



Your Helpdesk at the AIACE Congress ...

AIACE International is holding its yearly congress in Lisbon on 18-22 May 2019. All information and registration details are available on-line (<https://aiace-europa-assises.eu/>) or from the Secretariat (<mailto:aiace-int@ec.europa.eu>; tel. +32 2 295 29 60).

AIACE International helpdesk volunteers will be at the AIACE Congress in Valencia, ready to provide help with your own particular queries. In addition, they will be holding a number of “hands-on sessions” specifically to answer questions and offer guidance about the use of the various Commission applications.

These will cover:

- *Practical help to set up your account with EU Login, the secure gateway that gives you access to JSIS Online, the Staff Matters Portal (My IntraComm, PMO Contact) and Sysper Pensions.*
- *An overview of all the information and resources available via AIACE Internationale’s website. Find out how easy it is to download a wide range of useful forms (including medical reimbursement, prior authorisation and direct billing requests) onto your computer WITHOUT A LOGIN OR PASSWORD!*
- *Helpful tips showing you the easiest way to submit your medical claims via JSIS Online, and carry out other related procedures.*
- *Finding your way around the Commission’s new Staff Matters Portal (My IntraComm), with its wealth of news and up-to-date information of all kinds.*
- *The useful new SYSPER Pensions application.*
- *An introduction to the social network specially designed for retired EU officials Yammer After EC ...*

Interested? If so, Martine Platteau-Guillaume and Micheline Bruyninckx will be available in Hotel Sana Malhoa to advise you **as from Saturday 18 May. Demos of the different applications will already be held in the afternoon.**

Check every day the announcement board in the hotel lobby for the program & schedule!