



EUROPEAN COMMISSION
DIRECTORATE-GENERAL INFORMATICS

Directorate B - Digital Business Solutions
DIGIT B2 - Solutions for Legislation, Policy & HR

PMO Mobile

User Guide

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1. COMMON FEATURES

1.1. What is PMO Mobile?

PMO Mobile is a web-based mobile application that allows you to view your family insurance cards, request insurance certificates, declare medical absences, request direct billings, view and manage missions, add mission documents and much more directly from your mobile phone.

The PMO Mobile App replaces and enhances the JSIS Mobile App.

1.2. Requirements

PMO Mobile is a mobile-first web application. The App works on recent versions of Chrome on Android and Safari on iOS.

On Windows 10 desktop, the App works on Chrome and Firefox.

1.3. Access to PMO Mobile

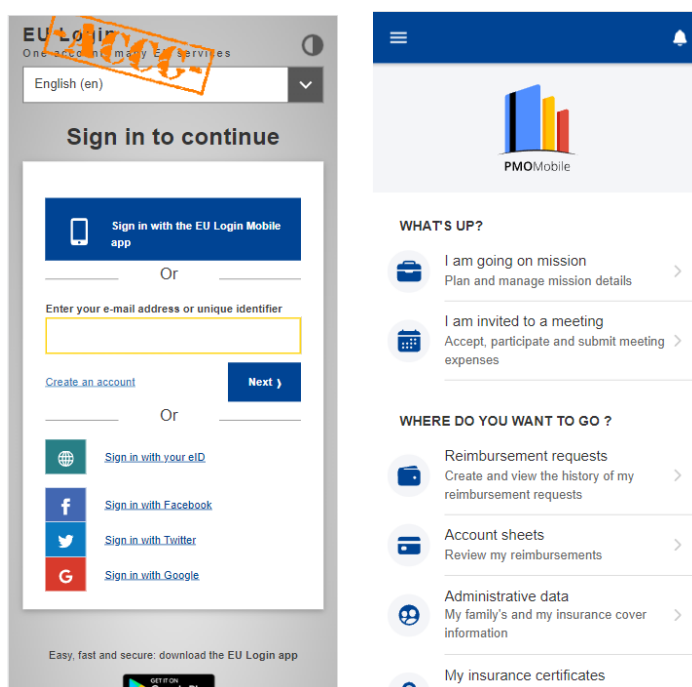
PMO Mobile is a web application and is not available in the Apple App nor Google Play stores.

PMO Mobile is available at:

<https://webgate.ec.europa.eu/PMOMOBILE> (Case sensitive URL).

The PMO Mobile App is accessible via EULogin with double authentication method (for instance using Password and Mobile phone + SMS). More information related to EULogin and how to add a mobile device are available at: <https://webgate.ec.europa.eu/cas/userdata/mobileApp/manageMyMobileDevices.cgi>

EC staff and other European institutions and agencies can access PMO Mobile with the same access rights they have for Health and MIPS applications. External experts may access experts meetings (AGM).



In case you can't log in, please contact your usual support EC-HELPDESK-IT@ec.europa.eu.

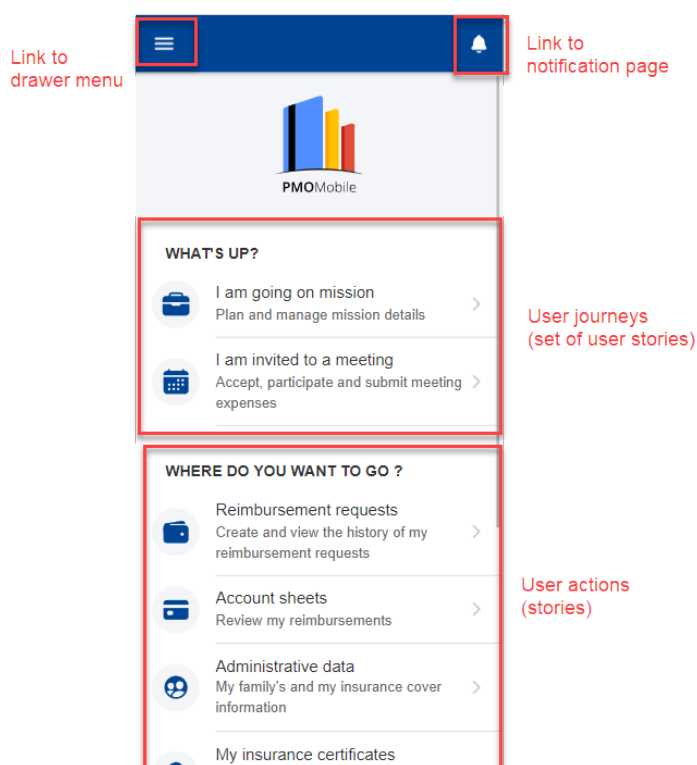
1.4. Access to PMO Mobile from OnTheGo

The tool is also available in “EC on the Go” for EC and Agencies staff at: <https://webgate.ec.europa.eu/cotg/home>


<https://webgate.ec.europa.eu/cotg/home>

1.5. Home page


The home page displays the list of available actions.



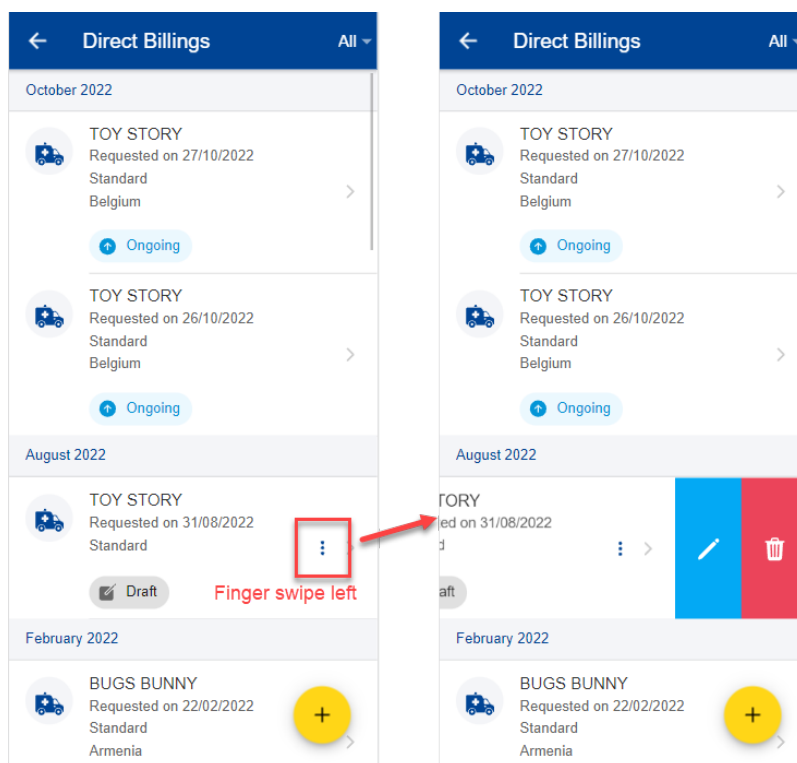
1.6. Context menu and the slide action

The context menu is a set of actions that are available for certain items in the application. Due to the screen size limitation on the mobile devices, the context menu is normally hidden and becomes visible only when you click on the three dot  icon next to the item or, alternatively, you swipe the item to the left side of the screen using a finger motion (the slide action).

The context menu changes from a type of item to another. You can edit, delete, duplicate the item etc. The context menu is only displayed if you are allowed to perform a certain action, otherwise, it does not appear.

The screen below shows the context menu for an item in the direct billings list. In order to see the possible actions under the menu, you can either click on the  icon or slide the item to the left side of the screen.

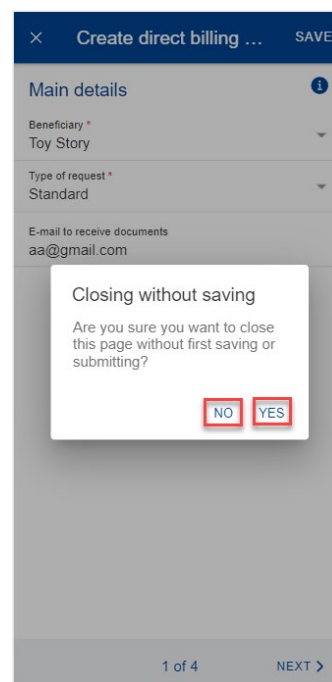
In this specific case, you can see two possible actions: edit and delete item.



1.7. Warning save popup

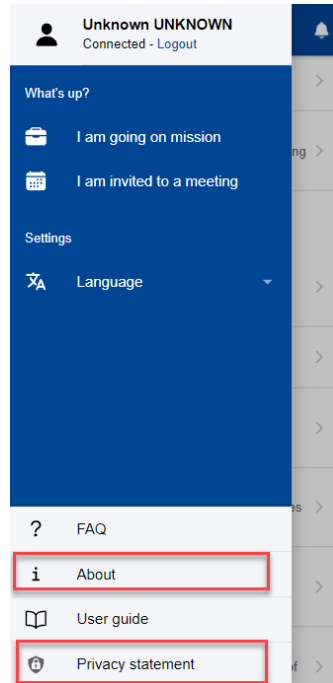
When you are modifying a form in the application and trying to leave without saving your data, the system will display a warning message asking you if you want to save the modifications so far.

You can choose to save them or not. If you save then you will be able to find back your form in Draft mode and continue working on it, otherwise the data will be lost.



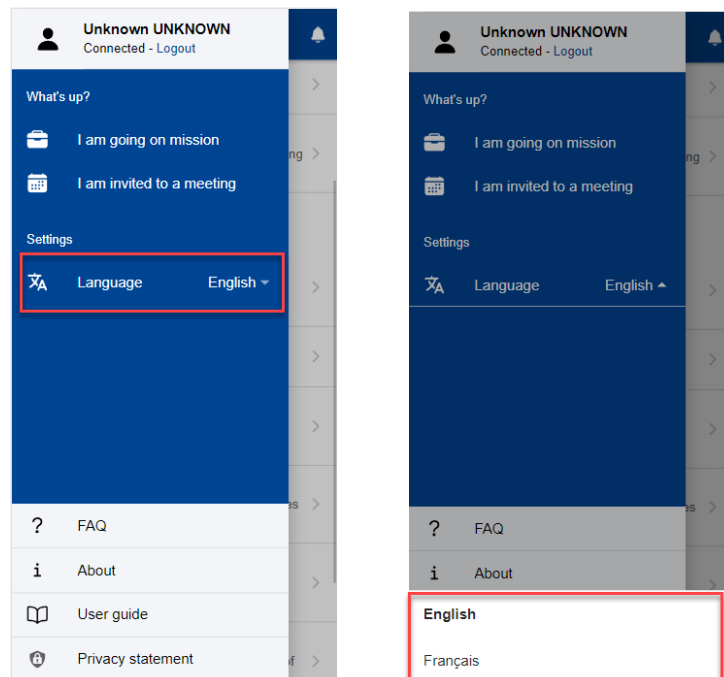
1.8. View App details and confidentiality statement

Click on the “About” button to obtain information about the application version and improvements. You may also view the confidentiality statement.



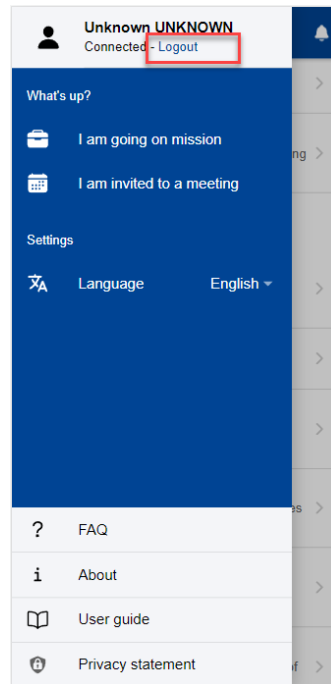
1.9. Change language

To change the language, click on the ☰ icon then select the language from the languages list.



1.10. Log out

To log out, click on the ☰ icon then select “Logout”.



1.11. User journeys

A user journey is a timeline of user actions (stories) that describes the multiple interactions (touchpoints) between PMO and its users (personas). It is created from the perspective of the user to better understand the viewpoint of those who use the services.

Each user journey is mapped to a set of user stories, most frequently in time sequence, but not always.

A user journey is not a workflow; the user is not required to complete a task before moving to the next one. A user journey is meant to guide PMO Mobile users through the process of achieving their goal with the App.

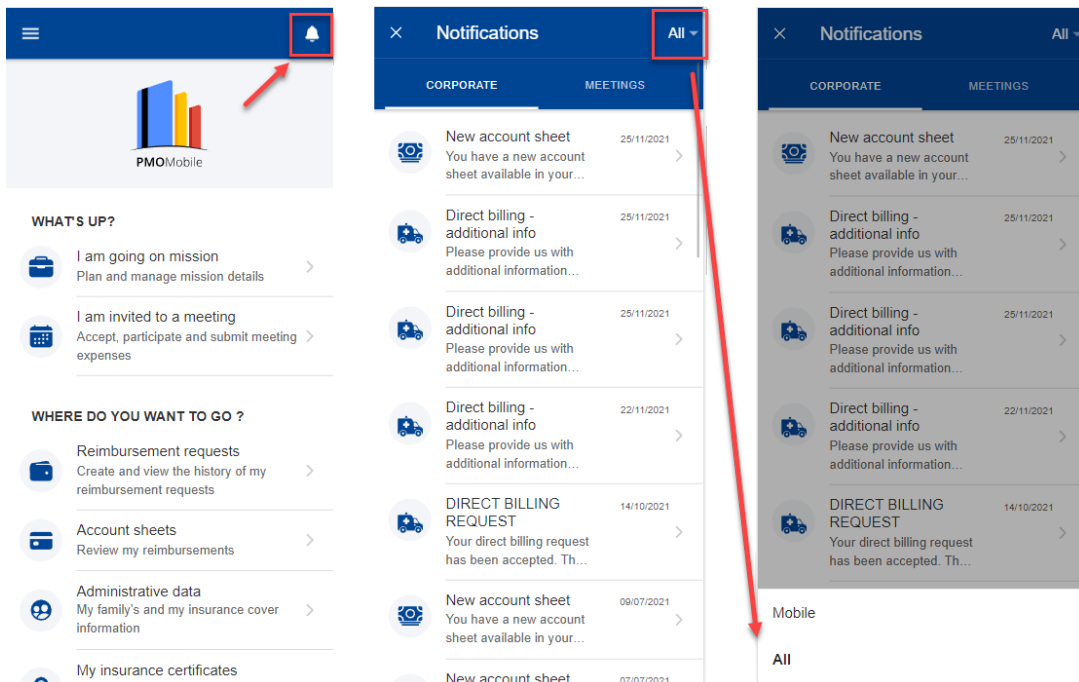
2. NOTIFICATIONS

The domain specific desktop applications (JSIS, AGM, MiPS) may send notifications related to previous user actions etc. These notifications are grouped under the bell icon on the upper right side of the PMO Mobile home screen.

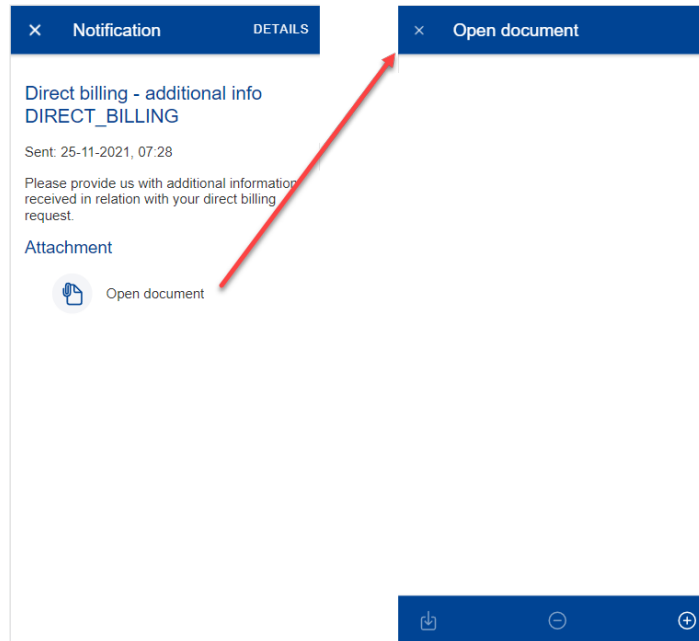
For the functionalities already implemented on PMO Mobile, the notification link will lead to the specific PMO Mobile functionality. For the functionalities not implemented in PMO Mobile, the notification will point back to the domain-specific desktop application.

2.1. Visualizing a notification

- 1) Click on the bell icon on the upper right of the home screen (left below)
- 2) The list of notifications is displayed. The notifications in bold are the ones unread.
- 3) Choose a notification from the notifications list (middle below)
- 4) Alternatively, you can filter the notifications by clicking on the “All”. It will display the list of available filters. (right below)



- 5) When you click on the notification, you can see the details of the notification: text and attached documents, if any. (left below) If you click on an attachment, it will open on the screen. (left right)



- 6) If the notification is linked to a PMO Mobile implemented functionality, by clicking on 'Details' (upper left corner) you will be redirected to the specific functionality item (e.g. Direct Billing, Medical Absence etc). You can then update your request and submit the additional information (comments, documents etc)

Note: If the functionality is not yet implemented in PMO Mobile, the "Details" button does not appear.

3. INSURANCE CARDS (JSIS)

3.1. View Insurance Cards

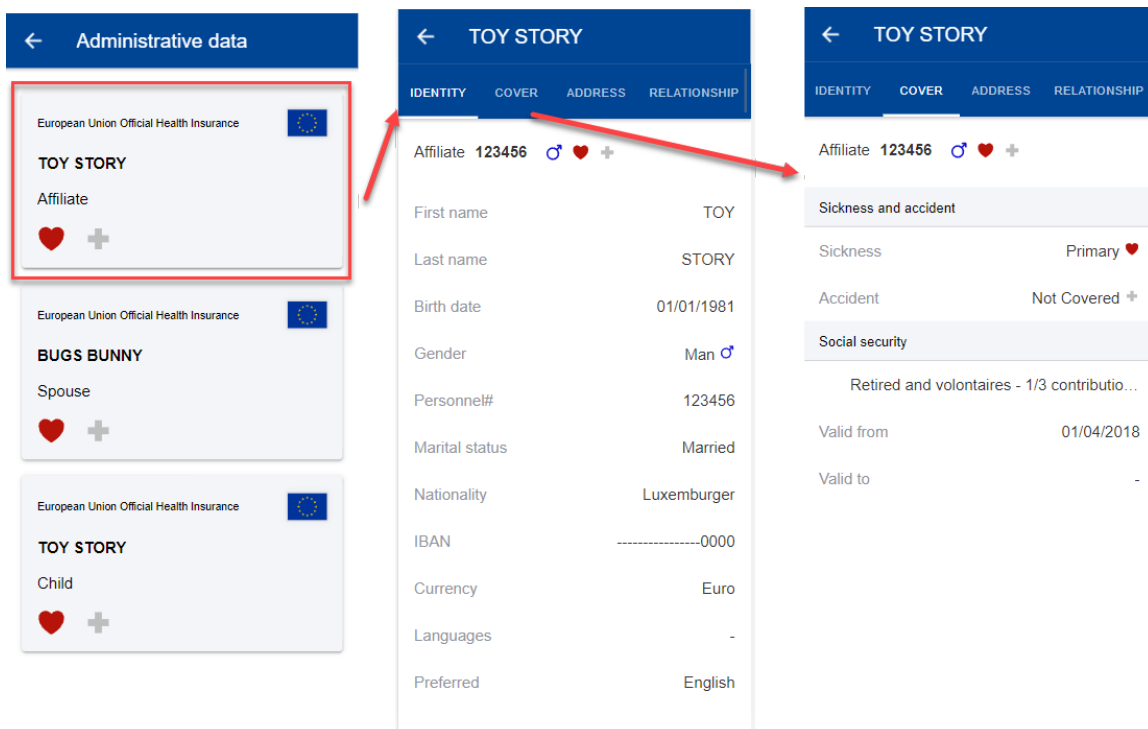
JSIS members can view the insurance cards for all family members covered by JSIS.

On the home page, click on “My insurance cards”. The App will display all insurance cards of your family composition (below left).

As in JSIS Online, the sickness and accident coverage icons are available:

- Red icon: Primary full right coverage.
- Orange icon: Complementary right coverage.
- Grey icon: No Coverage

You can select an insurance card to view more details (below middle and right). The details are organized in tabs, below the beneficiary name.



For other questions related to the coverage, consult JSIS Online first, then contact Staff Matters or contact PMO.

JSIS Online:

<https://webgate.ec.europa.eu/RCAM>

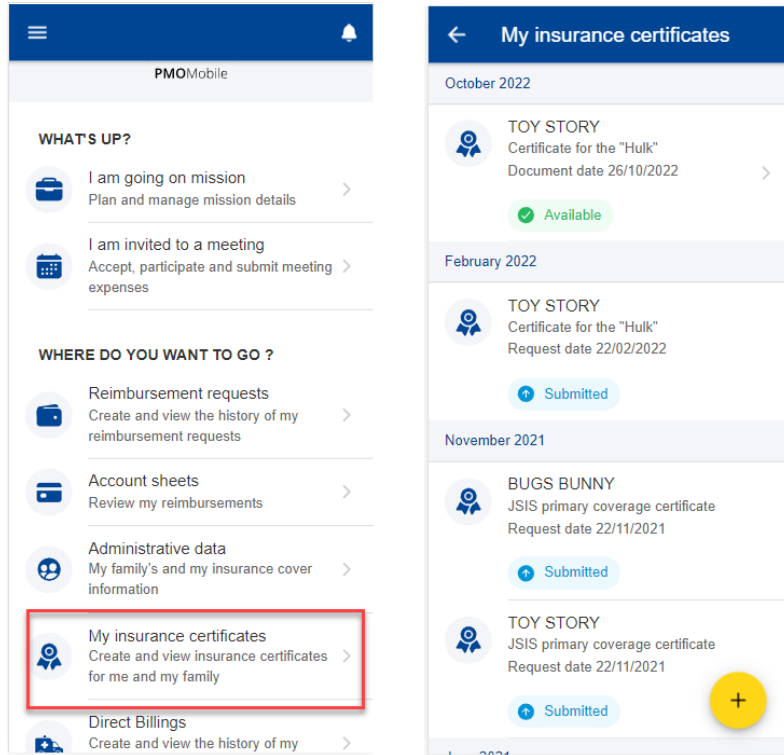
Staff Matters:


<https://myintracomm.ec.europa.eu/staff/EN/Pages/index.aspx?ln=en>

4. INSURANCE CERTIFICATES (JSIS)

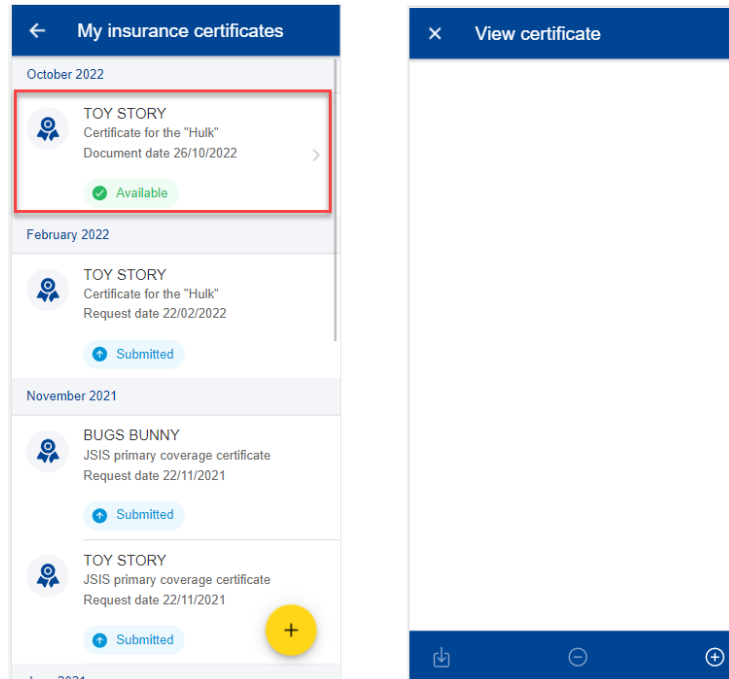
4.1. View Insurance Certificates

From the home page, select “My insurance certificates” to view all certificates requested so far.



Note: The floating action button (FAB)  may allow you to request a new insurance certificate.



Once available (status changes to “Available”), to view a requested certificate, click on the corresponding item in the list.

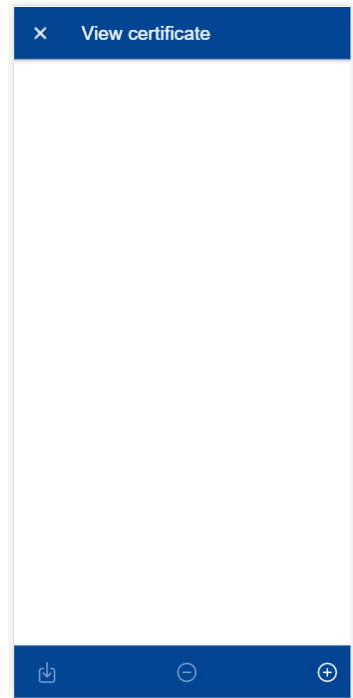
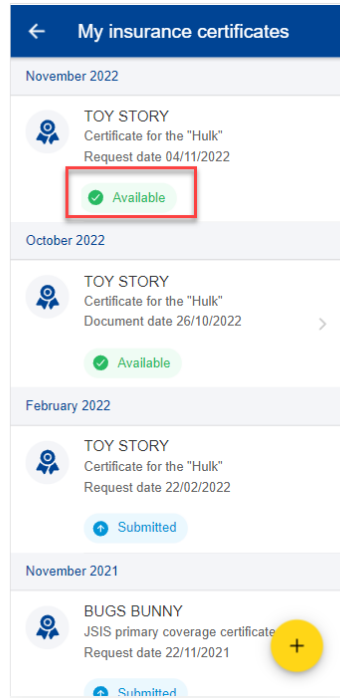
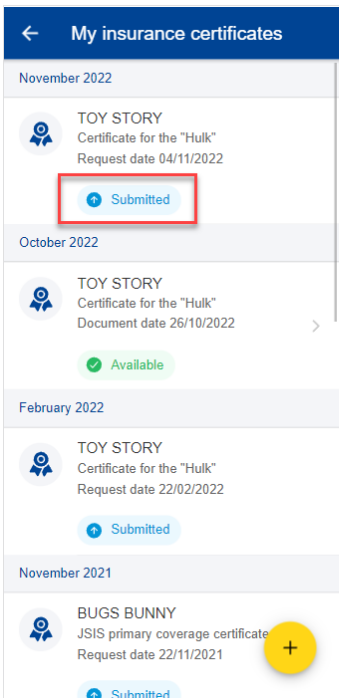
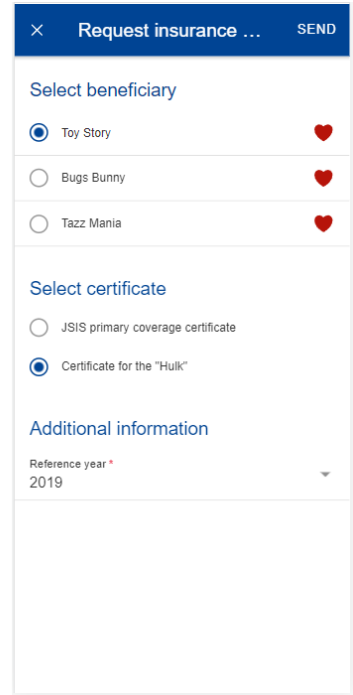
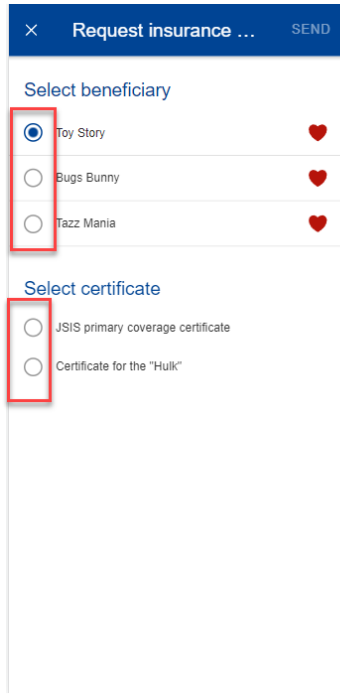
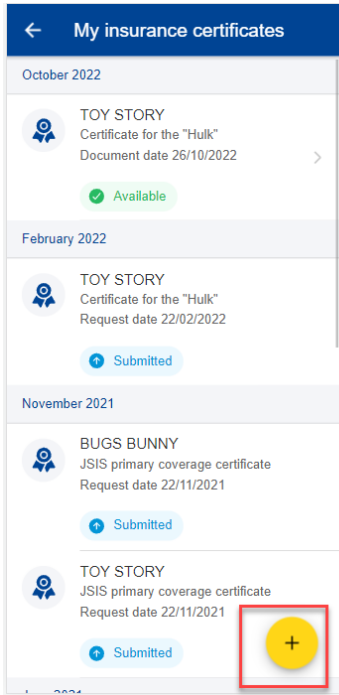


4.2. Request Insurance Certificates

JSIS members can request insurance certificates for all family members covered by JSIS.

Steps:

- 1) On the home page, select “My insurance certificates”
- 2) Click on the  icon.
- 3) Select the beneficiary and choose the type of certificate.
- 4) Depending on the certificate, additional information may be requested such as visited country, start date, end date and language for a VISA.
- 5) Click Send.
- 6) The app confirms that a new certificate was requested and adds the certificate to the list of requested certificates. The status of the request is “Submitted”.
- 7) The App generates the certificate which can take up to 30 minutes.
- 8) Once generated, the App fires a notification (click on the  icon) and changes the status of the request to “Available”.
- 9) Select the insurance certificate to view it.

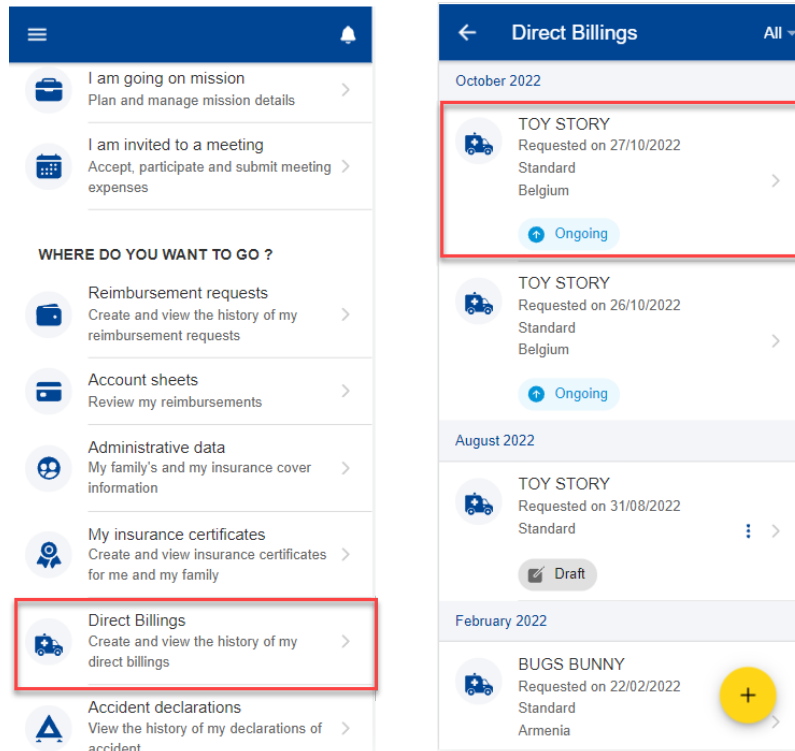



5. DIRECT BILLINGS (JSIS)

5.1. View direct billings

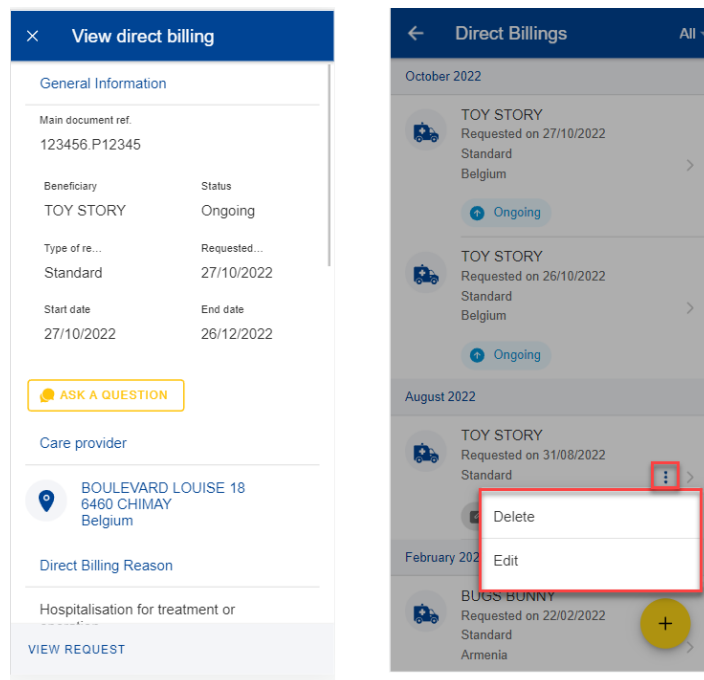
From the home page, select “Direct Billings” to view all direct billings requests created so far (left below).

The existing direct billing requests are displayed for each beneficiary with the type of request, the country where the request was made, the date of the request and the request’s status. The most recent direct billing requests are displayed on top of the list (right below).



You can click on an existing direct billing to view more details (left below). You can also choose to edit or delete a direct billing in Draft status by clicking on the three point icon  next to the direct billing (right below).

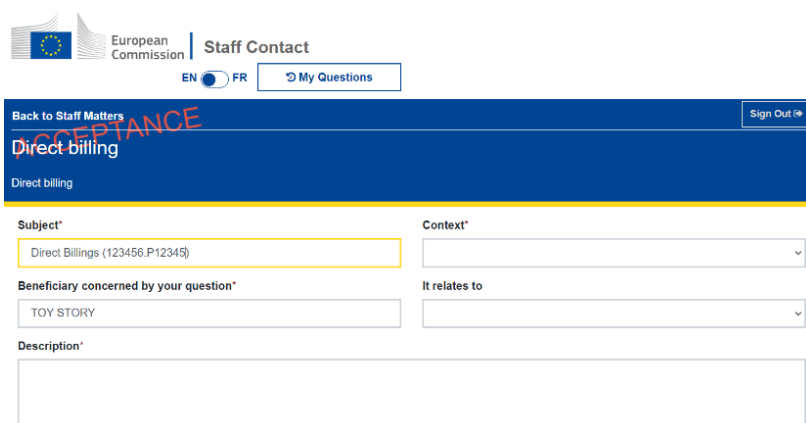
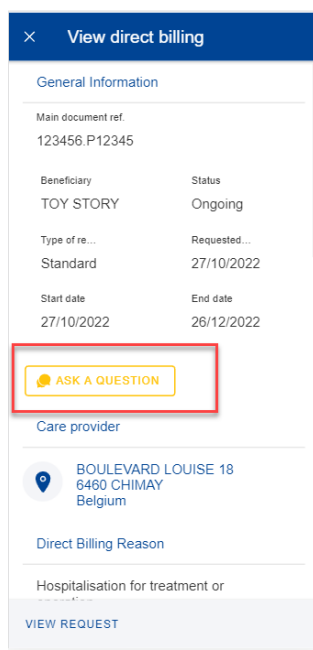
The floating action button (FAB)  allows you to create a new direct billing.



5.2. Direct billings - Ask a question

A wide choice of FAQ will clarify most of your doubts. If this is not the case, you can send your questions directly to the competent sectors via Staff Contact.

- 1) From the home page, select “Direct Billings” to view all direct billings requests created so far.
- 2) Click on an existing direct billing to view more details.
- 3) Click "Ask a question"
- 4) The staff contact page opens




5.3. Create a new direct billing

JSIS members can request a direct billing for all family members covered by JSIS.

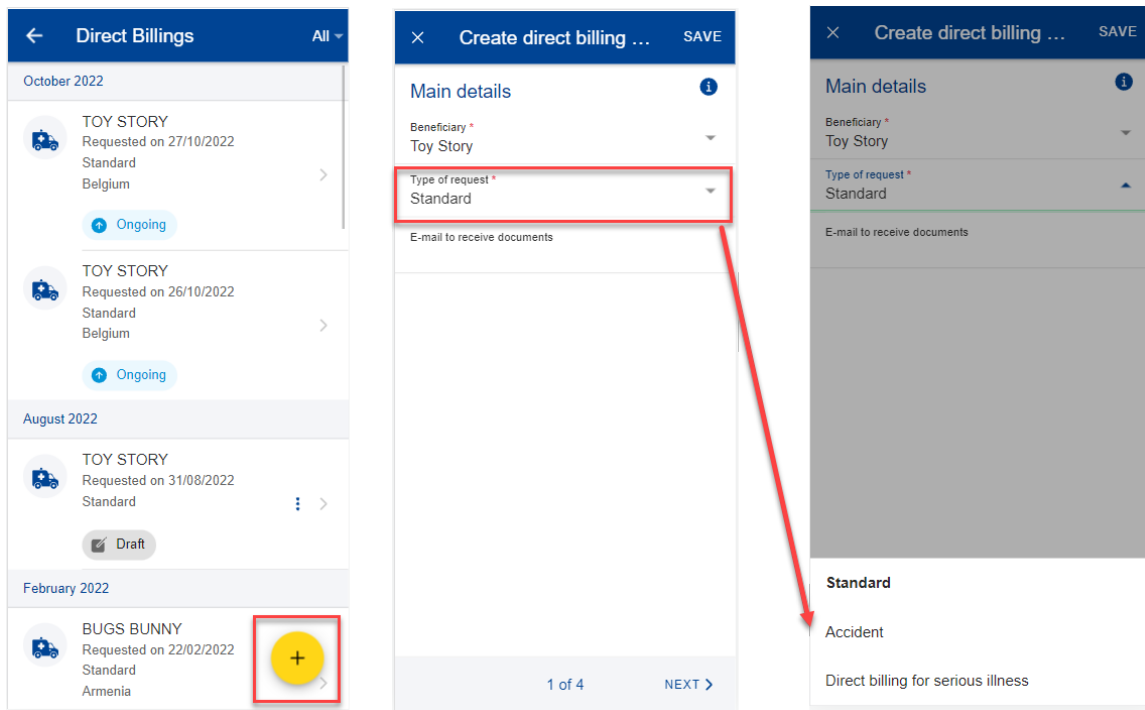
Steps:

5) On the home page, select “Direct billings”

6) Click on the  icon.

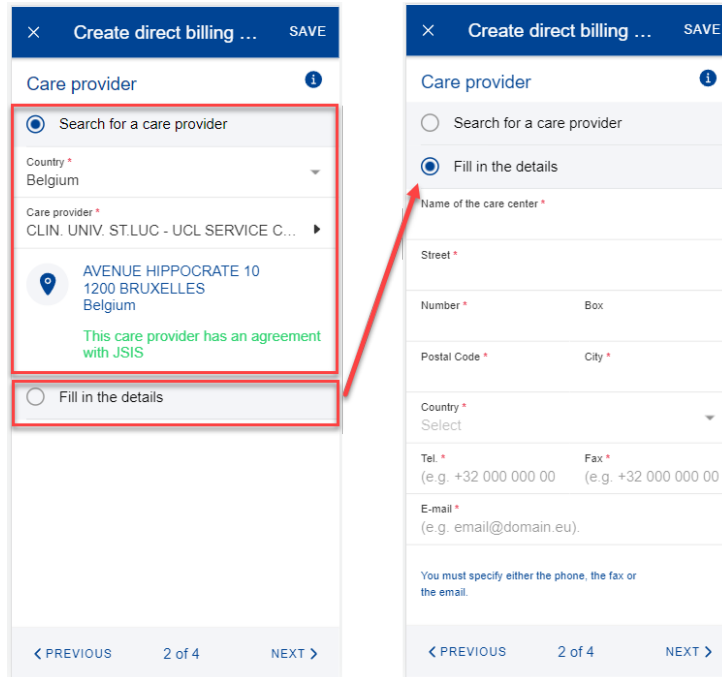
7) Step1: Select the beneficiary and choose request type*.

*Request type depends on the profile of the beneficiary and/or the institution s/he belongs to.



Note: You can Save in each step the data that you’ve already filled in. The direct billing will appear in your direct billings list in Draft status and you can go back and edit it at a later stage. You can also continue modifying your direct billings in the desktop application.

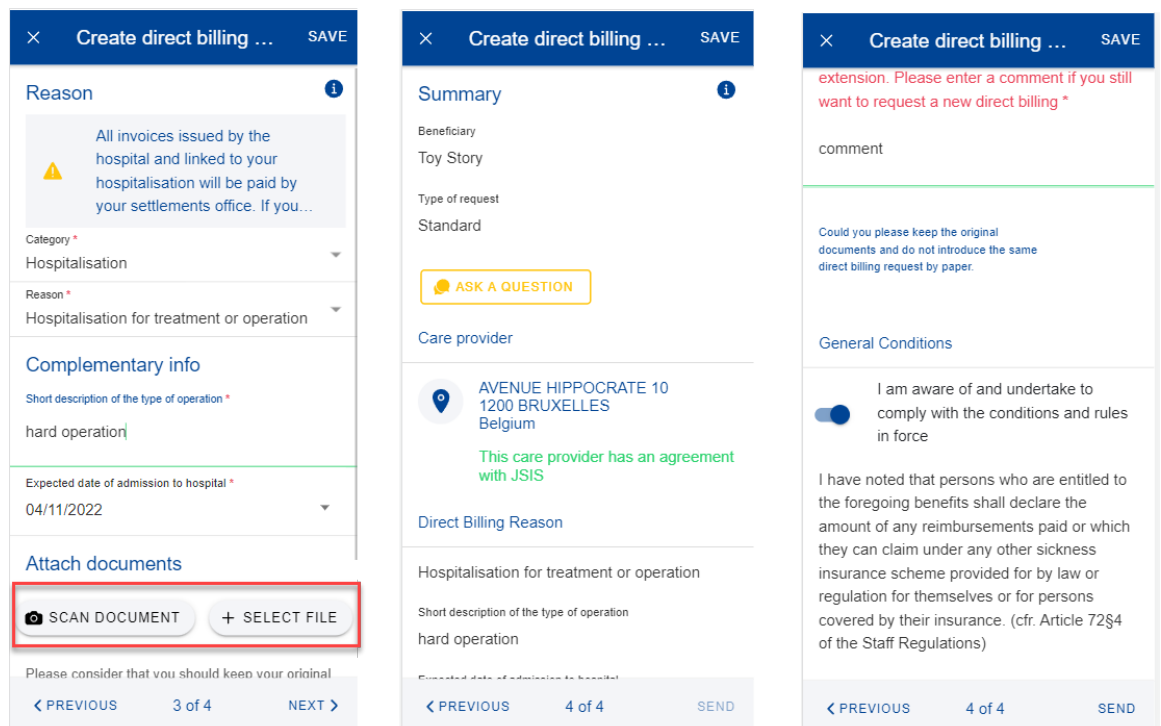
8) Step 2: Search for a care provider. You can filter care providers by country and name or insert a new care provider details if you did not find the care provider in the pre-existing list. Once done, click Next.



9) Step 3: Insert the Category, Reason and all additional mandatory fields, as requested by the application. You can also scan or add a document from your phone in this step, if required (left below).

10) Step 4: A summary of the direct billing is displayed in this step together with one or more acknowledge checks (right below). Once you've verified the data and agreed with the General Conditions, you can send your direct billing by clicking Send.

If something your summary is not correct, you can always go back to previous steps by clicking the Previous button. You can also Save the data if you do not want to submit the direct billing request immediately.



Note: Once you have sent the direct billing, you can retrieve it back in your direct billings list. The direct billing will be further processed in JSIS backoffice like any direct billings created in the JSIS desktop application. The direct billing will change its status after being processed.

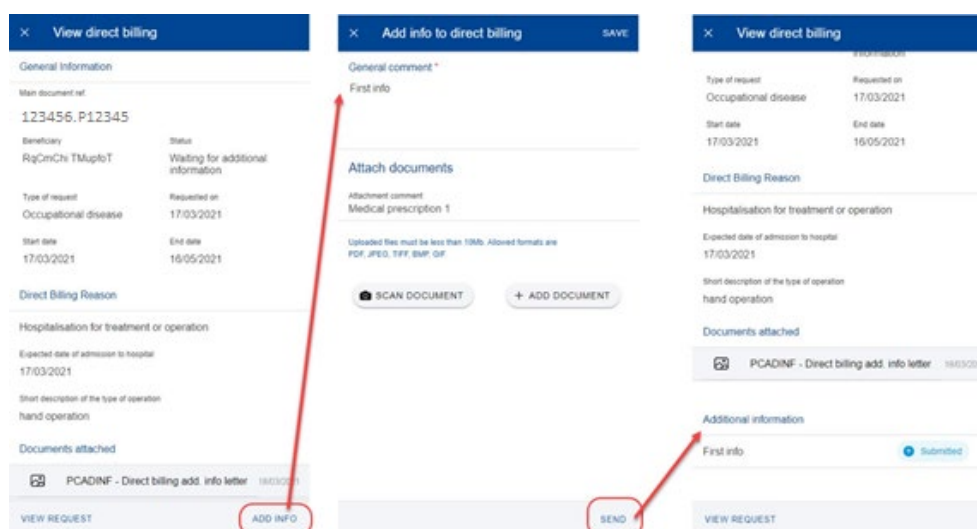
5.4. Adding supplementary required information in a Direct billing

There are two ways of adding supplementary information in a previously submitted Direct Billing:

- a. From the notification that requires you to add further information, you click on “Details” (upper right side). This redirects you to the Direct Billing item where you can add the information immediately.
- b. In the Direct Billings list, you can view the items with the “Waiting for additional information” status. If you did not provide the information yet, click on the item and add the additional info required.

Steps:

- 1) Within to the specific Direct Billing item you can add the required supplementary information (below left and middle screen):
 - a. Click on “Add Info”
 - b. Fill in the “General comment” text field
 - c. Attach additional documents, if needed
 - d. Click “Send”
- 2) The additional information will be appended to the existing item (below right) and will appear as “Submitted”.
- 3) You are not able to add more information after you’ve submitted, unless you request the JSIS back office or they send an additional request for information.



6. ACCIDENT DECLARATIONS (JSIS)

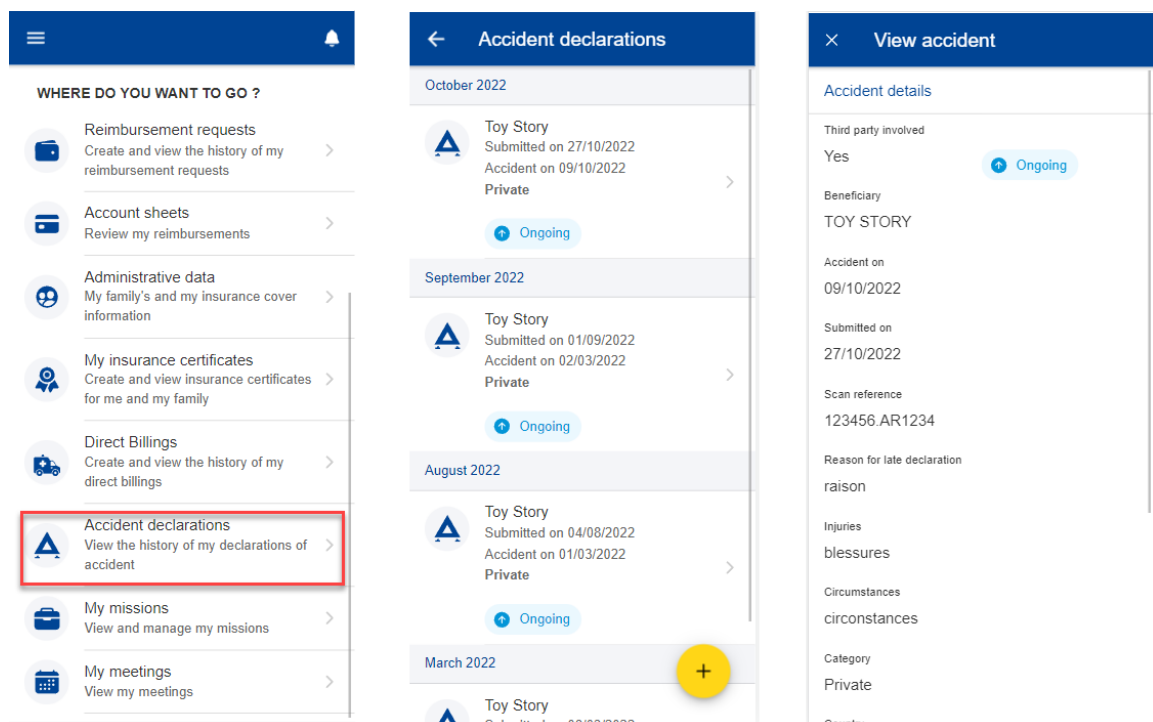
6.1. View Accident Declarations

JSIS members can view the history of their declarations of accident.

On the home page, select “Accident declarations”. The app will display the list of accident declarations submitted, ongoing or closed.

The beneficiary’s name, submitted and accident date, the category and the status are displayed.

You may view the details of a declaration by selecting it.



The floating action button (FAB)  allow you to create a new declaration.

6.2. Accident declarations – Ask a question

A wide choice of FAQ will clarify most of your doubts. If this is not the case, you can send your questions directly to the competent sectors via Staff Contact.,

1. From the home page, select “Accident Declarations” to view all accident declarations created so far.
2. Click on an existing accident declaration to view more details.
3. Click "Ask a question"
4. The staff contact page opens

×
View accident

No Ongoing

Beneficiary
TOY STORY

Accident on
12/05/2022

Submitted on
12/05/2022

Scan reference
123456.AR1234

Circumstances
any

Category
Work

Country
Aruba

Work disability
No

ASK A QUESTION

European Commission | Staff Contact

EN FR My Questions

Back to Staff Matters

Sign Out ↗

Accident

| | |
|--|--|
| <p style="font-size: 0.8em; margin: 0;">Subject*</p> <p style="font-size: 0.8em; margin: 0;">Accident declarations</p> | <p style="font-size: 0.8em; margin: 0;">Context*</p> <p style="font-size: 0.8em; margin: 0;">▼</p> |
| <p style="font-size: 0.8em; margin: 0;">Beneficiary name*</p> <p style="font-size: 0.8em; margin: 0;">TOY STORY</p> | <p style="font-size: 0.8em; margin: 0;">Reference*</p> <p style="font-size: 0.8em; margin: 0;">123456.AR1234</p> |
| <p style="font-size: 0.8em; margin: 0;">Description*</p> | |

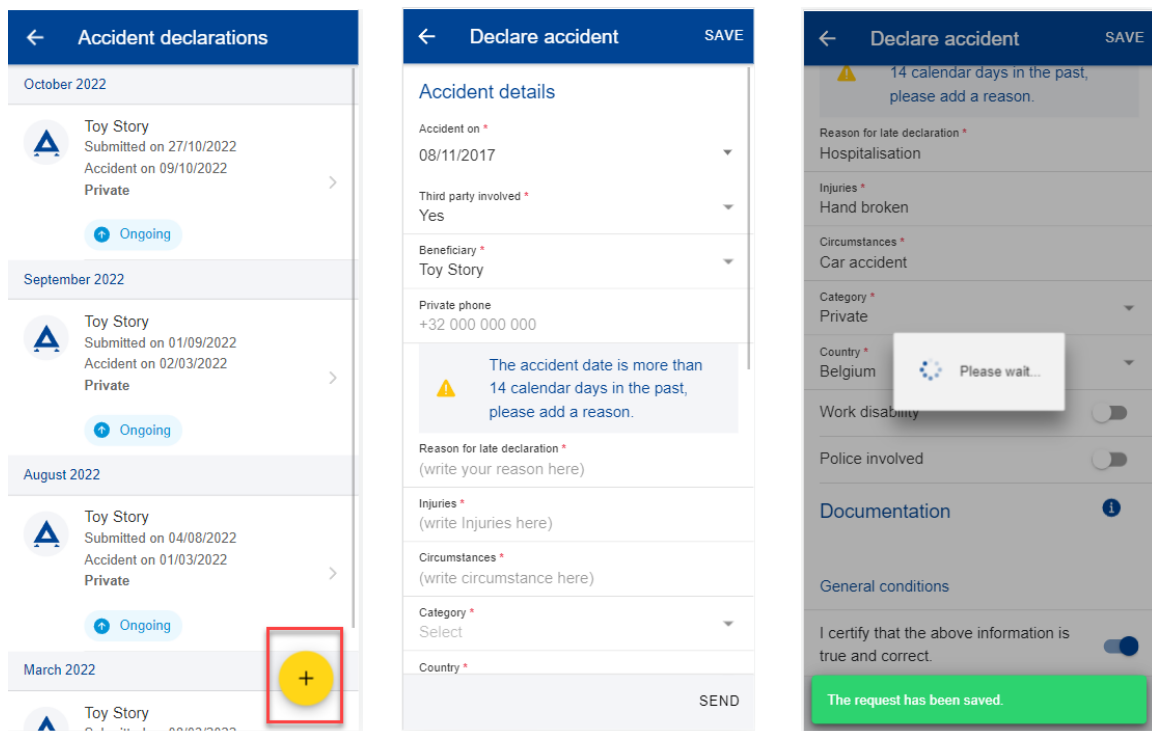
6.3. Create new accident declaration

JSIS members can create a new accident declaration.

To create a new declaration, follow the steps:

- 1) On the home page, select “Accident declarations”.
- 2) Click on the icon.
- 3) Enter the accident date, click done.
- 4) Select if a Third party was involved: Yes/No.
- 5) Select the beneficiary from the list.
- 6) Enter the private phone with the country extension (e.g. +32...).
- 7) If accident date is older than 14 days, fill the reason for late declaration.
- 8) Enter the injuries.
- 9) Provide the circumstances of the accident.
- 10) Select the category from the list: private, sport, work or on the way to work.
- 11) Select the country where the accident happened.
- 12) You can choose “Work disability” by switching on the toggle button right below the Country list.
- 13) By switching on the toggle button right you can inform as well if the police were involved.

- 14) Click “+ add document” to upload documents.
- 15) Click “scan document” to take a photo of the medical certificate with your mobile phone or click “+ select file” to select a document from the mobile gallery.
- 16) If necessary, update the file name, otherwise will have the same name from the mobile phone.
- 17) Select the type of document to attach: Medical certificate, Police report (if “police involved” selected), 3rd party insurance (if Third Party is yes).
- 18) Insert a comment about the document, if relevant.
- 19) Click “Done” to save the document with the details or “x” to cancel.
- 20) General conditions should be accepted, by switching on the toggle button right, in order to be able to submit the accident declaration.
- 21) Click “Send” to submit your accident declaration. The Send button will only be enabled when all mandatory fields are filled in.
- 22) The app confirms that the accident declaration was sent and adds the declaration to the list of accident declarations.



7. MEDICAL ABSENCES (JSIS)

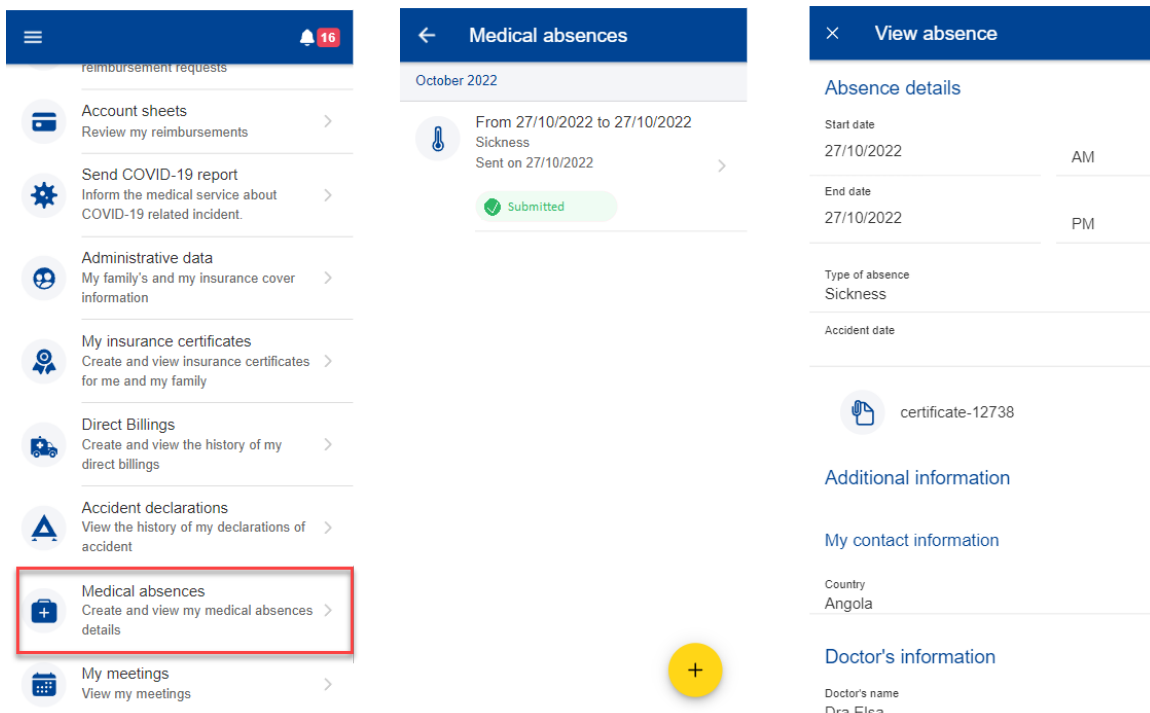
7.1. View Medical Absences

JSIS members can view submitted medical absences.

On the home page, select “Medical absences”. The App will display the list of absences submitted.

You may view the details of an absence by selecting it.

Note: You will only see these certificates that were submitted through the JSIS mobile application.




The floating action button (FAB)  may allow you to declare a new absence.

7.2. Declare Medical Absence

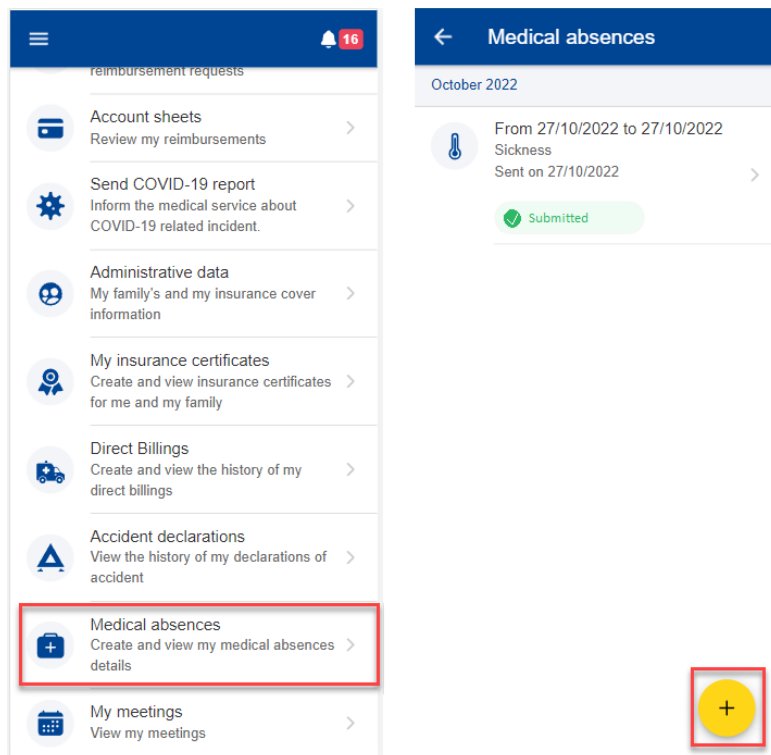
JSIS members can declare medical absences.

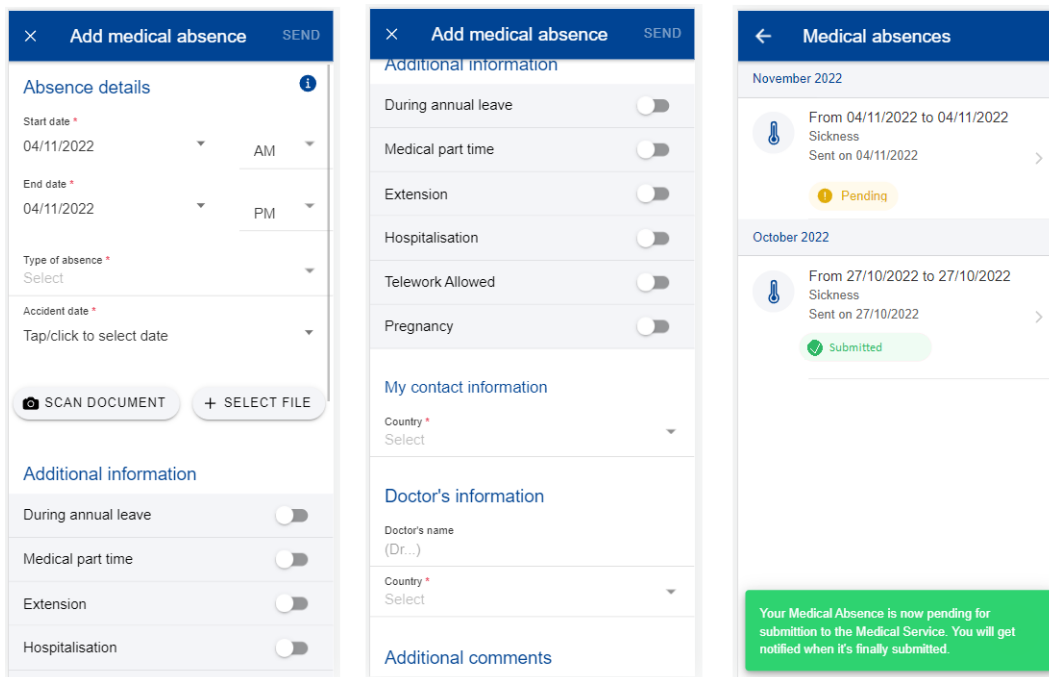
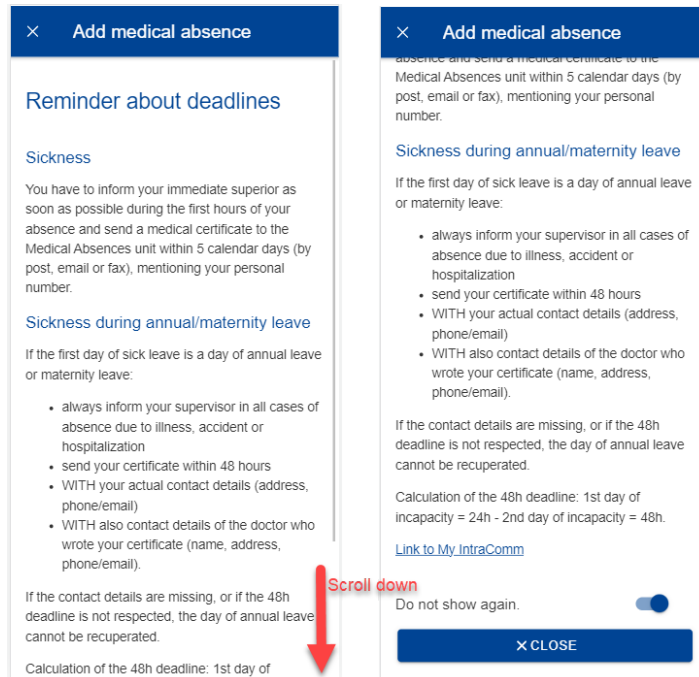
To submit a new absence, follow the steps:

- 1) On the home page, select “Medical absences”.
- 2) Click on the  icon.
- 3) The App may display a reminder as to actual deadlines. If this is the case, close the reminder. By leaving the checkbox “Do not show again” checked, the App will not show this reminder again.

Note: Depending of the screen size, users may have to scroll down to access the “Do not show again” option and access the “Close window” button.

- 4) Enter Start and End date of the medical absence. Specify whether it is AM or PM.
- 5) Select the type of absence, sickness or accident.
- 6) Click “Add document” to take a photo of the medical absence with your mobile phone. Multiple documents can be added.
- 7) Provide additional information, when relevant (during annual leave, medical part time.).
- 8) Add additional comments, when needed.
- 9) Click “Send” to submit your medical absence. The Send button will only be enabled when all mandatory fields are filled in.
- 10) The app confirms that the medical certificate was sent and adds the absence to the list of declared absences.






Notes:

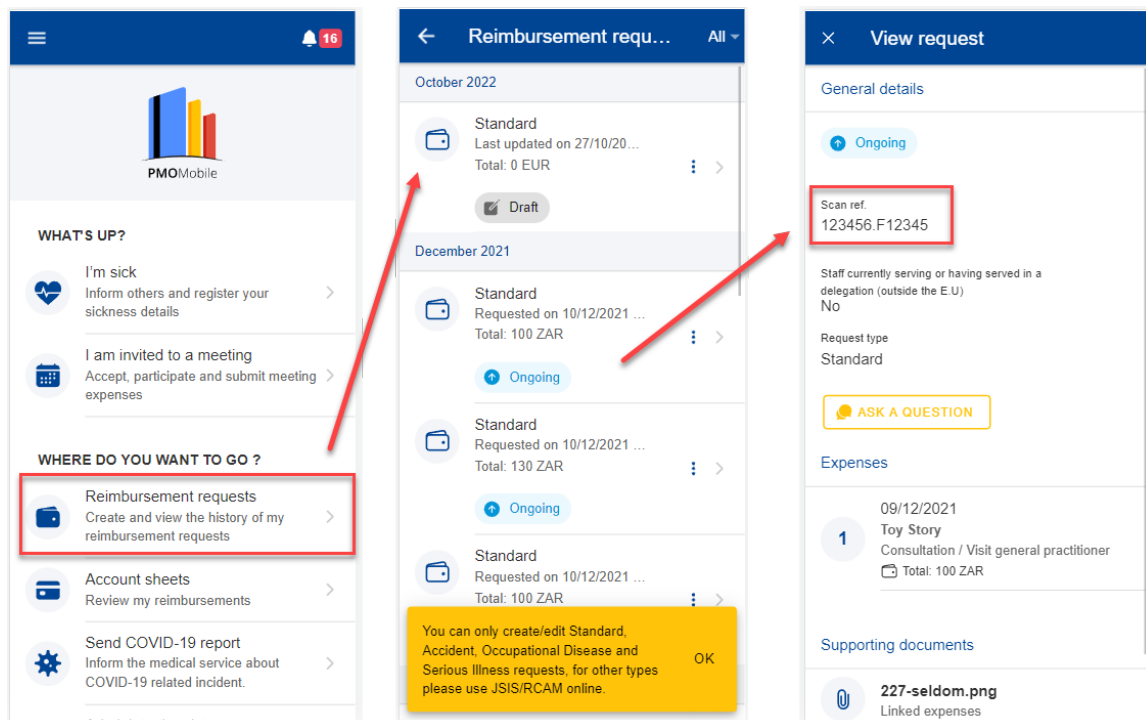
1. You are not obliged to send medical certificates from PMO Mobile, you can follow the procedure available in Staff Matters Portal.
2. Your line manager will not be informed when your medical absence was submitted.
3. Once submitted, medical absences may not be removed or edited. When needed, you can follow the procedure available here:

<https://myintracomm.ec.europa.eu/staff/EN/health/specific-events/Pages/sickness.aspx?ln=en>

8. REIMBURSEMENT REQUESTS (JSIS)

8.1. View reimbursement requests

- 1) On the home page, select “Reimbursement requests” to view all your reimbursement requests created so far (below left).
- 2) The system displays the list of requests showing the type of request, the date of the request, the request’s status and the total amount of the request. The most recent reimbursement requests are displayed on top of the list. You can scroll down to view the reimbursement requests grouped under each month. (below middle)
- 3) You can choose to edit or delete a request in Draft status by clicking on the three point icon  next to the request. (below middle)
- 4) Click on an existing reimbursement request to view the request information. If the request has been submitted you can see the Scan reference code. You cannot modify such a request. (below right)
- 5) If your request is in Draft status you can continue to modify it as described in the next section.

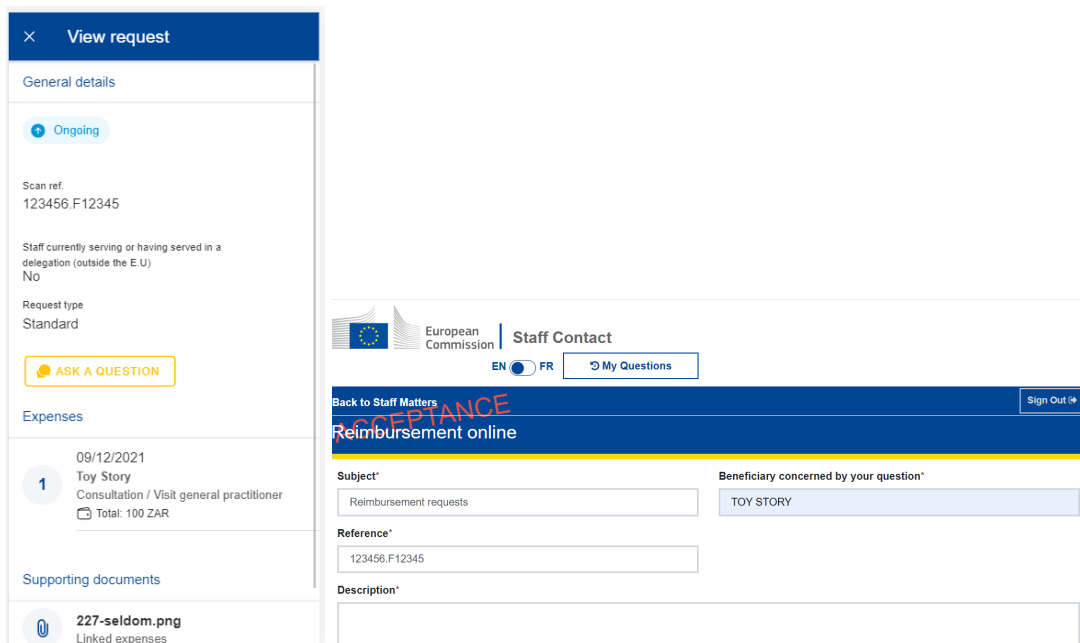


8.1. Reimbursement Requests – Ask a Question

A wide choice of FAQ will clarify most of your doubts. If this is not the case, you can send your questions directly to the competent sectors via Staff Contact.

- 1) From the home page, select “Reimbursement requests” to view all your reimbursement requests created so far.


- 2) Click on an existing reimbursement request to view more details.
- 3) Click "Ask a question"
- 4) The staff contact page opens

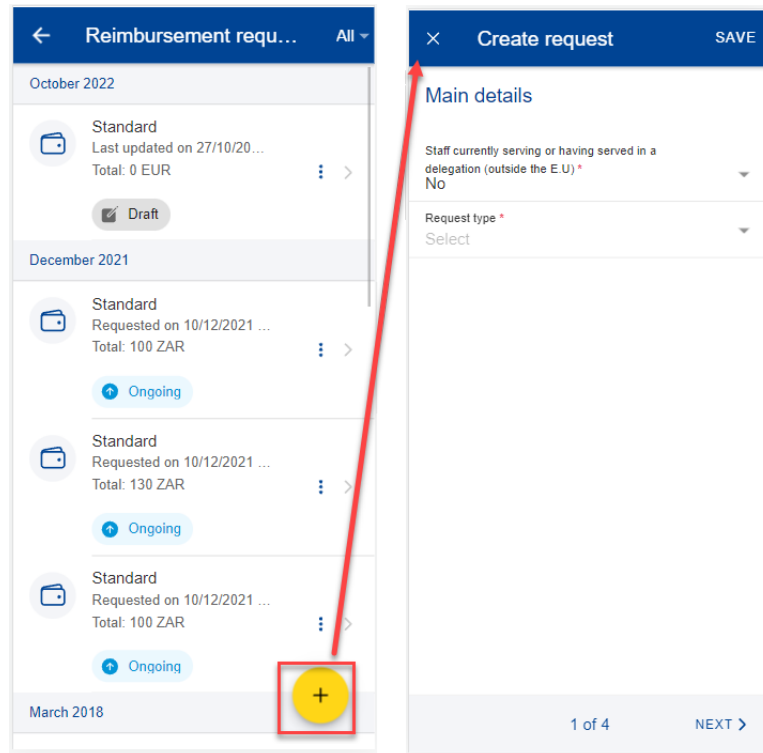


8.2. Create a new reimbursement request


JSIS members can request a reimbursement for all family members covered by JSIS at the time of the treatment.

Steps:

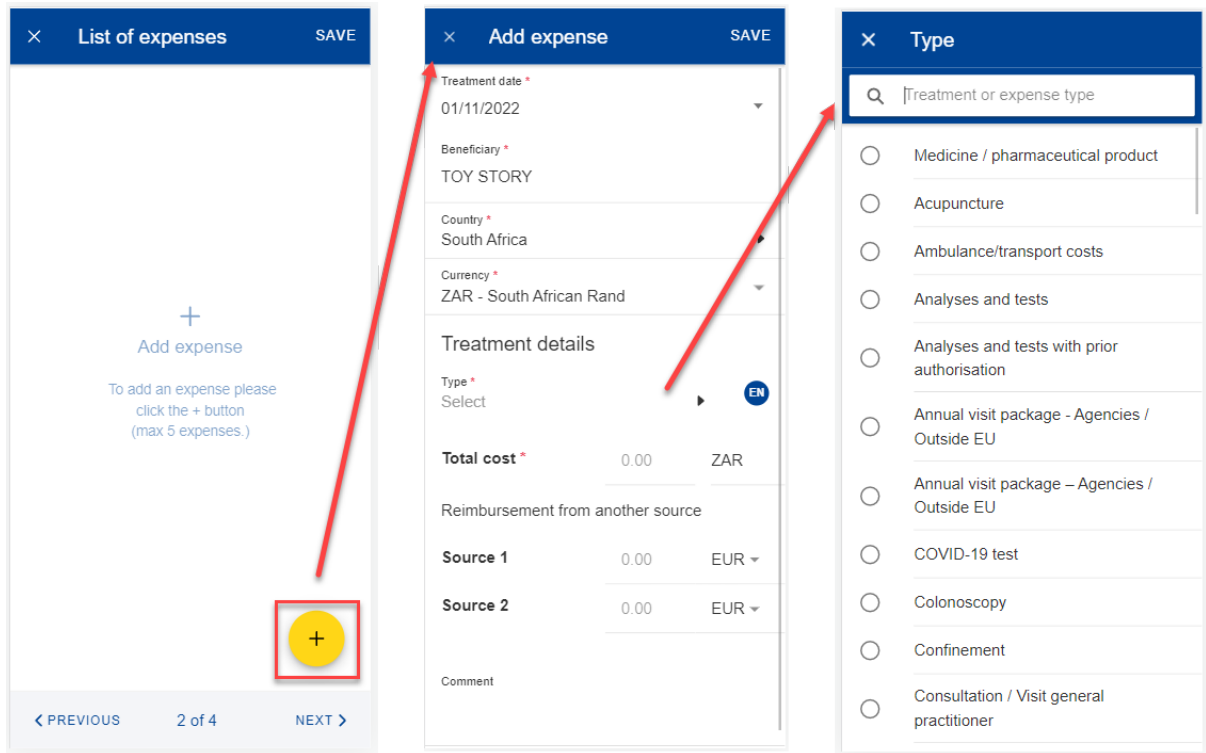
- 5) On the home page, select “Reimbursement requests”
- 6) Click on the  icon to add a new reimbursement request. (below left)
- 7) Step1: Change the delegation information if needed. By default, the Delegation field is set to “No”.
- 8) Choose request type from list: Standard, Accident, Occupational disease etc
Click “Next”



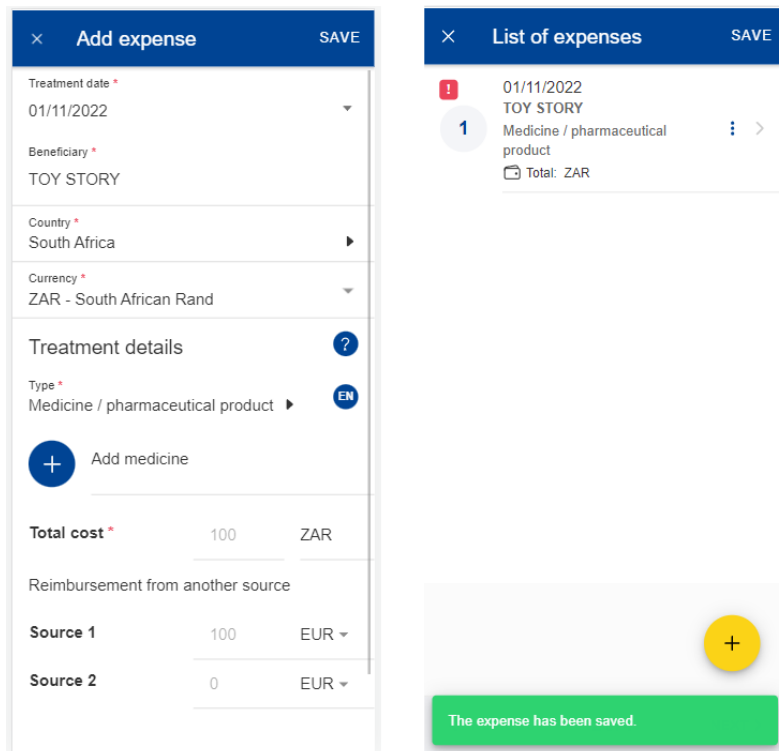
9) System displays Step2 - List of expenses.


- 10) Click on the  icon to add a new expense. You are allowed to add up to five expenses. (below left)
- 11) Select the Treatment date. The list of beneficiaries will be filled in based on the selected date and the type of request. Only the beneficiaries covered by JSIS on that date will be displayed. (below middle)
- 12) Select the Beneficiary.
- 13) Select the Expense/Treatment detail from the list. Start by typing the name of the treatment or select directly from the list. (below right)
- 14) Depending on your selection, additional fields may appear in the expense form: Prior Authorization requests, Dental Cost estimates, Number of Sessions etc


Note: You can choose to change the language of the Treatment detail by clicking on the language icon, just above the Treatment list. That will switch your list from English to French and vice versa.



- 15) Change the Country, if needed. The default Country is the country of affectation for active staff and the country of residence for pensioners.
- 16) Change the Currency, if needed. The default currency is the currency of the country from the previous step.
- 17) Add your costs and the reimbursement received from other sources and click “Save”. (below left)

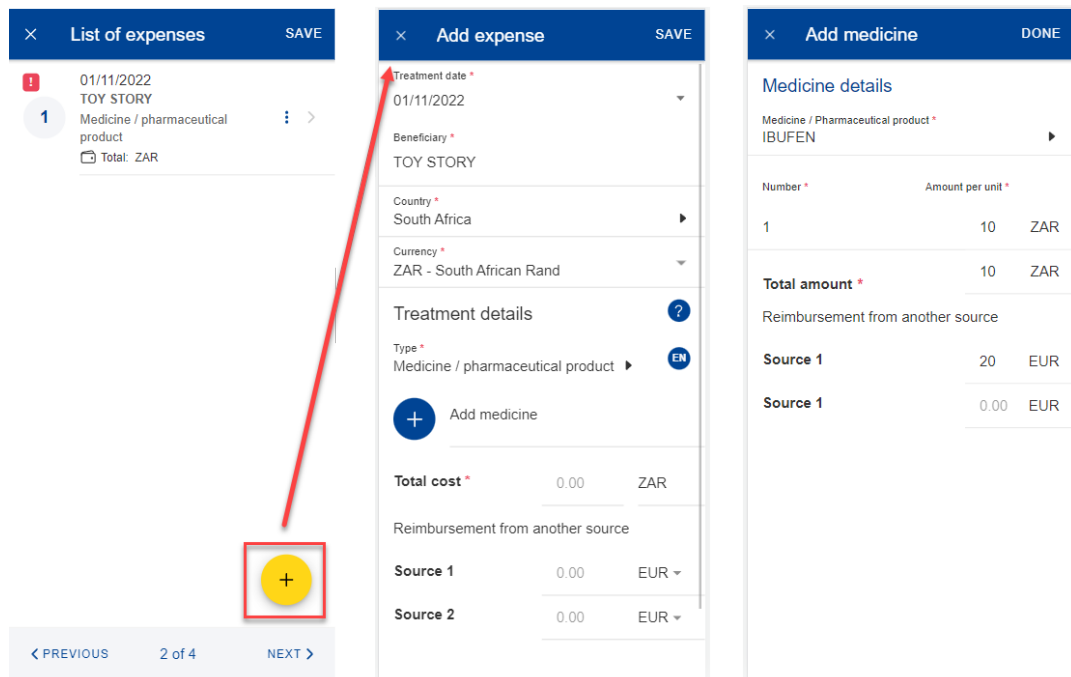


- 18) The system will save and add your expense to the list of expenses (below right)
- 19) You can choose to add a new expense in the list of expenses by clicking the  icon. (below left)
- 20) In order to add a medicine, you go through the same steps as before, but select “Medicine/Pharmaceutical product” in the Treatment type details list. (below middle)

- 21) Click on the  icon to add a new medicine. (below middle)
- 22) Select the medicine, add the number of items, the amount per item and the amount received from other sources if any. Click on Done to return the expense screen (below right)


Note: The currency in the medicine details is given by the currency of the country selected in the expense screen. You cannot modify that in the Medicine details screen.

Note: If your medicine is not in the Medicines list, you can just type the name and you will be able to use it in your request.

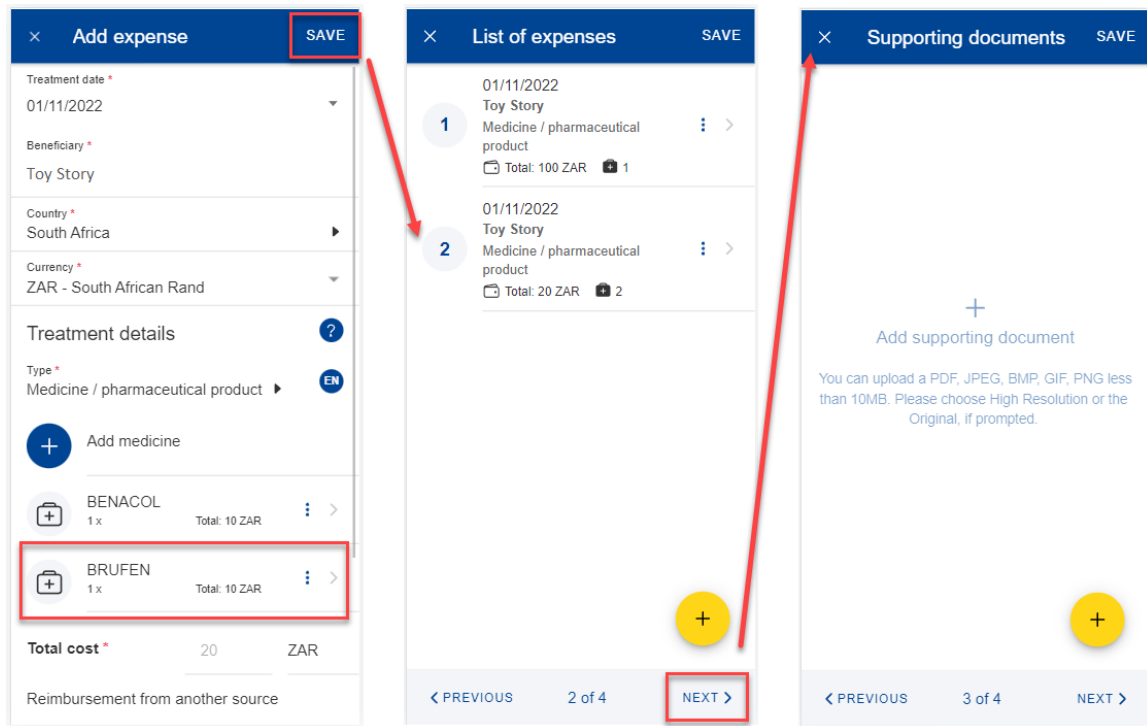



- 23) Your list of medicines will appear in the expense screen. If there are any errors you will see a red exclamation icon on the medicine name. Please correct that in order to move forward and click on Save when you're done (below left)

24) The system will save and add your new expense to the list of expenses (below middle)

25) You can still edit an expense by clicking on it or delete it by clicking on the three point icon  next to the request and choosing Delete. Click on Next to move to the next step. (below middle)

26) The system will move to Step 3 – Supporting documents (below right)

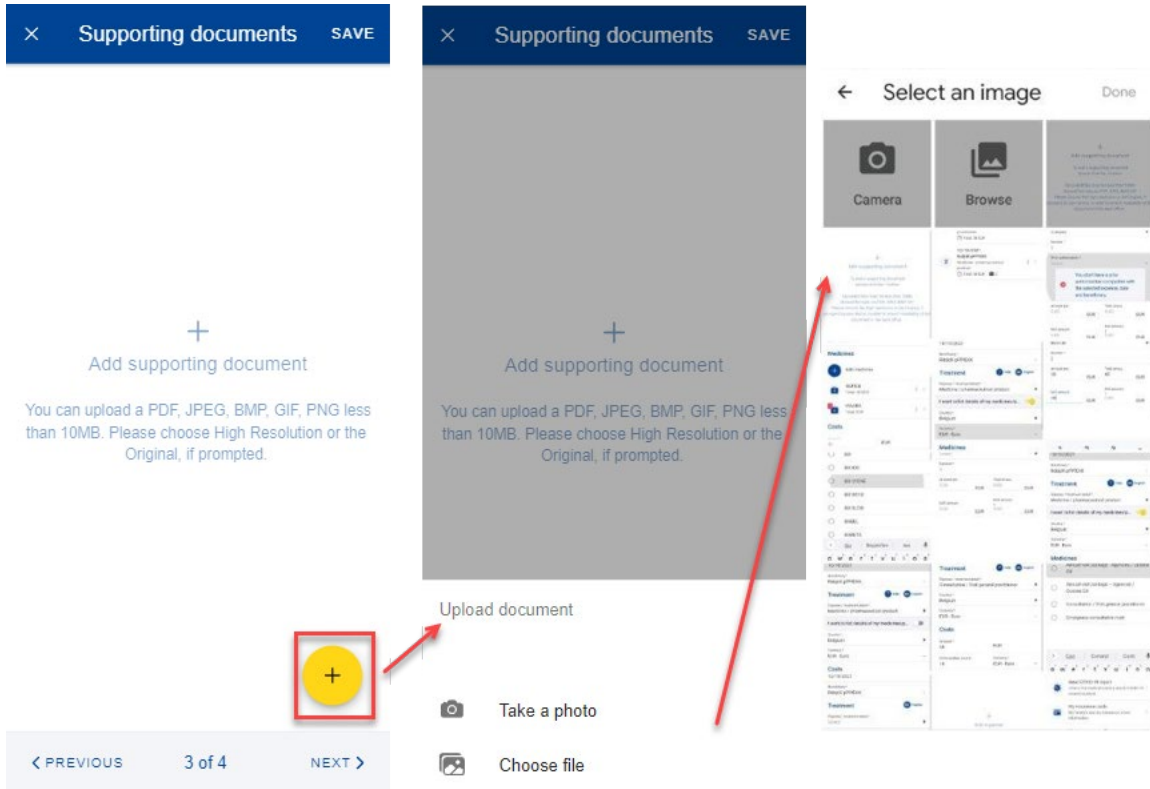


27) Step 3 – Supporting documents. Click on the  icon to add a new supporting document. (below left)

Note: Please make sure to choose High resolution or the Original for your uploaded documents when promoted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

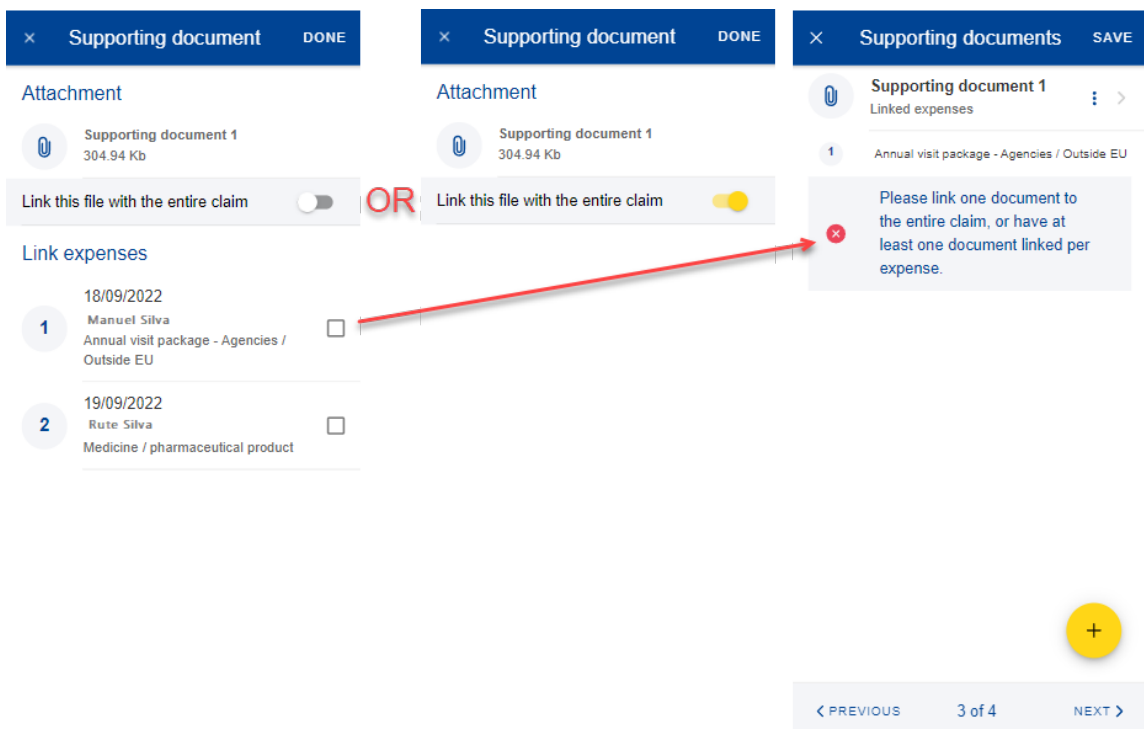
28) The system will prompt you to take a photo or choose a file from your mobile. (below middle)

29) Take a photo or select document from your documents list. (below right)

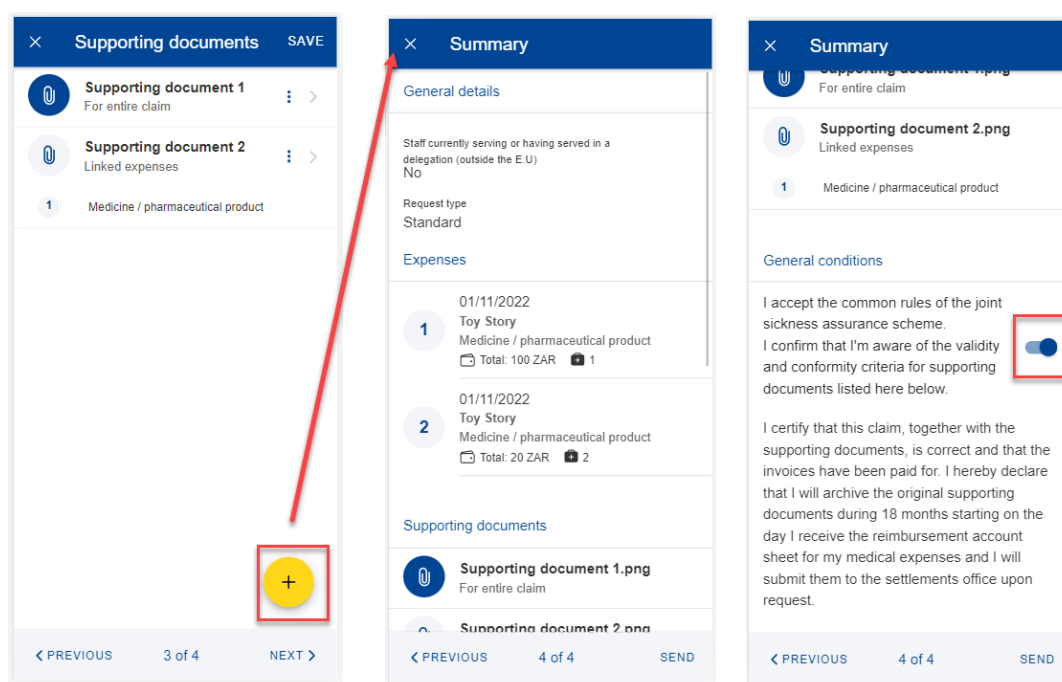


30) Once your document is uploaded, you need to link it to an expense (below left) or to the entire claim, if relevant (below middle). Click Done to return to the list of supporting documents.

31) If you choose to link the document to an expense only, you will be prompted to make sure that all expenses have supporting proofs. (below right)



- 32) Repeat the process above and when you have finished adding your supporting documents and linking them to the expense, click Next. (below right)
- 33) The system will move to Step 4 – Request summary. In this step you can view all your information in a summarized way: general information, expenses and supporting documents (below middle and right).
- 34) You can click on the expenses or supporting documents to view all details but, if you need to edit any of the data, you need to go back to the previous steps.
- 35) When you're done checking your information, confirm that you have acknowledged the conditions of the JSIS and click on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts. (below right)

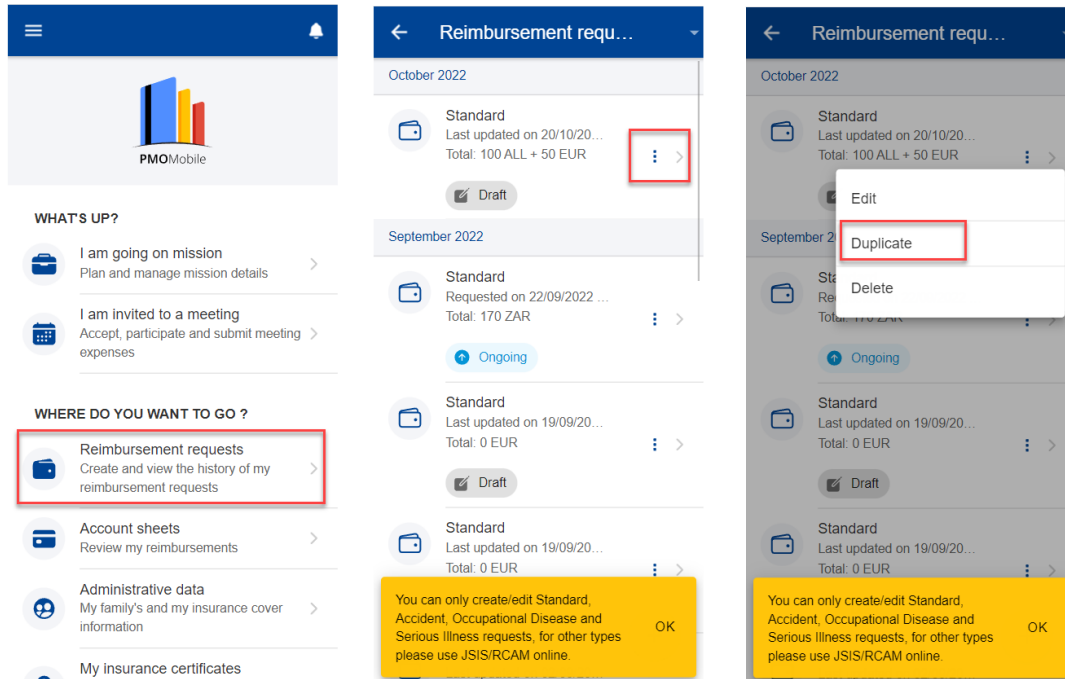


- 36) You can retrieve your request in the list of reimbursements. If the request is in Draft status, you can click to edit it, if the request has been submitted you can view the information as shown in section 8.1 View reimbursement

8.3. Duplicate Reimbursement request

The user have the possibility to duplicate an existent reimbursement to avoid to encode everything again.

1. On the home page, select "Reimbursement requests".
2. Click on the three dots icon
3. Select "Duplicate"



4. A pop-up to create a request opens
5. Select the expenses date (this new date is used to all copied expenses)
6. Choose if it's to duplicate the amounts as well, or not
7. Click duplicate to save the action (all information is copied from the original reimbursement)
8. The reimbursement is saved in "draft" and it opens in edit mode.

×
Create request
DUPLICATE

Expenses date *
22/11/2022

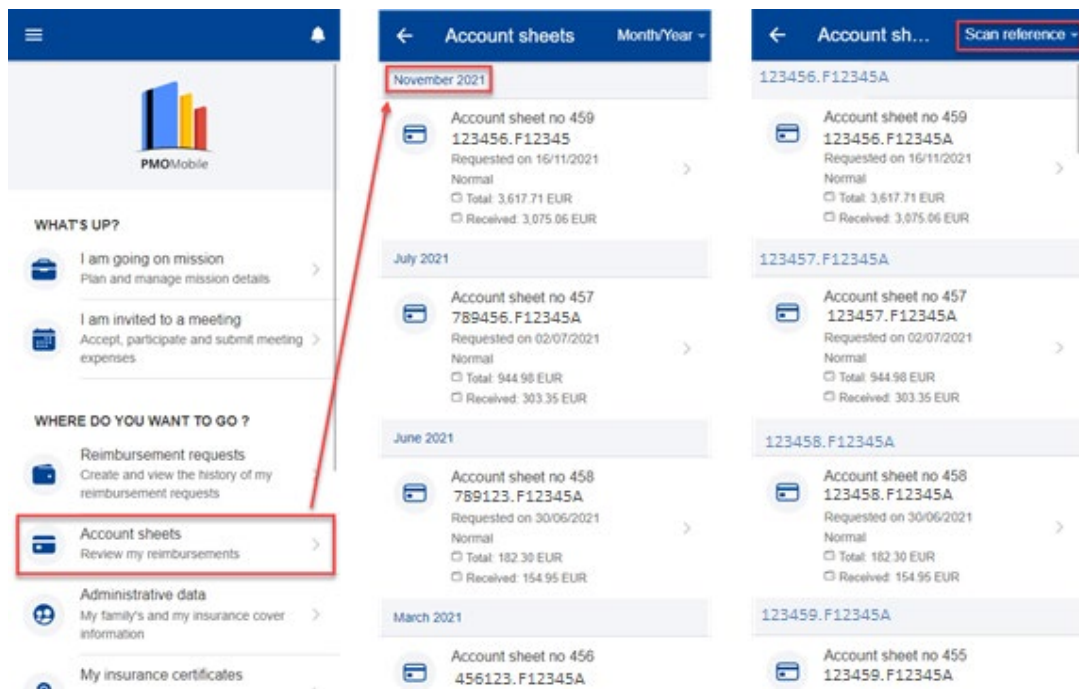
Duplicate the amounts

Please note all expenses will be set with the selected date. Amounts will be set to null if you do not check the box above. New documents will need to be attached.

8.4. View account sheets

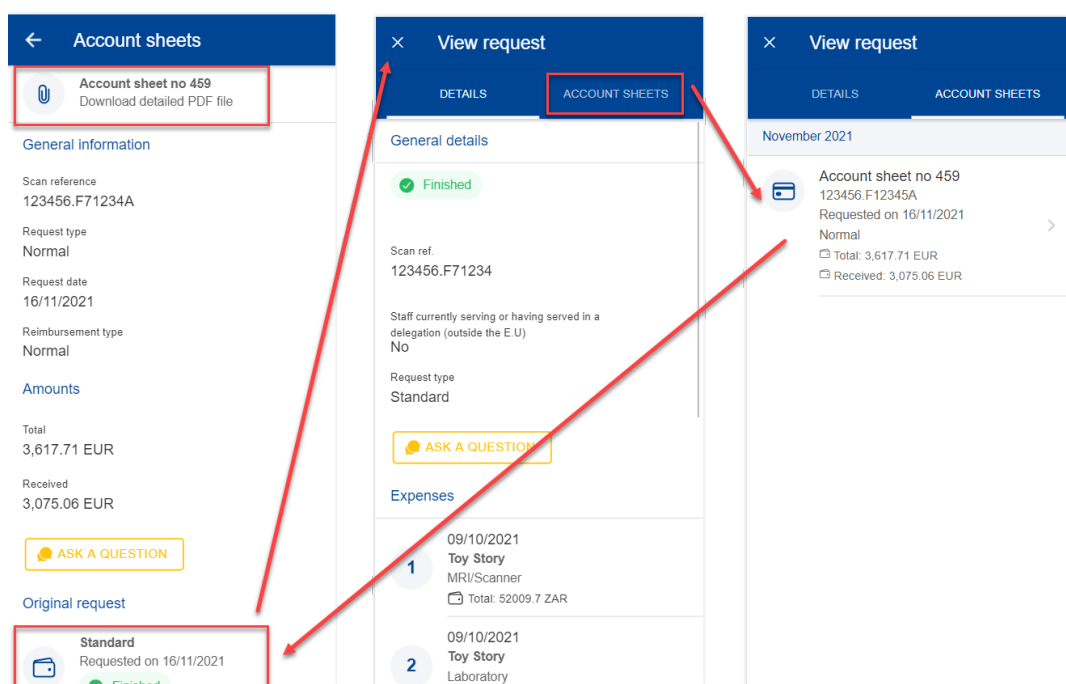
Once your request for reimbursement has been approved and processed in the back office, one or more account sheets are generated with the amounts that were reimbursed per your request of reimbursement.

- 1) On the home page, select “Account sheets” to view your account sheets (below left).
- 2) The system displays the list of account sheets showing the request type, date and the total amount. The most recent account sheets are displayed on top of the list.
- 3) You can scroll down to view the account sheets grouped per month (below middle)
- 4) Alternatively, you can see your account sheets grouped by scan reference if you change the grouping option (middle screen up right) from Month/Year to Scan reference.
- 5) The system displays the list of account sheets grouped by Scan reference (below right)



- 6) You can click on an account sheet in order to see the details of the account sheet (below left).
- 7) In the Account sheet view you can download the Detailed Account sheet PDF file to see all the details of your reimbursement per each line of expense (below left, above General Information)
- 8) You can additionally view your original reimbursement request by clicking on the original request (below left).

- 9) The system will open the original request with all the details in view mode. (below middle)
- 10) You can see all the account sheets associated with this reimbursement request if you click on the Account sheets tab (below middle and below right)
- 11) You can navigate back to the account sheet details page by clicking an Account sheet from the list. (below right and below left)



8.5. Account sheets – Ask a Question

A wide choice of FAQ will clarify most of your doubts. If this is not the case, you can send your questions directly to the competent sectors via Staff Contact.

- 1) On the home page, select “Account sheets” to view your account sheets
- 2) Click on an account sheet to see the details of it
- 3) Click ask a question
- 4) The staff contact site opens.



Account sheet no 111
Download detailed PDF file

General information

Scan reference
111111.F11111A

Request type
Normal

Request date
02/07/2021

Reimbursement type
Normal

Amounts

Total
944.98 EUR

Received
303.35 EUR

ASK A QUESTION

Original request



Standard
Requested on 02/07/2021
Finished

Back to Staff Matters

Reimbursement account sheet

Sign Out

Subject*

Account sheets

Beneficiary concerned by your question*

Reference*

111111.F11111A

Description*

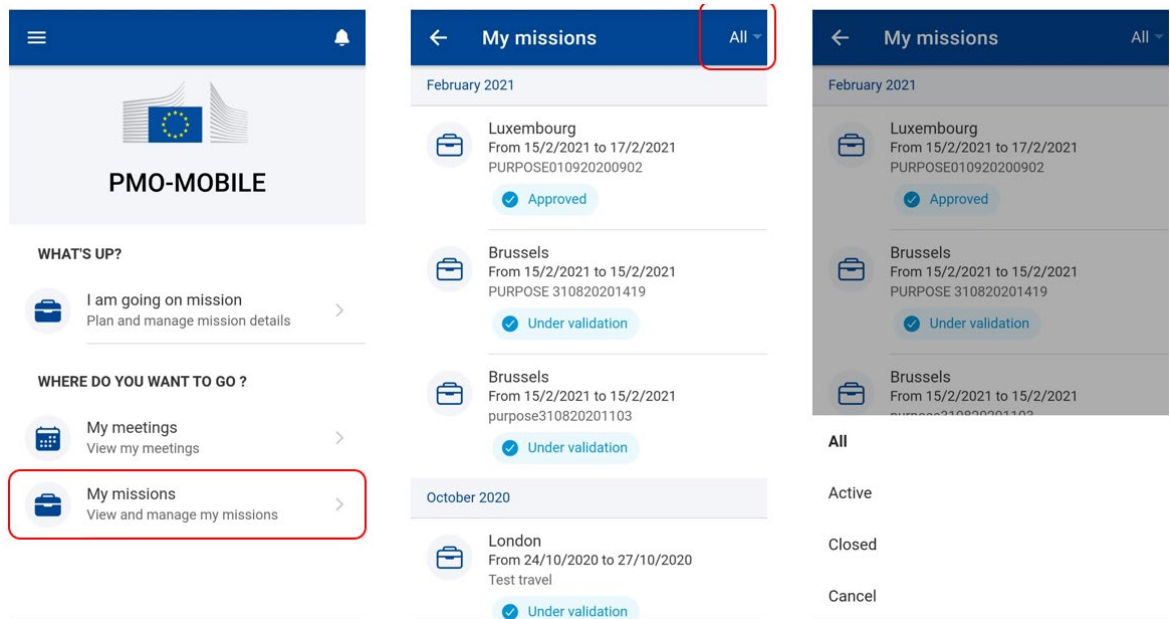
9. MISSIONS (MIPS)

9.1. View Missions

The PMO Mobile application allows you to view missions in all status (e.g.: draft, under validation, approved, etc).

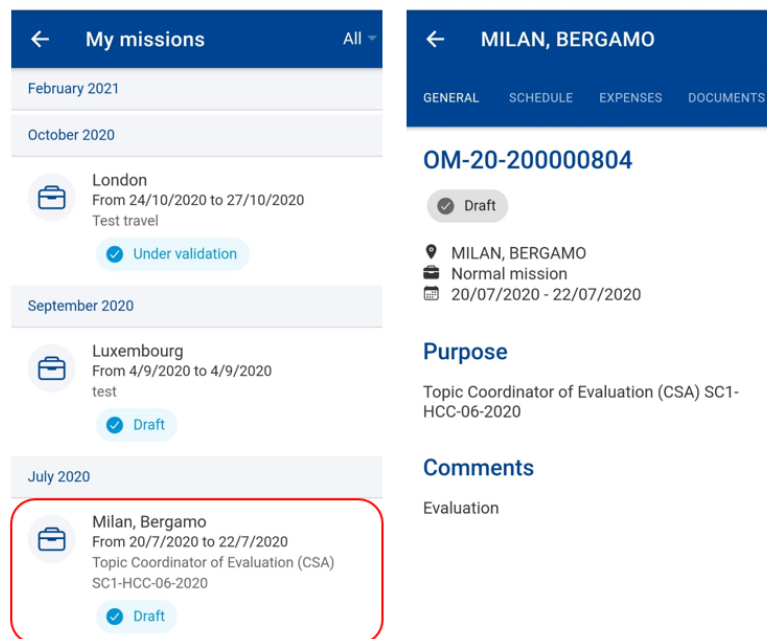
To view missions, select “My missions” from the home page.

Missions can be filtered by “Active” or “Closed” status.

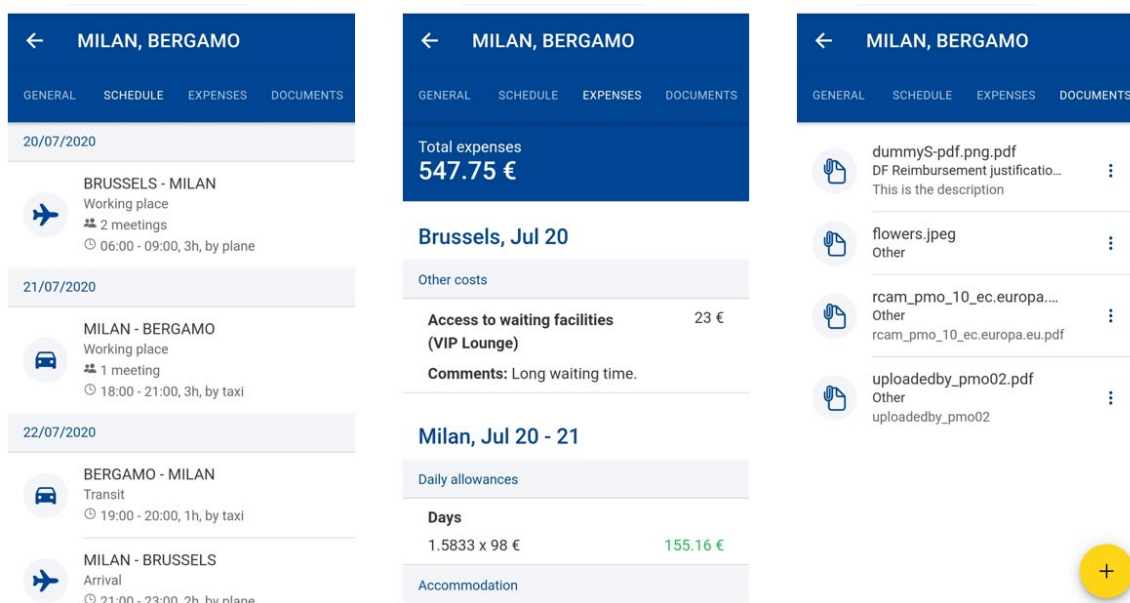


9.2. View Mission details

To view the general details of a mission, select “My missions” from the home page then select a mission from the list.



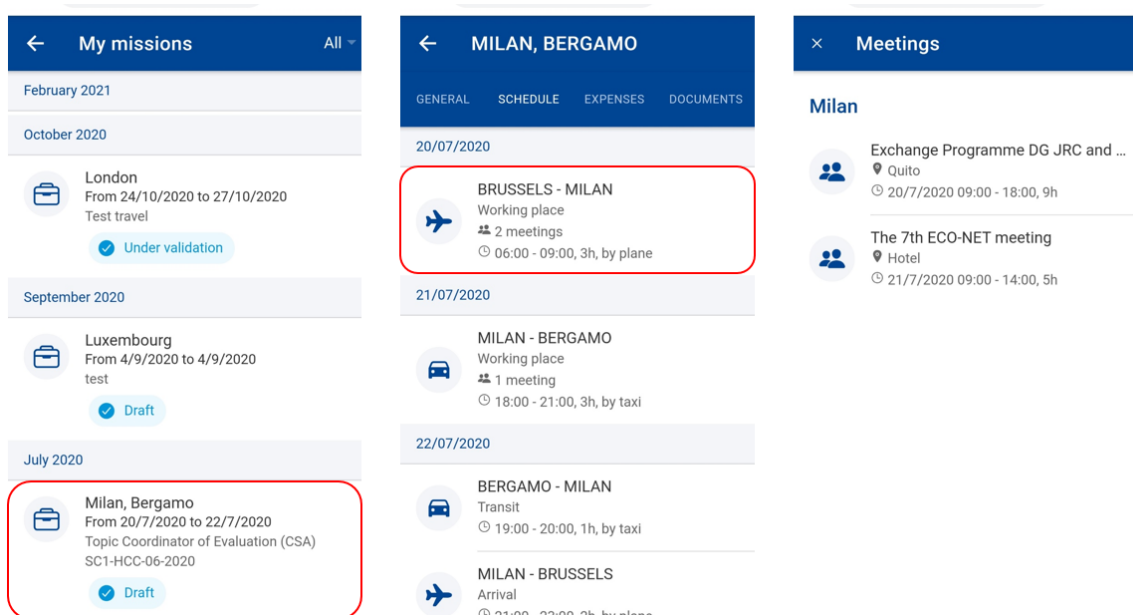
Additional information about the missions (schedule, expenses and documents) are available by selecting the corresponding tab.



9.3. View Mission meetings

To view meetings, follow the steps:

- 1) Select “My missions” from the home page.
- 2) Select the mission.
- 3) Select the “Schedule” tab.
- 4) Select the corresponding place.




9.4. Add mission documents

The App allows the Mission Performer to upload pictures and documents into a selected mission folder.

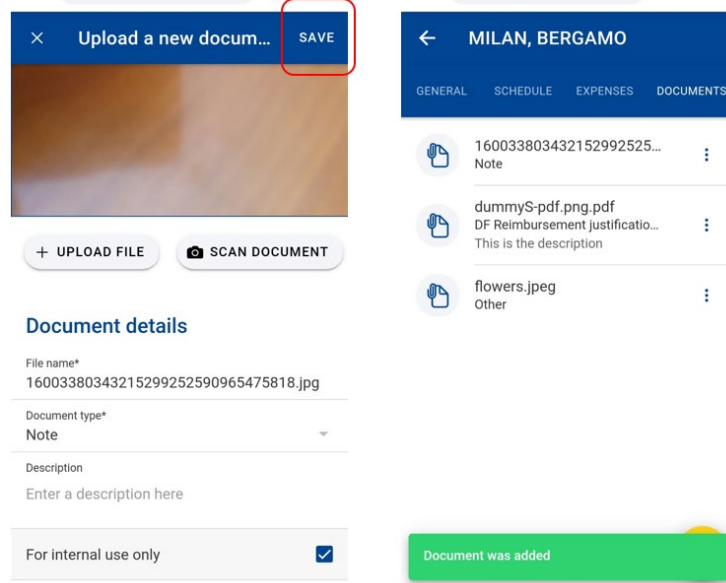
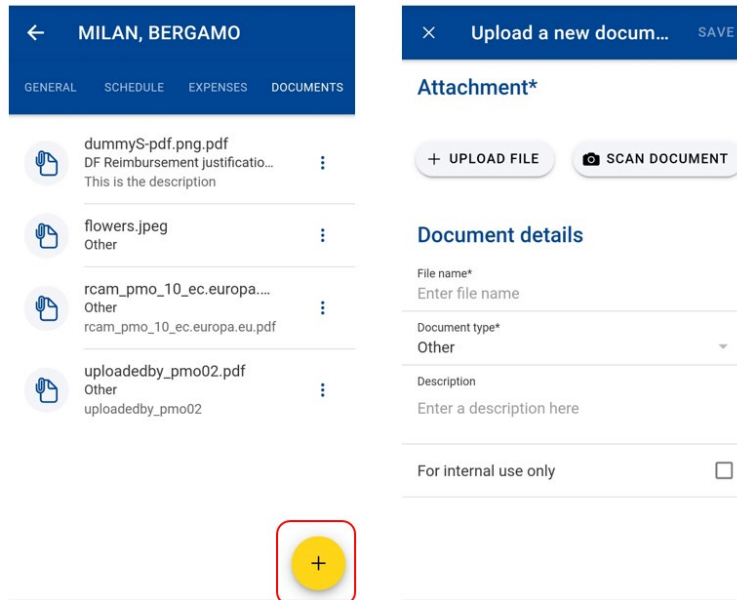
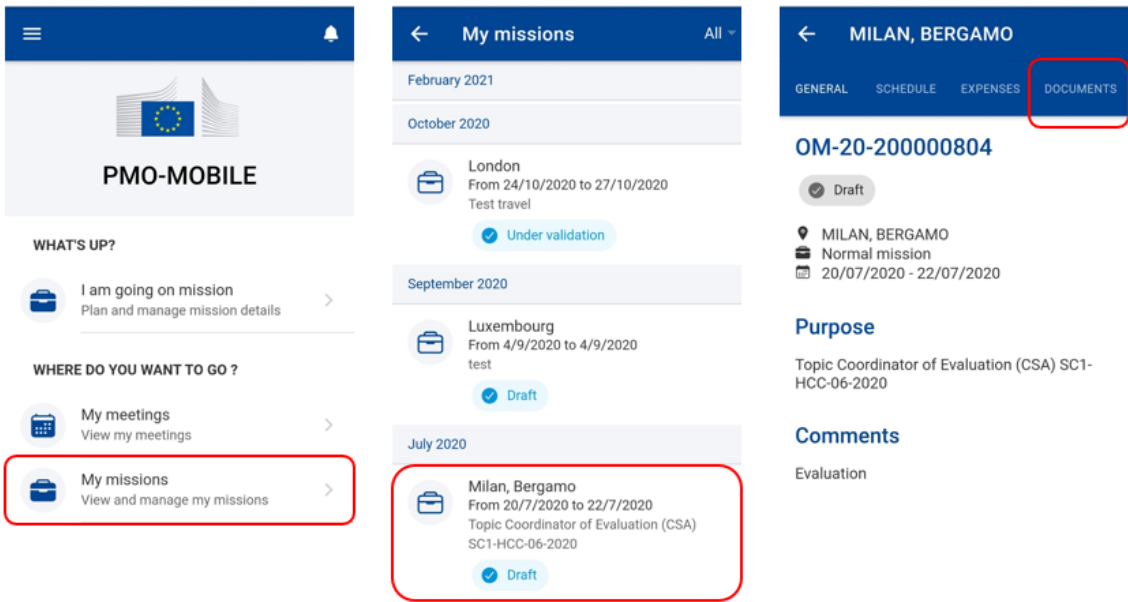
The pictures and documents are either mission-related expenses (hotel bills, travel tickets...) which will be partially or totally reimbursed or documents identified as “internal only” that relate to the mission itself (such as mission reports).

Adding pictures and/or documents is possible once the mission is created until the Mission Performer validates and signs the statement of expenses.

To add a document, follow the steps:


- 1) Select “My missions” from the home page.
- 2) Select the mission.
- 3) Select the “Documents” tab.
- 4) Select the  action button.
- 5) Upload file. The App allows the user to add pictures and/or documents, taken by the camera or added from a local folder, to the mission (folder). The authorized file formats are PDF, JPG and TIF.
- 6) When needed, update the file name.
- 7) Select the document type.
- 8) When needed, enter some description.
- 9) When applicable, check the “internal-only”¹ checkbox.
- 10) Press “Save”.
- 11) The App confirms that the document was added and add the document to the list of available documents.

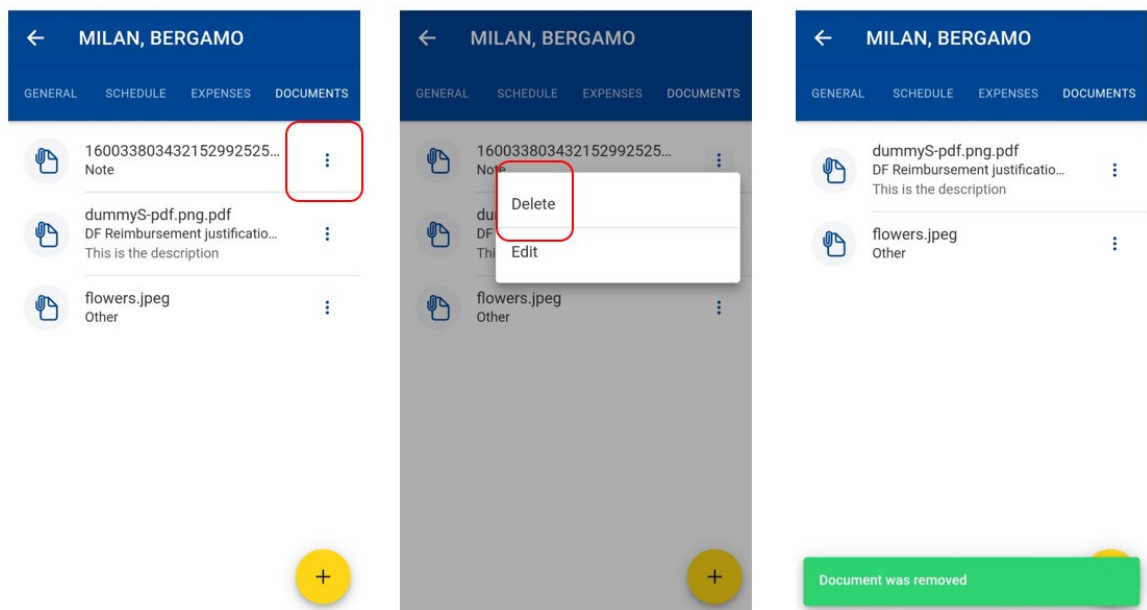
¹ **For internal use only:** The document can be consulted by the members of the visa chain only. By clicking yes, the downloaded documents will not be visible by the PMO but only by the persons having access to your mission (mission performer, hierarchical supervisor, authorising officer ...)



9.5. Remove mission documents


To remove a document, follow the steps:

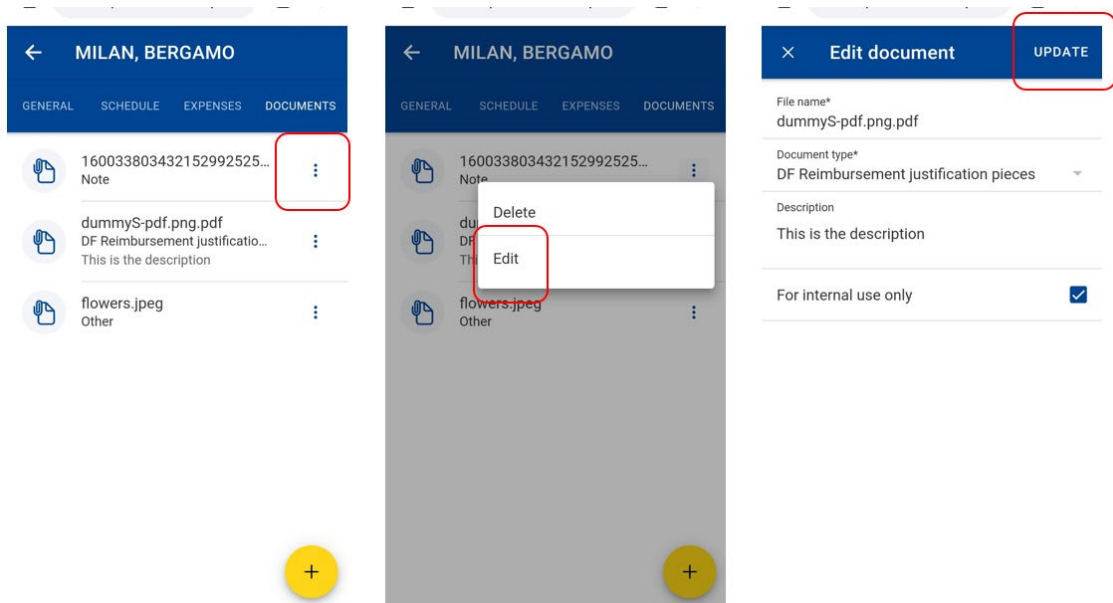
- 1) Select “My missions” from the home page.
- 2) Select the mission.
- 3) Select the “Documents” tab.
- 4) Click on the  icon next to the document to delete and select “Delete”.
- 5) The App deletes the document and confirms the operation.



9.6. Edit mission documents


To edit a document, follow the steps:

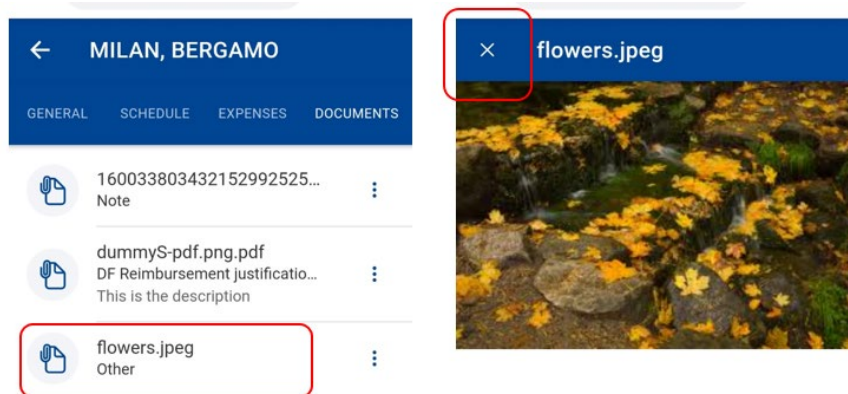
- 1) Select “My missions” from the home page.
- 2) Select the mission.
- 3) Select the “Documents” tab.
- 4) Click on the  icon next to the document to edit and select “Edit”.
- 5) When needed, update the file name, document type, description and “for internal use only” flag.
- 6) Press “Save”
- 7) The App updates the document metadata and confirms the operation.



9.7. View mission documents

To view a document, follow the steps:

- 1) Select “My missions” from the home page.
- 2) Select the mission.
- 3) Select the “Documents” tab.
- 4) Select on the document to display.
- 5) The App opens the document in a preview window.
- 6) Close the preview window by clicking on the  icon or on the BACK key.

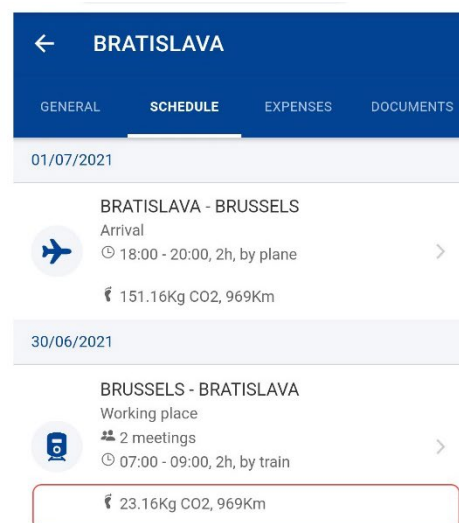


9.8. Go Green

As a part of the greening initiative of the European Commission, the total carbon footprint of the mission will be displayed in your mission details. The carbon footprint is calculated automatically based on the input data: distance to destination, transportation type, etc

You can see the carbon footprint in the mission's details and also broken down for each travel segment.


- 1) Select "My missions" from the home page.
- 2) Go to Mission details.
- 3) Carbon footprint, for the complete mission, is displayed under Go Green paragraph (left below).
- 4) Go to Mission Schedule.
- 5) Carbon footprint for the travel segment is displayed under each travel segment (right below).



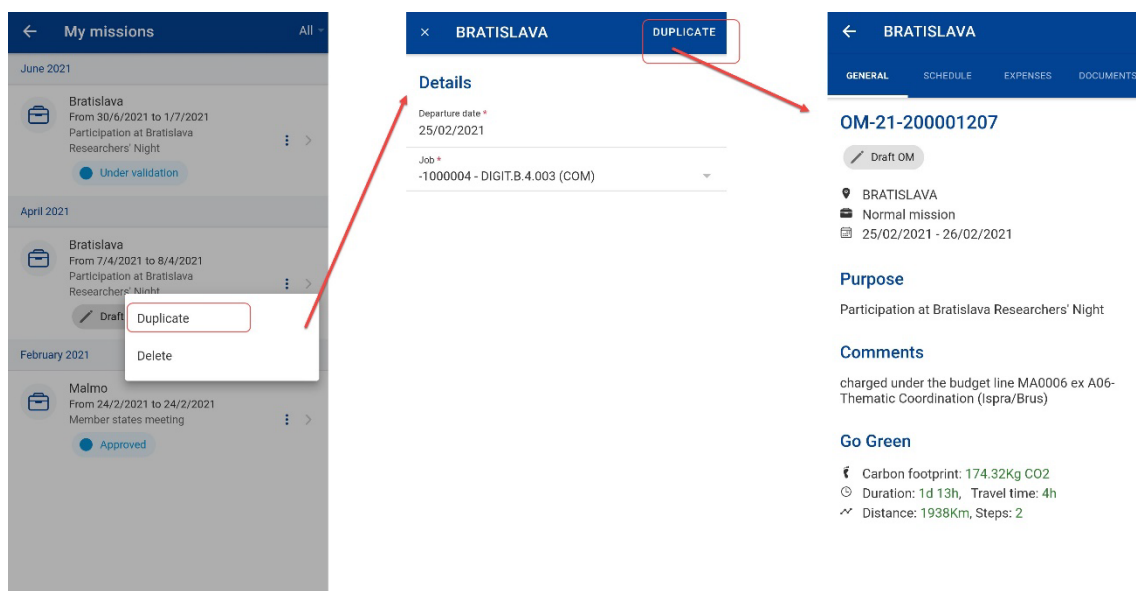
9.9. Duplicate a mission

A mission can be duplicated in any status or type (OM, DF, DL).

- 1) Select "My missions" from the home page.


- 2) System displays your list of missions.
- 3) Select a mission and click on the  icon.
- 4) Choose Duplicate from the list of possible actions.
- 5) Select a new departure date and select a job for mission.
- 6) Click on Duplicate button on top right.
- 7) System displays the details of the new duplicated mission.

Note: You are not able to modify any details in the newly duplicated mission on the mobile application. You will need to go to the MIPS desktop application should you want to further modify your duplicated mission.



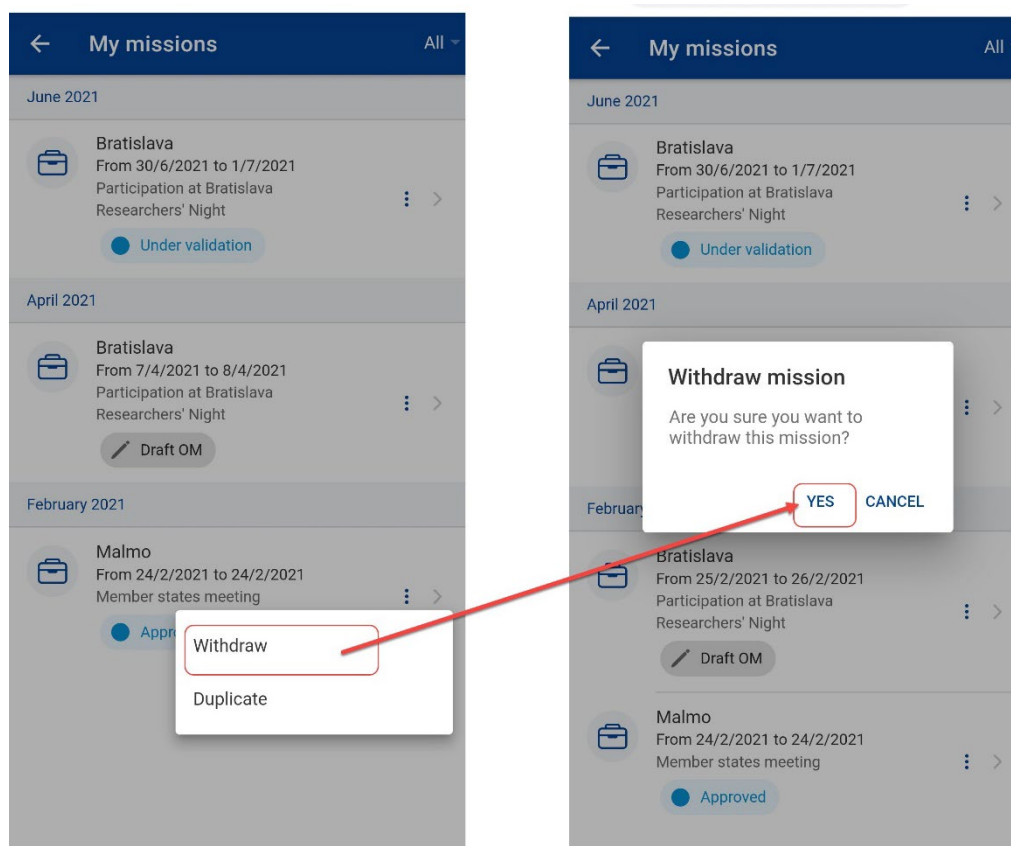
9.10. Withdraw a mission

You can only withdraw a mission that has been previously approved.


- 1) Select “My missions” from the home page.
- 2) System displays your list of missions.
- 3) Select a mission and click on the  icon.
- 4) Choose Withdraw from the list of possible actions – if Withdraw option does not appear, your mission is not in the correct status (Approved).
- 5) System asks your confirmation.

- 6) If you click Yes, system shows a confirmation of the withdrawal and changes the status of the mission to Draft (DF)/Cancelled.

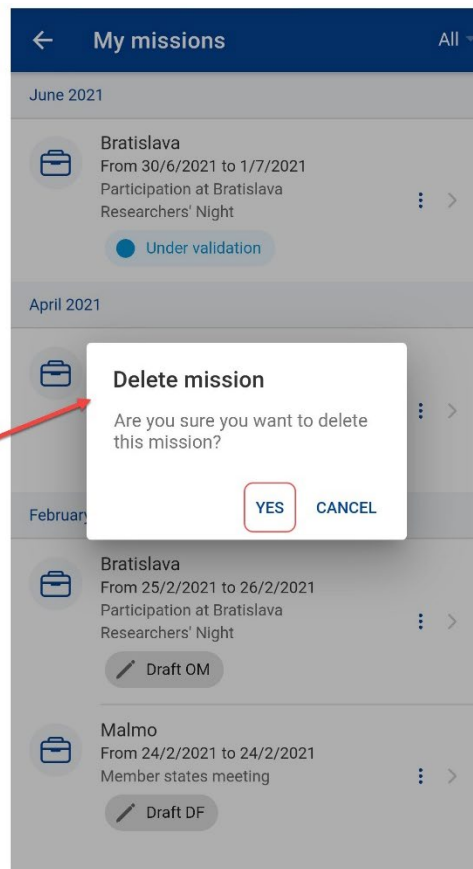
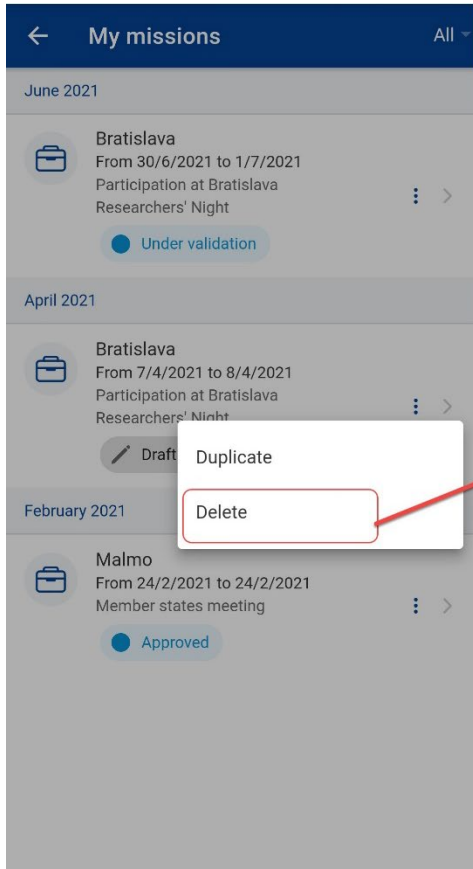
Note: It remains possible to insert cancellation fees if necessary, but only on the desktop application.



9.11. Delete a mission

- 1) Select "My missions" from the home page.
- 2) System displays your list of missions.
- 3) Select a mission and click on the  icon.
- 4) Choose Delete from the list of possible actions - if the Delete option is not available, the mission is in a status that does not allow you to delete it.
- 5) System asks your confirmation.
- 6) If you click Yes, system shows a confirmation of the delete action and the mission no longer appears in your missions list.

Note: A mission can only be deleted when it is in Draft status.

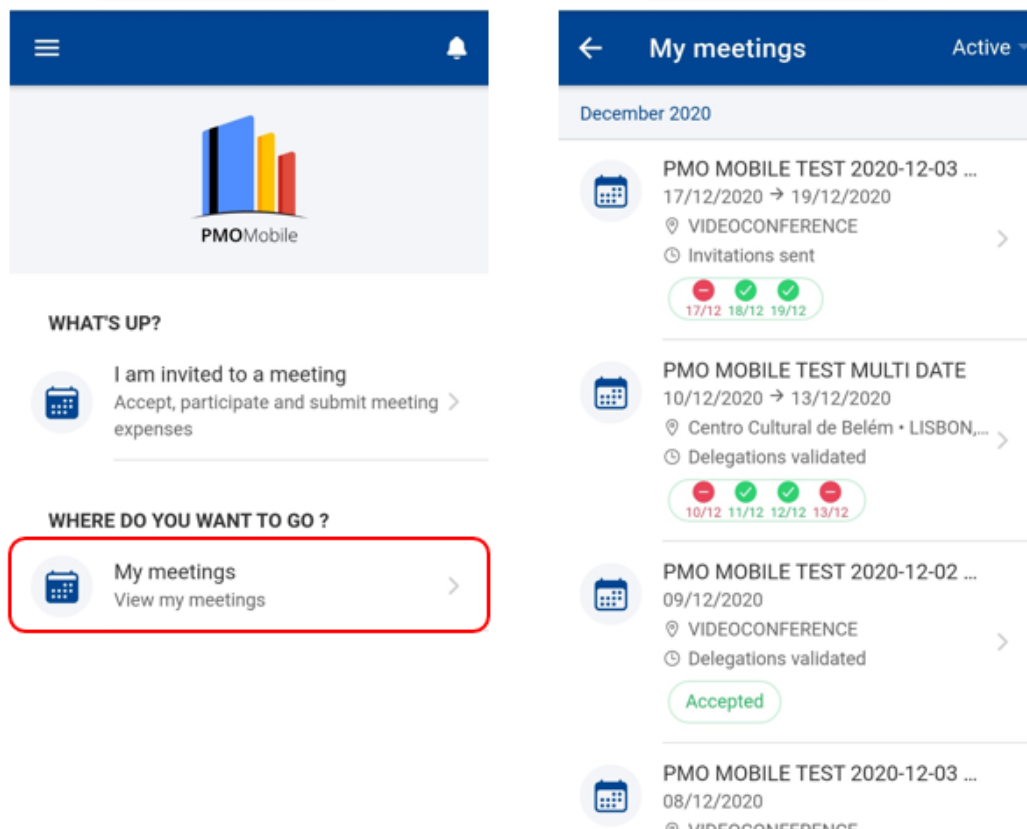


10. MEETINGS (AGM)

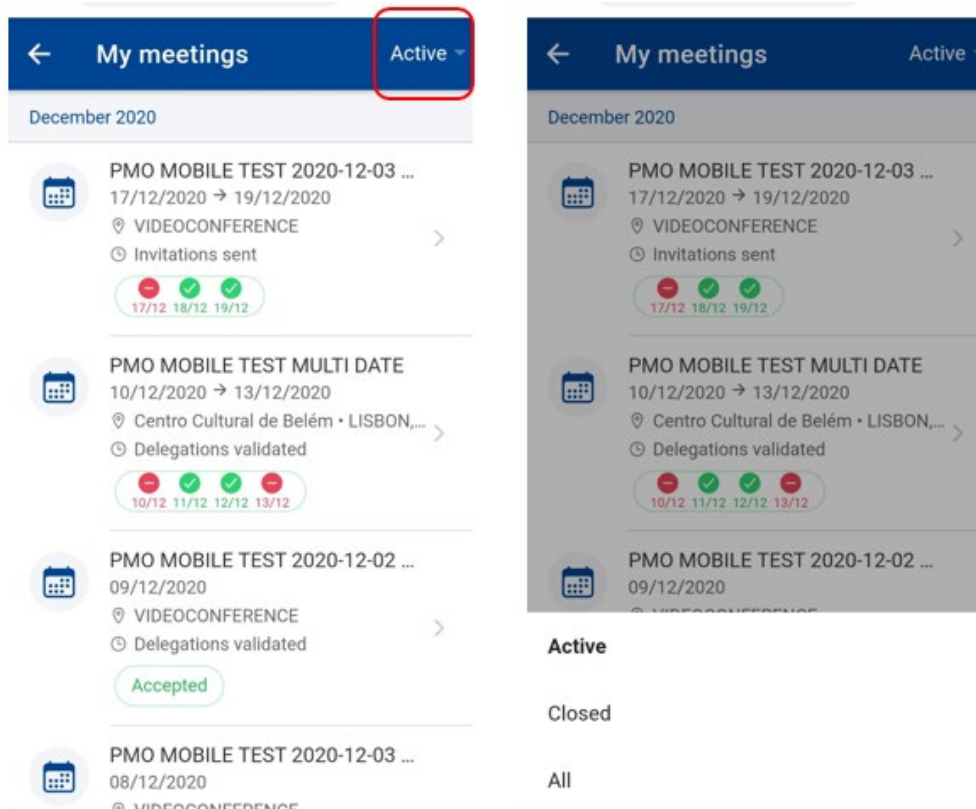
10.1. View meeting list

You may view the list of meetings you have been invited to by selecting “My meetings” on the home page.

For each meeting, the App displays the title, start and end dates, address (venue), country, meeting status and whether the meeting has been accepted, rejected or pending decision.



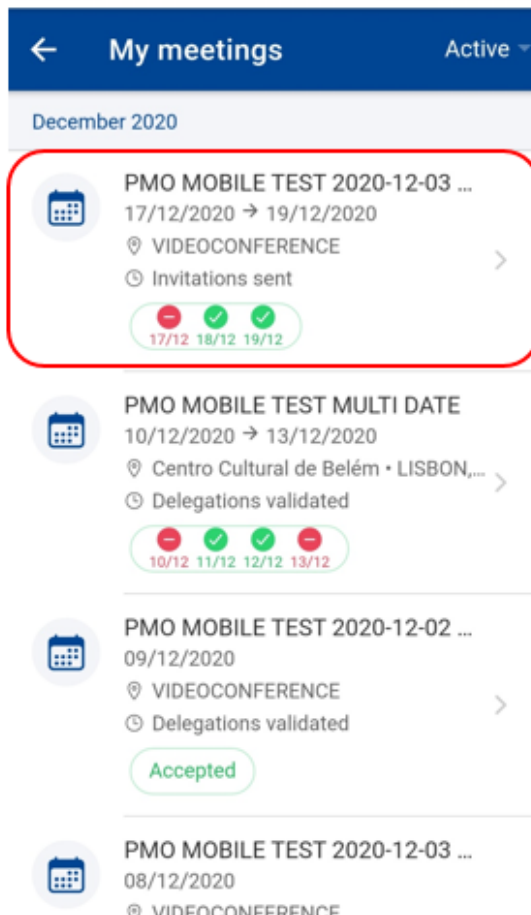
You may view all meetings or only the active or closed meetings. To do so, select the filter option as follows:



10.2. View meeting details

You may view the details of a meeting by selecting the meeting from the meetings list. The PMO Mobile App displays the following details:

- The meeting status, meeting title, start and end dates, address (venue) and country,
- The invitation attachments. To view/download an attachment, click on the attachment.
- The invitation content.



Select the “Participants” tab to view the participants list, under the same member, and dates for which they accepted/rejected the meeting.

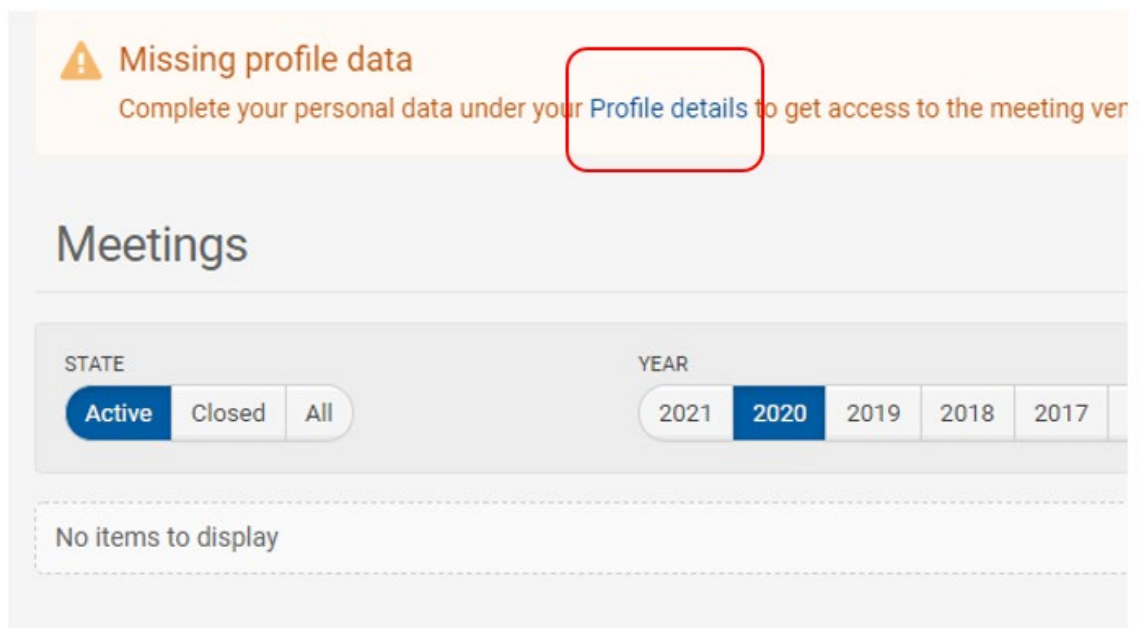
Select the “Correspondents” tab to view the list of correspondents and watchers, under the same member.



10.3. Accept/Reject meeting invitation

When receiving for the first time an invitation to a meeting, you must activate your profile in the AGM front-office application. This can only be done on the desktop application, not on PMO Mobile.

Desktop application link: <https://webgate.ec.europa.eu/tools/agm/fo>

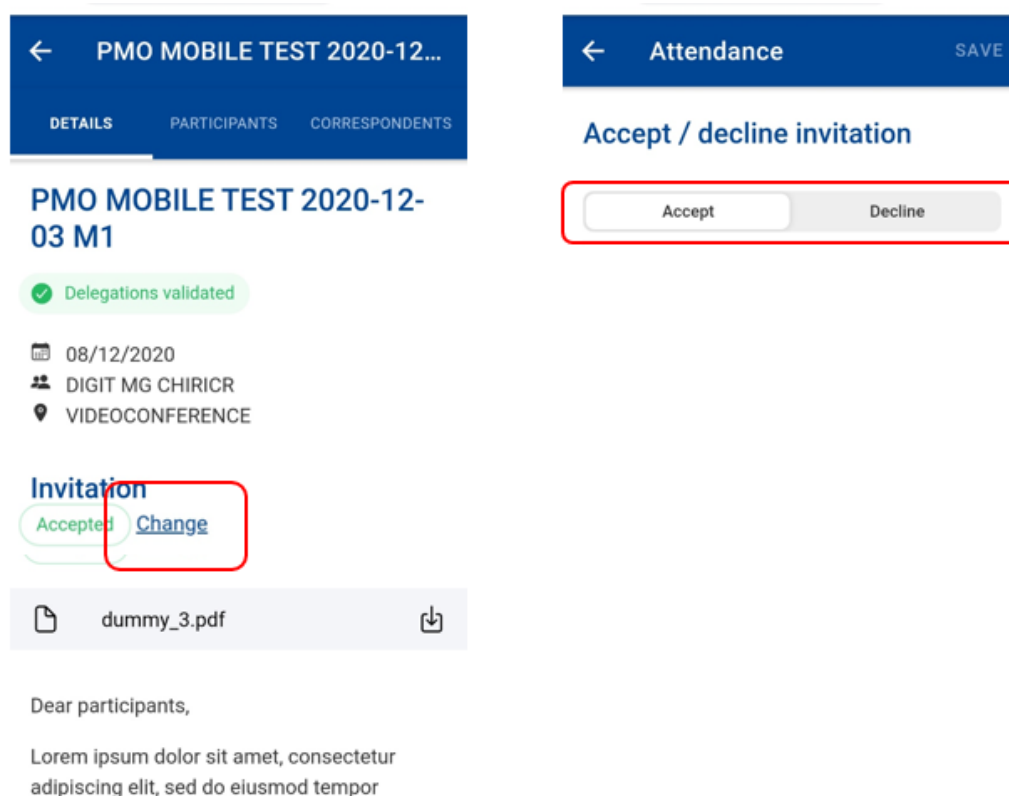


Once the profile details are completed, meetings to which you were invited are displayed in PMO Mobile and can be accepted or declined from the meeting details page.

To accept/reject a meeting in PMO Mobile, follow the steps:

- (1) Select “My meetings” from the home page.
- (2) Select the meeting from the list of meetings.
- (3) In the “Details” tab and click on the “Change” link.
- (4) The App displays either the one-day or the multi-days meeting invitation
- (5) Select accept/decline. In multi-days meetings, if you accepted the meeting, you may select the days you are going to attend.
- (6) Press “Save”.

One-day meeting invitation:



Multi-day meeting invitation:

← PMO MOBILE TEST 2020-12...

DETAILS PARTICIPANTS CORRESPONDENTS

PMO MOBILE TEST 2020-12-03 M2

✓ Invitations sent

17/12/2020 → 19/12/2020
DIGIT MG CHIRICR
VIDEOCONFERENCE

Invitation

17/12 18/12 19/12 [Change](#)

dummy_4.pdf

Dear participants,

With an area of 505,990 km2 (195,360 sq mi), Spain is the largest country in Southern

← Attendance SAVE

Accept / decline invitation

Accept Decline

Select the dates

| | |
|--------------|-------------------------------------|
| Dec 17, 2020 | <input type="checkbox"/> |
| Dec 18, 2020 | <input checked="" type="checkbox"/> |
| Dec 19, 2020 | <input checked="" type="checkbox"/> |

11. TROUBLESHOOTING

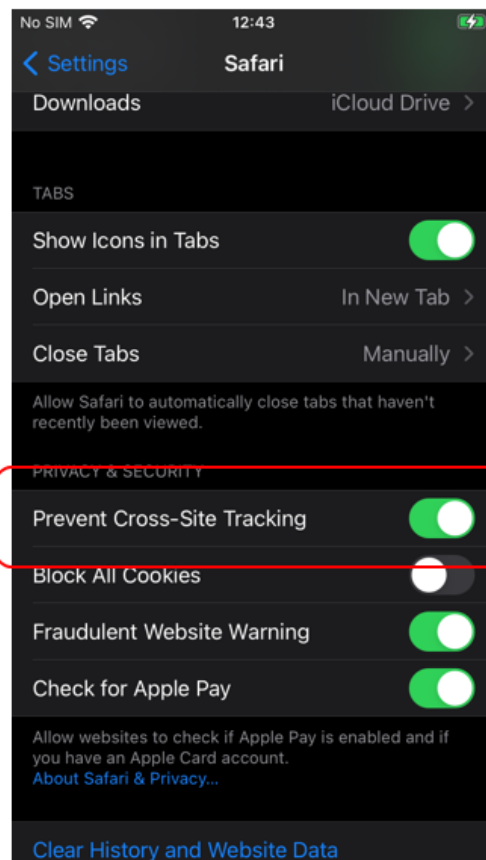
11.1. Client Failure Limit Exceeded

Problem:

When loading PMO Mobile, iPhones upgraded to iOS version 14 may enter a loop between EU Login and PMO Mobile (screen switching back and forth between both screens). After a while, EU Login will stop and show a message like “Client Failure Limit Exceeded”.

Solution:

You go to iPhone's settings for Safari, then scroll down to find the “Prevent Cross-Site Tracking” option. If this setting is set to ON (as in the screenshot below), switch it to OFF.



Switch to OFF