



A new way to contact PMO and DG HR

*Welcome to this webinar on June 5, 2024
10:30 – 12:00*

*Choose Google Chrome or Microsoft Edge as a web
browser for easy participation in our questions & answers*



Agenda

1. Welcome from DG HR and PMO
2. Demonstration and explanation of all practical aspects

Break

3. Questions & Answers

Practical information

- Recommended web browsers:

- **Google Chrome**
- **Microsoft Edge**



- Watch this webinar again?

- **Via the link to the webinar**
- **Available until 5.6.2025**

Welcome

Welcome from DG HR and PMO

Harald SPITZER

Head of Unit - HR.03 – HR Correspondents Network & Services
Improvements
Owner of the HR Service Desk project

Catherine HELDMAIER-REGNIER

Deputy Director of the PMO
Head of Unit – PMO.2 – Pensions

Julio GARULO RODRIGUEZ

Head of Unit - PMO.6 – Digital Solutions
Co-owner of the HR Service Desk project

Demonstration

Vincent GAUTIER

HRM officer - HR.03

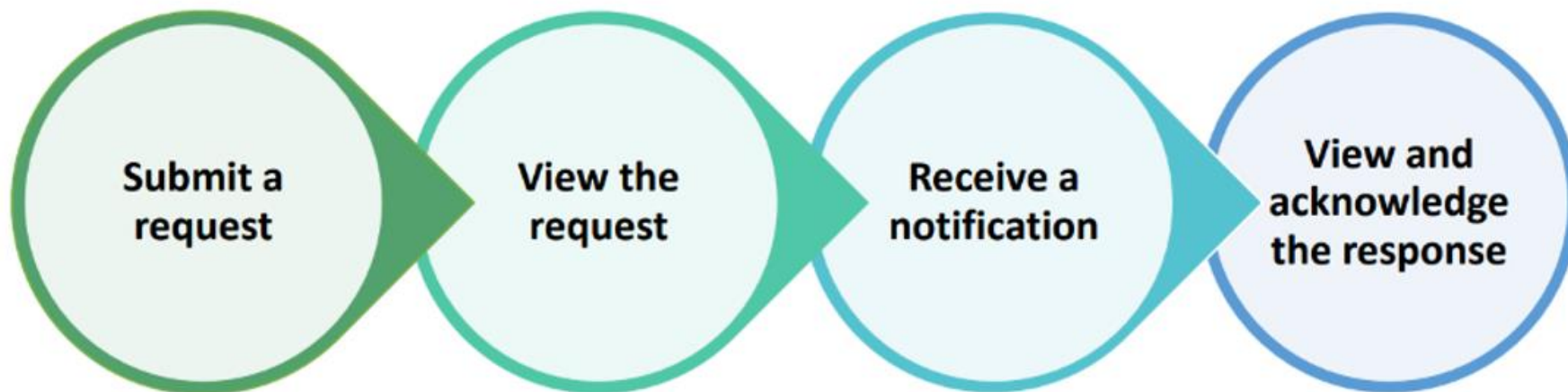
Project Manager

Steve WILLEMS

Team leader - PMO.6.003 – IT Support

PMO representative in the HR Service Desk project

Summary



Summary

What does not change

- The connexion (EU Login/My Remote)
- The Staff Matters pages
- The « Contact us » links/buttons
- The final survey
- The possibility to reopen for 3 months

What changes (a bit)

- The look and feel of forms, notifications, and “my requests” (list)
- You can see who answers
- You can interact with the service agents (chat)
- How to close or reopen

Questions & Answers

How to ask your questions

With Google Chrome and Microsoft Edge



Within Slido, directly below the video

1. Click here



2. Type your question

3. Click on Send

☰ A new way to contact the PMO and DG HR

Type your question 160

👤 Your name (optional) Send

How to ask your questions

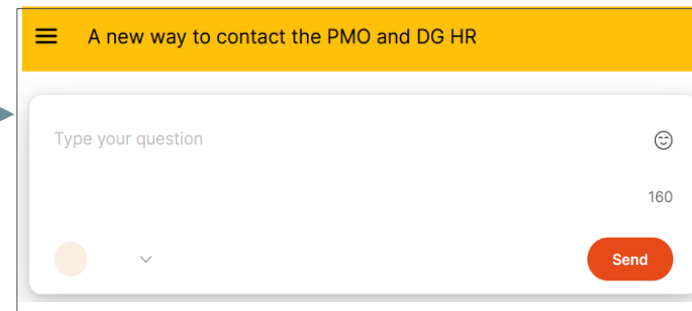
With Mozilla Firefox



1. Click on Open Slido in a new tab
2. Click on the title of the webinar



3. Click here
4. Type your question
5. Click on Send



Submit your questions

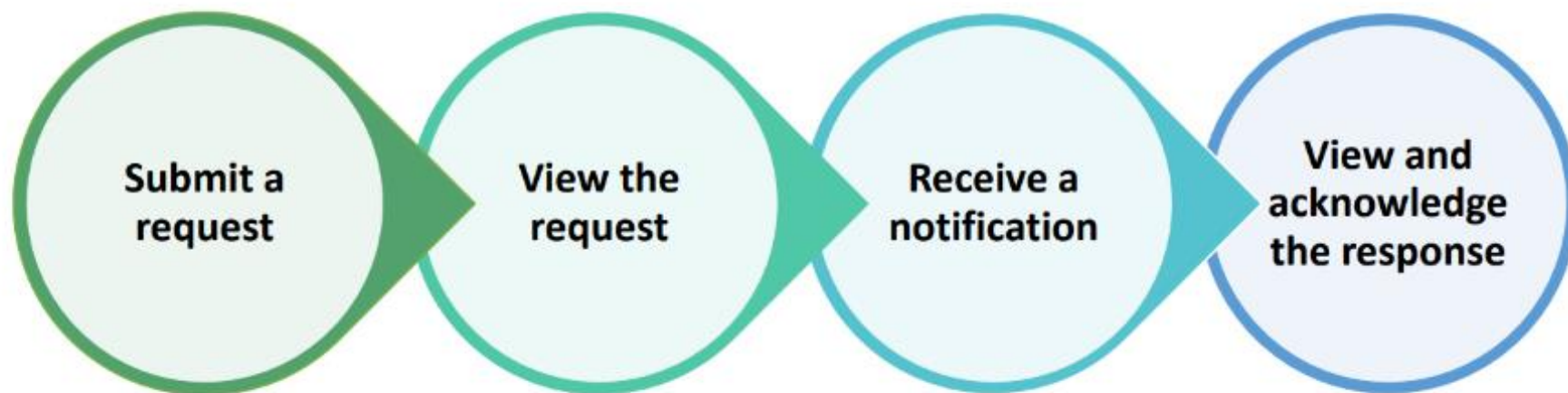


End of registration of your questions Break



Staff Matters Portal

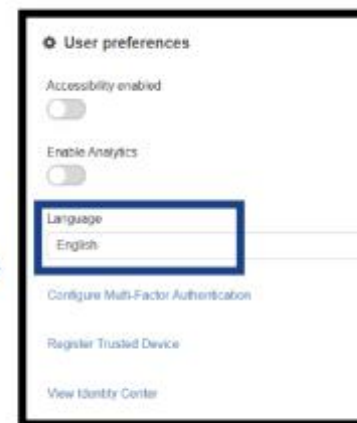
Staff Contact Quick Guide



Before you start

Set your preferred language (EN/FR)

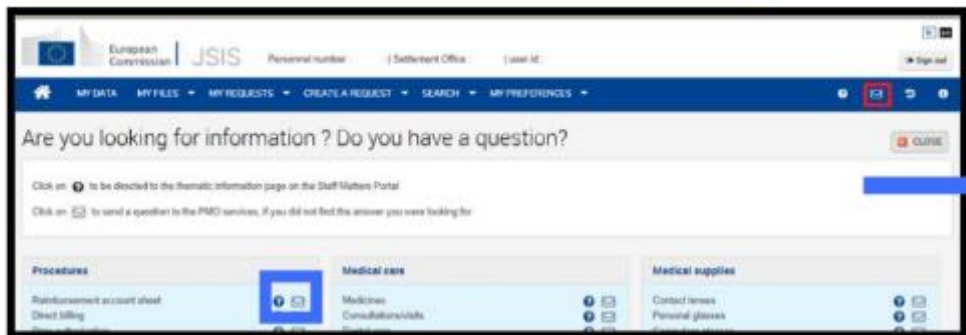
Open the drop-down menu next to your initials, click on “Preferences” then “Language” to change the language.



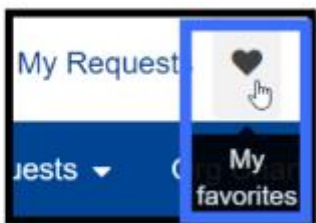
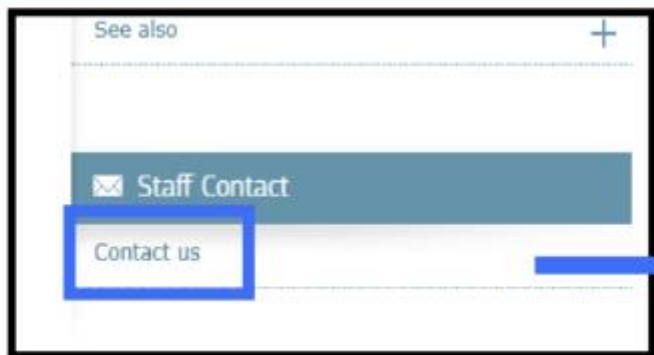
Please only change the language.
Do not change other options.

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)

Submit

← Back to Staff Matters

Required information

Custom



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

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' page for request HRC0010239. The page is annotated with numbered callouts (1-12) corresponding to the instructions on the left. Callout 1 points to the 'My Requests' navigation link in the top right. Callout 2 points to the 'Home' breadcrumb. Callout 3 points to the request number 'HRC0010239'. Callout 4 points to the subject 'Question on account sheet #21'. Callout 5 points to the user profile 'John Doe'. Callout 6 points to the description 'Hello, I have a question regarding my account sheet #21. Thanks'. Callout 7 points to the 'Activity' tab. Callout 8 points to the rich text editor for posting a message. Callout 9 points to the 'Post' button. Callout 10 points to the service name 'PMO RCAM - TARIFICATION'. Callout 11 points to the 'Actions' button. Callout 12 points to the status 'Ready' and update time 'just now'.

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

BD

Bryan Doe

Dear John,

The problem is solved.

Additional comments

Response

To close – or reopen click on “Details”

Waiting for Feedback HRT0004467 Due in 92 days

Details Activity

Can we close the request? “Yes”

Tasks/To-Dos Activity Attachments Additional Details

← All To-Dos

Waiting for Feedback HRT0004351 Due in 52 days

Waiting for Feedback Due in 52 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

The request is now "Closed Complete" It can no longer be changed.

Can we close the request? “No”

Tasks/To-Dos Activity Attachments Additional Details

← All To-Dos

Waiting for Feedback HRT0004351 Due in 52 days

Waiting for Feedback Due in 52 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

The request is returned to "Work in progress" The service in charge will handle it.

Questions & Answers

Reminders

- Watch the webinar again?
 - Click on the link of the webinar
 - Available until 5.6.2025
- More information about post-activity
 - Staff Matters portal
 - Online PMO Service guide
 - Contact PMO and DG RH via single phone number: +32 229 11111

Feedback

What do you think about this upcoming change?

Share your impression in Slido, in **one or two words**.

Feedback

How useful has this webinar been to you?

Rate this webinar in Slido.



Thank you!



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