EU Login
JSIS on line
Access guide

For the attention of staff members no longer in active service in the European institutions (e.g. retired, unemployment, end of contract)

PMO

What you should know about EU Login

EU Login is the European Commission's user authentication service. The EU login code, composed of an email address and a password, **allows authorised users** (internal or external) to access a wide range of Commission web services.

This guide is for anyone who has already left the European Institutions (retirement, end of contract). The procedure is different for staff members still in active service who wish to request an external access before their departure. Pending the publication of this specific guide, you can contact PMO by telephone or by going to their offices (see page 25).

What services are offered?

Once your EU Login account has been certified and access to JSIS online granted, it will enable you to:

- view and track the processing of files and account sheets via **JSIS on line** application: introduce claims for reimbursement of medical expenses, prior authorization request for treatments or medical equipment, direct billing request for hospitalization and much more;
- ask PMO a question via the **Staff Contact** application;
- view all the information available on **My IntraComm** Retirees and **Staff Matters Portal**;
- via the **SYSPER Post Activity** application:
  – download pension statements, life certificates, certificates for tax purposes and family allowances;
  – submit the requests to obtain the unemployment allowance and the monthly declarations, to manage your family allowances and to read your unemployment slip.

How to obtain an EU Login account?

The whole process is described in the Access guide below.

To activate an account you need:

- a mobile phone (cell phone, smartphone, …)
- a PC (personal computer) or a tablet
- an e-mail address for the exchange of electronic mails (e-mails)

EU Login & JSIS on line Access guide

The process takes place in 3 steps: creation of an **EU Login** account, application for access to **JSIS on line** and confirmation of registration to **JSIS on line**.

**If you already have an EU Login access, do not attempt to create a new one.**

Step 1: create the EU login account

1. If you use a MS-Windows computer and have the electronic version of this document, open the link **https://webgate.ec.europa.eu/cas**

   Place your mouse on the blue link and press CTRL + left mouse button simultaneously.

   OR type the address directly into your Internet browser
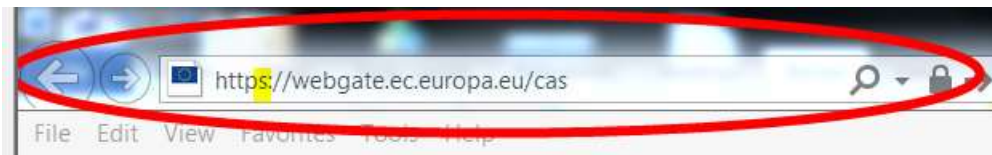
2. Click on Create an account

3. Complete the first four fields, insert characters shown on the picture in the field **Enter the code**, tick the box privacy statement and then click Create an account

The letters in the captcha image may be written in either upper or lower case in the box above the drawing. This method is used to protect the site from robots. In case of difficulty reading the distorted characters, it is possible to request a new sequence by clicking ⟳ or to listen to the audio version by clicking ▶.

4. After registration of the request, the following message is displayed
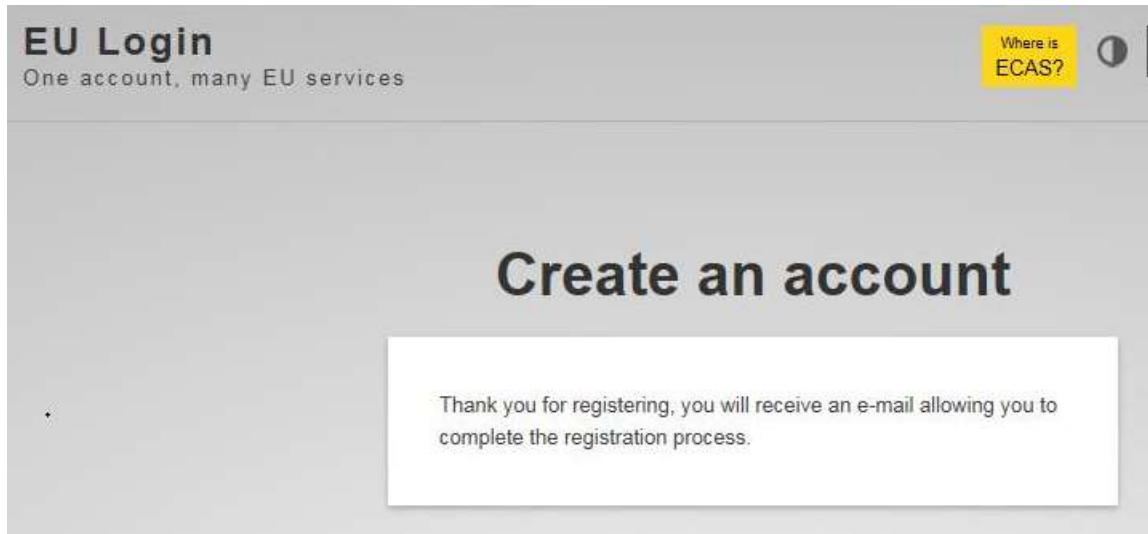
After a few minutes, a message from the Authentication service of the European Commission is sent to your electronic address.

5. Open the e-mail and click on this link to create the password.

You only have 24 hours to complete this operation. After this time, the procedure must be started again from the beginning.
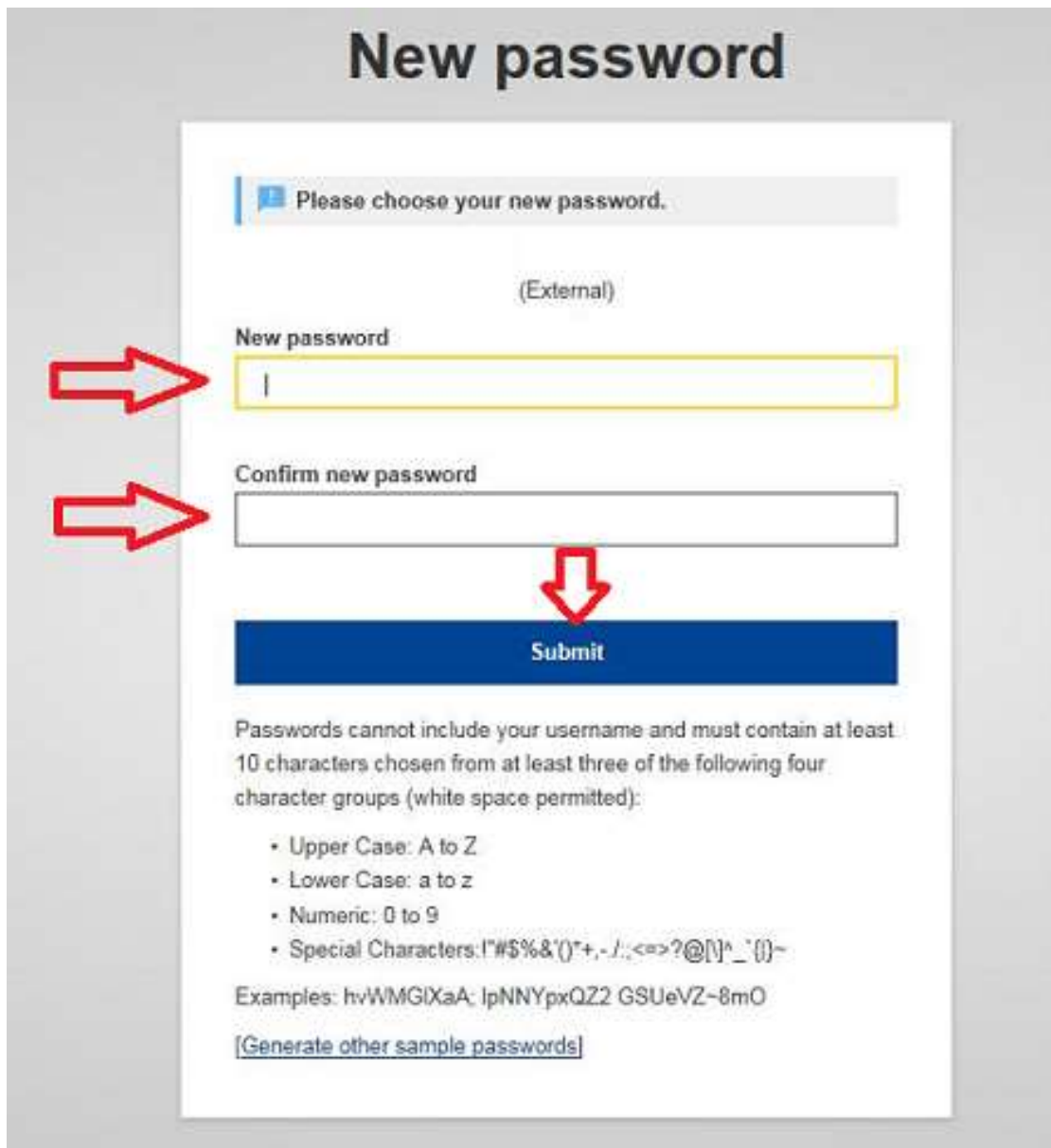
6. Complete the field "New password" with the password you wish to use

We recommend a password composed of at least **10 characters** containing ==uppercase== and ==lowercase== characters as well as ==numbers==

Example: ==Thisisanexample==12

Type your password again in "Confirm new password" and click ==Submit==

7. The system informs you that the password is accepted
   Click **Proceed** to register the mobile phone number
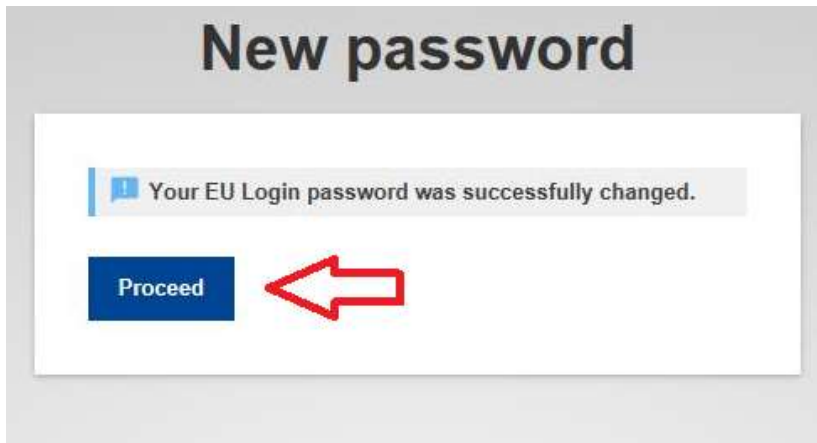
8. To insert the mobile phone number, click Settings ⚙ and then click
   My Account
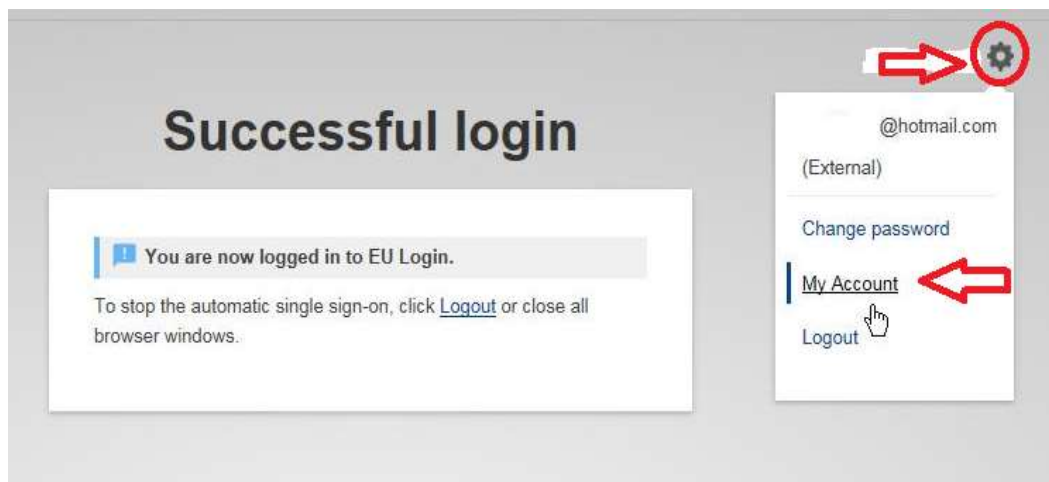
Click **Manage my mobile phone numbers**
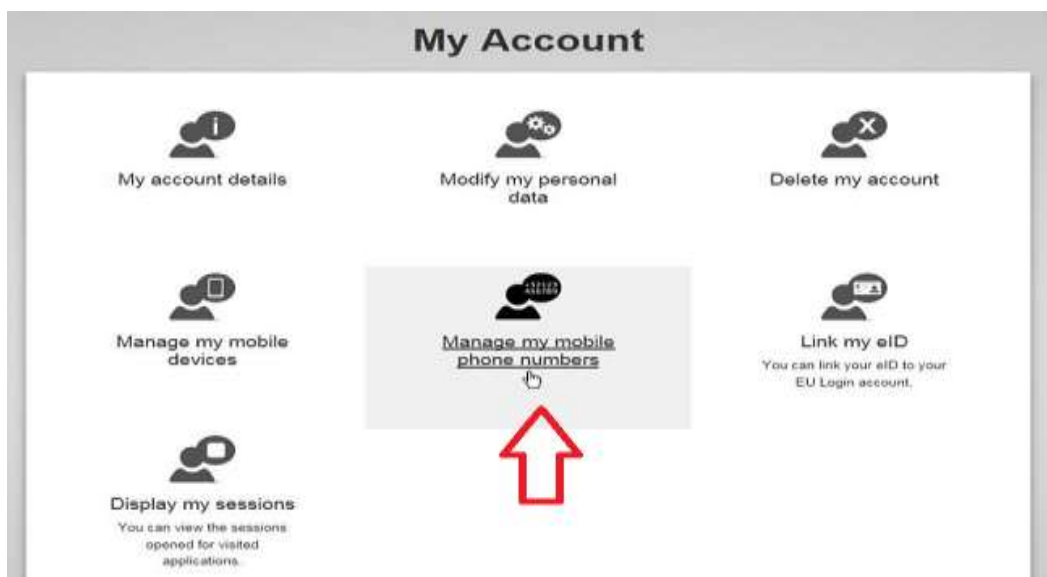
Click **Add a mobile phone number**

Insert your number using the international format with country code

Example : +32 for Belgium, +39 for Italy, …

and then click **Add**

A new text message (SMS) is sent to your mobile phone.

It contains the "challenge code". This single-use alphanumeric code is composed of 8 characters (also referred to as "challenge") that should be entered in the 2 boxes under **Text message challenge code**. This code is not case sensitive.

Then click **FINALISE**

The system informs you that the phone number has been added.

Manage my mobile phone numbers

A confirmation e-mail is also sent to your electronic mailbox

De : Authentication Service <automated-notifications@nomail.ec.europa.eu>
Envoyé : mercredi 28 février 2018 09:26
À :
Objet : One new mobile phone number has been added to your EU Login account

E-mail: @hotmail.com
Date: 28/02/2018 09:26 GMT+01:00

Dear   ,

You added the following mobile phone number to your EU Login account at the time mentioned above: +32xxxxxxx31.
action and that it was initiated by yourself. If this is not the case, please contact your local support desk without delay.
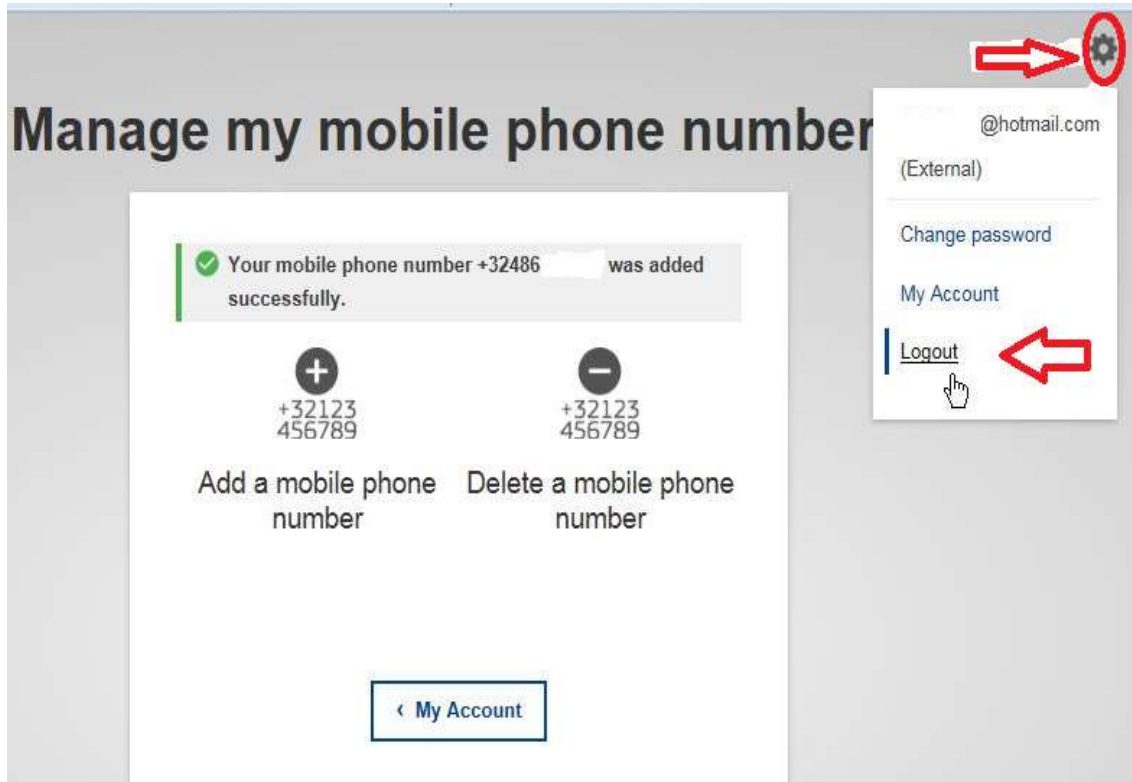
This email is sent from an **unmonitored mailbox:**

- If you have any questions about an **application** you want to use, contact the relevant application helpdesk.
- If you need immediate assistance for an issue related to **EU Login authentication**, please contact the relevant

Sent to you by EU Login

If necessary, add another mobile phone number (from another country / operator) in the same way.

9. Click Settings ⚙ then **Logout**
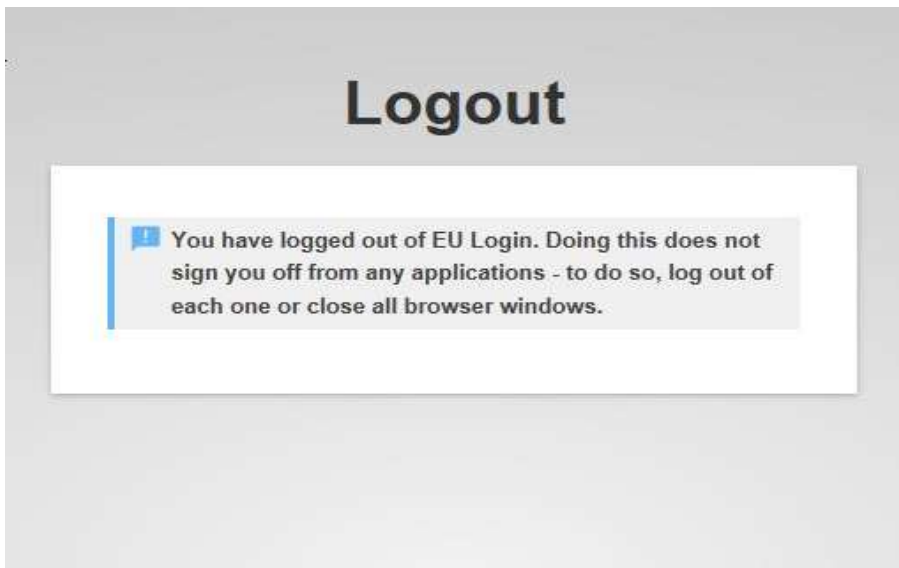
Step 2: request access to JSIS on line
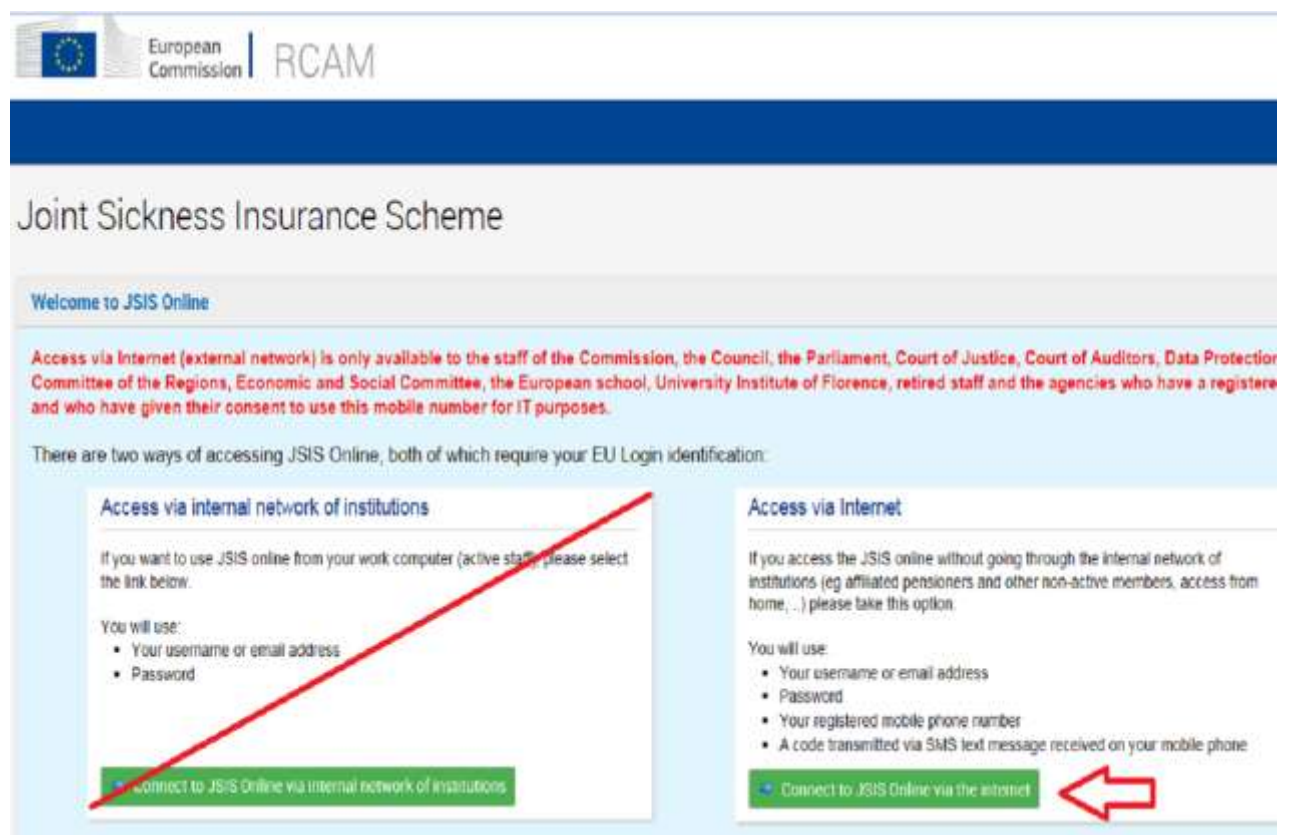
1. If you use a MS-Windows computer and have the electronic version of this document, open the link **https://webgate.ec.europa.eu/RCAM**
   Place your mouse on the blue link and press CTRL + left mouse button simultaneously

   OR type the address directly into your internet browser

2. Click **Connect to JSIS Online via the Internet on the right hand side of the screen**

3. Enter your e-mail address in the **Use your e-mail address** field and click **Next**

4. Then complete the **Password** field and select the **Mobile phone + SMS** authentication method

5. Enter the phone number always using the international format with country code and click **Sign in.**

The phone number can be entered with or without spaces.

6. A new text message (SMS) containing a single-use alphanumeric code is sent to your mobile phone.

   This code composed of 9 characters (also referred to as "challenge") should be entered in the 3 boxes under **SMS text challenge code**. This code is not case sensitive.

   Then click <mark>Sign in</mark>.

Have the right reflex!

Once you have entered the code, delete it from your phone box to avoid any confusion at a later stage. Indeed, this single-use code is renewed every time you connect to JSIS on line.

7. Complete all the fields (**Personnel number - twice**, **family name, first name, birth date**) and click the button ✓ **submit** on the bottom right corner of the screen

8. The following message is displayed. In this case, the token is a single-use alphanumeric code.

With this second step, you requested access to JSIS on line and MyIntracomm. You will have to wait for PMO to validate the request and send a final code by registered mail to your official home address.

If you do not receive this letter within 15 days, please call +32-2-29 76888 (ask to be called back if necessary) or by e-mail to PMO-EU-LOGIN@EC.EUROPA.EU

       At this stage, it is **impossible to continue the authentication process without having received the registered letter sent by the PMO** (with acknowledgement of receipt).

This letter contains a specific single-use alphanumeric code (also referred to as "token") to use only during the first connection.

Step 3: activate the JSIS On line access

Upon receipt of the registered letter, you have 6 months to begin the registration confirmation process. Upon expiry of this deadline, you will have to request a new code.

Bruxelles, 28/02/2018
PMO/3/TOKEN_EN NP:

(By registered post)

Subject: Activation of your JSIS online account via ECAS

Dear Sir/Madam,

You recently created an ECAS login and password to access JSIS Online. In order to safeguard access to your sickness insurance file, you need to connect again to https://webgate.ec.europa.eu/RCAM, and enter the login and password you created during your previous session. Then type the following secret code, once only, in the zone foreseen:

N3T-ZY9-CYV-6LF   **you will receive another code**

You can have five attempts at encoding this key which is valid for up to 28/08/2018.

PMO hopes you enjoy using JSIS Online and would like to remind you to keep the originals of any scanned documents you submit online: please do not submit paper files any longer.

Yours faithfully,

1. Type the JSIS Online address in your Internet browser: https://webgate.ec.europa.eu/RCAM

2. Click **Connect to JSIS Online via the Internet**
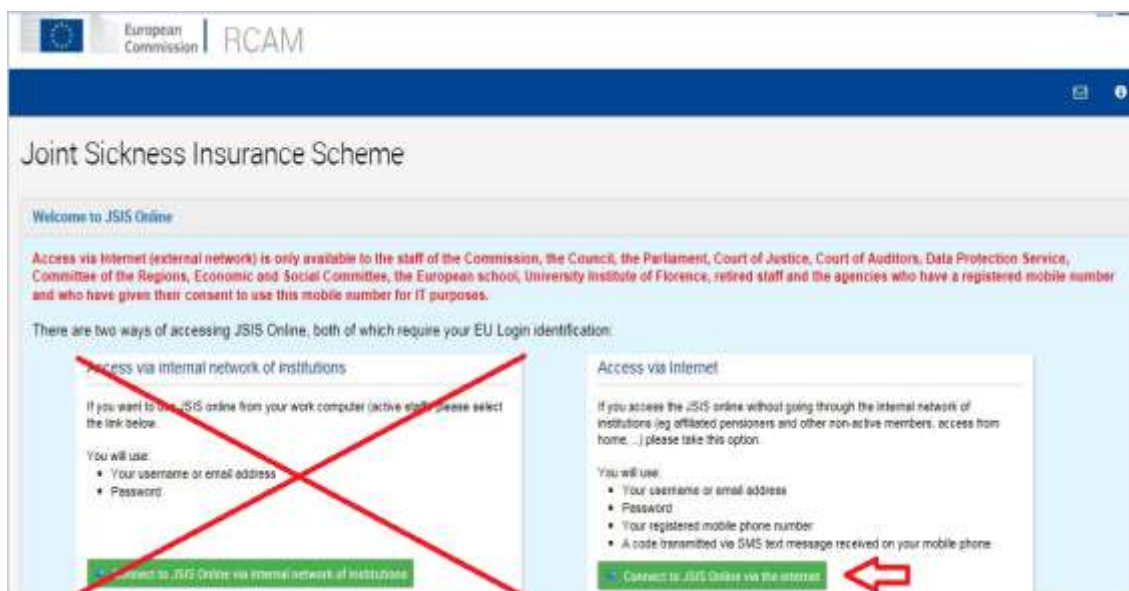
3. Enter your e-mail address and click Next

4. Complete the **Password** field and select the **Mobile Phone + SMS** authentication method.

5. Enter the mobile phone number always using the international format with country code and click **Sign in**

6. A new text message (SMS) containing a single-use alphanumeric code is sent to your mobile phone.

   This code composed of 9 characters (also referred to as "challenge") should be entered in the 3 boxes under **SMS text challenge**. This code is not case sensitive.

   Click **Sign in**.

7. Insert the single-use alphanumeric code (referred to as "token") mentioned in the PMO registered letter in the appropriate boxes.

   Note that you only have 5 attempts to validate the code. In the event of failure, the whole procedure will have to be restarted from the beginning (return to step 2 – page 12)

A final message announces the successful validation of the single-use alphanumeric code (= also referred to as "token").

Access to **JSIS on line** is possible from the **next day**

Access to **My IntraComm** requires a **48 hour waiting period**

8. Do not forget to disconnect by clicking the button **Sign out** in the upper right corner of the screen and **Log me out**
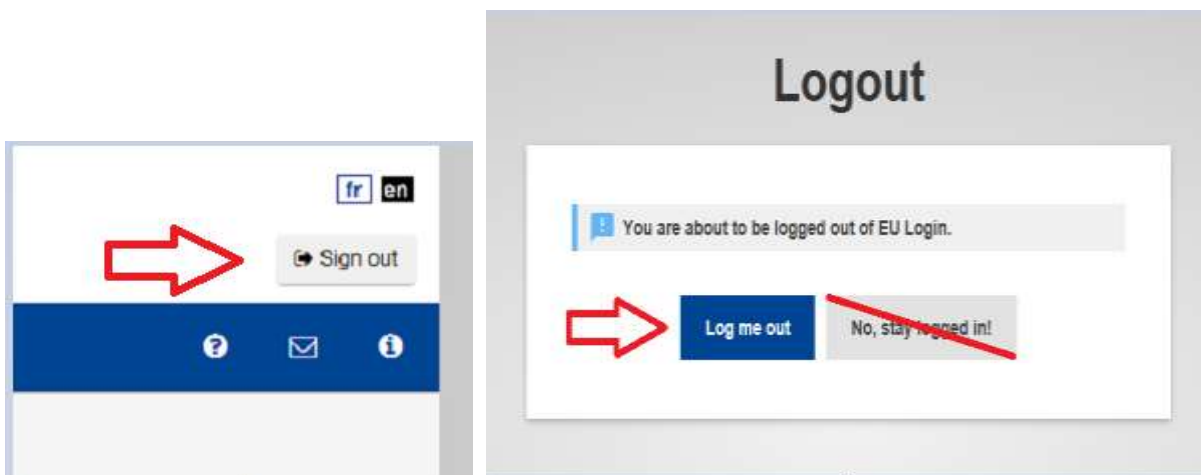
The account creation process is now complete ☺

Hereunder are the sites you can consult.

Note: You may sometimes encounter problems with the sending and receiving SMS messages. The use of SMS is not always reliable given that this requires agreements between providers for the interconnecting mobile networks.
If you have a smartphone, you have the possibility of using the mobile application **EU Login**.
You need to first install the mobile application **EU Login** on your mobile device from Google Play Store (Android), the App Store (iOS) or Windows (Windows Phone Store).

Useful links

JSIS on line and **Contact the PMO**
https://webgate.ec.europa.eu/RCAM

MyIntraComm - Retirees' welcome page
https://myintracomm.ec.europa.eu/retired

STAFF MATTERS PORTAL - Health
https://myintracomm.ec.europa.eu/staff/en/health

STAFF Contact: **https://myintracomm.ec.europa.eu/staff/**

SYSPER Post Activity

If you have an EU Login external account certified and an access to JSIS online granted, your access to *Sysper Post Activity* is 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:
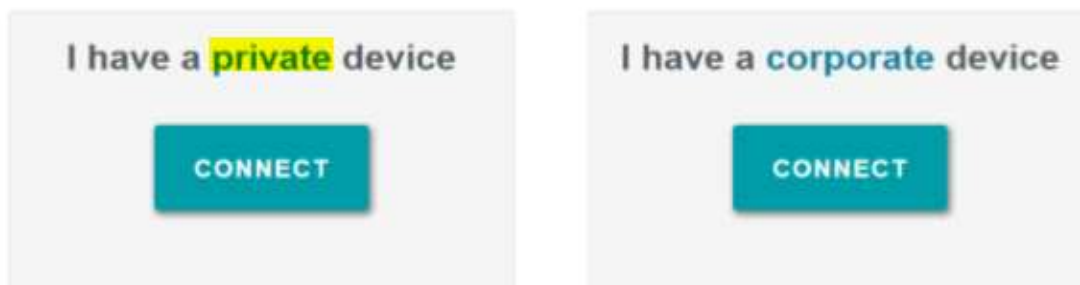
and enter your credentials as you usually do.

Once you are connected to EU Login you will be redirected to the welcome page of My Remote, the new entry point for all applications, which are accessible to the retired or unemployed Staff: SYSPER Post Activity, JSIS online, MyIntra Comm:

If you ever experience problems with the connexion to My Remote, EU Login or Sysper Post Activity, you can contact the Helpdesk at the following e-mail address: EC-CENTRAL-HELPDESK@ec.europa.eu

Need assistance?

- Contact the **<u>IT service (DIGIT)</u>** if:

  - ✓ you are not able to create your EU login account (step 1 - point 3)
  - ✓ you do not receive the e-mail to create your EU login password (step 1 - points 4 and 5)
  - ✓ you encounter difficulties to open links
  - ✓ you cannot access the various applications EU Login / My IntraComm / JSIS on line

  To report an incident, please send an e-mail to the central helpdesk of the EC (hours: 8h00 - 18h00 CET): EC-CENTRAL-HELPDESK@ec.europa.eu with as many details as possible and preferably a screenshot of the error message. You will receive an e-mail containing a reference number (IT ticket) that will allow you to monitor the processing of your request.

- Contact **<u>PMO</u>** if you need help with the access process to EU Login and JSIS on line

  For a customised service, select the address of the settlements office you depend on.

  BRUSSELS

  - on the spot :   Monday to Friday from 9:30 to 13:00
    MERO – avenue de Tervueren 41 - 1040 Brussels

  - by phone :   +32-2-29 76888 (Monday to Friday from 9:30 to 12:30)

  LUXEMBOURG

  - on the spot :   Monday to Friday from 14:00 to 16:00
    Building Drosbach, DRB B2 / 085

  - by phone :   +352 4301 36100 (Monday to Friday from 9:30 to 12:30)

  ISPRA

  - on the spot :   For active staff: Monday to Friday from 11:00 to 13:00
    Building 73 – Via Enrico Fermi 2749

    For non-active staff: Monday from 10:00 to 12:00 and
    Wednesday from 9:30 to 12:00
    Club House – Via Esperia 329

  - by phone :   + 39 0332 78 30 30 (Monday to Friday from 9:30 to 12:30)

JSIS

Service to members – Front Office