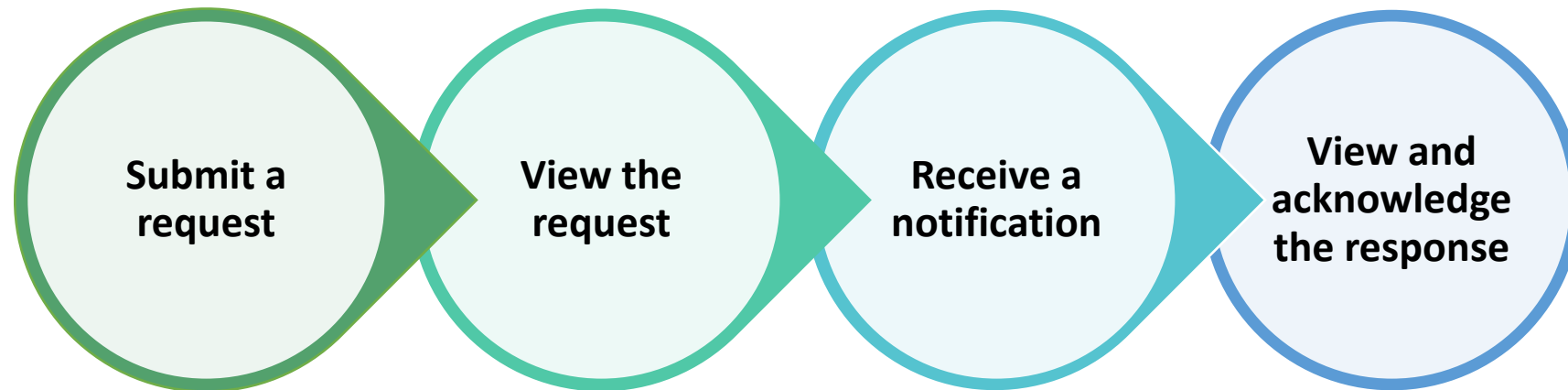


# Staff Matters Portal

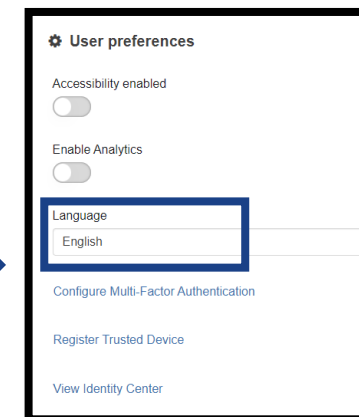
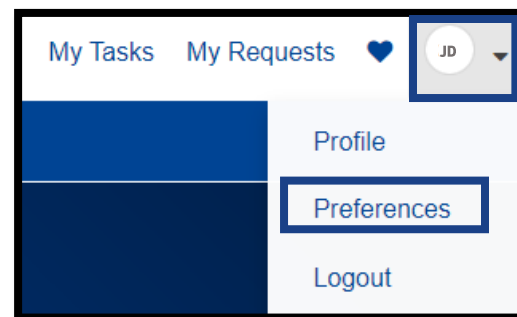
## Staff Contact Quick Guide



### Before you start

Set your preferred language (EN/FR)

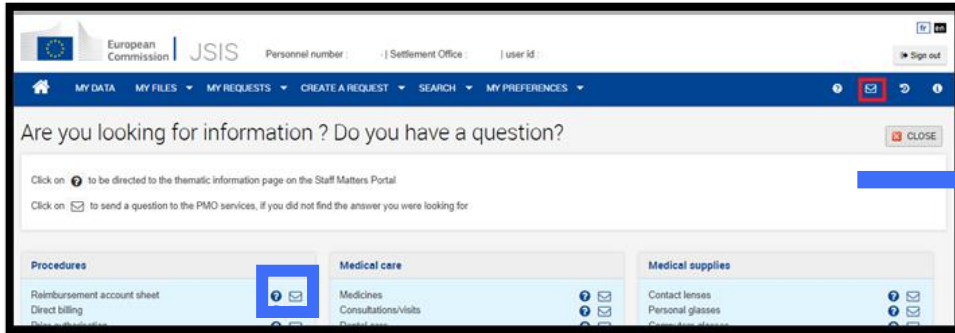
Open the drop-down menu next to your initials, click on “Preferences” then “Language” to change the language.



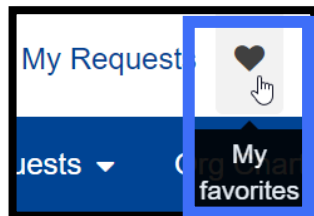
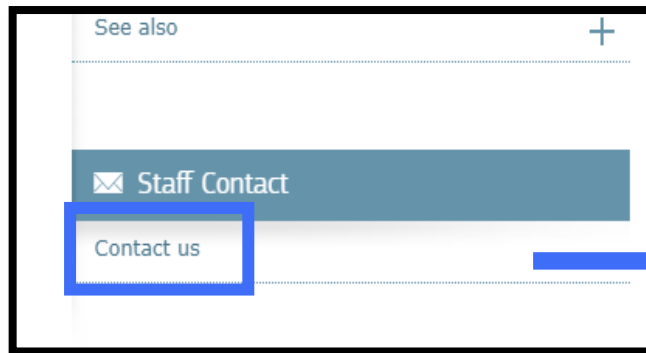
Please **only change the language**.  
Do not change other options.

# Submit a request

from JSIS Online (or Sysper as today)



from Staff Matters Portal "Contact us" buttons



from a bookmark

### Account sheet and reimbursement procedure

Contact us about account sheet for medical expenses reimbursement (JSIS)

[Back to Staff Matters](#)

Use this form to ask a question about account sheet for medical expenses reimbursements.

Before asking your question, please check the related documentation by clicking "Back to Staff Matters"

**Fill out the form**

\* Indicates required

\* Person concerned  
By default, you are the "Person Concerned".  
If you are submitting this request on behalf of someone else, please enter their name here. (Note that after that you will not have access to any further information regarding the request).

John Doe

\* Topic request  
Reimbursement online

\* Beneficiary  
Myself

\* Reference  
12345

\* Subject  
Question about account sheet #21

\* Description  
Hello  
I have a question regarding my account sheet #21.  
Thanks

**To add a link (URL), click on**

**Confirm the privacy statement**

Please confirm that you have read and agree to Privacy Statement

I confirm

Maximum file size is 1024 MB but please avoid attachments above 12MB.  
Supported formats are .jpg, .jpeg, .png, .bmp, .docx, .doc, .xlsx, .xls, .pptx, .ppt, .odt, .pdf, .epub, .m4a, .mp3, .mp4, .ogg, .wav, .zip

**To attach a document, click on „Add attachments“**

Add attachments

# View the request

1. Click “My Requests” to go back to the list
2. Click “Home” to view the homepage
3. **Reference number** of the request
4. **Subject** of the request
5. **Name** and link to personal profile
6. **Description** of the request
7. **“Activity” tab**: messages from/to the service, system messages and attachments.  
“Additional details” shows specific input from the request
8. **Post a message** to the service in charge.  
You can paste formatted text and images. Note that images will become an attachment after posting the message.
9. Upload an **attachment**. It will be sent immediately.
10. Name of the **service in charge** (the group handling the request). Note that this is **not a functional mailbox**
11. Click on “Actions” to cancel your request
12. **State of the request** and dates of creation and update (hold your mouse over it to view the exact time)

The screenshot shows the 'My Request' interface for request HRC0010239. The page is titled 'My Request - HRC0010239' and includes a navigation bar with 'My Tasks' (4 notifications) and 'My Requests' (1 notification). The request details are as follows:

- Number:** HRC0010239 (3)
- Created:** just now (12)
- Updated:** just now (12)
- State:** Ready (12)
- Subject:** Question on account sheet #21 (4)
- Opened for:** John Doe (5)
- Description:** Hello, I have a question regarding my account sheet #21. (6)
- Assigned to service:** PMO RCAM - TARIFICATION (10)
- Actions:** (11)
- Activity Tab:** (7)
- Post Message:** (8)
- Attachment:** (9)
- Activity Log:**
  - John Doe (JD) just now: For your information the PMO RCAM - TARIFICATION will take care of your request. (Additional comments)
  - John Doe (JD) just now: User John Doe has initiated a Account sheet and reimbursement procedure request. (Additional comments)
  - John Doe (JD) just now: HRC0010239 Created.

# Receive a notification

**You will be notified by email right after submitting your request and when the service in charge:**

- provides the **response** to your request
- has a **message** for you
- **asks you** to do something

Notifications will look similar to the one here, with a link to the request or a related task.



The sender is: “**EC ServiceNow**”  
**EC-SERVICENOW@sn.mail.ec.europa.eu**



# View and acknowledge the response



Email notification

Tasks/To-Dos Activity Attachments Additional

All To-dos

Assigned to JD Assigned to me (1)

JD Waiting for Feedback Due in 92 days

To read the response click on „Activity”

Waiting for Feedback HRT0004467 Due in 92 days

Details Activity

Details Activity

Add an optional comment Post

Response

Additional comments

BD Bryan Doe Dear John, The problem is solved.

To close – or reopen click on “Details”

Waiting for Feedback HRT0004467 Due in 92 days

Details Activity

Tasks/To-Dos Activity Attachments Additional Details

< All To-Dos Waiting for Feedback HRT0004351 Due in 92 days

Waiting for Feedback Due in 92 days Details Activity

A last step to close your request

Was your request addressed? How can we improve? (1 minute survey)

\*Can we close this request? Yes, close it (and please t...)

\*Feedback

Satisfied Neutral Dissatisfied

Cancel 1/1 Save Submit

Can we close the request? “Yes”

The request is now **“Closed Complete”**  
It can no longer be changed.

Tasks/To-Dos Activity Attachments Additional Details

< All To-Dos Waiting for Feedback HRT0004351 Due in 92 days

Waiting for Feedback Due in 92 days Details Activity

A last step to close your request

Was your request addressed? How can we improve? (1 minute survey)

\*Can we close this request? No, reopen it

\*If no, please explain why: Type your explanation here

Cancel 1/1 Save Submit

Can we close the request? “No”

The request is returned to **“Work in progress”**  
The service in charge will handle it.