1. **How to access your file via Sysper Post Activity?**

> First, we advise you to work with the following browsers: Google Chrome, Firefox Mozilla, Edge or Safari. Please do not use Internet Explorer**.**
> Please note that our services are constantly evolving. We do our very best to keep our guides up to date, but you may nevertheless encounter some outdated information.

In order to access Sysper Post Activity after your contract ends, you need to have an external EU login account **or** an EU Login 4 Life account (EUL4L).

- If the organisation you last worked for has access to SYSPER, you need an EUL4L account.
- If the organisation you last worked for doesn't have access to SYSPER, you need an external EU Login account.

We strongly advise you to make sure to have the right account before you leave. On this MyIntracomm page you find more information. Be aware you cannot have both. You can only associate one of them with your private email address.

An EUL4L account should be defined in the "private telecoms" section in SYSPER (Personal data > Addresses). If an external EU Login account is associated with the private email address of your choice, you need to delete that account fiirst.

An external EU Login account needs to be created (however many unemployed will already have one). Please complete the entire procedure, until the confirmation of the "TOKEN". As soon as you confirmed your token, it can take up to 72h before your get the access to Sysper Post Activity.

How to connect? Please go to the following link: https://myremote.ec.europa.eu/
and click on **« ACCESS »** button in the **"Go to web applications"** part of the following screen:
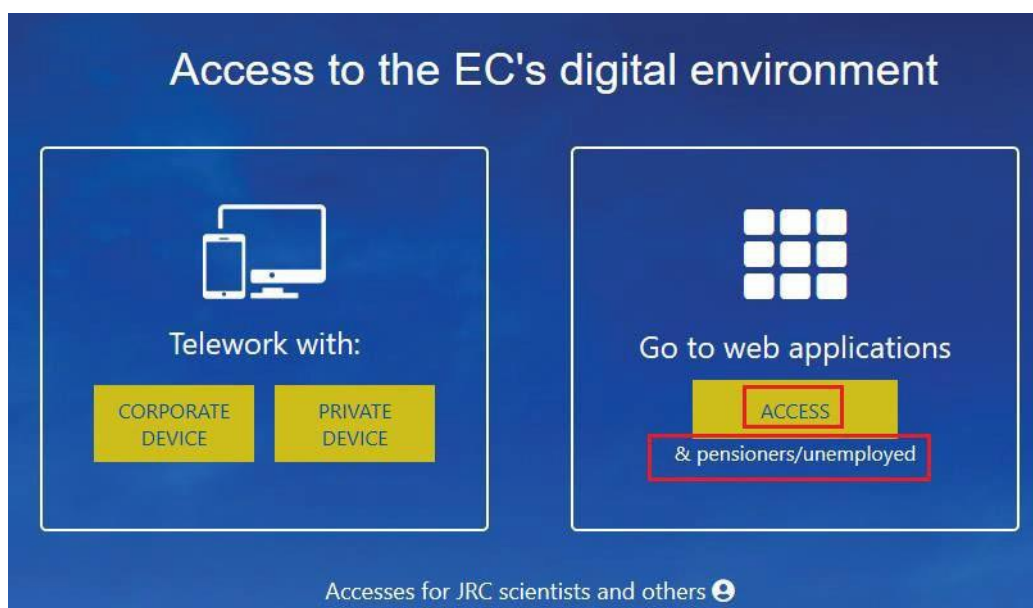
Next, you have to enter your credentials of EU login (the below screenshot is for an external account; an EUL4L account will mention the name of your last organisation):

EU Login
One account, many EU services

Where is
ECAS?

◑   English (en)   ⌄

Myremote requires you to authenticate

Sign in to continue

Welcome back

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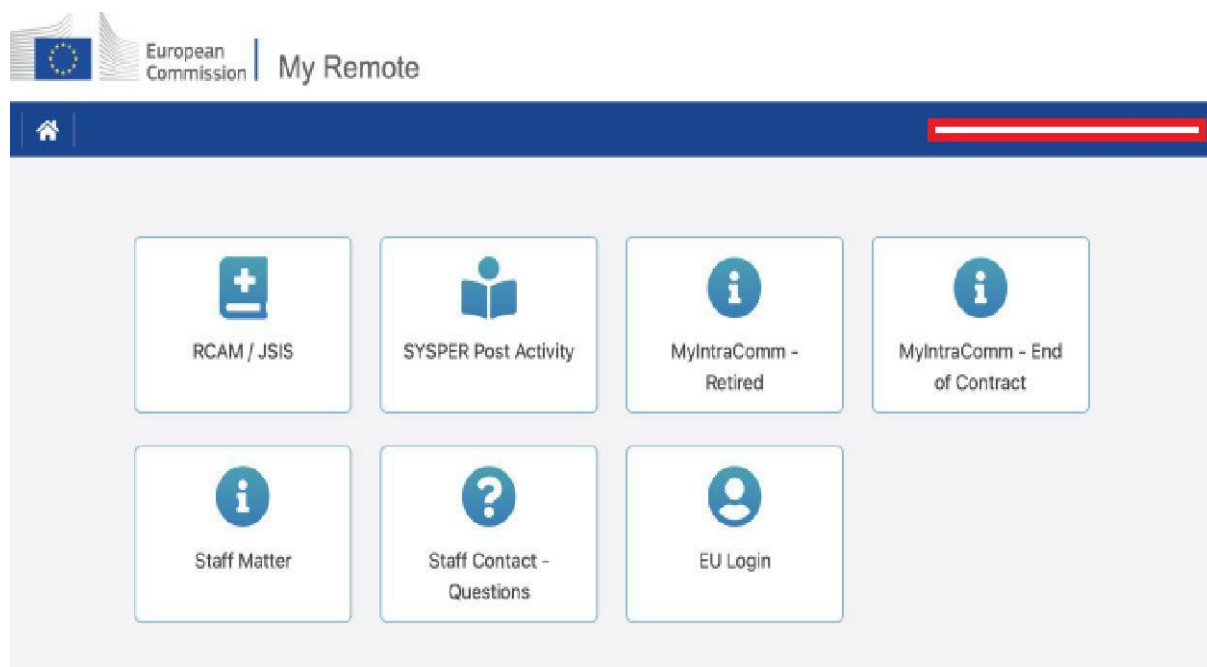(External)

Sign in with a different e-mail address?

Password

Lost your password?

Choose your verification method

Mobile Phone + SMS   ⌄

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Once you are redirected to the welcome page of My Remote, as displayed below, please simply click on the **SYSPER Post Activity** icon in order to access it:

WARNING:

1. For the new beneficiaries : if your claim for the unemployment allowance has been accepted, you have to submit a **"New monthly unemployment declaration"** in Sysper every month, in order to claim your monthly unemployment benefit's payment.

2. For the beneficiaries with the rights to the unemployment allowance granted before Sysper Post Activity was launched: you do not need to submit a "**Claim for the EU unemployment allowance"**. Please submit directly your **"New monthly unemployment declaration",** as described in the point 3 of this guide.

3. You are benefitting from the UE unemployment allowance and you have worked during your unemployment period. Now that your contract has ended, what do you have to do?

- You have worked **outside the EU Institutions**, your contract has ended, but you are still in the period of your EU unemployment rights: you have to submit your monthly declaration in order to receive the payment of your monthly allowance.
- You have worked **for the EU Institutions for a period of minimum 6 months** as a temporary agent, contract agent or parliamentary assistant: you have to re-introduce a new claim for the EU unemployment allowance. Once it is accepted, you will have to submit a monthly declaration.
- You have worked **for the EU Institutions for a period of less than 6 months** as a temporary agent, contract agent or parliamentary assistant: you have to submit your monthly declaration in order to get the payment of your monthly allowance.

2. How to request your unemployment allowance?

If you are a former agent of one of the EU Institutions or Agencies in the situation "end of contract", you have to introduce your request for an unemployment allowance via Sysper **within 8 calendar days**.

In order to do it, please go to the **« MENU »**, click on **« Rights and privileges »** and after that to the **« Declarations (schooling, family…) »** tab:
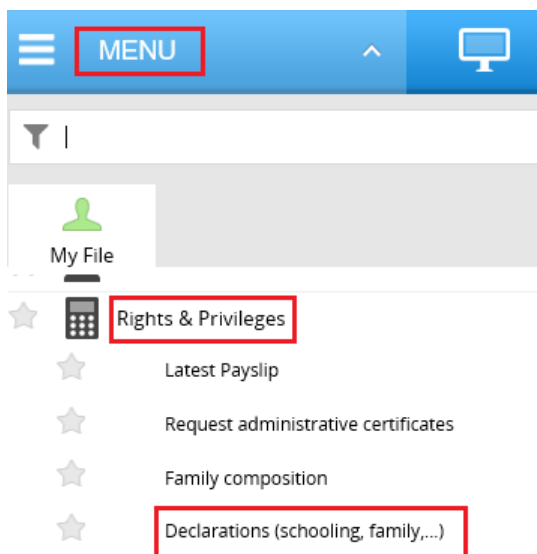
Next, please scroll down to the **« Unemployment declarations »**, choose a **«Claim for EU Unemployment allowance »** and click on the **« ＋ »** icon:

3. How to request a monthly payment of your unemployment allowance?

Every month, in order to receive the payment of your unemployment allowance you have to submit via Sysper your **monthly unemployment declaration** together with **all required supporting documents.**

If you have been working as a temporary worker (interim) or you found a new job, you have also to declare it in your monthly declaration in Sysper.

How to proceed: please go to the **« MENU »**, next to the **« Rights and privileges »** and after that to the **« Declarations (schooling, family…) »** tab:
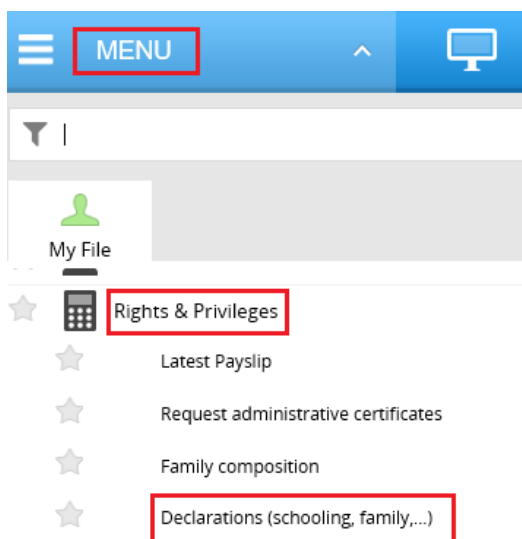
Next, please scroll down to the **« Unemployment declarations »,** choose a **«New monthly unemployment declaration »** and click on the **« + »** icon:

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### 4. How to access your unemployment payment statement?

Once you are connected to Sysper, please go to the **« MENU »**, and next to the **« Rights and privileges »** tab **=> « Latest Payslip »:**
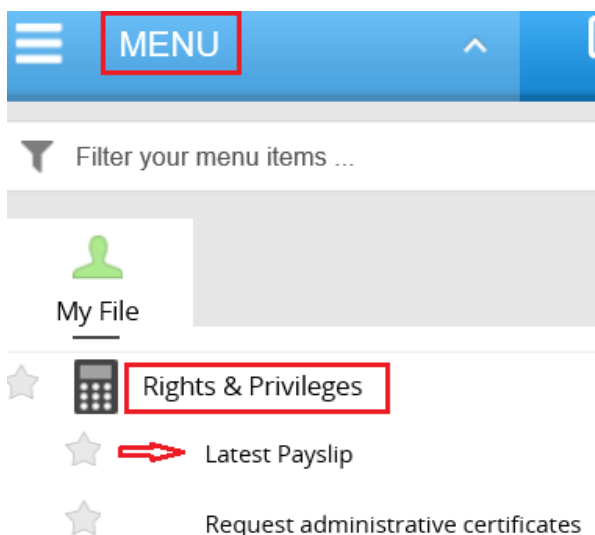
Every month, when your new pay slip is available in Sysper, you will be notified by email.
In your Sysper welcome screen, you will also have a permanent widget of pay slips, which enables you to quickly access to your last pay slip and to the history of your all your pay slips related to the unemployment.

5. How to access your personal data?

Please go to the **« MENU »** and next to the **« Personal data »** tab where you can verify your identity, check/modify your address, your telecoms or your contact person details:
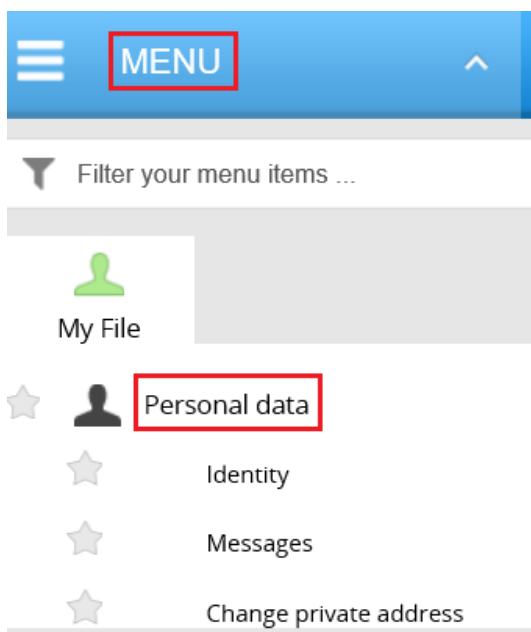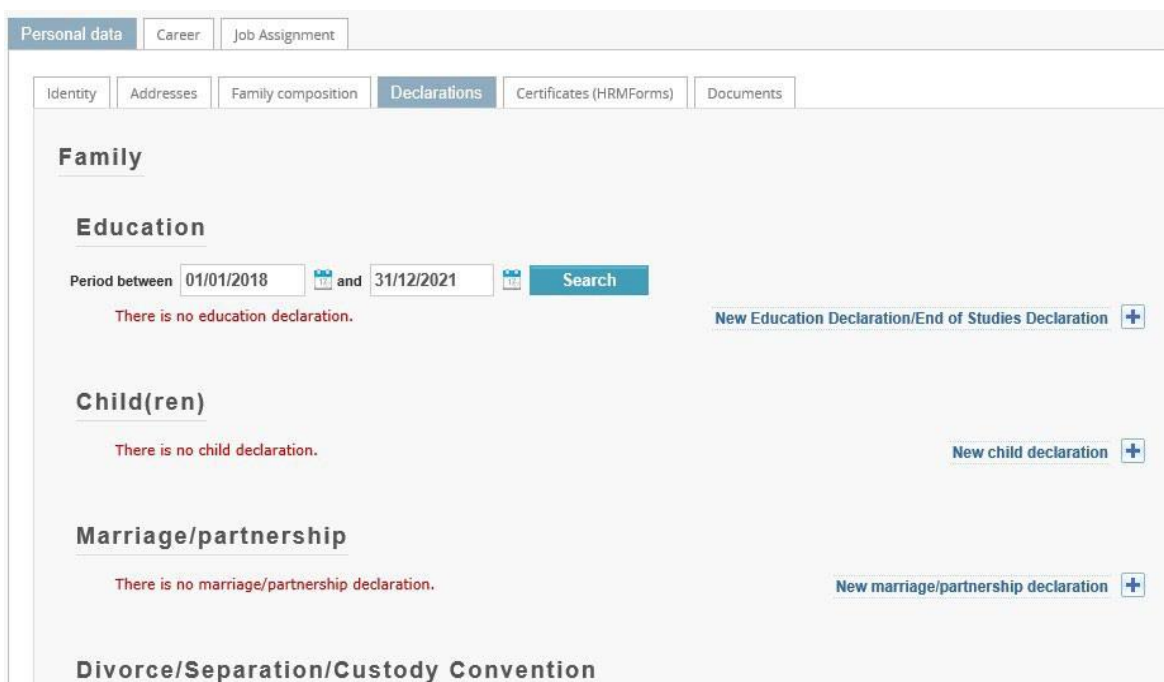
6.   How to access the declarations related to your family situation?

In order to declare a child birth/adoption, a schooling, a marriage, a divorce, your spouse's professional activity, please go to the **« MENU »**, next to the **« Rights and privileges »** and after that to the **« Declarations (schooling, family…) »** tab**:**
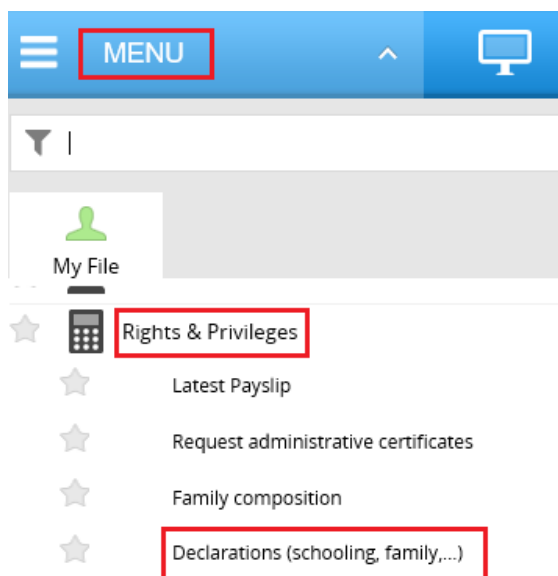
When you click on « **Declarations (schooling, family…) »,** you will be redirected to the page of your declarations:

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7.   General information about the communication with PMO via Sysper :

➤ Sysper will notify you by email when:

a) Your declaration in Sysper has been processed by PMO.
b) Your declaration has been rejected by PMO: more information or documents are required. The link included in the notification will enable you to access Sysper, to attach the requested documents and to re-submit your declaration.
c) A letter has been generated to your attention by PMO.
d) Your new pay slip is available in Sysper.

➤ If you forgot to attach an optional document to your monthly declaration, you can attach it in the monthly declaration related to the next month.

➤ If you forgot to attach a compulsory document to your monthly declaration or to your family related declaration, or the quality of scanning is not acceptable, your declaration will be rejected by PMO. Then you have to proceed as described in the point b) as mentioned above.

8.   Who to contact in case of problem?

➤ For any *technical* issue related to My Remote, to My IntraComm, EU Login or concerning the downloading of documents from Sysper etc, please contact: PMO-IT-APPLICATIONS@ec.europa.eu

➤ Any other information request must be submitted through the "Staff Contact" web portal: https://myintracomm.ec.europa.eu/staff/EN/working-conditions/end-of-service/end-of-contract/Pages/index.aspx?ln=en