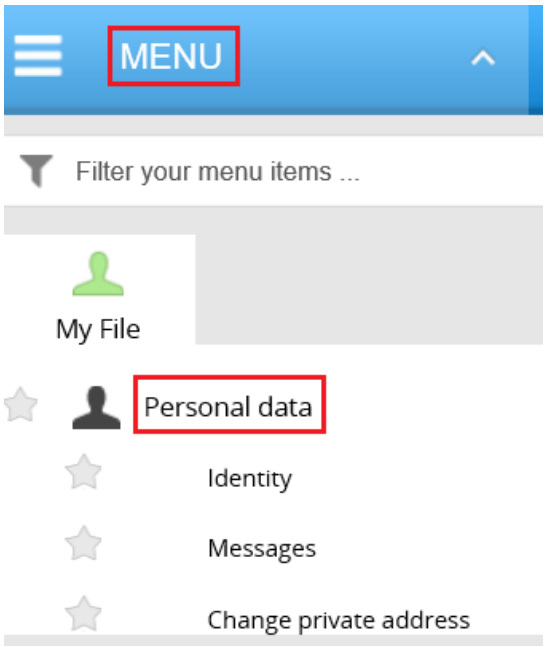
Once you are connected to Sysper, please go to the **« MENU »**, and next to the **« Rights and privileges »** tab **=> « Latest Payslip »:**



Every month, when your new pay slip is available in Sysper, you will be notified by email.
In your Sysper welcome screen, you will also have a permanent widget of pension slips, which enables you to quickly access to your last pay slip and to the history of your all pay slips related to the unemployment.

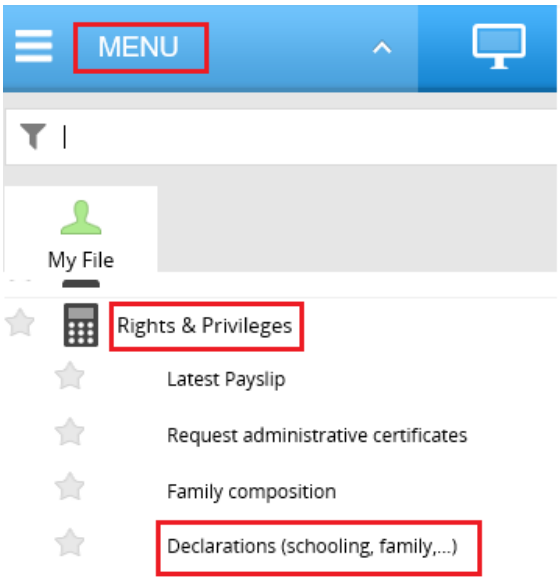
5. How to access your personal data?

Please go to the **« MENU »** and next to the tab of **« Personal data »** where you can verify your identity, check/modify your address, telecoms or your contact person details:

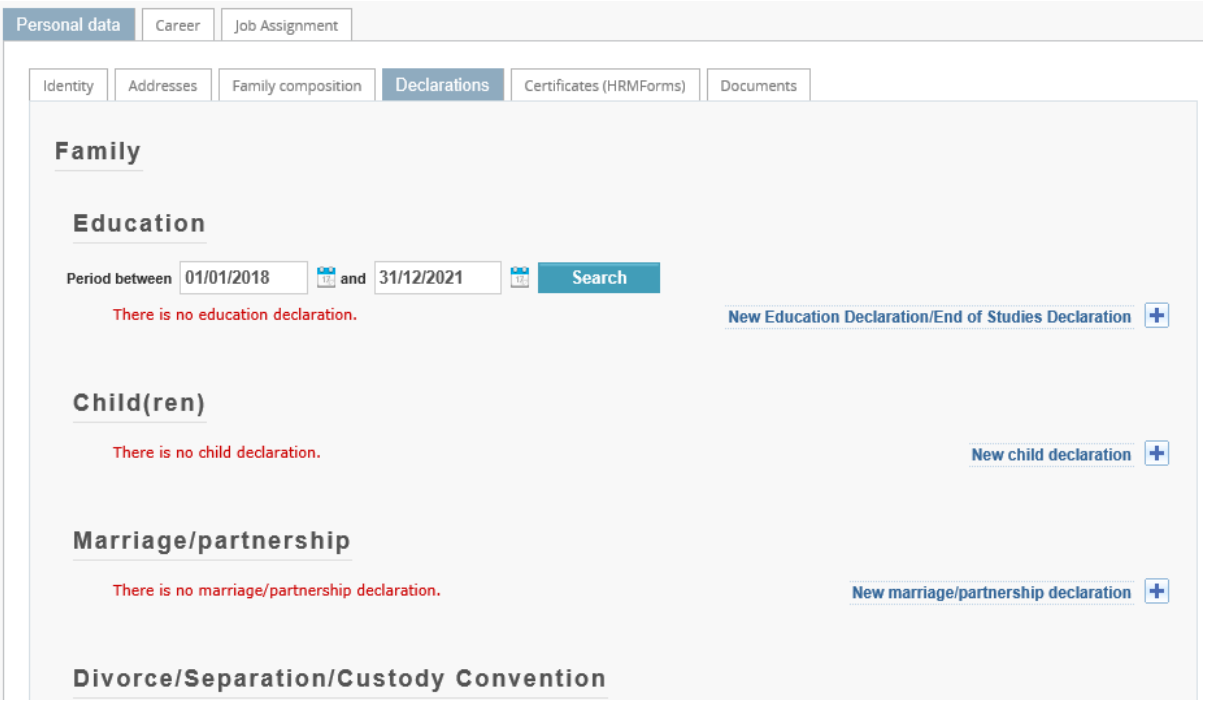


6. How to access the declarations related to your familial situation?

In order to declare a child birth/adoption, schooling, marriage, divorce, your spouse's professional activity, please go to the **« MENU »**, next to the **« Rights and privileges »** and after that to the tab of **« Declarations (schooling, family…) »:**



When you click on « **Declarations (schooling, family…) »,** you will be redirected to the page of your declarations:



7. General information about the communication with PMO via Sysper :

- Sysper will notify you by email when:

  a) Your declaration in Sysper has been processed by PMO.
  b) Your declaration has been rejected by PMO: more information or documents are required. The link included in the notification will enable you to access Sysper, attach requested documents and re-submit your declaration.
  c) The letter was generated to your attention by PMO.
  d) Your new pay slip is available in Sysper.

- If you forgot to attach an optional document to your monthly declaration, you can attach it in the monthly declaration related to the next month.

- If you forgot to attach a compulsory document to your monthly declaration or family related declaration, or the quality of scanning is not acceptable, you declaration will be rejected by PMO. Then you have to proceed as described in the point b) above.

8. Whom to contact in case of problem?

- For any technical issue related to the My Remote, My IntraComm, downloading of documents from Sysper etc, please contact: EC-CENTRAL-HELPDESK@ec.europa.eu

- For the issues related to EU login : EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu

- All your information requests must be submitted to the web portal "Staff Contact"**:** https://myintracomm.ec.europa.eu/staff/EN/working-conditions/end-of-service/end-of-contract/Pages/index.aspx?ln=en