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PMO Mobile

FAQ

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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, claim reimbursement of medical expenses, request insurance certificates, declare medical absences, view missions, add mission documents, view your meeting details and much more - directly from your mobile phone

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

1.2. How can I access PMO Mobile?

The link to PMO Mobile is https://webgate.ec.europa.eu/PMOMOBILE (Case sensitive link).

The tool is also available in "EC on the Go" users (active EC staff and Agencies staff) at https://webgate.ec.europa.eu/cotg/home

1.3. Who can access PMO Mobile?

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).

1.4. How can I login to PMO Mobile?

PMO Mobile is accessible via EU Login with two-factor authentication, for instance: Password and Mobile phone + SMS.

More information related to EU Login and how to add a mobile device is available in the following page:
https://webgate.ec.europa.eu/cas/userdata/mobileApp/manageMyMobileDevices.cgi

1.5. How can I logout from PMO Mobile?

Click on the ≡ icon, then, on the top left of the page, click on "Sign out". Then "Log me out from EU Login".

1.6. Is there a Mobile App for PMO Mobile?

PMO Mobile is a web application and therefore is neither available in the Apple App or Google Play stores. However, you can create a shortcut on your device and use it as any other Mobile App.

1.7. Which browser can I use for PMO Mobile?

PMO Mobile is a mobile-first web application. The App works on recent versions of Chrome on Android and Safari on iOS. Please clear your phone's browser cache for the best experience.

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

1.8. How can I change the language?

To change the language, click on the ≡ icon and select the language in the settings.

1.9. View app details

To obtain information about the application version and improvements, click on the ≡ icon and select "About".

2. Notifications

2.1. How can I see a notification in the PMO Mobile app?

In PMO Mobile homepage click on the bell icon on the upper right-hand side of the screen. All the available notifications will then be displayed.

You will see the unread notifications in bold and when you click on them the notification text and attachments will be displayed.

2.2. How can I add additional info on my item request, when required?

From the notification that requires you to add more information you click on "Details" (upper right side). This redirects you to the request item where you can add additional information.

Note: If there is no "Details" button, this means that the functionality is not implemented in PMO Mobile. You will thus need to check the specific desktop application.

3. COVID-19

3.1. How can I report that I have tested positive for COVID-19?

You can no longer report your COVID-19 case from PMO Mobile directly. Please use the link provided in PMO Mobile to the new form in eHealth.

4. Insurance cards (JSIS)

4.1. How to 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." You will then see all of your family's insurance cards.

4.2. How can I check my family members' coverage?

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

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

JSIS Online: https://webgate.ec.europa.eu/RCAM

4.3. What should I do if I have other questions relating to coverage?

Consult JSIS Online first, then contact Staff Matters or the PMO.

JSIS Online: https://webgate.ec.europa.eu/RCAM

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

5. Insurance certificates (JSIS)

5.1. How do I request an insurance certificate?

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

Steps:

1) On the home page, click on "My insurance certificates" and then on the "+" sign (bottom right-hand side)

2) Select the beneficiary and choose the type of certificate. Depending on the certificate, additional information may be requested.

3) Click Send. The app will confirm that a new certificate was requested.

Certificates can take up to 30 minutes to be generated.

Users should regularly check the certificates page for the generated PDF.

6. Direct billings (JSIS)

6.1. How can I request a direct billing?

JSIS members can request a direct billing for any of the family members covered by JSIS insurance. Keep in mind that some types of direct billings are only available for the insurance owners.

Steps:

1) On the home page, select "Direct billings". System displays the list of Direct billings you've requested so far.

2) Click on the  icon to create a new request.

3) Select the beneficiary and choose billing type. The billing type depends on the beneficiary, pre-existing conditions, etc.

4) Navigate through the request form, using the "Next" and "Previous" buttons. Save the data, whenever necessary, and click on "Send" when you're done.

5) The new Direct billing is submitted to the JSIS back office.

6.2. Can I modify in the mobile app a Direct billing that I have started encoding in the JSIS desktop application?

As long as you haven't submitted your Direct billing request you can go back and forth between the JSIS desktop application and the PMO Mobile application to modify a Direct billing in Draft status.

However, once your request is submitted, you cannot modify it anymore in any application.

6.3. How do I know if my Direct billing was approved?

You can view the status of the Direct billing in your Direct billings list.

6.4. Are there any guidelines for requesting a direct billing?

Yes, the guidelines that apply are the same as for the JSIS desktop application and you can find them here:

https://myintracomm.ec.europa.eu/staff/EN/health/reimbursement/Pages/direct-billing.aspx

6.5. How can I add supplementary information to my Direct Billing request when required?

There are two ways to add supplementary information to a Direct Billing request in PMO Mobile:

a. From the notification that requires you to add more information, you click on "Details" (upper right-hand side). This redirects you to the Direct Billing item where you can add the information.

   Note: If there is no "Details" button, this means that the functionality is not implemented in PMO Mobile yet. You will thus need to check the desktop application.

b. In the Direct Billings items list, you can view the items with "Waiting for additional information" status, click on them and add the supplementary info required.

7. Accident Declaration (JSIS)

7.1. How can I view my Accident Declarations?

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

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 date and accident date, the category and the status are also displayed.

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

7.2. Who can create a new accident declaration?

The right to create an accident declaration depends on the date of the accident, whether a third party is involved and whether the beneficiary is covered for accident.

Only members can create accident declarations. When a 3rd party is involved, any beneficiary can create an accident declaration.

JSIS members working at the Parliament ('PE'), European Schools, and Court of Justice ('CJ') are excluded as those institutions have their own accident coverage.

Pensioners are only able to create a declaration if the accident happened when they were still in active service.

7.3. How can I create an 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 the accident date is older than 14 days, fill in the reason for the 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.

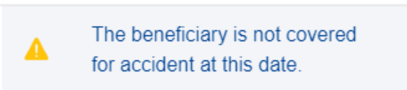
20) General conditions should be accepted, by switching on the toggle button right, in order to be able to submit the accident declaration.

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

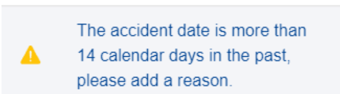
7.4. A member of my family does not appear in the list of beneficiaries. Why?

Only when there is a third party involved, other family members beneficiaries with sickness coverage, FULL or COMPL are allowed to create an accident declaration, when the conditions are not covered the following message is displayed:



7.5. Do I have a deadline to declare an accident?

A declaration can only be created for an accident that happened up to 18 months before. If the accident date is older than 14 working days, a reason for late declaration should be filled, in this case the following message is displayed:

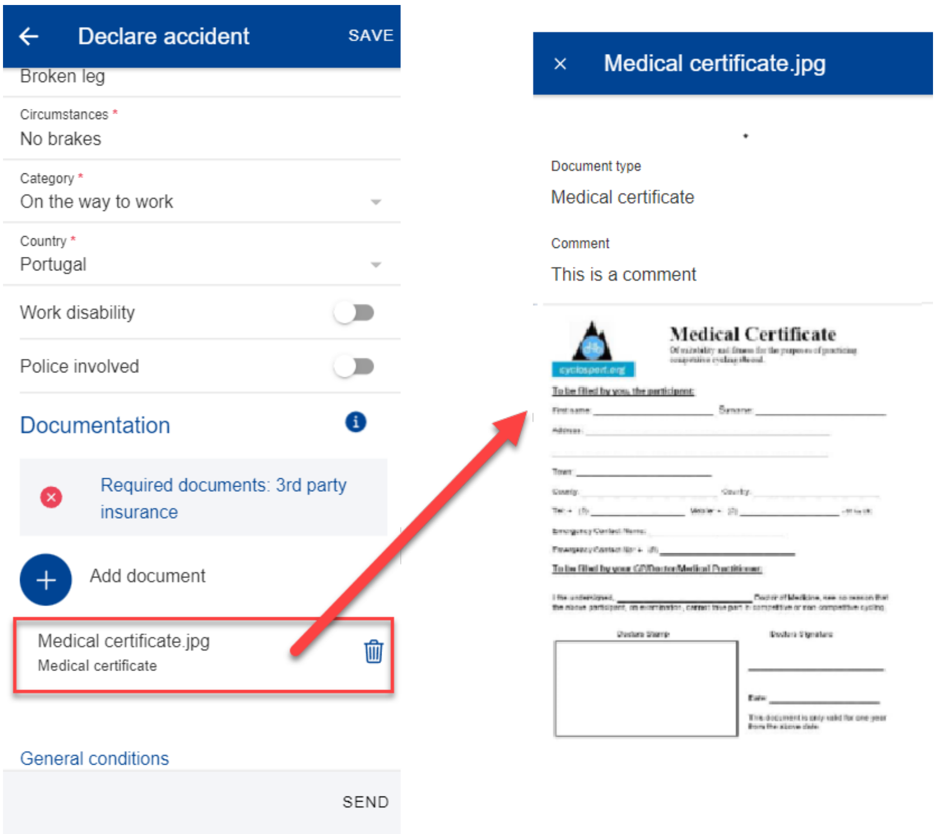


7.6. What type of documents are mandatory?

When the police is involved the Police report is mandatory; when there is a third party involved the 3rd party insurance is mandatory. The Medical certificate can be attached but is not mandatory.

7.7. Can I view an uploaded document and the details of it?

Yes. You just need to click on the document, and the details with the document preview will be displayed:



7.8. Can I edit the details of an uploaded document?

No, the details of a document are not editable. You need to delete it ( ) and upload it again.

7.9. Where I can get the medical certificate template?

Next to "Documentation" there is an , by clicking there the user will get the Medical Certificate – Initial Accident report template to download.

7.10. Can I save an accident declaration without all the data encoded?

Yes, no constraints are applied in this case. You can save the information encoded at any time. The declaration will stay in *draft* status and can be edited later.

7.11. Can I delete or Edit a submitted Accident declaration request?

It is not possible to edit or remove an already submitted accident declaration. Only a declaration in "*draft*" status may be edited or deleted, and only on the desktop application.

7.12. Will PMO be notified when my accident declaration has been submitted?

The declaration is automatically transferred to the Back Office where PMO Accident Officers will view and follow up on it.

7.13. Am I obliged to send the accident declaration from PMO Mobile?

No, you can follow the procedure available here.

8. Medical absences (JSIS)

8.1. How do I declare or view medical absences?

JSIS members can declare medical absences and view submitted ones.

Note: The user will only view those certificates that were submitted through the PMO Mobile application.

To view submitted absences, select "Medical absences". The App will display all medical absences sent so far.

To submit a new absence, follow these steps:

1) On the home page, select "Medical absences"

2) On the "Medical absences" page, click on "+" (on the bottom right-hand side).

3) Enter the Start and End dates of the medical absence. Specify whether it is AM or PM

4) Select the type of absence, whether sickness or accident

5) Click "Add document" to upload an existing file or "Scan document" to scan your medical certificate with your mobile phone. Multiple documents can be added.

6) Provide additional information, when relevant (during annual leave, medical part time..).

7) If necessary, you may add an additional comment

8) Click “Send” to submit your medical absence. The “Send” button will only be enabled when all mandatory fields are filled in. The app will then confirm that the medical certificate was sent

8.2. Can I remove or Edit an already submitted Medical absence request?

With this version of the tool, there is no possibility to edit or remove a medical absence, however you can follow the procedure available here:

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

8.3. Will my line manager be notified when my medical absence has been submitted?

No.

8.4. Am I obliged to send the medical absence from PMO Mobile?

No, you can follow the procedure available in Staff Matters Portal.

9. Reimbursement requests and account sheets (JSIS)

9.1. How can I request a reimbursement?

JSIS members can request a reimbursement for any of the family members covered by the JSIS insurance at the date of treatment.

Steps:

1) On the home page, select “Reimbursement requests”. System displays the list of reimbursements you’ve requested so far.

2) Click on the  icon to create a new request.

3) Navigate through the request form, using the “Next” and “Previous” buttons. Save the data, whenever necessary, and click on “Send” when you’re done

4) The new Reimbursement request is submitted to the JSIS back office

9.2. I am trying to add a new expense but the plus button doesn’t work anymore

This is the case if you have already added 5 expenses. Otherwise please contact PMO Mobile support.

9.3. A member of my family does not appear in the list of beneficiaries. Why?

The beneficiaries list is filtered based on the selected Treatment date. Only the beneficiaries covered by JSIS on that date will be displayed.

9.4. I cannot create a reimbursement request for a serious illness. Why?

You need a Decision reference for a serious illness no older than 18 months in order to create a request for serious illness. If such a decision does not appear in the Decision reference dropdown, you need to make a request for it.

If you know such a decision exists, please contact PMO directly.

9.5. My medicine does not appear in the dropdown list. What shall I do?

You can just type the name of your medicine and use it as such. The new medicine will be sent to the JSIS back office for examination.

9.6. I cannot change the currency when I add a new medicine

The currency for the medicine is coming from the Currency selected in the expense. The default currency is the one of the Country but you can still change that, if you provide a reason. If you need to add a medicine in another currency, you'll have to create a new expense.

9.7. Can I modify in the mobile app a Reimbursement request that I have started encoding in the JSIS desktop application?

Yes, you can switch between PMO Mobile and JSIS desktop application to encode your reimbursement requests.

9.8. My mobile is asking me to select a resolution for the photographed documents. Which one should I pick?

Always pick the High resolution or the Original when prompted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

9.9. I cannot move to the next step in the Reimbursement form. What's going on?

If you cannot move to the next step in the Reimbursement form please check the errors or the missing mandatory fields in the current step. You need to solve the existing issues before being able to click "Next".

9.10. Where can I see the amount that got reimbursed by the JSIS back office?

1) On the home page, select "Account sheets". System displays the list of account sheets grouped by month. You can group the account sheets by Scan reference number if click on the "Month/Year" dropdown in the upper right-hand corner and change the selection to "Scan" reference.

   Select an account sheet and download the Account sheet detailed PDF file to see all the details of your reimbursement per type of expense, etc.

9.11. How can I see the original reimbursement request associated with an account sheet?

Select the account sheet from the list, go to details and click on "Original request" at the bottom of the details screen. This will redirect you to the original reimbursement request.

9.12. How can I see the account sheets for a reimbursement request?

You can see the account sheets only for reimbursement requests that have been submitted to the back office and once the account sheets have been generated.

Select the reimbursement and click it to view the details. Click on the "Account sheets" tab in order to see the account sheets associated with the request. Note! The Account sheets tab appears only when there is at least one account sheet generated.

10. Missions (MiPS)

10.1. How can I view my missions and check the details?

You can view all missions and their details (schedule, expenses and documents) by following these steps:

1. Select "My missions" on the home page
2. Select the corresponding mission from the list

10.2. When can I add a document to my mission?

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

10.3. What kind of files can I upload to my mission folder?

The allowed file formats are: PDF, JPG and TIF.

10.4. When adding a document to my mission, what is the "internal-only" flag?

Documents to be uploaded may be flagged as "internal-only"" when those files contain sensitive information.

10.5. Can I withdraw from a mission?

Yes, you can go to your list of missions, select the mission you want to withdraw from, click on the context menu and choose "Withdraw". You can only withdraw from a mission that has been previously accepted.

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

Once you confirm the withdrawal, your mission's status is changed to "Draft DF" or "Cancelled".

10.6. Can I duplicate a mission?

Yes, you can go to your list of missions, select the mission you want to duplicate, click on the context menu and choose "Duplicate".

Please note that you can choose the new dates for your duplicated mission but you cannot modify all other details in the mobile application, for the moment. You will have to go to the MiPS desktop application if you want to edit other details.

10.7. Can I see the carbon footprint of my mission?

Yes, for each mission in your list, you can see the carbon footprint in the mission's details broken down for each travel segment.

10.8. How is the carbon footprint calculated?

The footprint is calculated based on standard emissions for a transportation type and the distance to be covered.

11. Expert meetings (AGM)

11.1. What are "expert meetings"?

Expert meetings bring together European Commission officers and experts from all around the world. These experts can be for example lawyers, doctors, or farmers who all contribute to the promotion of the general interest of European citizens by enforcing legislation.

11.2. Which functionalities are already available?

Currently, PMO Mobile offers limited functionalities such as viewing meeting details and accepting/declining meeting invitations. You would still need to access the AGM desktop version to activate your profile or submit expense claims.

AGM desktop version: https://webgate.ec.europa.eu/tools/agm/fo

11.3. How can I activate my profile?

Before you can attend meetings, you must first activate your profile. This can only be done using the AGM desktop version available at:

https://webgate.ec.europa.eu/tools/agm/fo

11.4. How can I view my meeting details and accept or decline an invitation?

To view the details of a meeting select “My meetings” on the home page. Once you selected the meeting, you’ll be able to view the meeting details and accept or decline the invitation.

12. Troubleshooting

12.1. I cannot login to PMO Mobile or have a problem with any of the functionalities (except “My meetings”). What should I do?

Please contact us by sending an email at EC-HELPDESK-IT@ec.europa.eu.

12.2. I have a problem or question related to “My meetings” functionality. What should I do?

Please contact us using the web form available at https://ec.europa.eu/tools/agm/request-form