External EU Login and Commission Services

For the attention of staff members, former staff members or relatives of former staff members to access European Commission services in the context of end-of-service or end-of-contract

June 2023

PMO

IMPORTANT INFORMATION – How to use this guide

This guide explains the procedure to link an *external* EU Login account with a Per ID (Person ID = "identity"). This is needed to access to the MyRemote platform with the concerned external EU Login account. From MyRemote, you can access EC Services as Sysper, JSIS, Staff Matters etc.

For users who are not in service anymore >>> page 3-12
For users who are at *this moment* still in service >>> page 13-23

For more in depth information about EU Login or MyRemote, check the addendum at the end.

1. How to link your identity with your external EU Login account while you have already left the EU Institutions, Agencies and Bodies

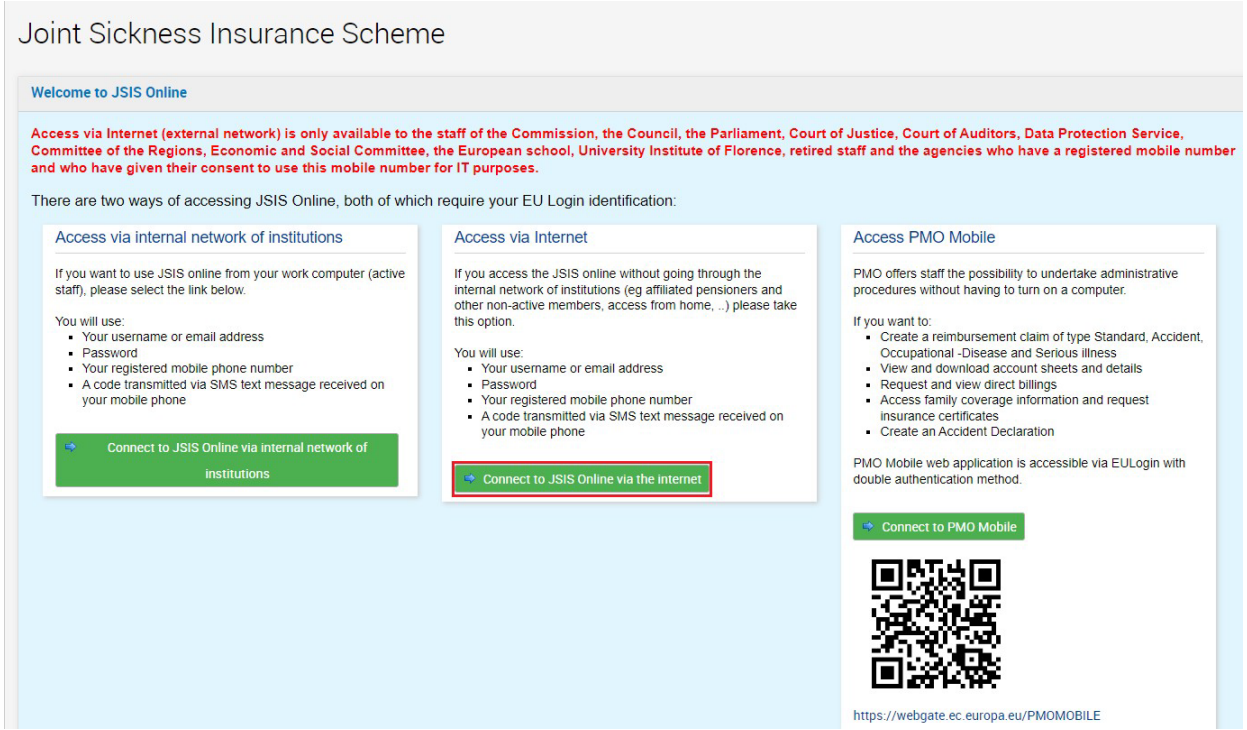
Please use this option if your unemployment or retirement has already started (thus you don't have accesses to EC services anymore with your active EU Login account).

Step 1

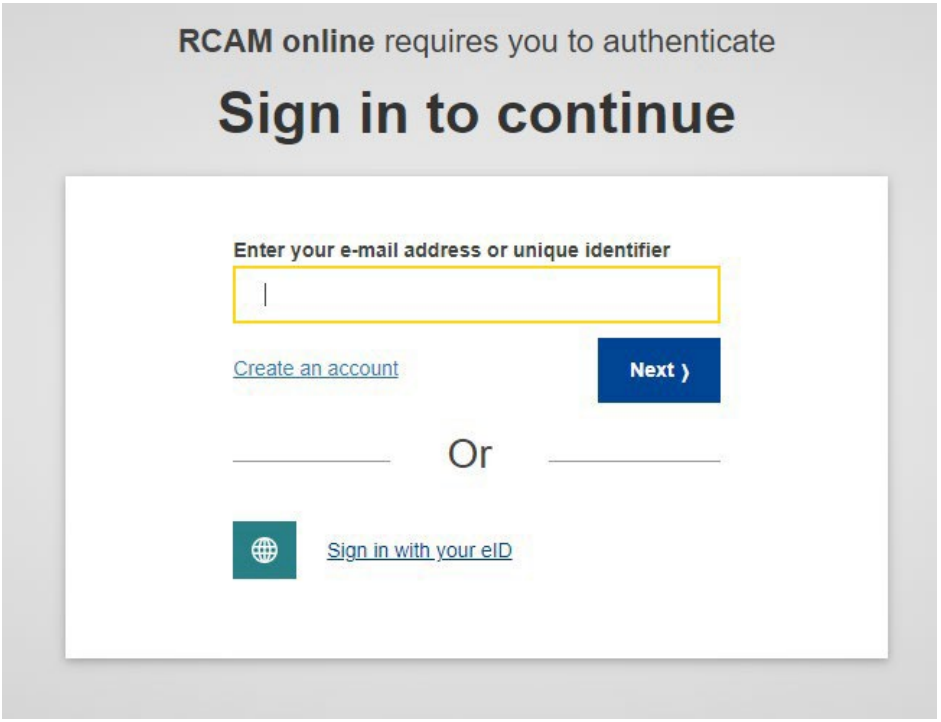
Since you already left the EU Institutions, Agencies and bodies, your EU Login account as an active member of staff has been deactivated.

Go to **https://webgate.ec.europa.eu/RCAM**.

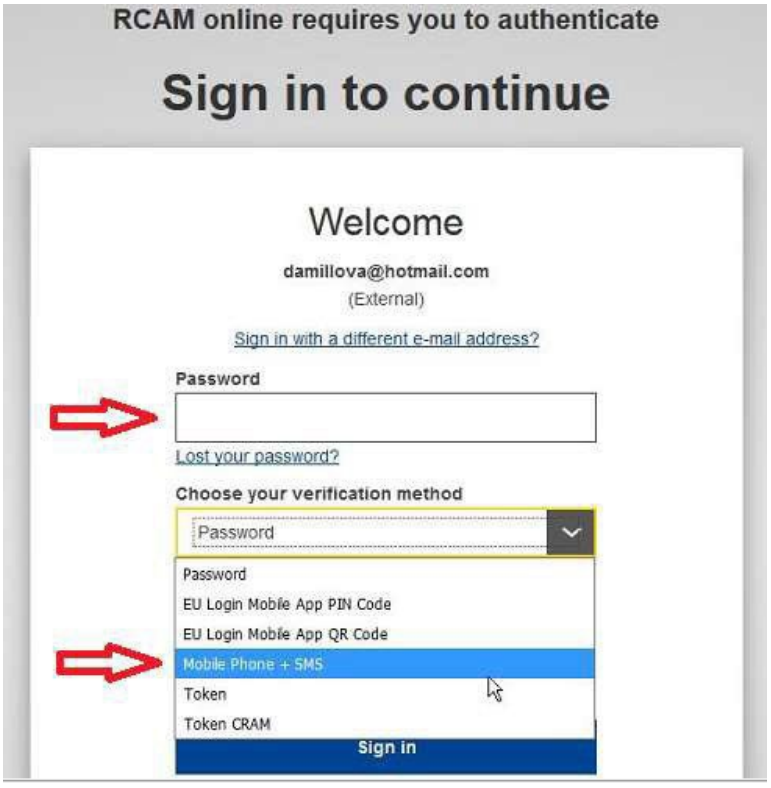
Click **Connect to JSIS Online via the Internet** in the middle of the screen



Enter your e-mail address or username in the **Enter your e-mail address or unique identifier** field and click Next



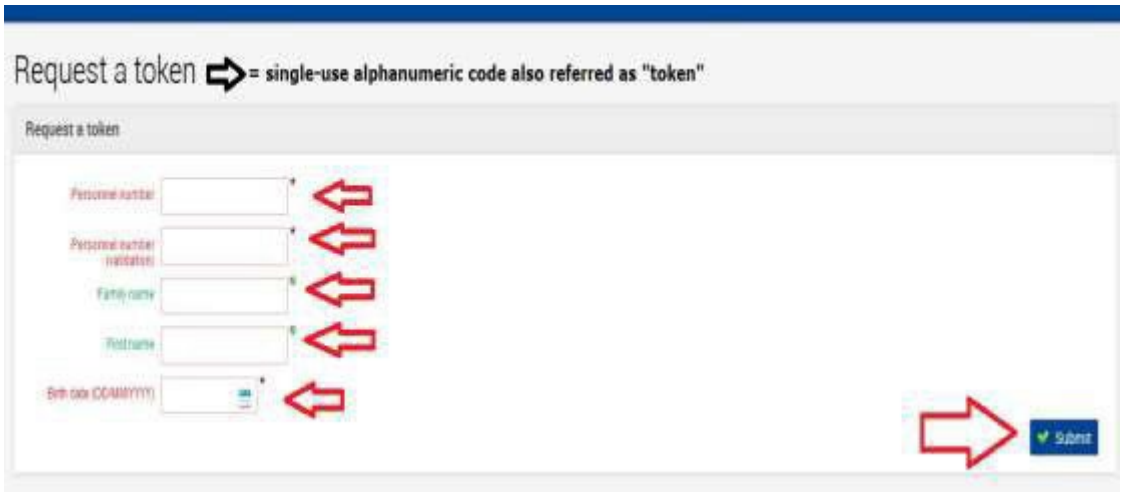
Then complete the **Password** field and select the **Mobile phone + SMS** authentication method (or another if you have the EU Login mobile app installed and configured or if you have a token)



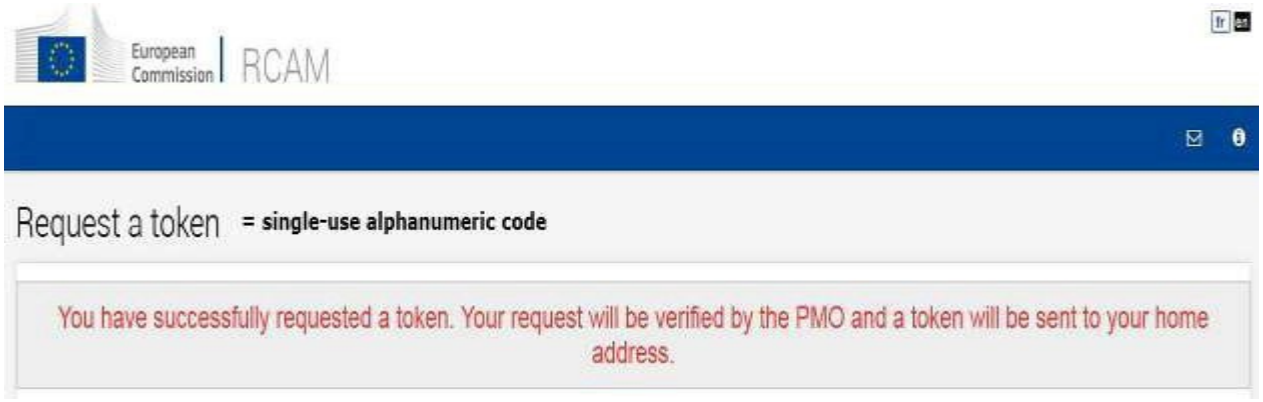
Enter the phone number using the international format with country code and click **Sign in.**

A new text message (SMS) containing a single-use alphanumeric code is sent to your mobile phone.
This code composed of 9 characters should be entered in the 3 boxes under **SMS text challenge code**. The code is not case sensitive.
Then click **Sign in**.

Complete all the fields (**Personnel number (Sysper number) - twice**, **family name, first name**, **birth date**) and click the button ✓ **submit** on the bottom right corner of the screen



The following message is displayed.



At this stage, you requested access to MyRemote. You will have to wait for PMO to validate the request and send you a code ("token"). This can be send by e-mail, postal services or by SMS.

If you do not receive this code within 15 days, please call +32-2-29 76888 or by e-mail to PMO-IT-APPLICATIONS@ec.europa.eu.

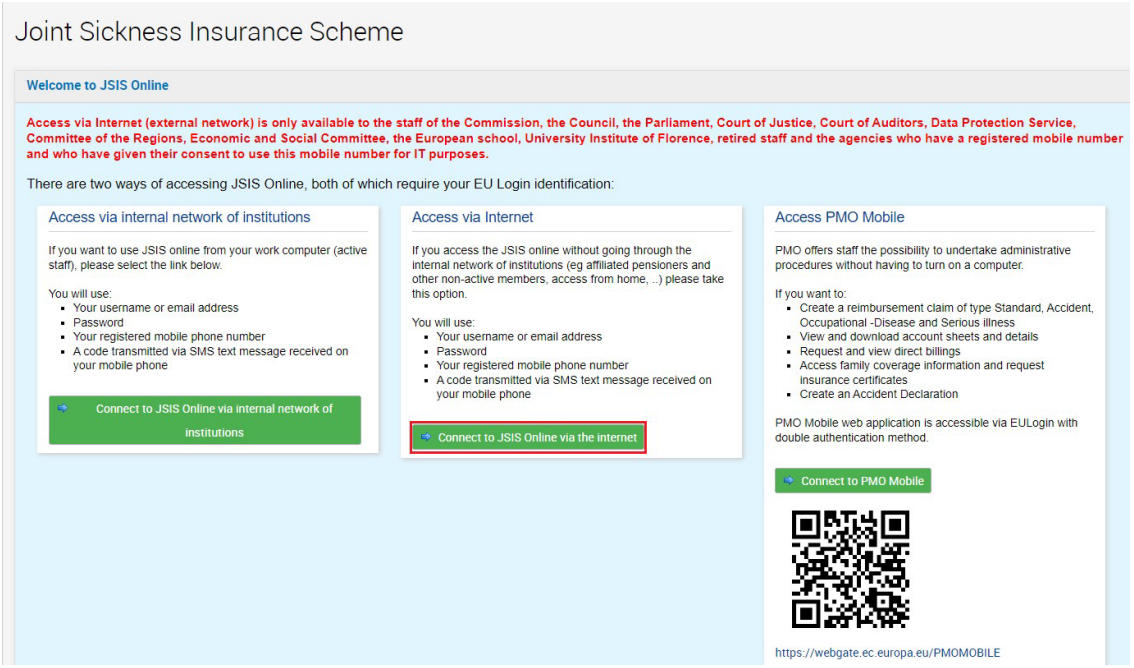
At this stage, it is **impossible to continue the authentication process without having received the code sent by the PMO**.

Step 2: activate the JSIS Online access

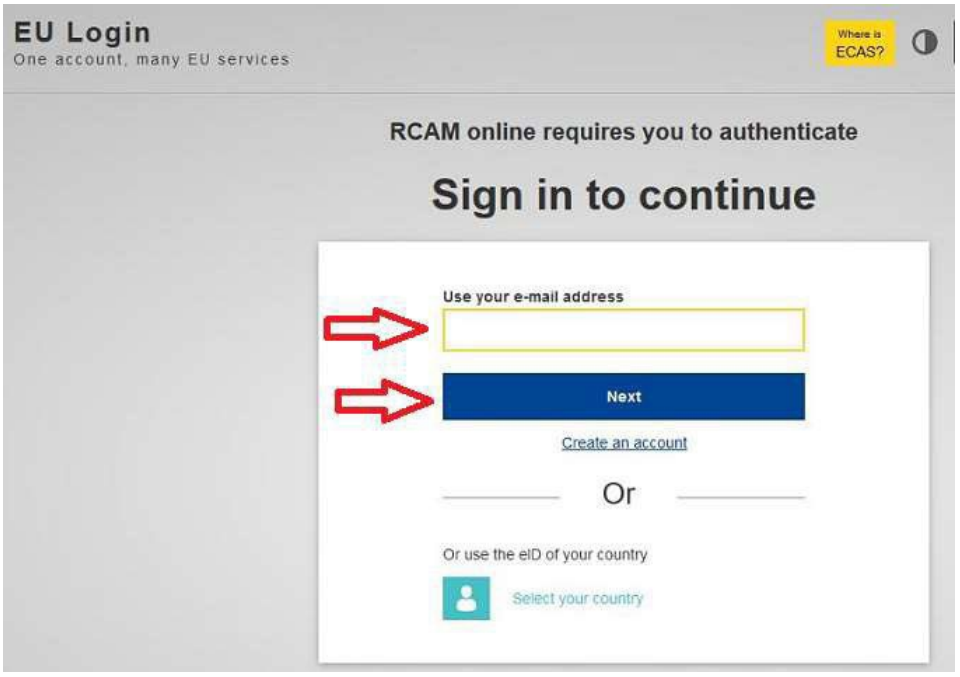
Upon receipt of the code, you have 6 months to begin the registration confirmation process. Upon expiry of this deadline, you will have to request a new token.

Go to: https://webgate.ec.europa.eu/RCAM

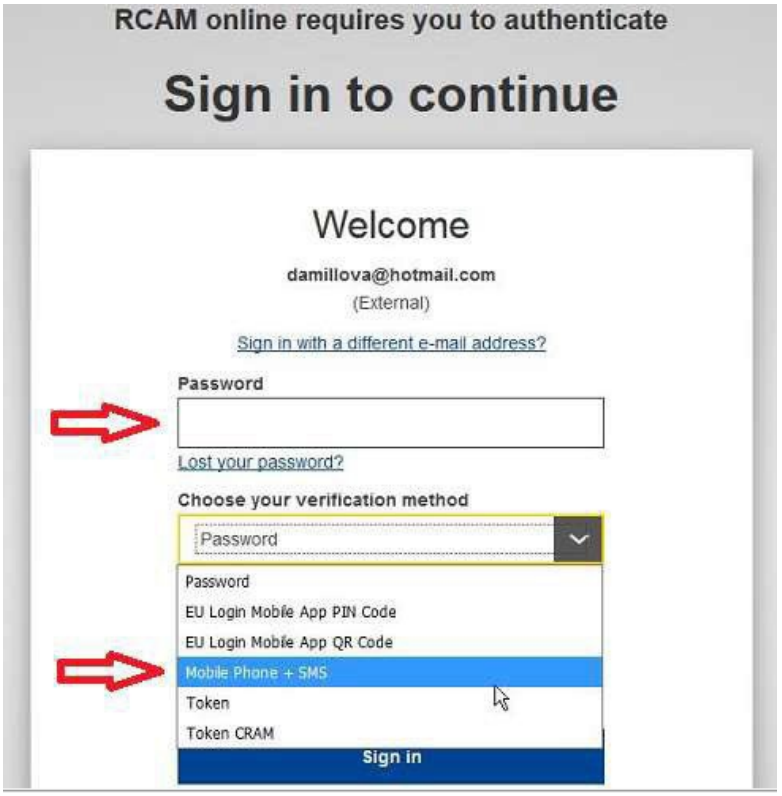
Click Connect to JSIS Online via the Internet



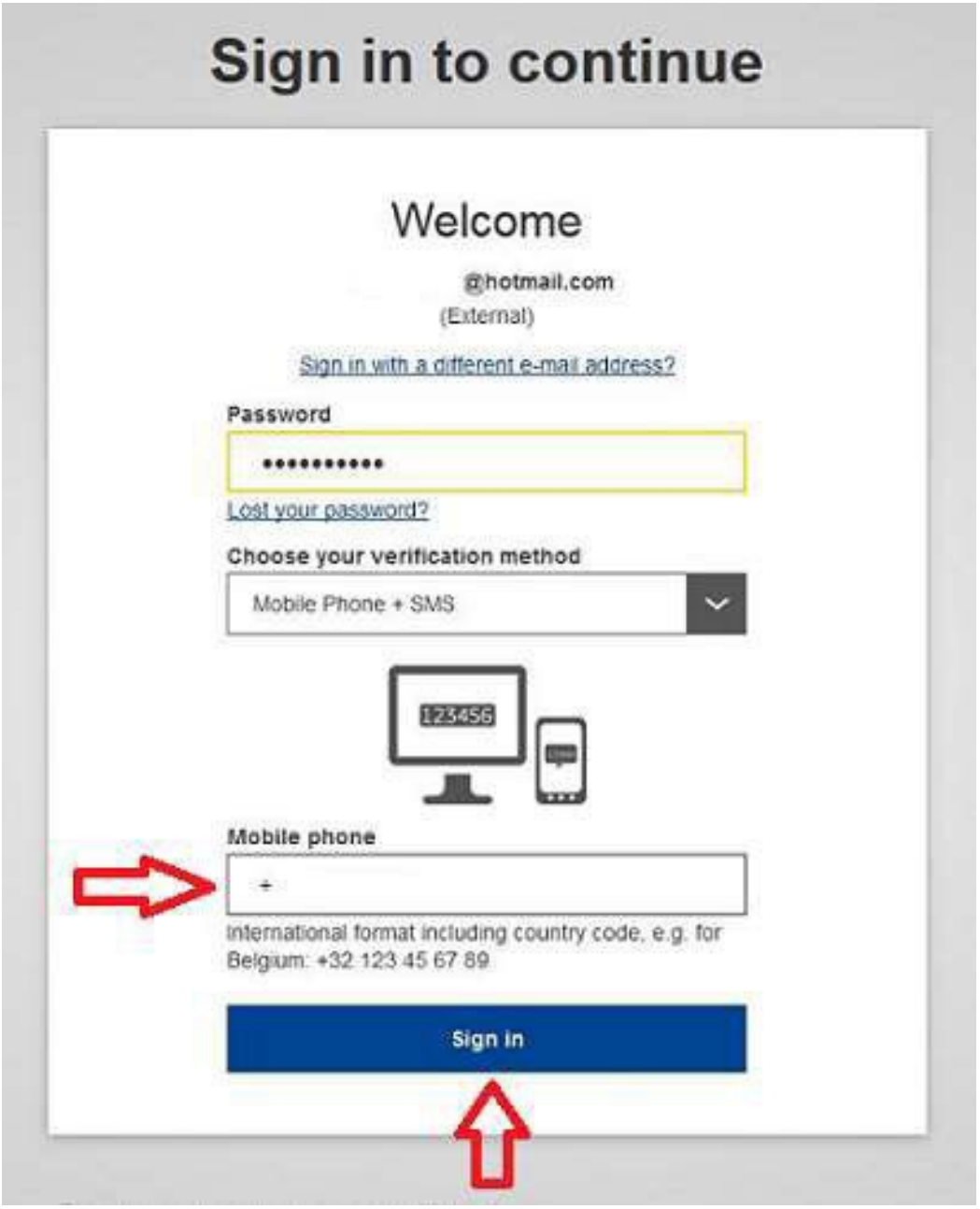
Enter your e-mail address and click **Next**



Complete the **Password** field and select the **Mobile Phone + SMS** authentication method (or another option).

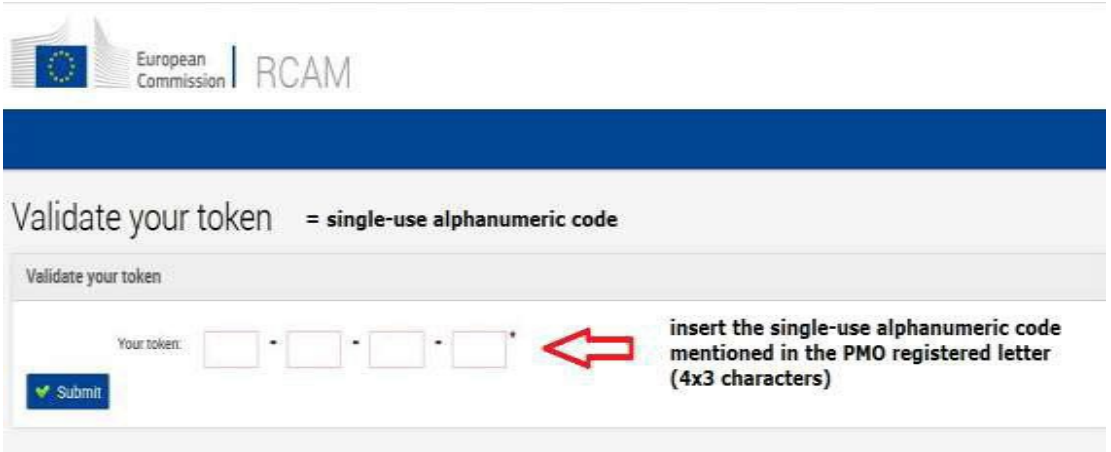

RCAM online requires you to authenticate
Sign in to continue
Welcome
damillova@hotmail.com
(External)
Sign in with a different e-mail address?
Password
Lost your password?
Choose your verification method
Password
Password
EU Login Mobile App PIN Code
EU Login Mobile App QR Code
Mobile Phone + SMS
Token
Token CRAM
Sign in

Enter the mobile phone number always using the international format with country code and click **Sign in**

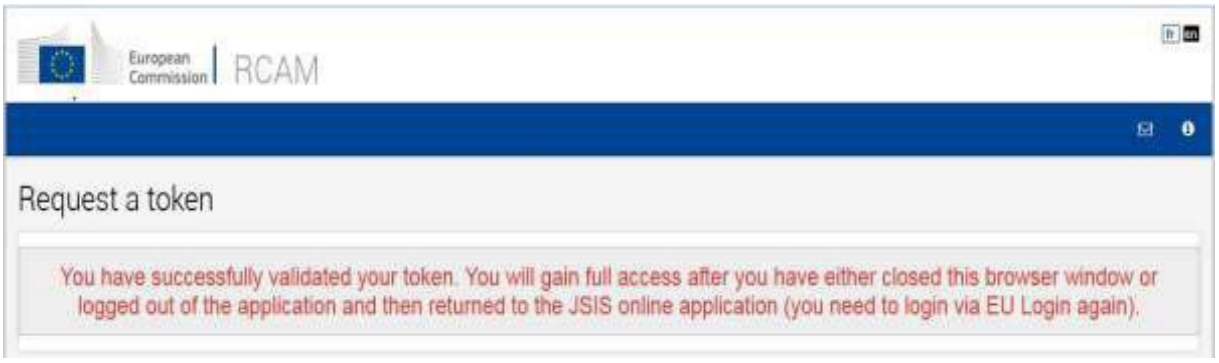


A new text message (SMS) containing a code is sent to your mobile phone.
This code composed of 9 characters should be entered in the 3 boxes under **SMS text challenge**. This code is not case sensitive.
Click **Sign in**.

Insert the single-use alphanumeric code (token) you received from the PMO in the appropriate boxes.
Note that you only have 5 attempts to validate the code. In the event of failure, the whole procedure will have to be restarted from the beginning.



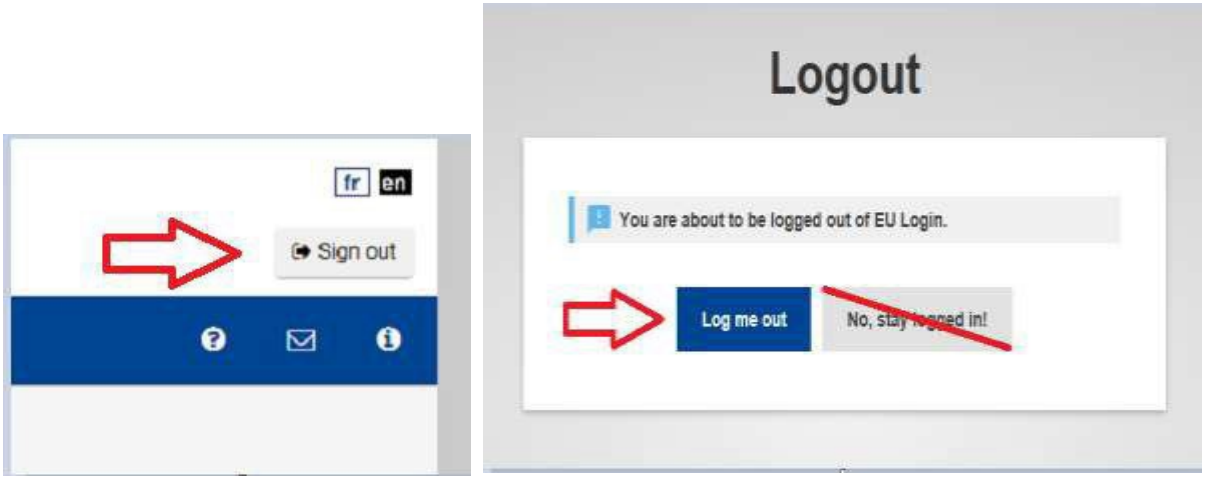
A final message announces the successful validation of the token.



Access to **JSIS on line** is possible from the **next day**.

Access via MyRemote to **My IntraComm** or **Sysper Post Activity** requires a **48-hour waiting period**.

Do not forget to disconnect by clicking the button **Sign out** in the upper right corner of the screen and **Log me out**



The linking creation process is now complete!

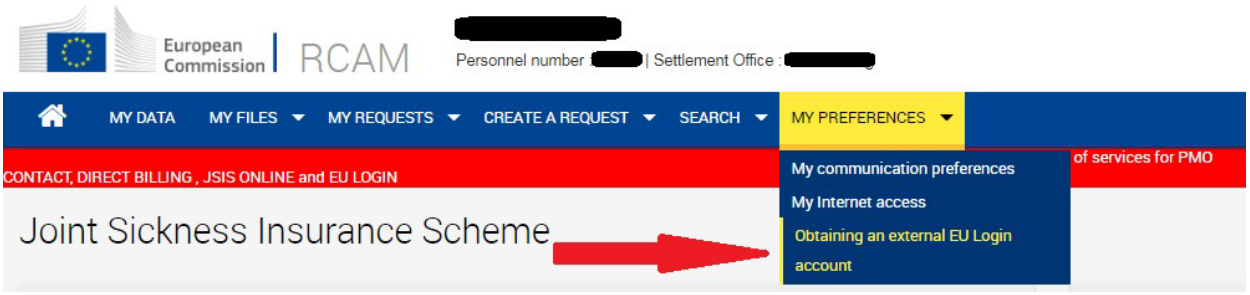
Note: You may sometimes encounter problems with the sending and receiving SMS messages. The use of SMS is not always reliable given that this requires agreements between providers for the interconnecting mobile networks.
If you have a smartphone, you have the possibility of using the mobile application EU Login.
You need to first install the mobile application **EU Login** on your mobile device from Google Play Store (Android) or the App Store (iOS). After that, the app needs to be configured (for which we developed a user guide).

2. How to link your identity with your external EU Login account while you are still in service (and you have access to JSIS)

Please use this option if your unemployment or retirement will be in the near future and you still have accesses to EC services with your active EU Login account.

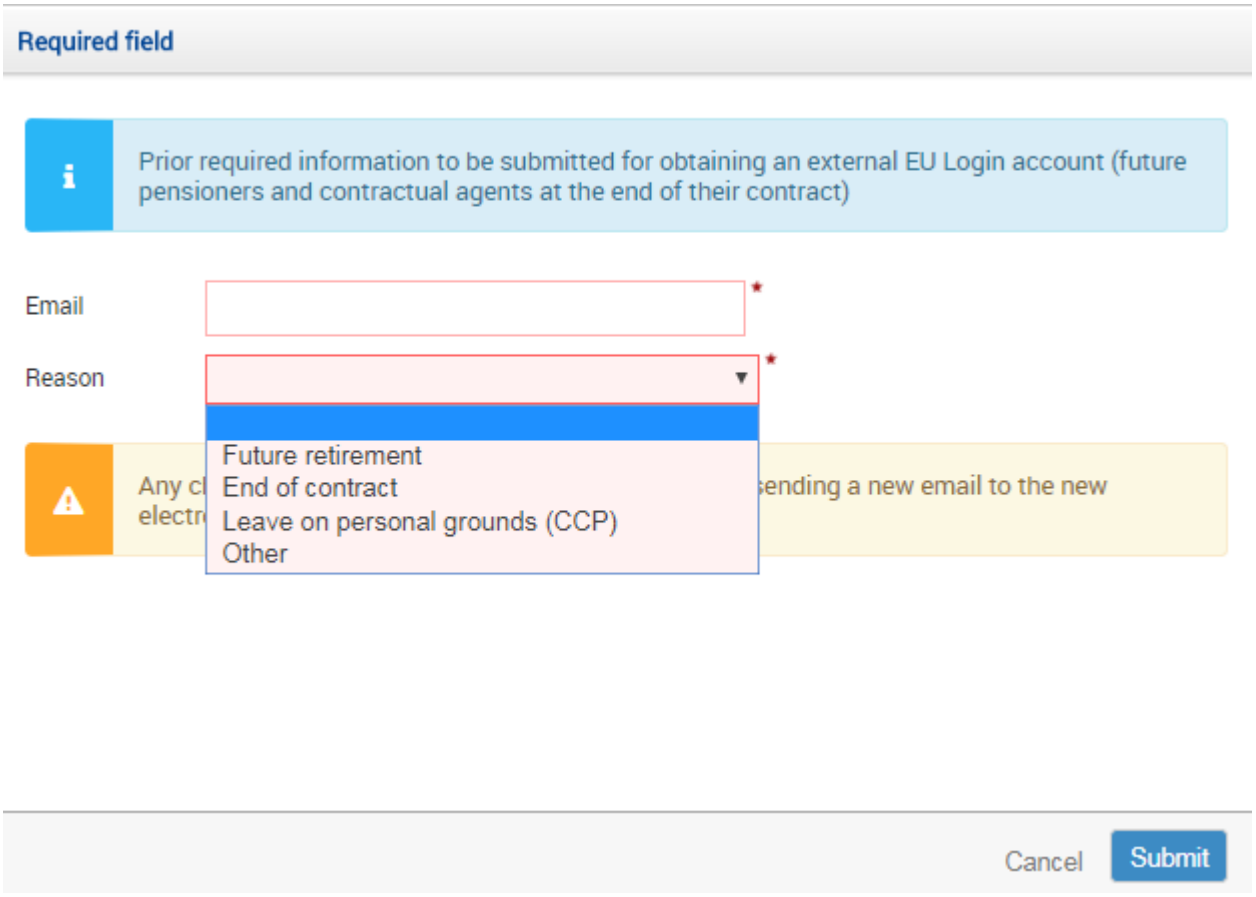
Step 1

Open the JSIS application (with your EU Login account as an active member of staff) and choose the following option from the drop-down list: **"Obtaining an external EU Login account"**

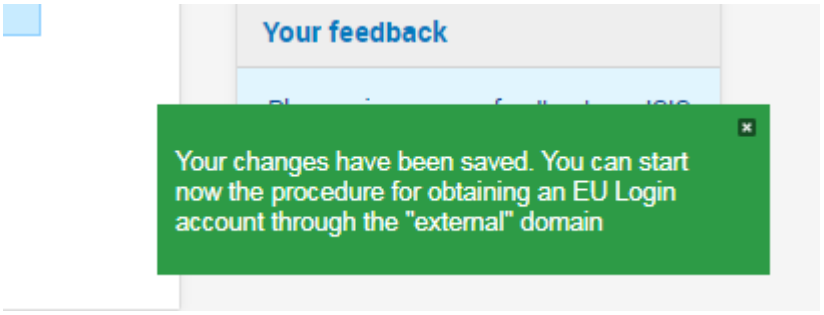


Complete the fields with your private e-mail address that you will use after your departure and select the reason for your departure.

Then click on the **"Submit"** button.



A confirmation message will appear:



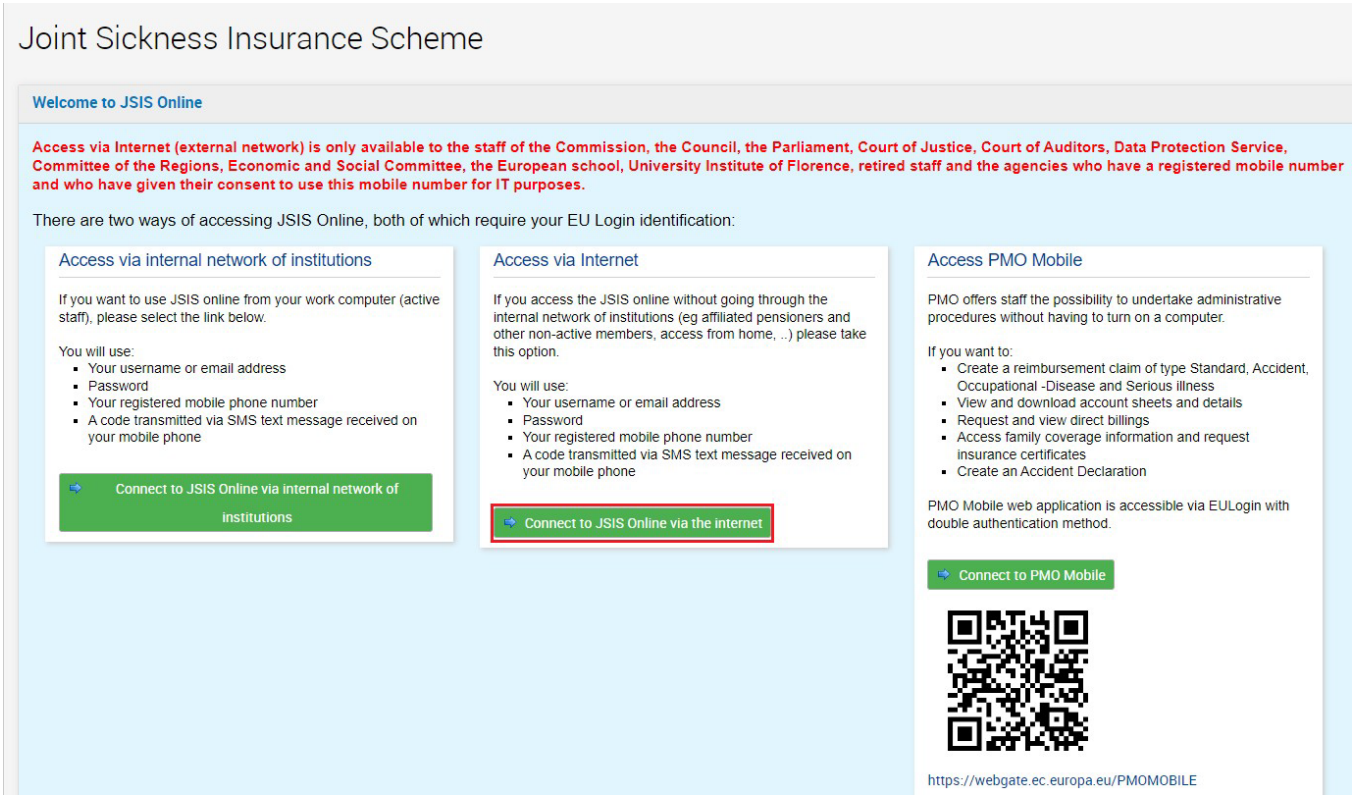
To continue, sign out:

Step 2

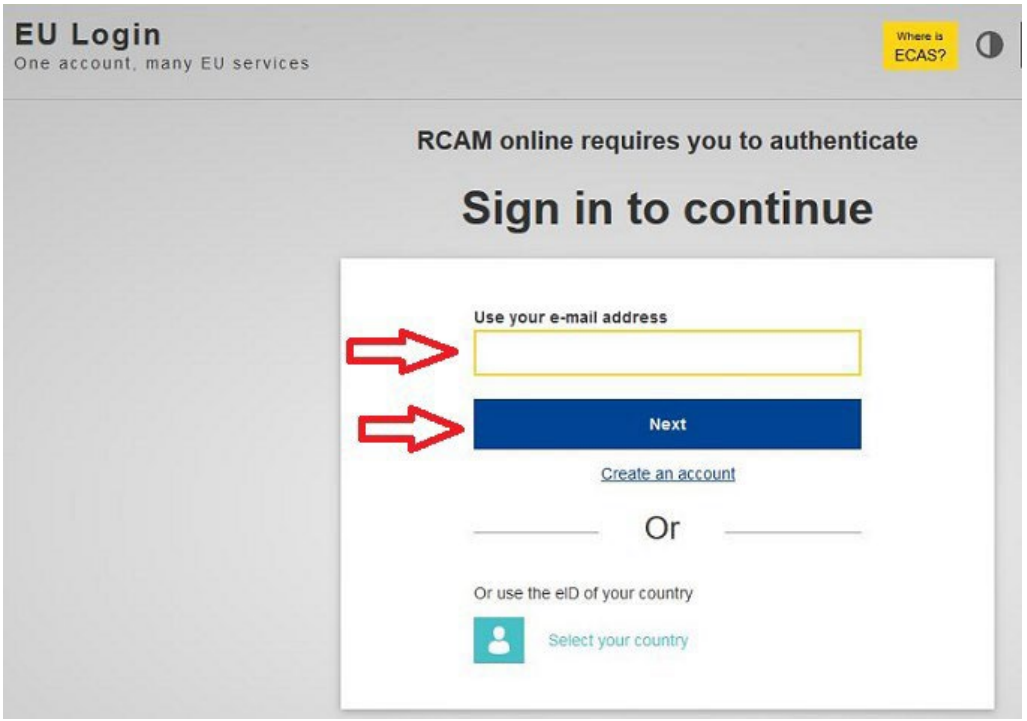
Now you need to connect to JSIS again, but via the internet and with your external EU Login account.

Go to this link: https://webgate.ec.europa.eu/RCAM

Click **"Connect to JSIS Online via the Internet"** on the middle part of the screen.

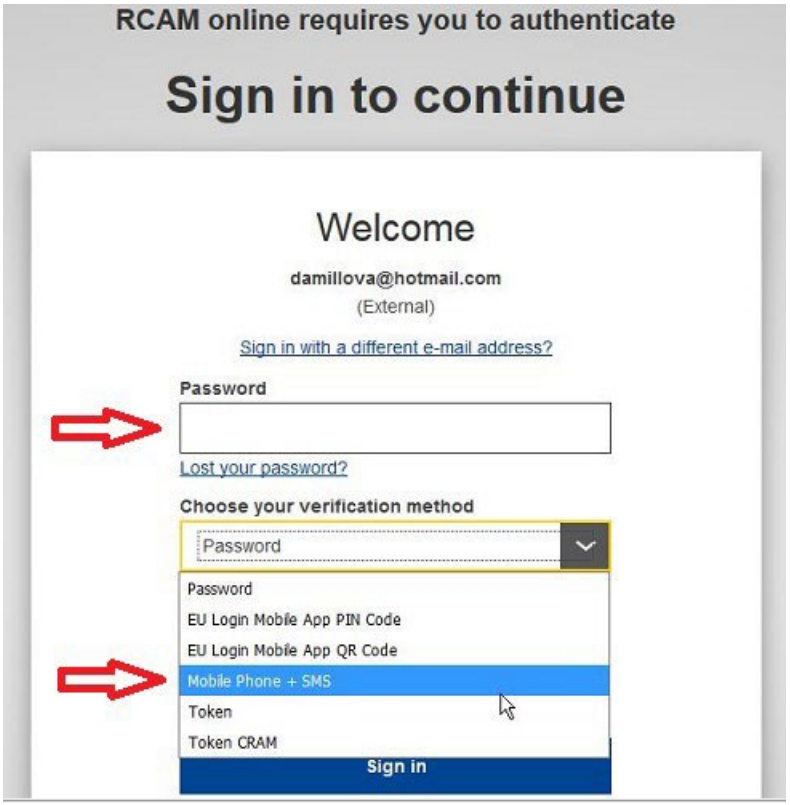


Enter your **private** e-mail address in the "Use your e-mail address" field and click **"Next"**

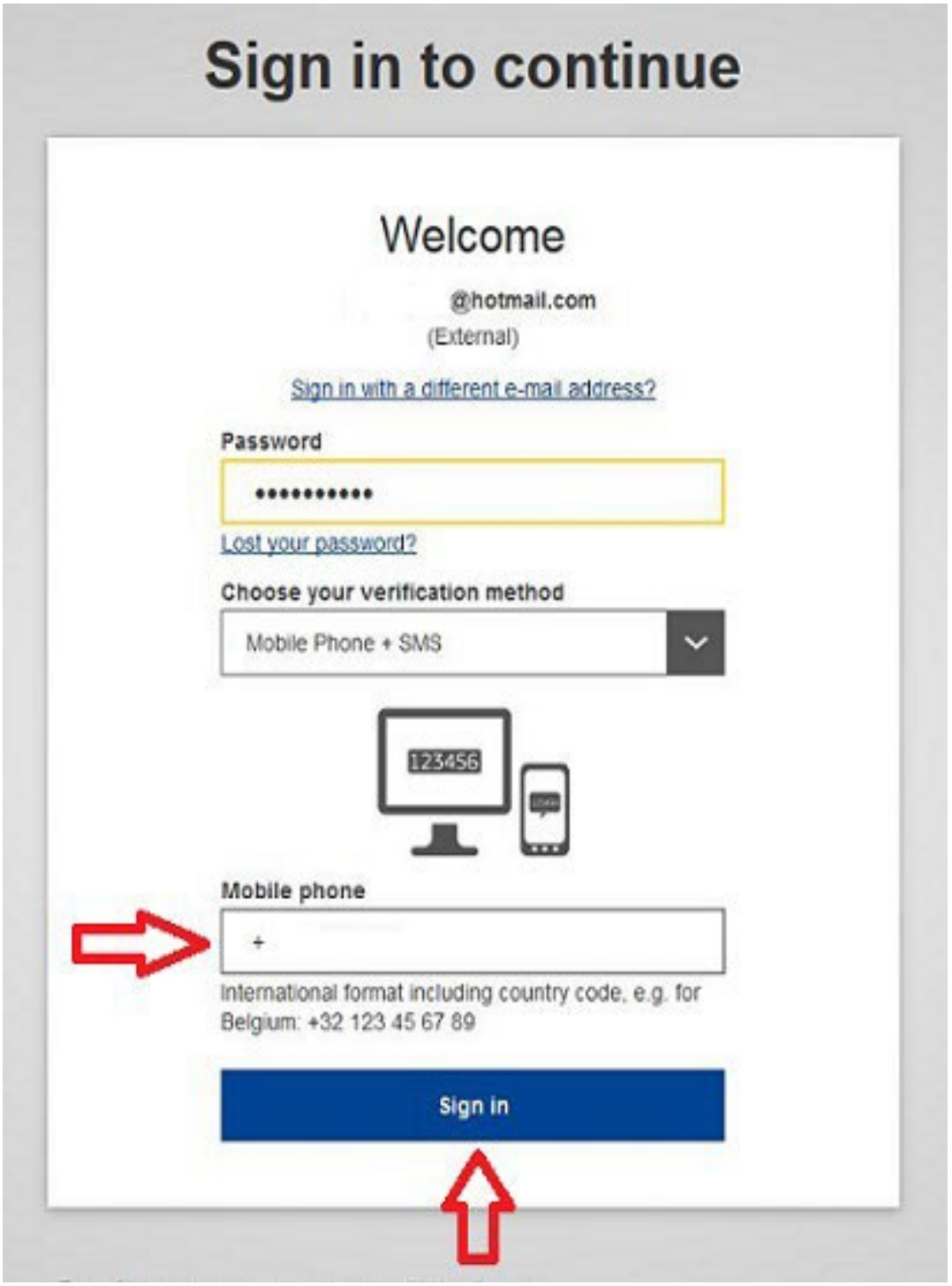


Then complete the "Password field" with the password you created and select the "Mobile phone + SMS authentication" method (or another if you have the EU Login mobile app

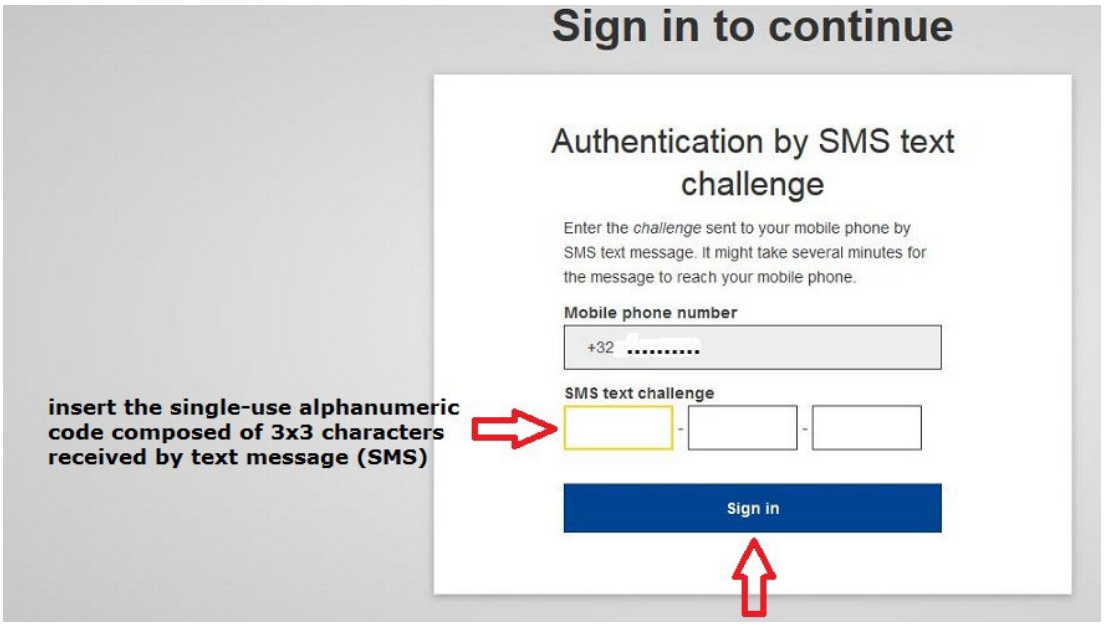
installed and configured or if you have a token).



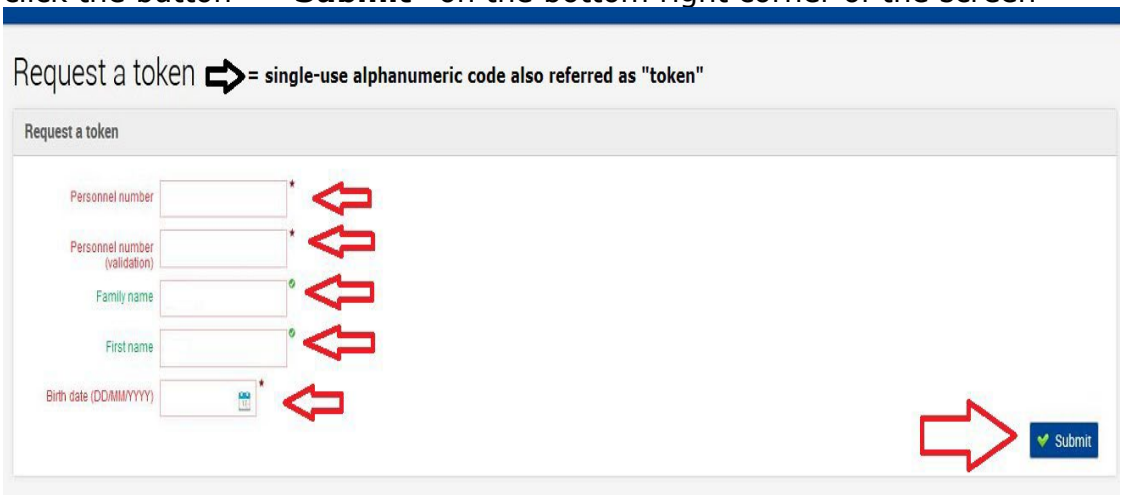
Enter the private mobile phone number (which you registered before, while creating your external EU Login account), using the international format and click **"Sign in"**.


Sign in to continue
Welcome
@hotmail.com
(External)
Sign in with a different e-mail address?
Password
Lost your password?
Choose your verification method
Mobile Phone + SMS
123456
Mobile phone
+
International format including country code, e.g. for Belgium: +32 123 45 67 89
Sign in

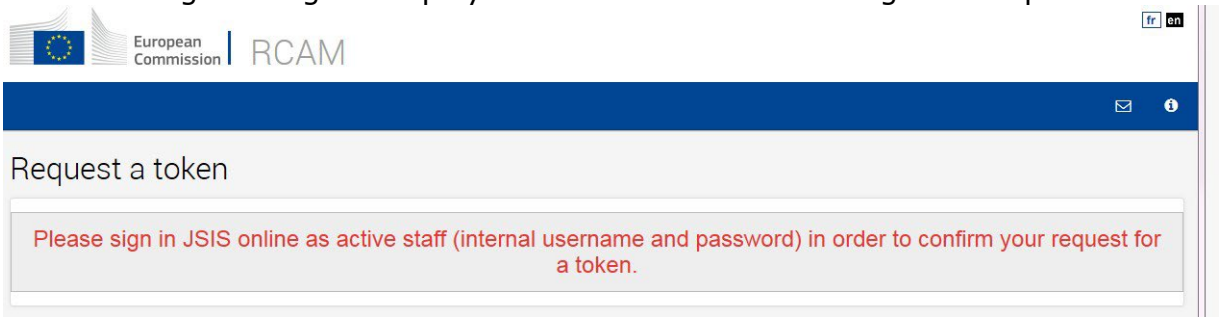
A new text message (SMS) containing a single-use alphanumeric code is sent to your mobile phone.
This code composed of 9 characters (also referred to as "challenge") should be entered in the 3 boxes under "SMS text challenge". This code is not case sensitive.
Click **"Sign in"**.



Complete all the fields (Personnel number - twice, family name, first name, birth date) and click the button ✓ **"Submit"** on the bottom right corner of the screen



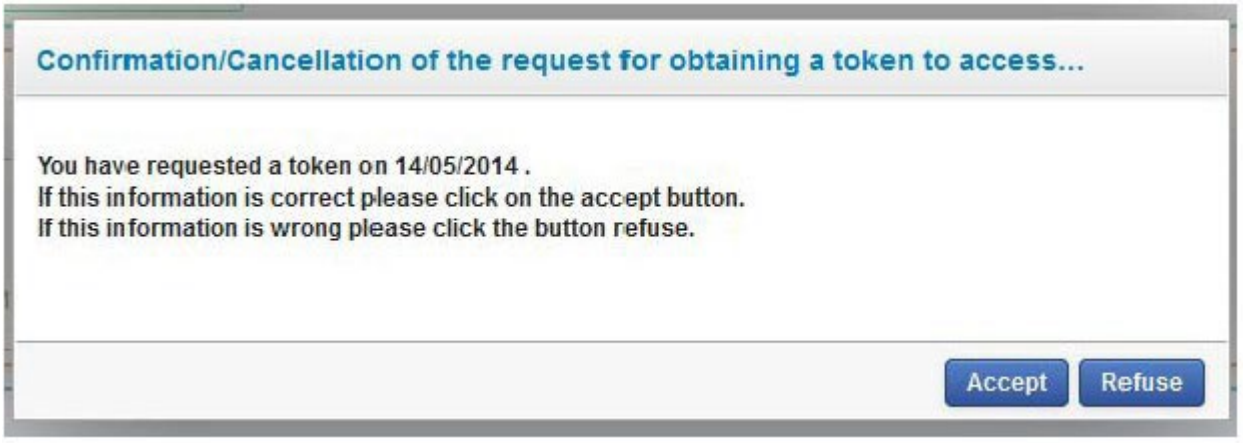
The following message is displayed. Your token will be a single-use alphanumeric code.



You will not receive this access immediately. The system requires a code to enable you to link your external EU Login account with your identity (personnel number).

Step 3

Log into the JSIS online as active member of staff with the login of your institution/agency and click **"Accept"**.

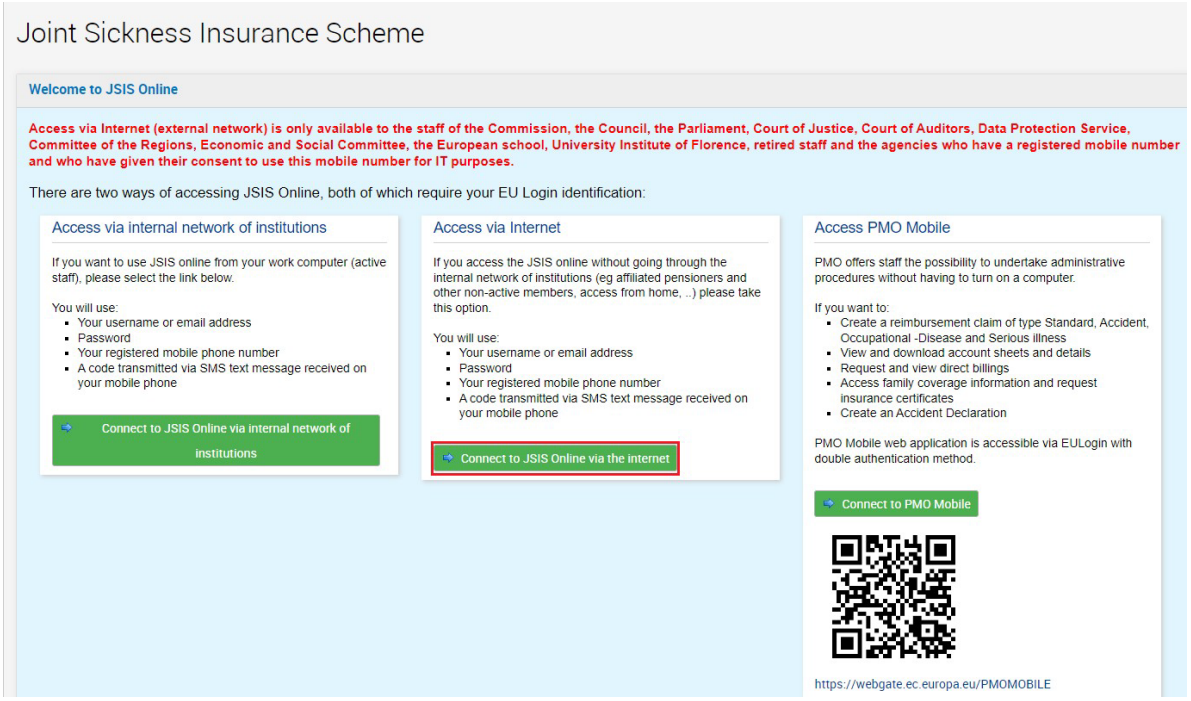


Your request is now transferred to JSIS officers who will validate or decline your application.

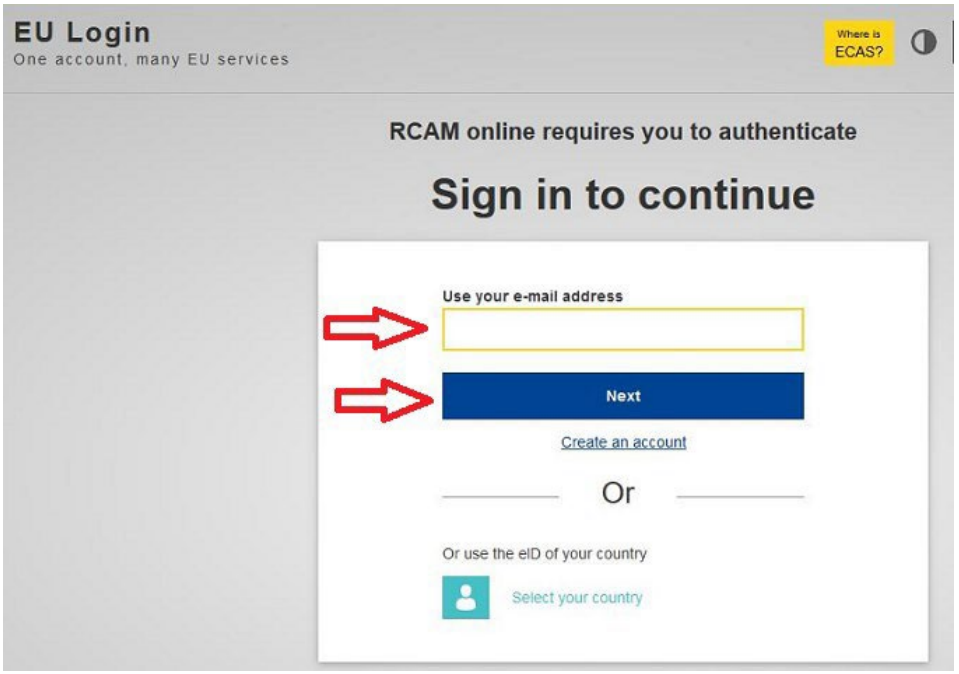
Step 4

When your application to link your external EU Login account with your identity is validated, an external EU Login access is granted. Go to the JSIS Online application: https://webgate.ec.europa.eu/RCAM

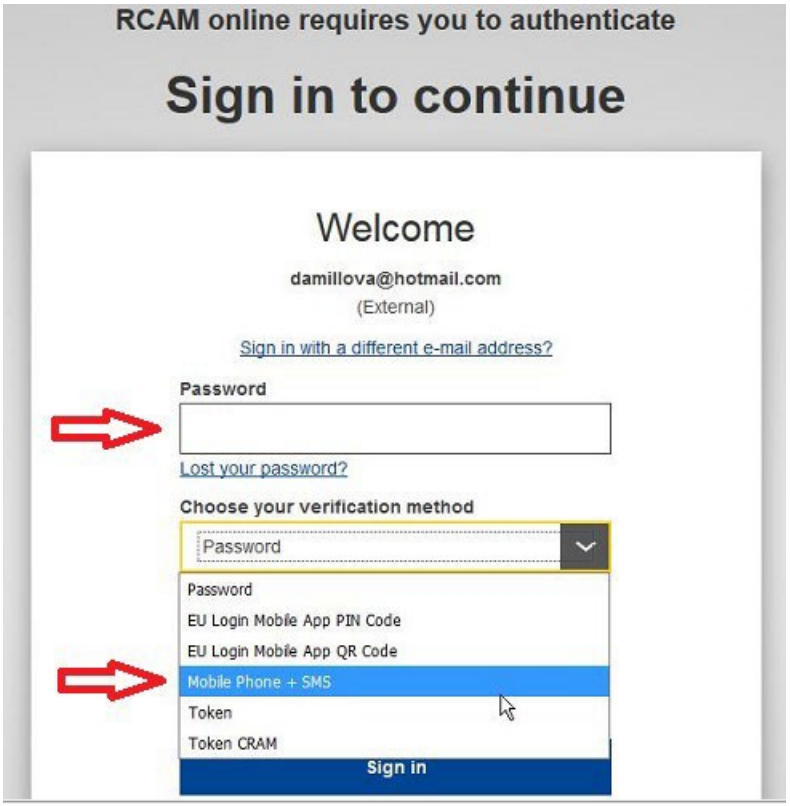
Click **"Connect to JSIS Online via the Internet"** on the middle part of the screen



Enter your e-mail address and click "Next"

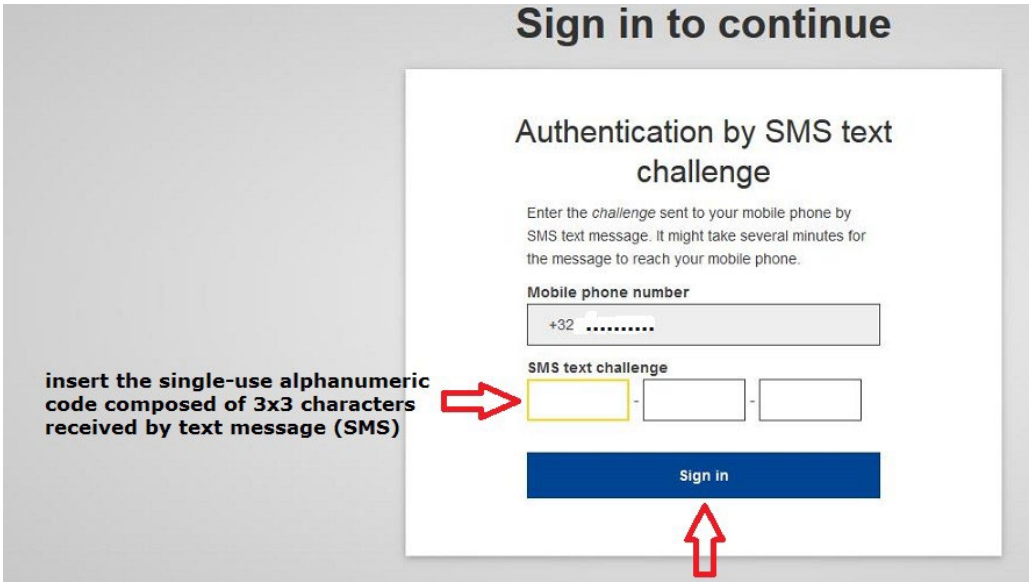


Complete the "Password" field and select the "Mobile Phone + SMS authentication" method.

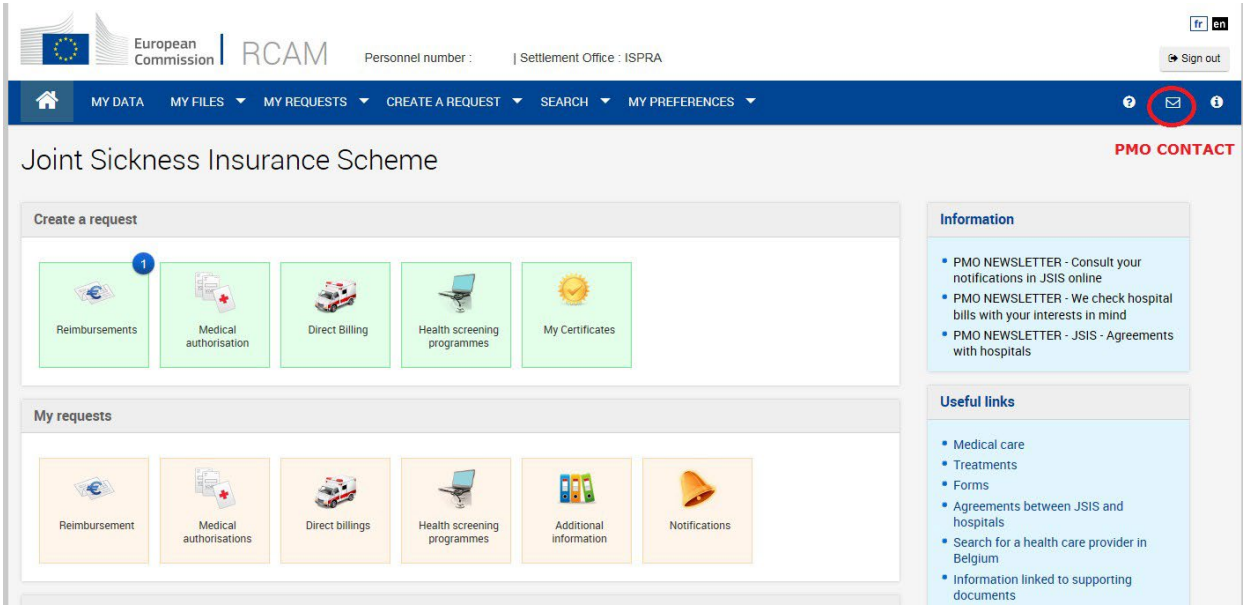


Enter the mobile phone number, using the international format and click **"Sign in"**.

A new text message (SMS) containing a single-use alphanumeric code is sent to your mobile phone.
This code composed of 9 characters (also referred to as "challenge") should be entered in the 3 boxes under "SMS text challenge". This code is not case sensitive.
Click **"Sign in"**.



During your remaining working days you can still access JSIS via your account as an active member of staff. But once your first day of unemployment or retirement has arrived, you can only access JSIS and the other EC services via your external EU Login account.



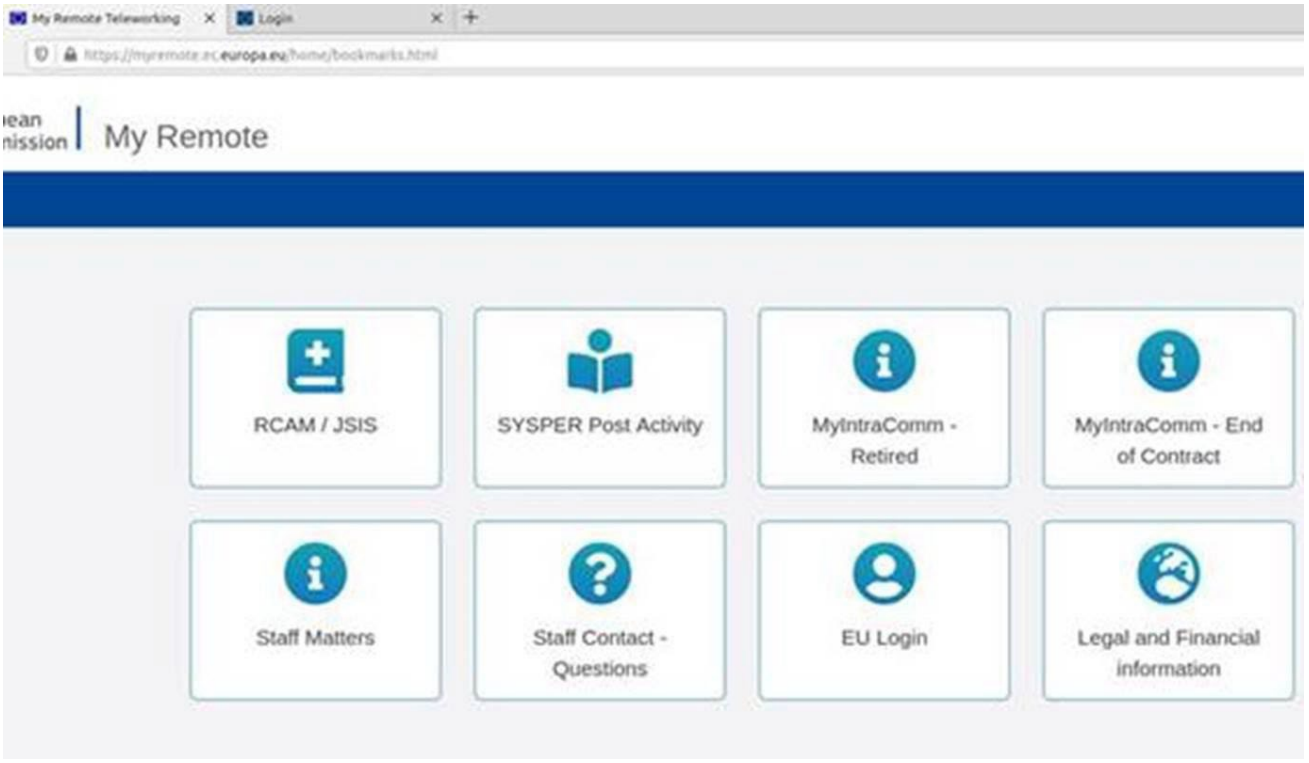
Note: You may encounter problems with the sending and receiving of SMS messages. This service requires agreements between providers for the interconnecting mobile networks. If you have a smartphone, you have the possibility of using the mobile "EU Login" app which is available in the Google Play Store (Android) and the App Store (iOS).

IMPORTANT!

The above procedure only mentioned JSIS. But there are other services you have the right to use after your last day of work.

The link "https://webgate.ec.europa.eu/RCAM" only gives access to JSIS. To use the other services, as Sysper Post-Activity, please connect with your external EU Login account to MyRemote: "https://myremote.ec.europa.eu". In MyRemote you'll find JSIS as well.

MyRemote:


My Remote Teleworking
Login
https://myremote.ec.europa.eu/home/bookmarks.html
ean
nission
My Remote
RCAM / JSIS
SYSPER Post Activity
MyIntraComm - Retired
MyIntraComm - End of Contract
Staff Matters
Staff Contact - Questions
EU Login
Legal and Financial information

3. Addendum

3.1 What you should know about EU Login

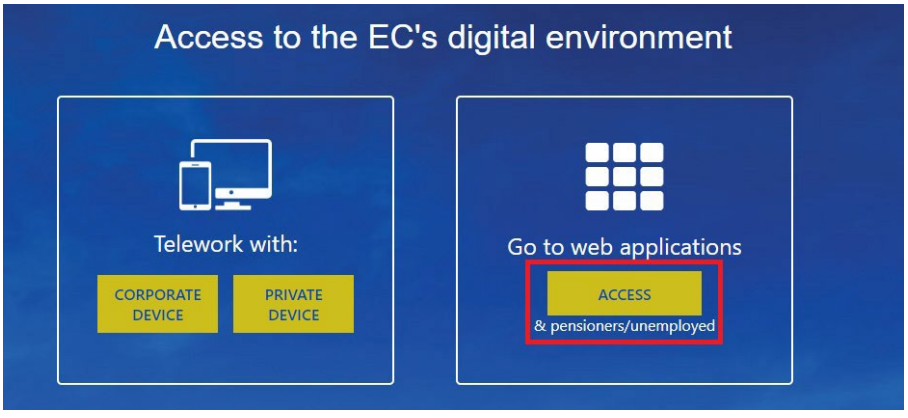
To be able to **access European Commission applications and Services after service** (be it as a pensioner, unemployed or even as a relative of a former member of staff), you need to have an EU Login account linked with your identity.
EU Login is the European Commission's user authentication service. The EU login account, composed of an email address, a username and a password, allows authorised users (internal or external) to access a wide range of Commission web services.

There are **3 types** of EU Login accounts. The first one is the type which an **active** member of staff has. This one has the work email as email address. It is for most EU Institutions, Agencies and Bodies. The second one is a so-called "EU Login for Life (**EUL4L**)", which is the continuation of the active EU Login account for pensioners from the Commission and the Council and for unemployed or 'end-of-contract' members of staff who had access to Sysper. Groups referred to as "Post-Active Staff". The EUL4L-account is associated with a private email address.

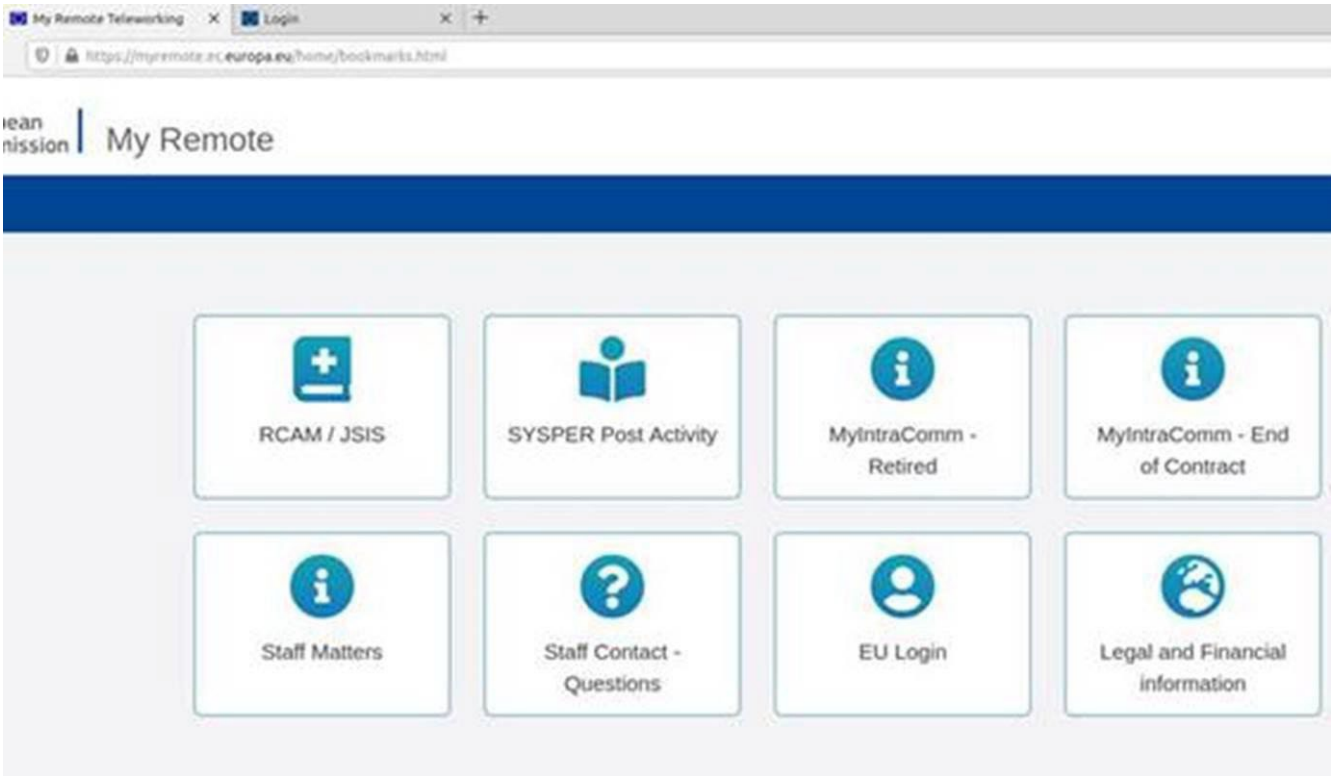
And a third type is the **external EU Login account**. This one is used by post-active staff who can not have an EUL4L-account. As well as for active members of staff of some EU Institutions, Agencies or Bodies (being those who don't have access to Sysper). It is also used by many people over the world who never worked for the EU Institutions. The external EU Login account is also associated with a private email address.
On this page on MyIntracomm, you can follow-up on the latest information about which populations should use an EUL4L account and which an external EU Login account. This is important, since you cannot have both types (EUL4L and external) with the same private email address. Depending on which population you belong to, you should use either an EUL4L or an external EU Login account.

3.2 What you should know about MyRemote

MyRemote is the portal where you should connect. You can only access it with an EU Login account (any of the 3 types will work as long as your identity is linked with it). Once authenticated, you will have access to a series of Commission services. However, how many and which ones, depends on your profile (unemployed, pensioner, widow; former Commission, EEAS, CoR, ECA, Agencies etc.).



Here an example of the services you *might* see when connecting to MyRemote after having been authenticated with EU Login:



3.3 What services are offered via MyRemote?

Depending on your profile, you will have access to a particular set of services. Most profiles will be able to:

- check your files via **JSIS online**. You will be able to introduce claims for reimbursement of medical expenses, request prior authorisation for treatments or medical equipment, request direct billing for hospitalization, etc.;
- view all the information available on **My IntraComm** and the **Staff Matters Portal**;
- ask questions via **STAFF Contact**;
- via the **SYSPER Post Activity** application:
- download pension statements, life certificates, certificates for tax purposes and family allowances;
- submit the requests to obtain the unemployment allowance and the monthly declarations, to manage your family allowances and to read your unemployment slip.

3.4 Link your identity with your EU Login account?

For active members of staff with an **active EU Login account** the identity is of course already linked with the EU Login account. They can access MyRemote with their active, "normal" EU Login.

Users who **are or will soon become post-active**, will either need an EUL4L or an external EU Login account to access these services AFTER they stopped working. Which one depends

on the population they belong to. (see this page on MyIntracomm for the latest information)

A: For post-active users who will need an EUL4L account

EUL4L is managed in your Sysper data. Via Personal data > Addresses > Change my Private Telecoms you can define the private email address and the mobile phone number you wish to use after your retirement/end-of-contract.

Important to know!

EUL4L is nothing more than a continuation of your EU Login account as an active member of staff. Both accounts share the same username, the same password, **but not the same email address**.

The night before you become *retired or unemployed*, your EU Login account as an active member of staff *transforms* automatically into your EUL4L account. The only real change is the email address. Your work email address (…@...europa.eu) is no longer linked with this EU Login account, but your private email address will be.

Since it concerns– from a technical point of view – exactly the same account as your former active account, there is no need to link your identity with your EUL4L account because your identity is taken over automatically.

B: For post-active users who will need an external EU Login account

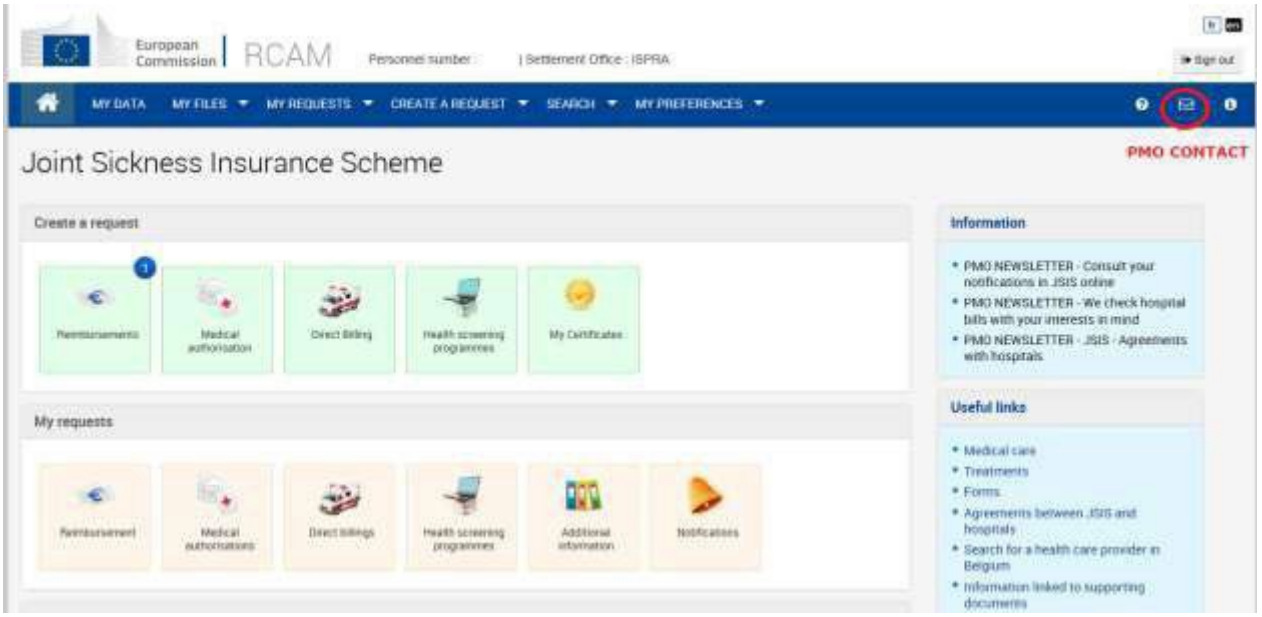
The link between the EU Login and the identity needs to be created. This guide explains how to do this.

Please note that information about how to obtain an external EU Login account, is explained in another guide.

4. Useful links

Individual applications

JSIS Online and **PMO Contact** can be reached through the direct link https://webgate.ec.europa.eu/RCAM.



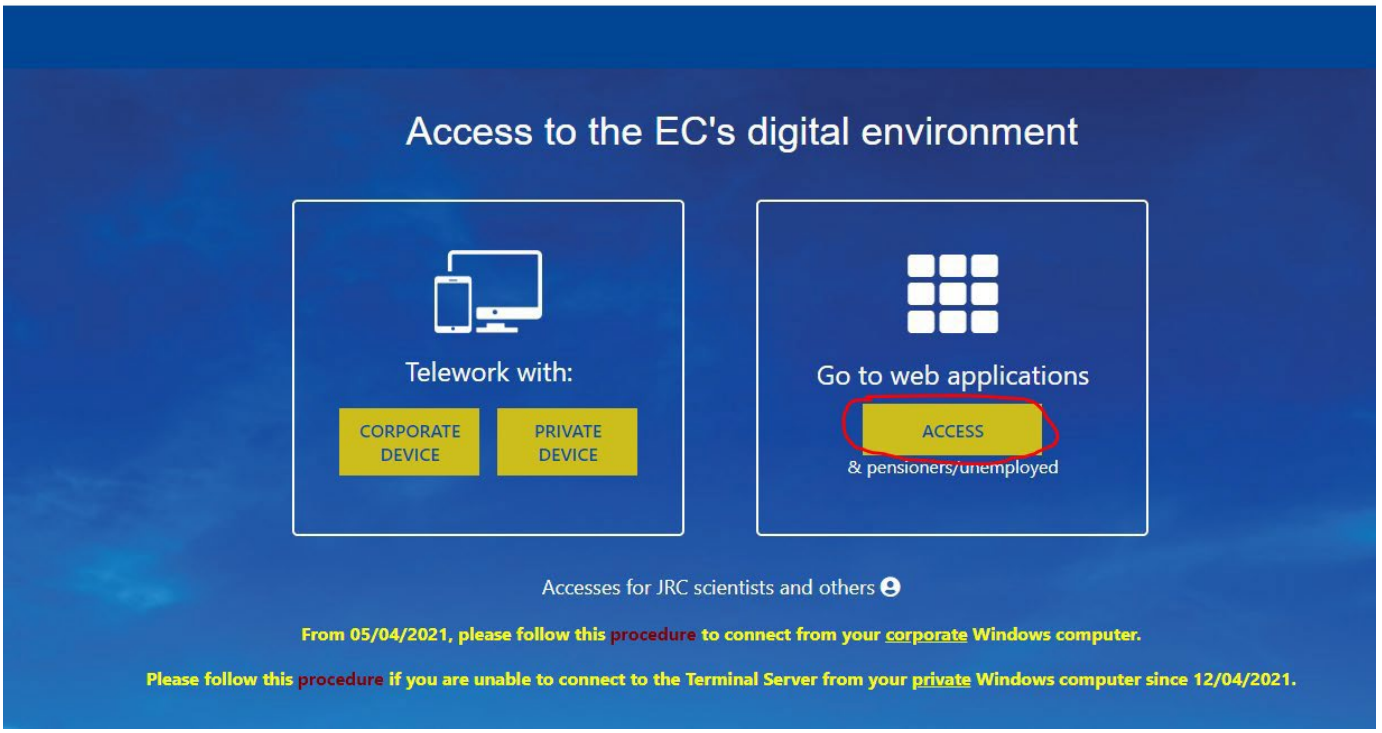
Sysper Post-Activity can also be reached through a direct link: https://myremote.ec.europa.eu/SYSPER2.

MyRemote

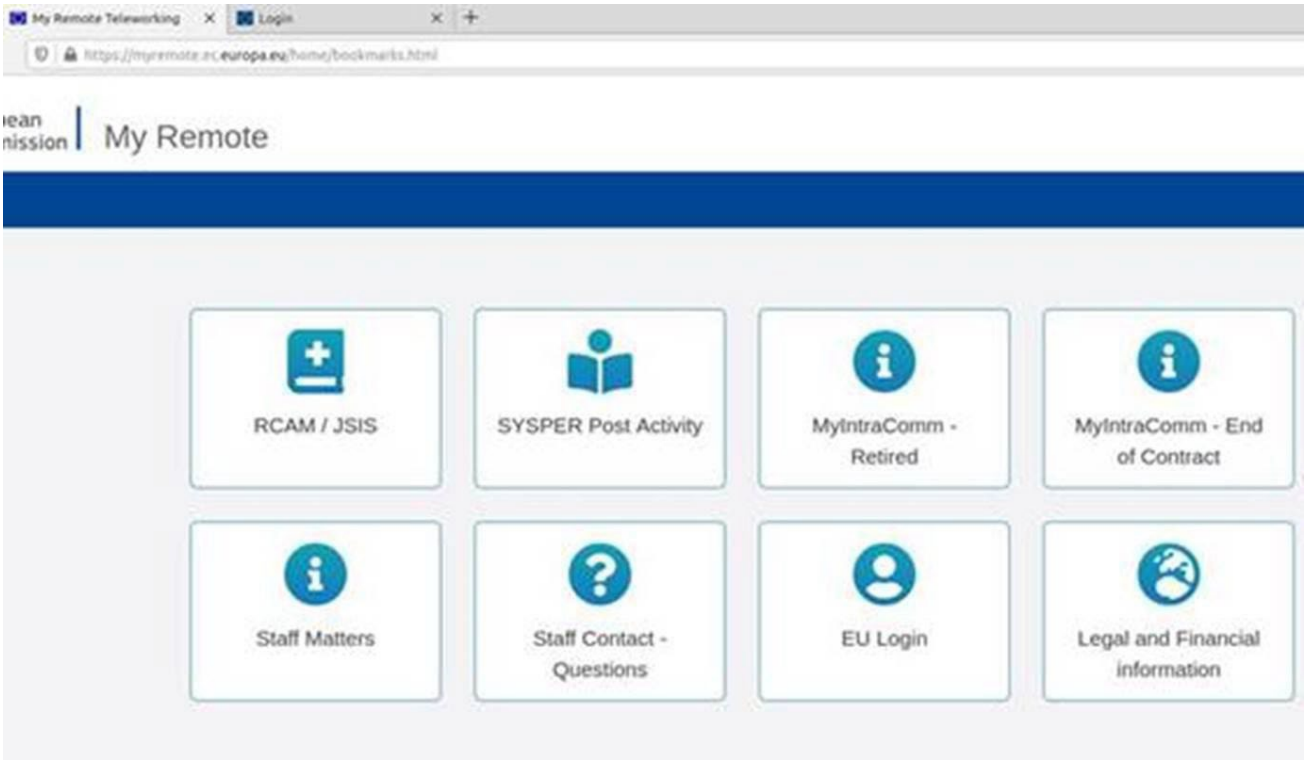
All EC applications and services you have the right to access, are listed under: https://myremote.ec.europa.eu. Also JSIS, Sysper Post-Activity and PMO Contact.

Since you are Post-Active, you need to click the link on the right-hand side:

My Remote



Once you are connected via your external EU Login you will be redirected to the welcome page of My Remote. This is the entry point for all applications, which are accessible for post-active Staff: SYSPER Post Activity, JSIS, MyIntracomm…:



Who to contact?

• For all your **questions**, please address them via Staff Matters:

  • *While still in active service*: Staff Matters (europa.eu);

  • *After your active service*, you can access **Staff Matters** via MyRemote.

• For **IT-related issues** as accessibility problems, EU Login or any issue in one of the IT applications, please use:

  • *While still in active service*: Staff Matters (europa.eu) or the PMO IT Forms in My IT Support (only EC staff);

  • *After retirement/end-of-contract*, you can use:

    • **Staff Matters** via MyRemote if you have an EU Login account;

    • E-mail: PMO-IT-APPLICATIONS@ec.europa.eu;

    • Phone : +32 229.76.888 (9:30 – 12:30; Summer 10:00 – 12:00).