



# EU Login JSIS on line Access guide

**For the attention of staff members no longer in active service  
in the European institutions  
(e.g. retired, unemployment, end of contract)**

**July 2020**

# What you should know about EU Login

EU Login is the European Commission's user authentication service. The EU login code, composed of an email address and a password, **allows authorised users** (internal or external) to access a wide range of Commission web services.

This guide is for anyone who has already left the European Institutions (retirement, end of contract). The procedure is different for staff members still in active service who wish to request an external access before their departure. Pending the publication of this specific guide, you can contact PMO by telephone or by going to their offices (see page 25).

## What services are offered?

Once your EU Login account has been certified and access to JSIS online granted, it will enable you to:

- view and track the processing of files and account sheets via **JSIS on line** application: introduce claims for reimbursement of medical expenses, prior authorization request for treatments or medical equipment, direct billing request for hospitalization and much more;
- ask PMO a question via the **Staff Contact** application;
- view all the information available on **My IntraComm** Retirees and **Staff Matters Portal**;
- download pension statements, life certificates and certificates for tax purposes via the **SYSPER Pensions** application.

## How to obtain an EU Login account?

The whole process is described in the Access guide below.

To activate an account you need:

- a mobile phone (cell phone, smartphone, ...)
- a PC (personal computer) or a tablet
- an e-mail address for the exchange of electronic mails (e-mails)

# EU Login & JSIS on line Access guide

The process takes place in 3 steps: creation of an **EU Login** account, application for access to **JSIS on line** and confirmation of registration to **JSIS on line**.

**If you already have an EU Login access, do not attempt to create a new one.**

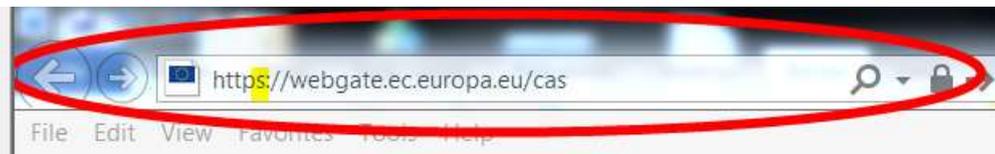
## Step 1: create the EU login account

1. If you use a MS-Windows computer and have the electronic version of this document, open the link <https://webgate.ec.europa.eu/cas>

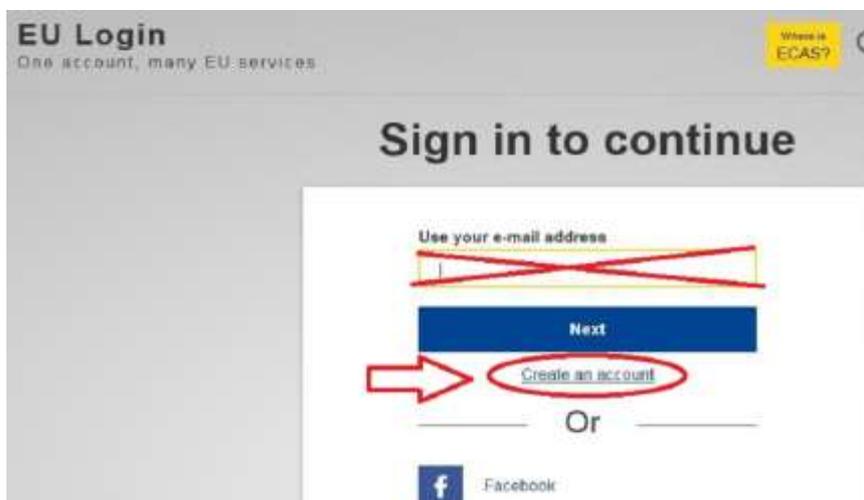
Place your mouse on the blue link and press CTRL + left mouse button simultaneously.



**OR** type the address directly into your Internet browser



2. Click on [Create an account](#)



3. Complete the first four **fields**, insert characters shown on the picture in the field **Enter the code**, tick the box [privacy statement](#) and then click **Create an account**

**Create an account**

[Help for external users](#)

First name

Last name

E-mail

Confirm e-mail

E-mail language

Enter the code

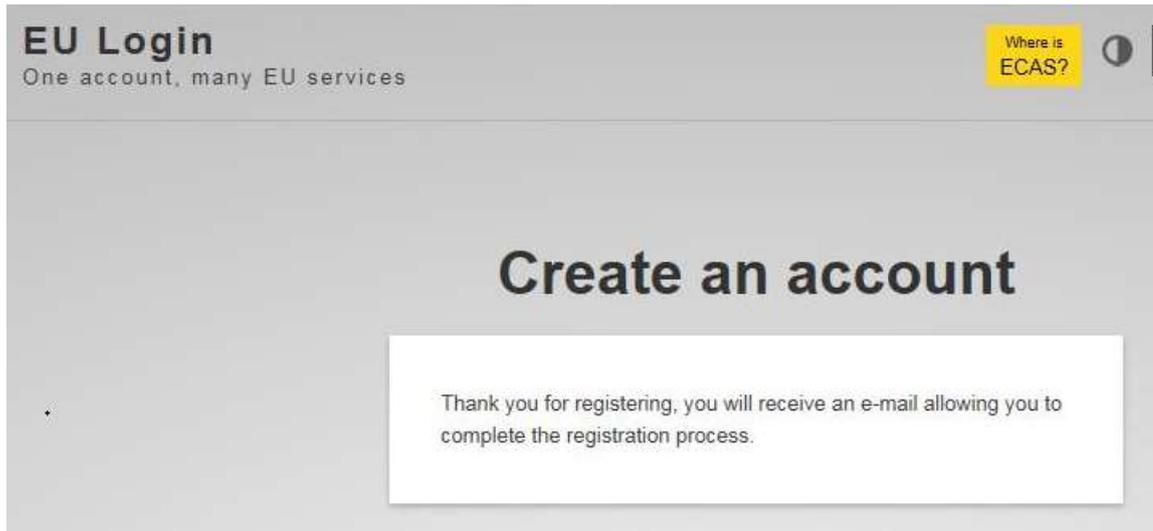
By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

click on the arrow to change the language of the e-mails that will be sent to you

insert characters shown on the picture below

The letters in the captcha image may be written in either upper or lower case in the box above the drawing. This method is used to protect the site from robots. In case of difficulty reading the distorted characters, it is possible to request a new sequence by clicking  or to listen to the audio version by clicking .

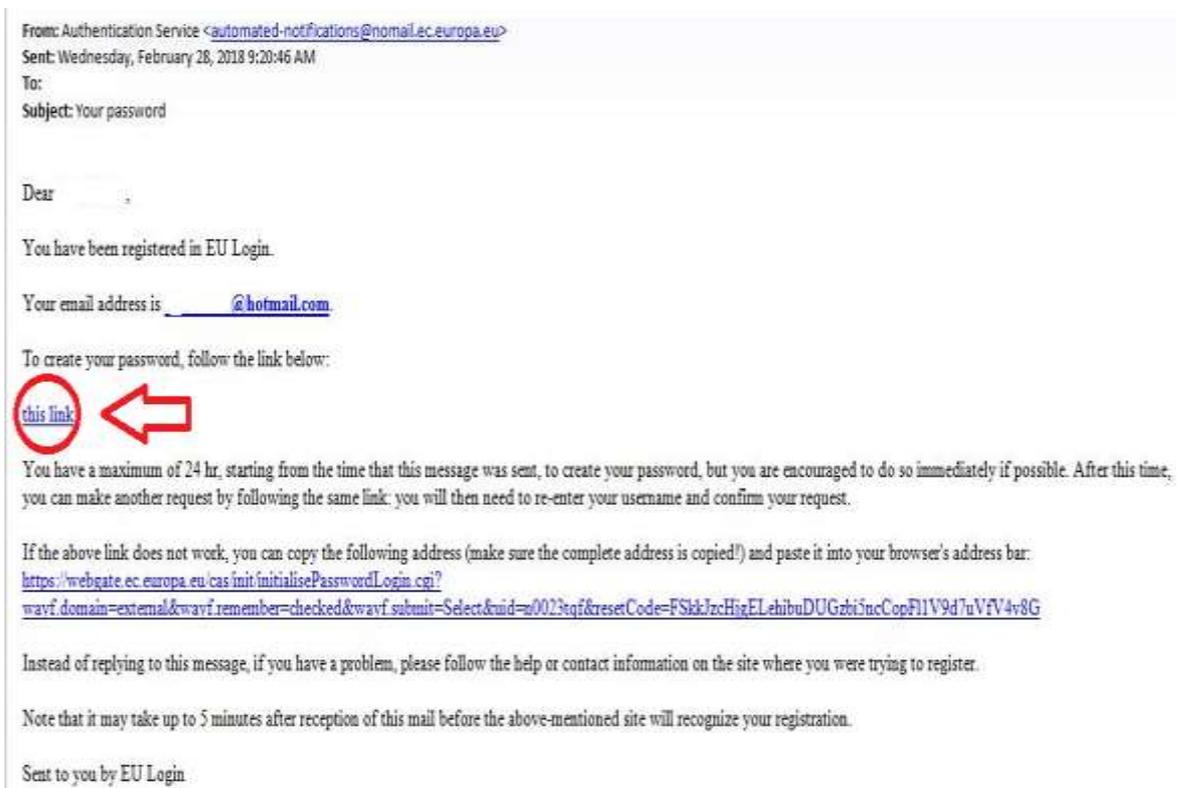
4. After registration of the request, the following message is displayed



**After a few minutes**, a message from the Authentication service of the European Commission is sent to your electronic address.

5. Open the e-mail and click on [this link](#) to create the password.

You only have 24 hours to complete this operation. After this time, the procedure must be started again from the beginning.

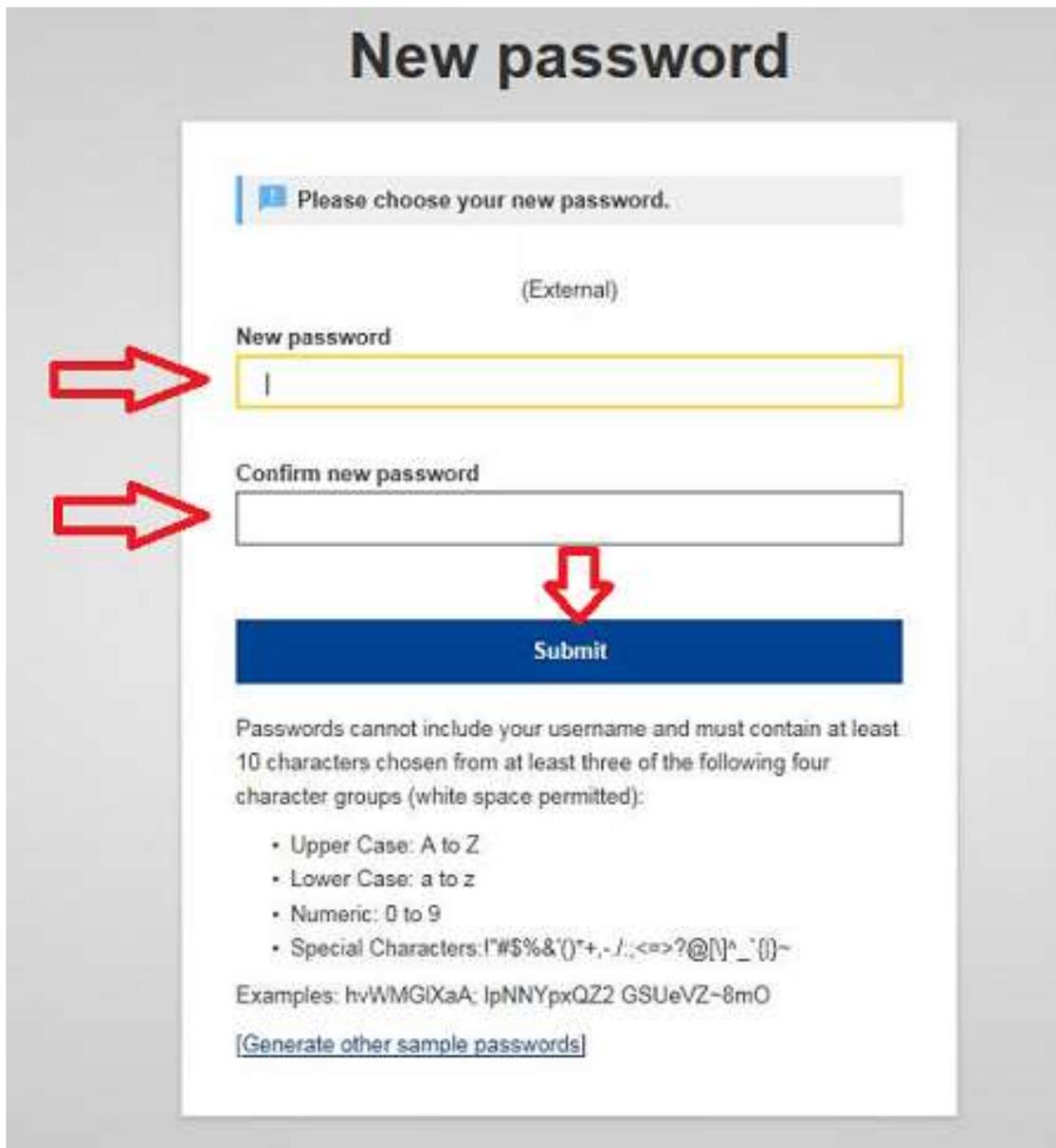


6. Complete the field "New password" with the password you wish to use

We recommend a password composed of at least **10 characters** containing **uppercase** and **lowercase** characters as well as **numbers**

Example: **Thisisanexample12**

Type your password again in "Confirm new password" and click **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: !"#%&'()\*+,-./:;<=>?@[]^\_`{|}~

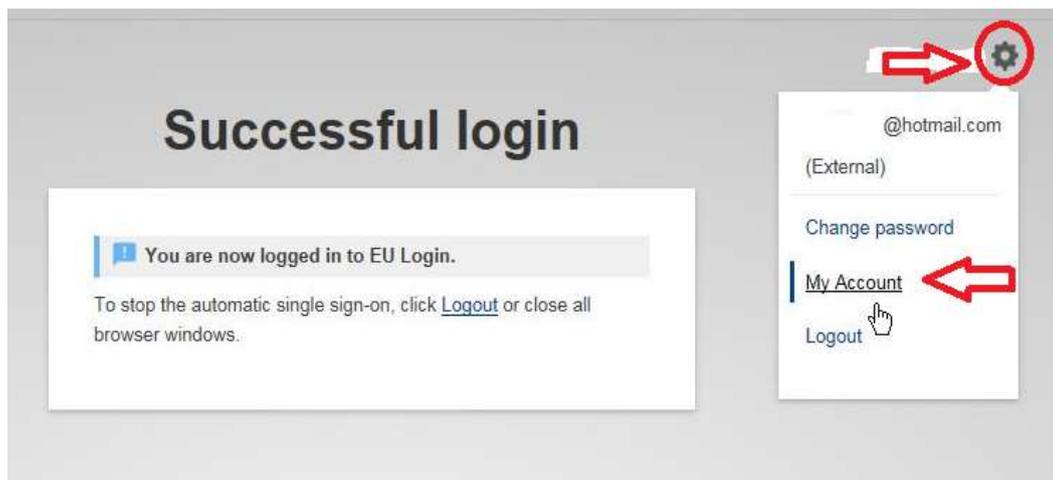
Examples: hvWMGIXaA; lpNNYpxQZ2 GSUeVZ-8mO

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

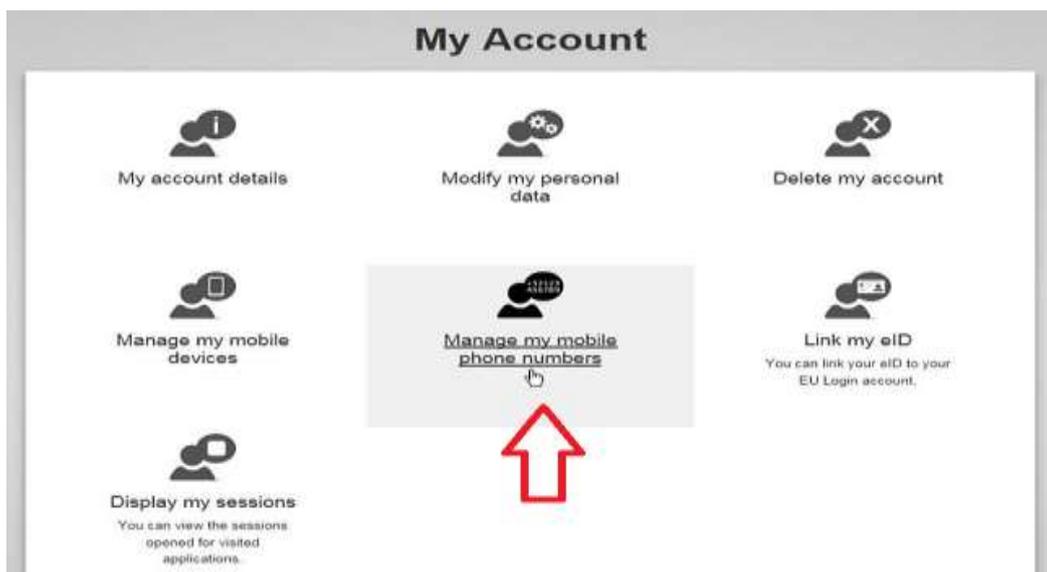
7. The system informs you that the password is accepted  
Click **Proceed** to register the mobile phone number



8. To insert the mobile phone number, click Settings  and then click **My Account**



Click [Manage my mobile phone numbers](#)



Click [Add a mobile phone number](#)



Insert your number using the international format with country code

Example : +32 for Belgium, +39 for Italy, ...

and then click **Add**

## Add a mobile phone number

Mobile phone number

+

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

Add Cancel

A new text message (SMS) is sent to your mobile phone.

It contains the "challenge code". This single-use alphanumeric code is composed of 8 characters (also referred to as "challenge") that should be entered in the 2 boxes under **Text message challenge code**. This code is not case sensitive.

Then click **FINALISE**

## Challenge code for adding a mobile phone number, sent by text message

Please enter the challenge code that was texted to your mobile phone.

It might take up to 15 minutes for the message to reach your mobile phone.

insert your mobile phone number

insert the single-use alphanumeric code composed of 2x4 characters received by text message (SMS)

Mobile phone number

+

Text message challenge code

vj2l - d7n

Finalise Cancel

The system informs you that the phone number has been added.

# Manage my mobile phone numbers



A confirmation e-mail is also sent to your electronic mailbox

De : Authentication Service <[automated-notifications@nomail.ec.europa.eu](mailto:automated-notifications@nomail.ec.europa.eu)>

Envoyé : mercredi 28 février 2018 09:26

À :

Objet : One new mobile phone number has been added to your EU Login account

E-mail: \_\_\_\_\_@hotmail.com

Date: 28/02/2018 09:26 GMT+01:00

Dear \_\_\_\_\_,

You added the following mobile phone number to your EU Login account at the time mentioned above: +32xxxxxxx31. action and that it was initiated by yourself. If this is not the case, please contact your local support desk without delay.

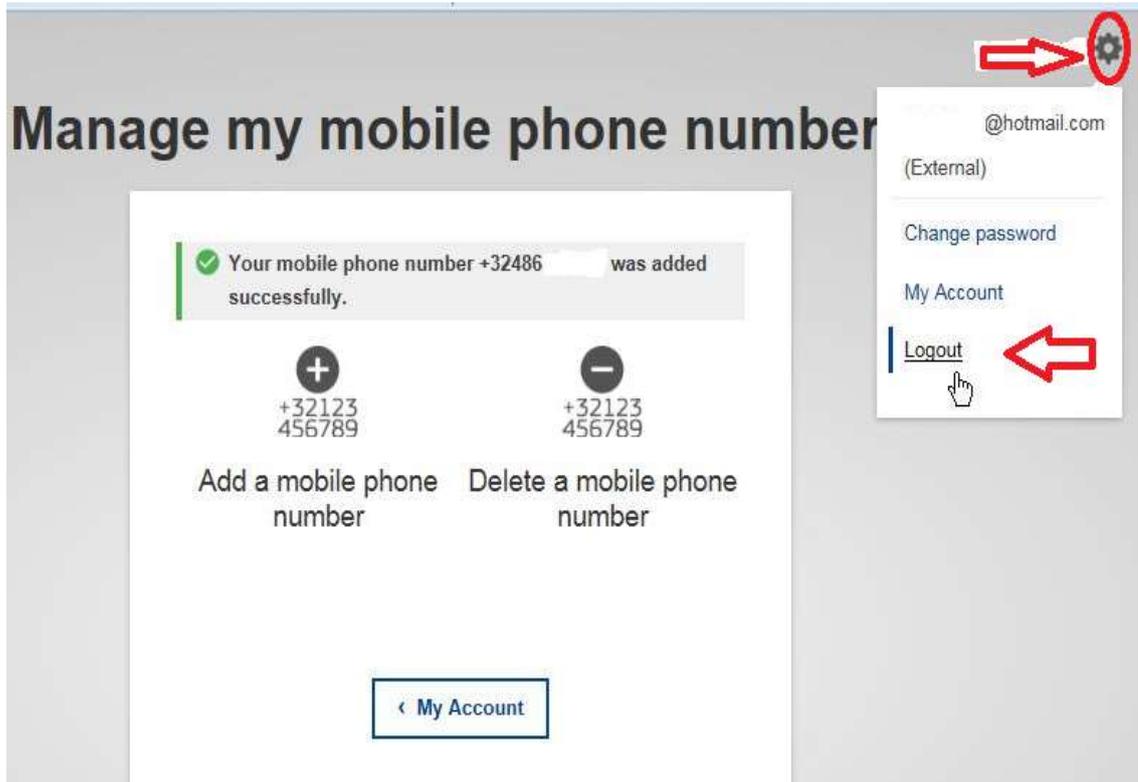
This email is sent from an **unmonitored mailbox**:

- If you have any questions about an **application** you want to use, contact the relevant application helpdesk.
- If you need immediate assistance for an issue related to **EU Login authentication**, please contact the relevant

Sent to you by EU Login

If necessary, add another mobile phone number (from another country / operator) in the same way.

9. Click Settings  then **Logout**



Manage my mobile phone number

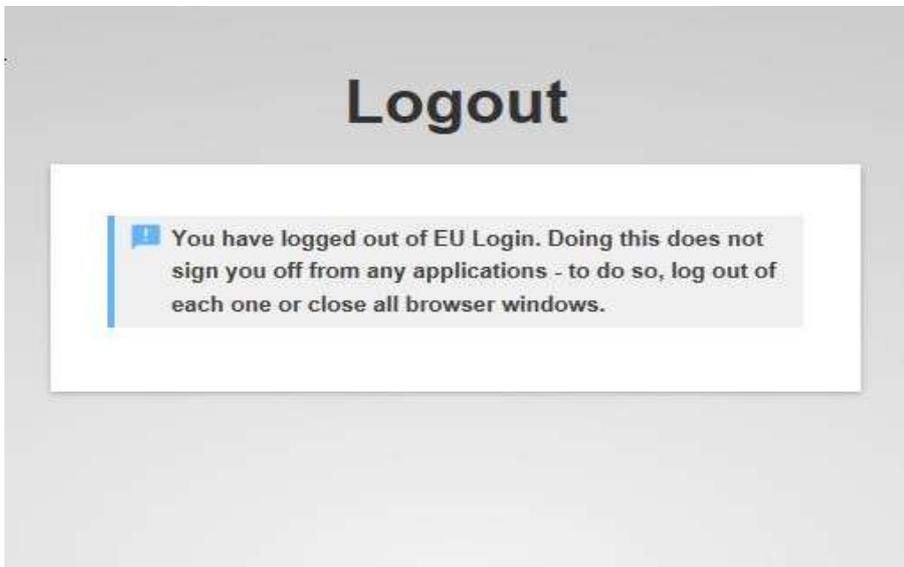
✔ Your mobile phone number +32486 [redacted] was added successfully.

+32123 456789      +32123 456789

Add a mobile phone number      Delete a mobile phone number

< My Account

@hotmail.com  
(External)  
Change password  
My Account  
Logout



## Logout

You have logged out of EU Login. Doing this does not sign you off from any applications - to do so, log out of each one or close all browser windows.

## Step 2: request access to JSIS on line

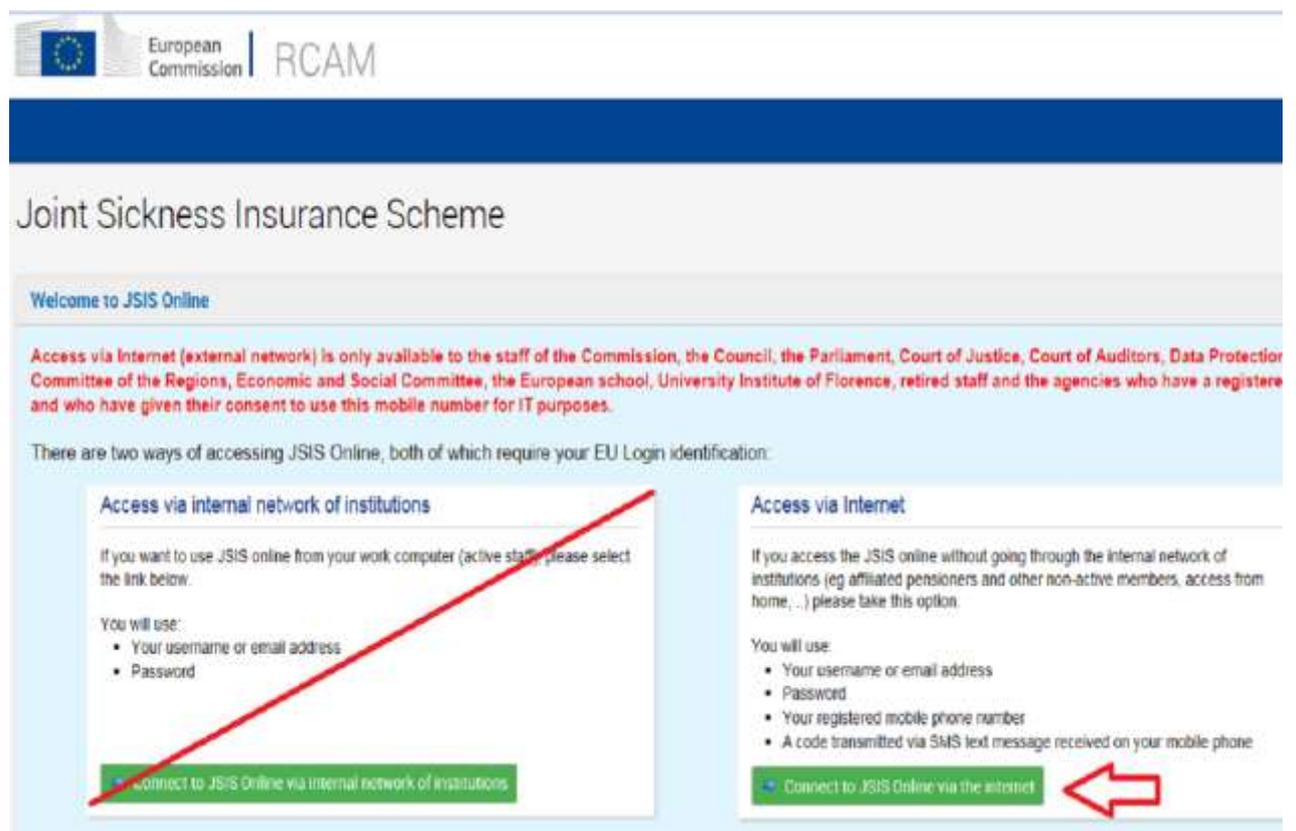
1. If you use a MS-Windows computer and have the electronic version of this document, open the link <https://webgate.ec.europa.eu/RCAM>  
Place your mouse on the blue link and press CTRL + left mouse button simultaneously



**OR** type the address directly into your internet browser



2. Click **Connect to JSIS Online via the Internet** on the right hand side of the screen



European Commission | RCAM

### Joint Sickness Insurance Scheme

Welcome to JSIS Online

Access via Internet (external network) is only available to the staff of the Commission, the Council, the Parliament, Court of Justice, Court of Auditors, Data Protection Committee of the Regions, Economic and Social Committee, the European school, University Institute of Florence, retired staff and the agencies who have a registered and who have given their consent to use this mobile number for IT purposes.

There are two ways of accessing JSIS Online, both of which require your EU Login identification:

#### Access via internal network of institutions

If you want to use JSIS online from your work computer (active staff) please select the link below.

You will use:

- Your username or email address
- Password

[Connect to JSIS Online via internal network of institutions](#)

#### Access via Internet

If you access the JSIS online without going through the internal network of institutions (eg affiliated pensioners and other non-active members, access from home, ...) please take this option.

You will use:

- Your username or email address
- Password
- Your registered mobile phone number
- A code transmitted via SMS text message received on your mobile phone

[Connect to JSIS Online via the internet](#)

3. Enter your e-mail address in the **Use your e-mail address** field and click **Next**

EU Login  
One account, many EU services

Where is ECAS?

RCAM online requires you to authenticate

## Sign in to continue

Use your e-mail address

Next

[Create an account](#)

Or

Or use the eID of your country

Select your country

4. Then complete the **Password** field and select the **Mobile phone + SMS** authentication method

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

EU Login Mobile App PIN Code

EU Login Mobile App QR Code

Mobile Phone + SMS

Token

Token CRAM

Sign in

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

The phone number can be entered with or without spaces.

**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

**Mobile phone**

+ .....

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

**Sign in**

The image shows a 'Sign in to continue' page. A red arrow points to the 'Mobile phone' input field, which contains a plus sign and several dots. Another red arrow points to the 'Sign in' button at the bottom of the page.

6. 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 code**. This code is not case sensitive.

Then click **Sign in**.

The screenshot shows a web page titled "Sign in to continue". The main heading is "Authentication by SMS text challenge". Below this, there is a sub-heading "Authentication by SMS text challenge" and a paragraph: "Enter the challenge sent to your mobile phone by SMS text message. It might take several minutes for the message to reach your mobile phone." There are two input fields: "Mobile phone number" (containing "+32 .....") and "SMS text challenge" (containing three empty boxes). A red arrow points from the text "insert the single-use alphanumeric code composed of 3x3 characters received by text message (SMS)" to the first box of the challenge. Another red arrow points to the "Sign in" button.



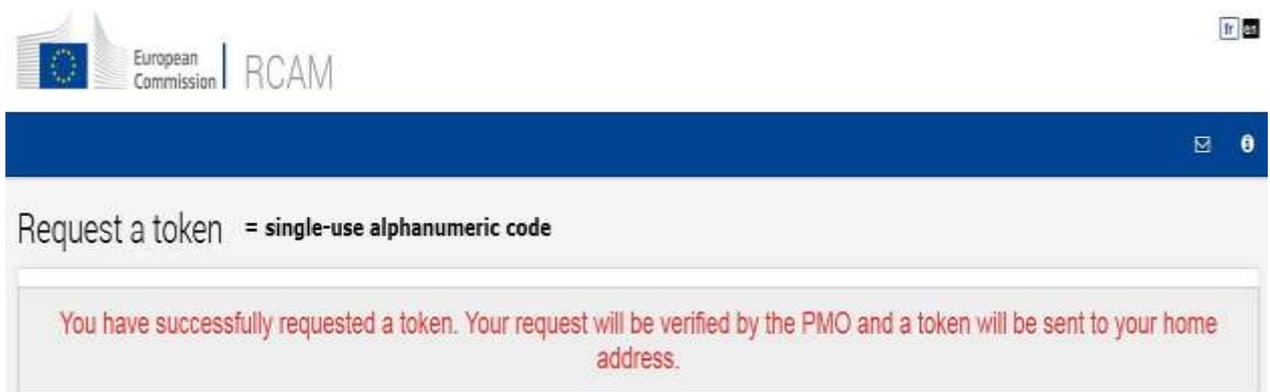
Have the right reflex!

Once you have entered the code, delete it from your phone box to avoid any confusion at a later stage. Indeed, this single-use code is renewed every time you connect to JSIS on line.

7. 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



8. The following message is displayed. In this case, the token is a single-use alphanumeric code.



With this second step, you requested access to JSIS on line and MyIntracomm. You will have to wait for PMO to validate the request and send a final code by registered mail to your official home address.

**If you do not receive this letter within 15 days, please call +32-2-29 76888 (ask to be called back if necessary) or by e-mail to [PMO-EU-LOGIN@EC.EUROPA.EU](mailto:PMO-EU-LOGIN@EC.EUROPA.EU)**



At this stage, it is **impossible to continue the authentication process without having received the registered letter sent by the PMO** (with acknowledgement of receipt).

This letter contains a specific single-use alphanumeric code (also referred to as "token") to use only during the first connection.

# Step 3: activate the JSIS On line access

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

Bruxelles, 28/02/2018  
PMO/3/TOKEN\_EN NP:

(By registered post)

Subject: Activation of your JSIS online account via ECAS

Dear Sir/Madam,

You recently created an ECAS login and password to access JSIS Online. In order to safeguard access to your sickness insurance file, you need to connect again to <https://webgate.ec.europa.eu/RCAM> and enter the login and password you created during your previous session. Then type the following secret code, once only, in the zone foreseen:

N3T-ZY9-CYV-6LF

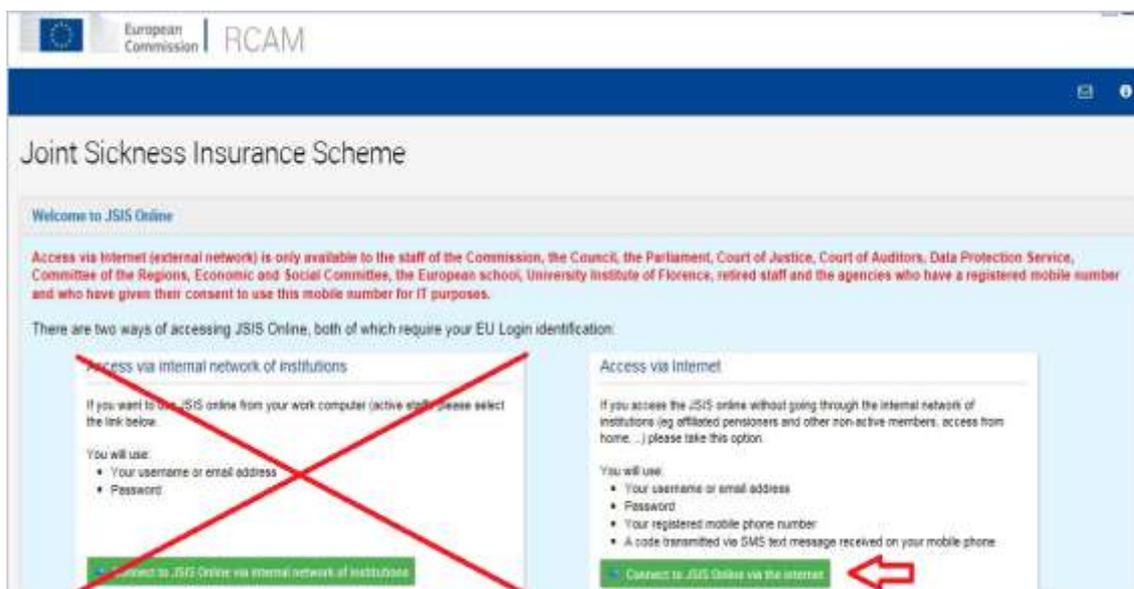
**you will receive  
another code**

You can have five attempts at encoding this key which is valid for up to 28/08/2018.

PMO hopes you enjoy using JSIS Online and would like to remind you to keep the originals of any scanned documents you submit online: please do not submit paper files any longer.

Yours faithfully,

1. Type the JSIS Online address in your Internet browser: <https://webgate.ec.europa.eu/RCAM>
2. Click **Connect to JSIS Online via the Internet**



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

EU Login  
One account, many EU services

Where is ECAS?

RCAM online requires you to authenticate

## Sign in to continue

Use your e-mail address

Next

[Create an account](#)

Or

Or use the eID of your country

Select your country

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

RCAM online requires you to authenticate

## Sign in to continue

Welcome

damilova@hotmail.com  
(External)

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

Password

[Lost your password?](#)

Choose your verification method

Password

EU Login Mobile App PIN Code

EU Login Mobile App QR Code

Mobile Phone + SMS

Token

Token CRAM

Sign in

5. Enter the mobile phone number always using the international format with country code 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**

The image shows a sign-in interface. A red arrow points to the 'Mobile phone' input field, which contains a plus sign and a cursor. Another red arrow points to the 'Sign in' button at the bottom of the form.

6. 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**.

**Sign in to continue**

**Authentication by SMS text challenge**

Enter the challenge sent to your mobile phone by SMS text message. It might take several minutes for the message to reach your mobile phone.

Mobile phone number

+32 .....

SMS text challenge

insert the single-use alphanumeric code composed of 3x3 characters received by text message (SMS)

Sign in

7. Insert the single-use alphanumeric code (referred to as "token") mentioned in the PMO registered letter 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 (return to step 2 – page 12)**

European Commission | RCAM

**Validate your token = single-use alphanumeric code**

Validate your token

Your token: [ ] - [ ] - [ ] - [ ] \*

Submit

insert the single-use alphanumeric code mentioned in the PMO registered letter (4x3 characters)

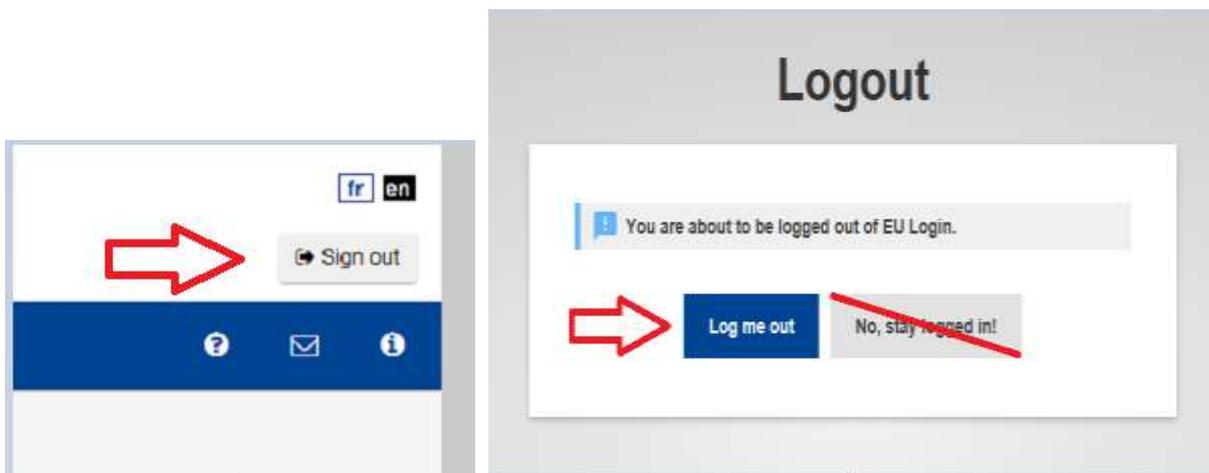
A final message announces the successful validation of the single-use alphanumeric code (= also referred to as "token").



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

Access to **My IntraComm** requires a **48 hour waiting period**

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



The account creation process is now complete 😊

Hereunder are the sites you can consult.

**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.

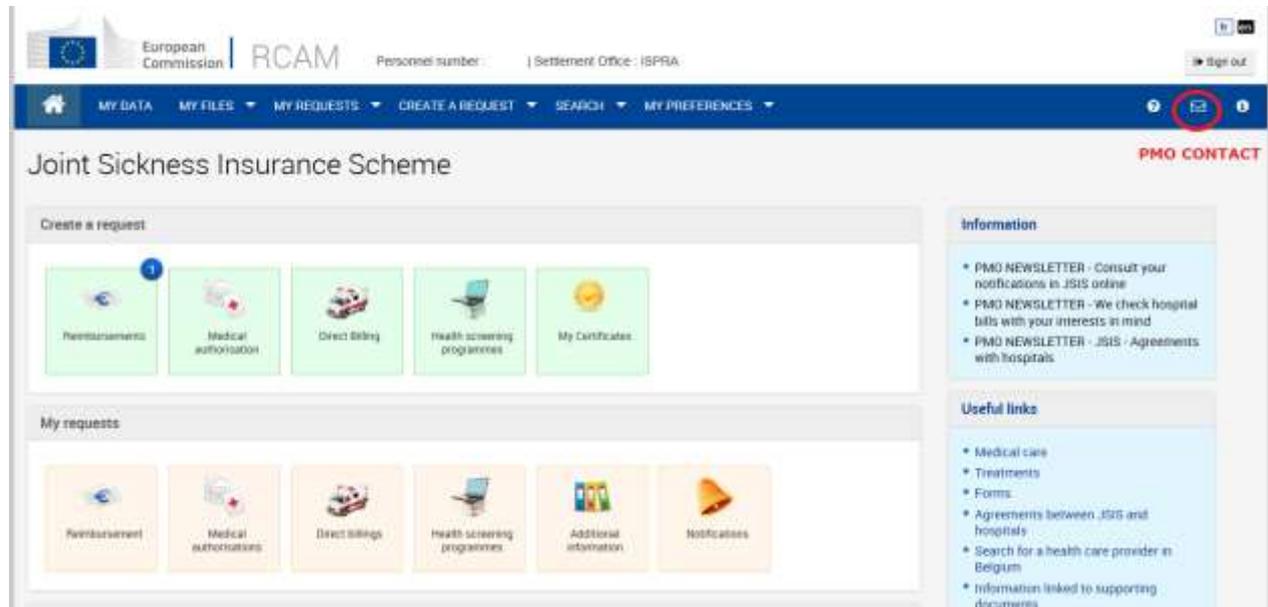
If you have a smartphone, you have the possibility of using the mobile application **EU Login**.

You need to first install the mobile application **EU Login** on your mobile device from Google Play Store (Android), the App Store (iOS) or Windows (Windows Phone Store).

## Useful links

### JSIS on line and Contact the PMO

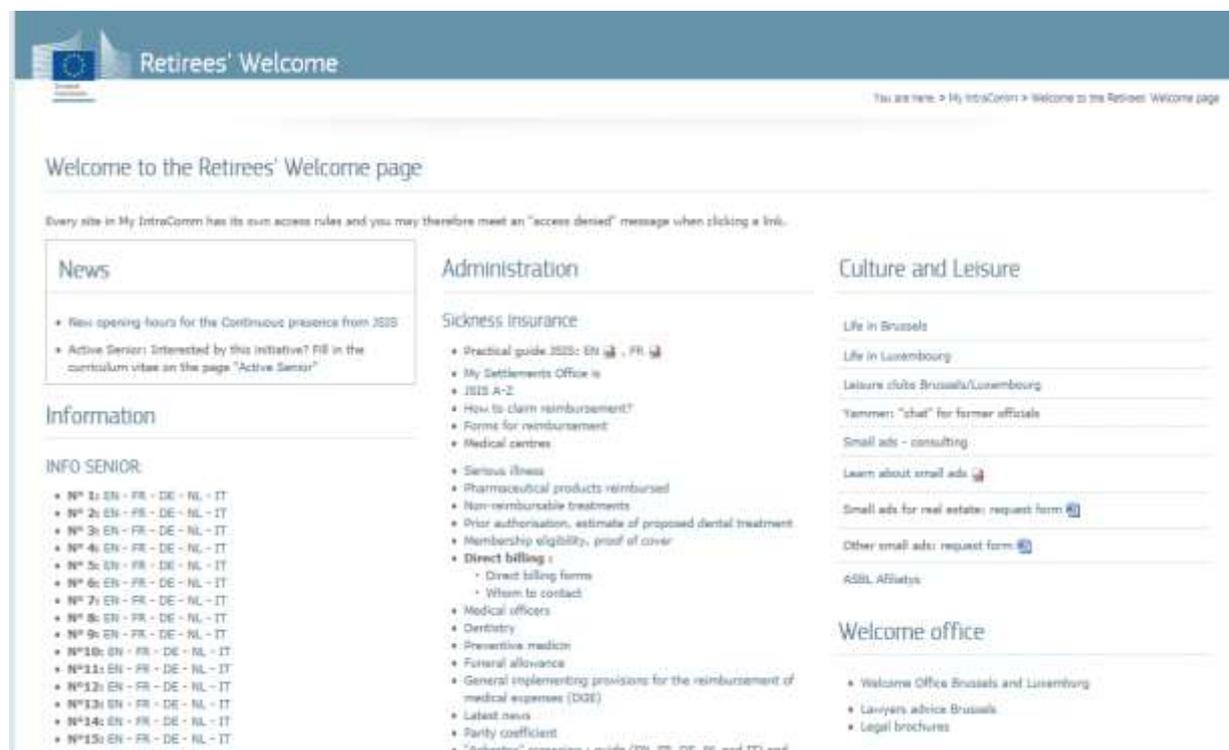
<https://webgate.ec.europa.eu/RCAM>



The screenshot shows the RCAM website interface. At the top, there's a navigation bar with 'MY DATA', 'MY FILES', 'MY REQUESTS', 'CREATE A REQUEST', 'SEARCH', and 'MY PREFERENCES'. Below this, the main heading is 'Joint Sickness Insurance Scheme'. On the right, there's a 'PMO CONTACT' button. The main content area is divided into 'Create a request' and 'My requests' sections, each with several icons representing different services like Reimbursements, Medical authorisation, Direct Billing, Health screening programmes, My Certificates, and Additional information. A right-hand sidebar contains 'Information' and 'Useful links' sections with various links and documents.

### MyIntraComm - Retirees' welcome page

<https://myintracomm.ec.europa.eu/retired>



The screenshot shows the 'Retirees' Welcome' page on MyIntraComm. The page features a header with the European Commission logo and the title 'Retirees' Welcome'. Below the header, there's a navigation breadcrumb: 'You are here: > My IntraComm > Welcome to the Retired' Welcome page'. The main content area is divided into three columns: 'News', 'Administration', and 'Culture and Leisure'. The 'News' column has a 'News' section with two items. The 'Administration' column has a 'Sickness Insurance' section with a list of links. The 'Culture and Leisure' column has a 'Life in Brussels' section with a list of links. At the bottom, there's a 'Welcome office' section with a list of links.

# STAFF MATTERS PORTAL - Health

<https://myintracomm.ec.europa.eu/staff/en/health>

The screenshot shows the top navigation bar with links for Commission, Actualités, Ma DG, Intranets locaux, Professionnel, Personnel, Top Tools, and Who Is who. Below the navigation bar is the 'Staff Matters' header with the European Commission logo. The main content area is titled 'Health' and features three columns of menu items:

- Forms (JSIS)**
- Preventive health**
  - Annual check-up
  - Travel medicine
  - Health at work
  - Health campaigns
  - Health screening programme
  - Health-enhancing physical activity
  - Medical Service team
- Reimbursement (JSIS)**
  - Reimbursement online
  - Reimbursement on paper
  - Direct billing
  - Prior authorisation
  - Special rules
  - Medical care
  - Treatments
  - Medical supplies
  - Dependency
- Insurance (JSIS)**
  - Membership
  - Top-up cover
  - Zorgkas
- Psychological and social support**
  - Psychological support
  - Support groups
- Specific events**

**STAFF Contact:** <https://myintracomm.ec.europa.eu/staff/>

The screenshot shows the 'Reimbursement online' page. The top navigation bar includes 'Commission', 'News', 'My DG', 'Staff Matters', and 'Who is who'. The page title is 'Reimbursement online'. The main content area contains the following text:

Send your claims (for reimbursement of medical expenses, medical authorisations, direct billing...) electronically!

**?** JSIS-Online is the electronic application of the Joint Sickness Insurance Scheme. This software allows you to manage certain aspects of your sickness and accident insurance from your own computer. You can submit your claim for reimbursement of medical expenses, apply for prior authorisation, create and print your certificate of coverage... In other words, everything is easier than before!

Besides being able to consult your membership rights, apply for medical authorisations and consult your reimbursement history, you can now also submit your claims for reimbursement online and upload the scanned supporting documents. Do be careful to keep the originals (during 18 months) in case of possible control.

This new tool allows an online interaction with the JSIS; on the one hand, it is no longer necessary to send the paper documents and, on the other hand, all documents (decisions, letters, account sheets, certificates) are sent to you via the application. So it's the end of paper, unless your file is selected for a random conformity check.

Its powerful search tool gives you access to PDF copies of all documents that the JSIS has sent you or that you have transmitted via JSIS-Online.

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 sector, simply by clicking on the PMO Contact icon.

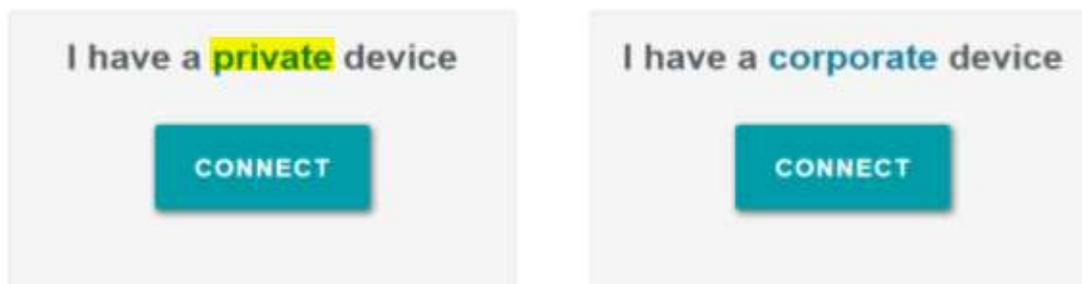
**1. How to access?**

You can connect to the JSIS-Online application with your ECAS password (European Commission Authentication Service). If you don't have an ECAS password, [consult this guide](#) (fr) (en).

The right sidebar contains a 'Related information' section with a 'See also' link, an 'Actions' section with a 'Request a reimbursement (JSIS)' link, and a 'Staff Contact' section with a 'Contact us' link highlighted in yellow.

## SYSPER Post Activity

If you have an EU Login external account certified and an access to JSIS online granted, your access to *Sysper Post Activity* is granted automatically. In order to connect, please go to the following link: <https://myremote.ec.europa.eu/> and click on "I have a private device" in the following screen:



and enter your credentials as you usually do.

Once you are connected to EU Login you will be redirected to the welcome page of My Remote. This is the new entry point for all applications, which are accessible to the retired Staff: SYSPER Post Activity, JSIS online, MyIntra Comm:



If you ever experience problems with the connexion to My Remote, EU Login or Sysper Post Activity, you can contact the Helpdesk at the following e-mail address: [EC-CENTRAL-HELPDESK@ec.europa.eu](mailto:EC-CENTRAL-HELPDESK@ec.europa.eu)

## Need assistance?



- Contact the **IT service (DIGIT)** if:

- ✓ you are not able to create your EU login account (step 1 - point 3)
- ✓ you do not receive the e-mail to create your EU login password (step 1 - points 4 and 5)
- ✓ you encounter difficulties to open links
- ✓ you cannot access the various applications EU Login / My IntraComm / JSIS on line

To report an incident, please send an e-mail to the central helpdesk of the EC (hours: 8h00 - 18h00 CET): [EC-CENTRAL-HELPDESK@ec.europa.eu](mailto:EC-CENTRAL-HELPDESK@ec.europa.eu) with as many details as possible and preferably a screenshot of the error message. You will receive an e-mail containing a reference number (IT ticket) that will allow you to monitor the processing of your request.

- Contact **PMO** if you need help with the access process to EU Login and JSIS on line

For a customised service, select the address of the settlements office you depend on.

### **BRUSSELS**

- on the spot : Monday to Friday from 9:30 to 13:00  
MERO – avenue de Tervueren 41 - 1040 Brussels
- by phone : +32-2-29 76888 (Monday to Friday from 9:30 to 12:30)

### **LUXEMBOURG**

- on the spot : Monday to Friday from 14:00 to 16:00  
Building Drosbach, DRB B2 / 085
- by phone : +352 4301 36100 (Monday to Friday from 9:30 to 12:30)

### **ISPRA**

- on the spot : For active staff: Monday to Friday from 11:00 to 13:00  
Building 73 – Via Enrico Fermi 2749  
  
For non-active staff: Monday from 10:00 to 12:00 and  
Wednesday from 9:30 to 12:00  
Club House – Via Esperia 329
- by phone : + 39 0332 78 30 30 (Monday to Friday from 9:30 to 12:30)

# JSIS

Service to members – Front Office