



Post-activity access to European Commission digital services

For the attention of Members of the European Parliament leaving the Institution as a result of the 2024 European Elections.

July 2024

PMO

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Introduction

Audience

This access guide is intended for **Members of the European Parliament (MEP) leaving the Institution** as a result of the 2024 European Elections.

Objective

The objective of this guide is to provide you with the required information for the **actions to take before and after your departure** from the European Parliament (EP) to access European Commission (EC) digital services with an **external EU Login account** linked to your private email address, as of your first day of post-activity.

You may access EC digital services using your **corporate account until October 15, 2024**. From **October 16, 2024, access will be possible only with your external EU Login account**.

Important

- If you **have previously created an external EU Login account** yourself with the private email address you intend to use as a former MEP, you also have to perform the below instructions to keep access to EC digital services.
- Completing the process **in the indicated time frame**, including the steps to be performed prior to your departure, is **essential** for your smooth transition from an active Member to a post-active one.
- Not completing each stage of the process, or completing it at a later date, may deprive you of continuous access to EC digital services.

Necessary tools

To complete the process successfully, we recommend you have:

- Computer with internet access
- Private mobile phone number
- Valid private email address
- Your Personal ID number.

What to do before you leave the EP OR if you still have access to your corporate account?

Introduction

Audience

The following instructions apply if you meet all the following criteria:

- You are a current OR former Member of the European Parliament and **access EU online services (EU Login)** with an account created for you with a **corporate email address of the EP**, such as firstname.lastname@europarl.europa.eu. This is your **corporate EU Login account**.
- Your **mandate ended on 16 July 2024**. You have therefore left the EP.
- You want to prepare your departure in terms of EU Login account to keep access to EC digital services - mainly JSIS Online.

Objective

The objectives of the below instructions are to:

- **Register a private email address and phone number** you intend to use once no longer in active service.
- **Activate an external EU Login account** with your private email address you intend to use as a former MEP.

Instructions

1. By 31 August 2024, update your private contact information by filling in the A22 Contact details form

1. Download the [A22 Contact details form](#) from the EP intranet.
2. Fill it in indicating the **private email address and phone number** you intend to use once no longer in mandate.
3. Email your filled in and signed form to MEP's Portal: meps.portal@ep.europa.eu, with the subject line: **JSIS external access**.

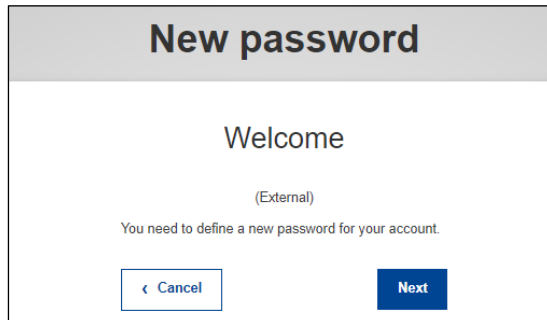
2. When you receive a notification, activate and start using your external EU Login account

Note Notifications will be sent out to your private email address from the following email address: PMO-IT-APPLICATIONS@ec.europa.eu. Please check your spam folder regularly not to miss the notifications.

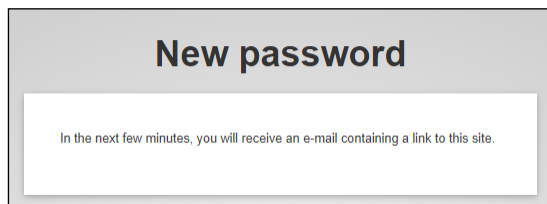
- a) If you have received a notification to **activate your external EU Login account** in your private mailbox:
 1. Open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.
 2. Enter your **private email address** and click on **Next**.

Read more'. At the bottom left is a globe icon, and to its right is a blue link 'Sign in with your eID'." data-bbox="233 190 599 447"/>

3. On the **New password** page, click on **Next**.



Note As indicated in the window below, you will receive an email in your private mailbox.



4. Go to your **private mailbox**.
5. Open the email sent to you by EU Login services and click on the **link** in the email.

Notes

- The link is **only valid for 1 day**. Upon its expiry, follow the instructions in the email.
 - Check your spam folder to ensure you do not miss this email.
6. Create your **password** following the displayed instructions and click on **Submit**.

New password

Please choose your new password.

(External)

New password

Confirm new password

Submit

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !"#%&'()*+,-./:;<=>?@[|^_`{}~

Examples: uRBAfPLob* QpeVck9BNA XMgBlCn3tT

7. Sign in with your **private email address** and **newly created password**.

Sign in to continue

Welcome


(External)


[Sign in with a different e-mail address?](#)

Password

[Lost your password?](#)

Choose your verification method

 **Password**
Authenticate to EU Login with only your password.



Sign in

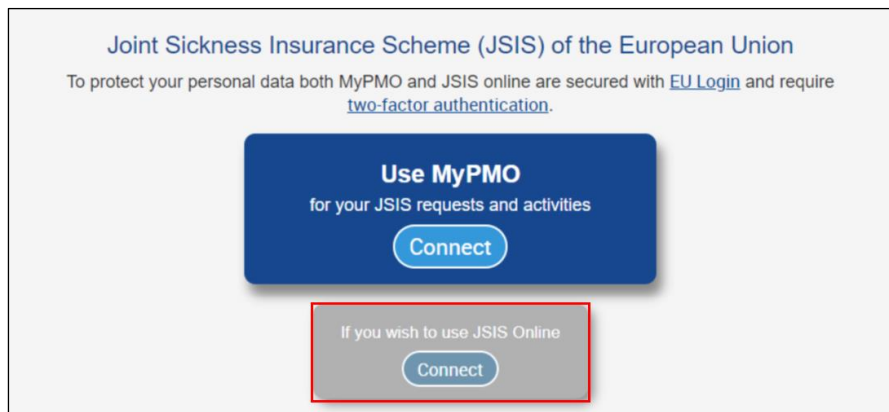
Notes

-
- Your external EU Login account is now activated.
 - You will receive a notification to start using your external EU Login account in due course.

b) If you have received a notification **to start using your external EU Login account** in your private mailbox, your external account is ready, and you can access EC digital services.

To verify that you have access to EC digital services with your **external EU Login account**:

1. Go to **JSIS Online**: <https://webgate.ec.europa.eu/RCAM>.
2. Click on **Connect** below **If you wish to use JSIS online**.



3. Enter your **private email address** and click on **Next**.
4. Enter your **password**, choose your **2nd verification method** from the dropdown menu, and click on **Sign in**.

RCAM online requires you to authenticate

Sign in to continue

Welcome


(External)

[Sign in with a different e-mail address?](#)

Password

[Lost your password?](#)

Choose your verification method



EU Login Mobile App PIN Code
Use your registered EU Login Mobile app to verify your identity.

[Sign in](#)

Notes If you haven't configured a 2nd verification method for your external EU Login account, you will be prompted to define one via **My Account**. More information in the [EU Login tutorial](#) or in this [video](#).

Important In choosing your preferred method, consider the following:

- The **EU Login Mobile app** option, if you are used to mobile applications and aren't currently using this option for another EU Login account.

If you have already configured the EU Login Mobile app as 2nd verification method for another EU Login account, you need to choose a different verification method.

- The **Mobile phone + SMS** option, if you prefer to receive an SMS each time you connect. To use this method, you need to register your private phone number in My Account.

Please note that in some countries, you might not receive the SMS or might experience disruptions to your mobile network service; it is therefore advised to use other verification methods.

RCAM online requires you to authenticate

Sign in to continue

Welcome

(External)

[Sign in with a different e-mail address?](#)

Password

.....

[Lost your password?](#)

Choose your verification method

Mobile Phone + SMS

Send a text message to a registered mobile phone number for a multi-factor authentication.

✓

Mobile phone

.....

International format including country code, e.g. for Belgium: +32 123 45 67 89

Sign in

5. Follow the displayed instructions to authenticate with **2nd verification method** and click on **Sign in**.

Note Once the below window appears, you are connected to JSIS.

European Commission | JSIS | Personnel number: | Settlement Office: | user id: | Sign out

MY DATA | MY FILES | MY REQUESTS | CREATE A REQUEST | SEARCH | MY PREFERENCES

Joint Sickness Insurance Scheme

3. If you haven't received a notification by mid-September

Depending on when you sent in your filled in A22 Contact details form, you may be notified in your private mailbox **close to or even after the end of your mandate**. This may result in temporarily losing access to EC digital services with your external EU Login account due to the time it takes to process your data.

1. Check if the notification got redirected to your **spam folder**. If yes, follow the instructions embedded.
2. If not, open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.
3. Enter your **private email address** and click on **Next**.
 - a. If you are prompted to **create a password**, follow the instructions to [Activate your account](#) (section 2.a of this guide) and [Start using your account](#) (section 2.b of this guide).

Note From your first day of post-activity, refer to [What to do once you have left the EP](#) to learn how to access EC digital services.

- b. If you are prompted to **Create an account**, follow the instructions [In any other situations](#) section of the guide.

What to do once you have left the EP?

If you had activated your external EU Login account as instructed

Introduction

Audience

The following instructions apply if you meet all the following criteria:

- You are a **former MEP** who has left the EP as a result of the 2024 European Elections.
- You had **successfully activated your external EU Login account** which you intend to use as a former MEP, as described in this [section](#).
- You want to access EC digital services.

Objective

The objective of the below instructions is to help you connect to EC digital services with your **external EU Login account** as of your first day of post-activity.

Instructions

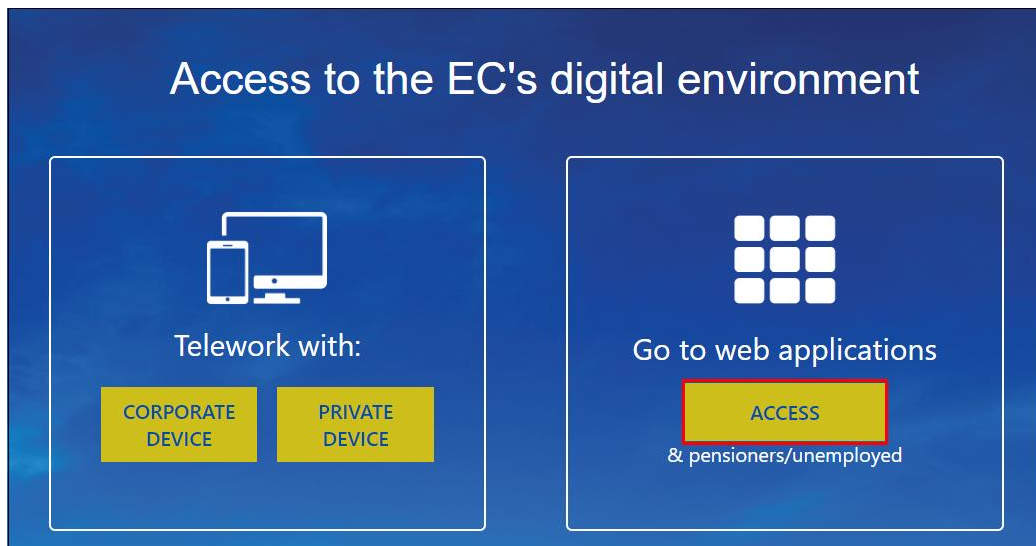
1. Connect to your external EU Login account

1. Open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.
2. Enter your **private email address** and click on **Next**.
3. Enter your **password** and click on **Sign in**.

Note You are now connected to EU Login.

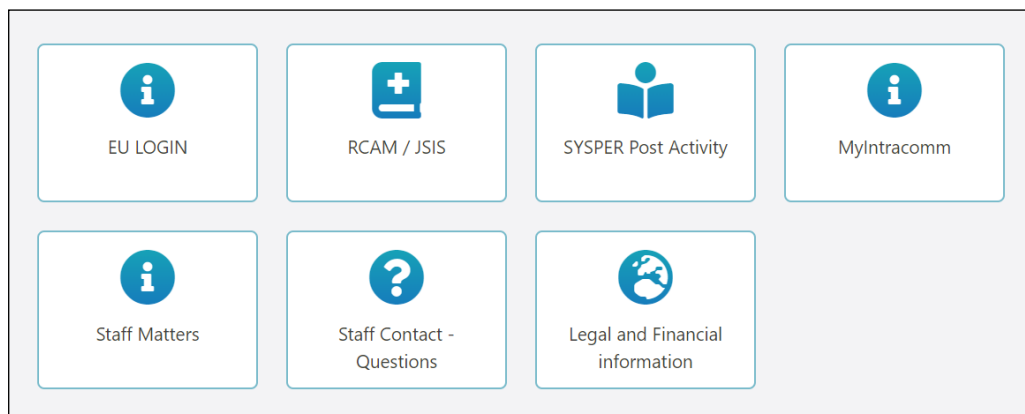
2. Connect to EC digital services

1. Go to **My Remote**: <https://myremote.ec.europa.eu/>.
2. Click on **Access** under **Go to web applications**.



3. Choose your **2nd verification method**, follow the displayed instructions to authenticate and click on **Sign in**.

Note Once below window appears, you are connected to My Remote.



4. Click on the icon of the EC digital service you want to access.

Note You are now connected to the selected EC digital service.

In any other situations

Introduction

Audience

The following instructions apply if you meet all the following criteria:

- You are a **former MEP** who has left the EP as a result of the 2024 European Elections.
- You **have not shared your private contact details** using the A22 Contact details form.
- You want to access EC digital services.

Objective

The objective of the below instructions is to help you:

- Create an **external EU Login account**.
- Identify your external EU Login account as that of a former MEP.
- Connect to EC digital services with your external EU Login account.

Instructions

1. Create an external EU Login account

1. Open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.

2. Click on **Create an account**.

Read more'. At the bottom left, there is a green square icon with a white globe, followed by the text 'Sign in with your eID'."/>


Sign in to continue

Enter your e-mail address or unique identifier

[Create an account](#) **Next >**

Or

If you do not wish to create an EU Login account, you can sign in by using one of the following third-party sign-in options ("Sign-in Service"). [Read more](#)

 [Sign in with your eID](#)

3. Follow the displayed instructions to configure your account using your **private email address** and click on **Create an account**.

privacy statement'. At the bottom, there are two buttons: a blue button labeled 'Create an account' and a grey button labeled 'Cancel'."/>

Create an account

[Help for external users](#)

First name

Last name

E-mail

Confirm e-mail

E-mail language

English (en) ▼

By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Create an account Cancel

4. Go to your **private mailbox**.
5. Open the **email** you have just received and click on the **link** to confirm the creation of your external EU Login account.

Notes

- Check your **spam folder** to ensure you do not miss this email.

-
- The link is **only valid for 1 day**. Upon its expiry, follow the instructions in the email.
6. On the EU Login page, follow the displayed instructions to create your **password** and click on **Submit**.

New password

Please choose your new password.

(External)

New password

Confirm new password

Submit

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !"#%&'()*+,-./:;<=>?@[\\`_{}~

Examples: uRBAfPLob* QpeVck9BNA XMgBI(Cn3tT

[\[Generate other sample passwords\]](#)

Note Your external EU Login account has been created.

2. Choose 2nd verification method for the external EU Login account

1. Open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.
2. Sign in with your **private email address** and click on **Next**.


Sign in to continue

Enter your e-mail address or unique identifier

[Create an account](#) **Next >**

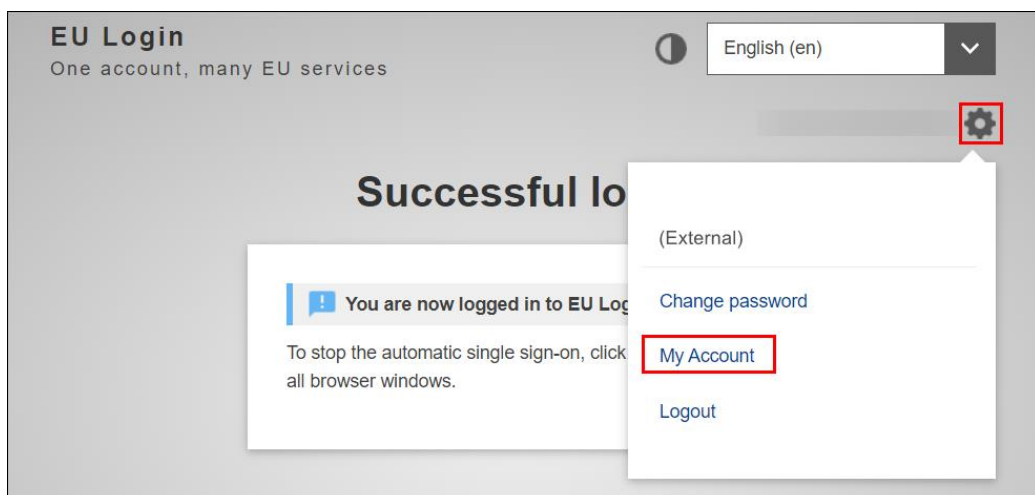
Or

If you do not wish to create an EU Login account, you can sign in by using one of the following third-party sign-in options ("Sign-in Service"). [Read more](#)

 [Sign in with your eID](#)

3. Enter your **newly created password** and select **Sign in**.

4. Click on the **cogwheel icon** and select **My Account**.



5. Choose and configure your **2nd verification method** by following this [video](#) or the [EU Login guide](#).

Important In choosing your preferred method, consider the following:

- The **EU Login Mobile app** option, if you are used to mobile applications and aren't currently using this option for another EU Login account.

If you have already configured the EU Login Mobile app as 2nd verification method for another EU Login account, you need to choose another verification method.

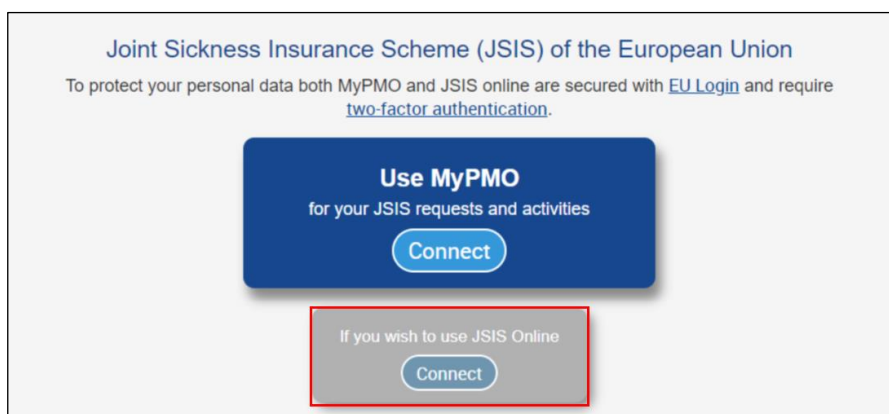
-
- The **Mobile phone + SMS** option, if you prefer to receive an SMS each time you connect to EC digital services. To use this method, you need to register your private phone number in My Account.

Please note that in some countries, you might not receive the SMS or might experience disruptions to your mobile network services; it is therefore advised to use other verification methods.

3. Request access to EC digital services

Note The procedure is currently undergoing an upgrade and as a result, some of the wording may differ from what is shown in the guide. The steps remain the same.

1. Go to **JSIS Online**: <https://webgate.ec.europa.eu/RCAM>.
2. Click on **Connect** below **If you wish to use JSIS Online**:



3. Follow the displayed instructions to authenticate with **your 2nd verification method** and click on **Sign in**.
4. Fill in the fields of the **Submit a request for access** form with the required private and corporate information.

- **Personnel number**

Note This is your **Personal ID number**, which can be found in the top left corner of your salary or pension pay slip, or on the transitional allowance establishment document.

It is a 6-digit number starting with number 3.

In case you cannot find your Personal ID number, please contact the Members' Salaries and Social Entitlements' Unit at dgfins-fraismedmep@europarl.europa.eu.

- **Personnel number (validation)**

Note This field verifies there is no error in the previous field.

European Commission

Access to European Commission's digital services for post-active members of EU Institutions

Submit a request for access by completing below information and selecting "Submit".

Personnel number

Personnel number (validation)

Family name

First name

Birth date (DD/MM/YYYY)

Submit

5. Click on **Submit**.

European Commission

Access to European Commission's digital services for post-active members of EU Institutions

We acknowledge reception of your request. Once validated, you will receive a validation code by email and SMS. This may take up to 3 working days.

Note The above message confirms reception of your request by PMO.

6. Click on **Sign out** and confirm by clicking on **Log me out**.

European Commission | JSIS

Personnel number : | Settlement Office : | user id :

Sign out

MY DATA MY FILES MY REQUESTS CREATE A REQUEST SEARCH MY PREFERENCES

4. Validate your access to EC digital services

Once you have received the email in your private mailbox and/or the SMS with the **validation code**, activate your access to EC digital services.

Important Upon receipt of the validation code, you have 6 months to activate your access to EC digital services for post-active members of EU Institutions. Upon its expiry, you will have to repeat the previous steps.

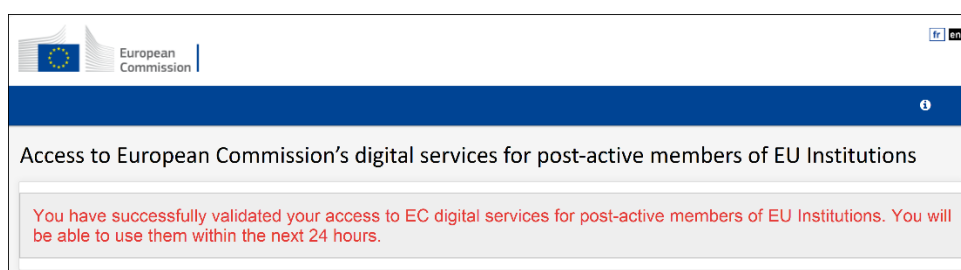
1. Go to **JSIS Online**: <https://webgate.ec.europa.eu/RCAM>.
2. Click on **Connect** below **If you wish to use JSIS Online**.



3. Follow the displayed instructions to authenticate with **2nd verification method** and click on **Sign in**.
4. Once logged into JSIS Online, enter the **validation code** you have received via email and/or SMS and click on **Submit**.

Notes

- You only need to enter the validation code once to have your access granted.
- Caution: you **have only 5 attempts** to enter it correctly.
- The message below confirms the code's successful validation.



5. After 24 hours, connect to your external EU Login account

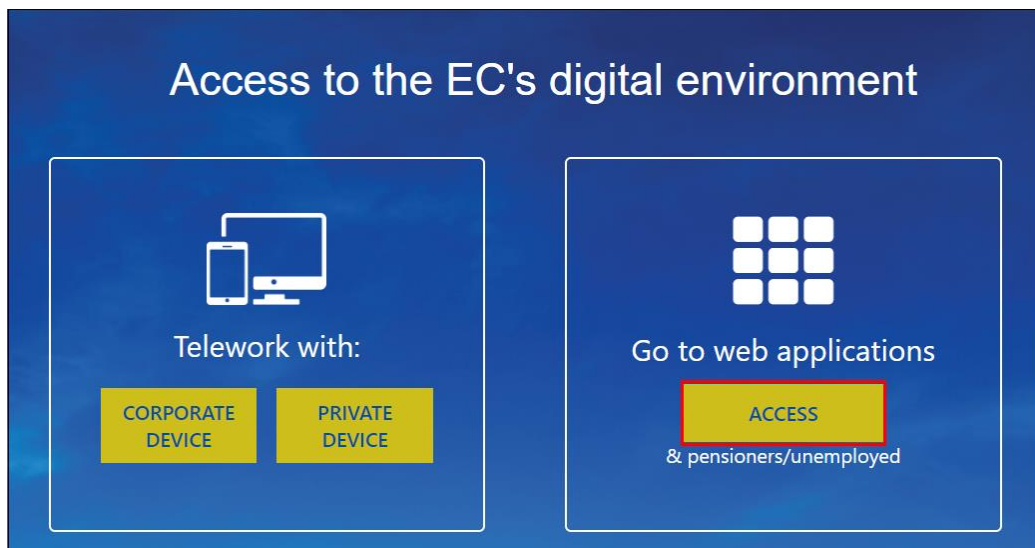
1. Open the **EU Login page**: <https://webgate.ec.europa.eu/cas/login>.

2. Enter your **private email address** and click on **Next**.
3. Enter your **password** and click on **Sign in**.

Note You are now connected to your external EU Login account.

6. Connect to EC digital services

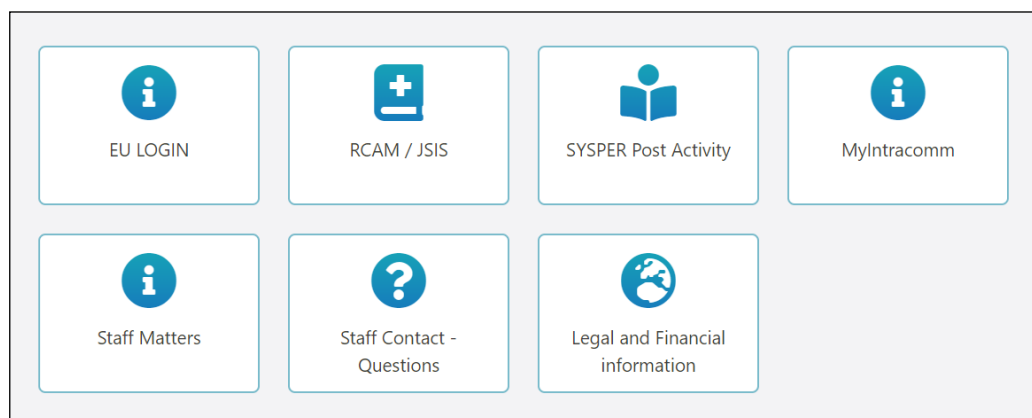
1. Go to **My Remote**: <https://myremote.ec.europa.eu/>.
2. Below **Go to web applications**, click on **Access**.



3. Follow the displayed instructions to authenticate with **your 2nd verification method** and click on **Sign in**.

Note Once the below window appears, you are connected to My Remote.

4. Click on the icon of the EC digital service you want to access.



Note You are now connected to the selected EC digital service.

Questions regarding the status of your access to EC digital services

- If you still **have access to your corporate EU Login account**, please contact the **EP**.
- If you **no longer have access to your corporate EU Login account**, please contact the Paymaster Office (PMO) of the European Commission (see below for contact details).

About EP points of contact

Should you encounter any technical issues while you still have access to your corporate account, please contact e-MEP:

- by phone: internally on 83800, or externally on +32 228 43800
- by email: e-mep@europarl.europa.eu

Should you have any other questions, please contact MEPs' Portal:

- by phone: internally on 44422; externally, if you are calling from France during sessions, on +33 3 881 64422, or if you are calling from anywhere else, on +32 228 44422
- by email: meps.portal@ep.europa.eu

About EU Login

EU Login authentication gives you access to a wide range of European Commission digital services, including JSIS or Sysper, among others.

Every time you want to use a service that requires EU Login authentication, you will be automatically transferred to the EU Login page, where you will be asked to enter your email address and password, or complete multi-factor (email address + password + 2nd verification method) authentication.

To know more about EU Login, visit [European Union – Trusted Digital Identity - EU Login user portal](#).

About EC digital services

Support for access to European Commission's digital services for post-active members of EU Institutions is managed by the Paymaster Office (PMO).

To know more about the PMO, visit [European Commission – PMO Service Guide](#).

Should you encounter any issues or have questions, please contact us:

- by phone: between 09:30 and 12:30 on +32 229 11111
- by email: PMO-IT-APPLICATIONS@ec.europa.eu