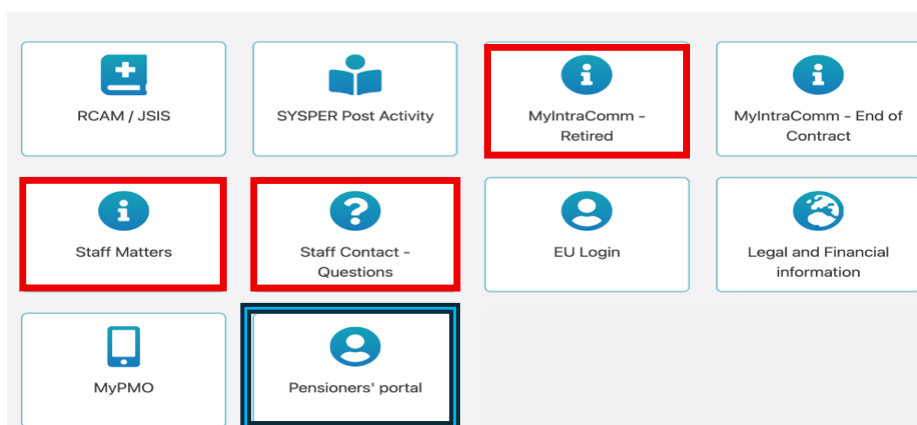


NEW « MYREMOTE » AT 10-12-2025

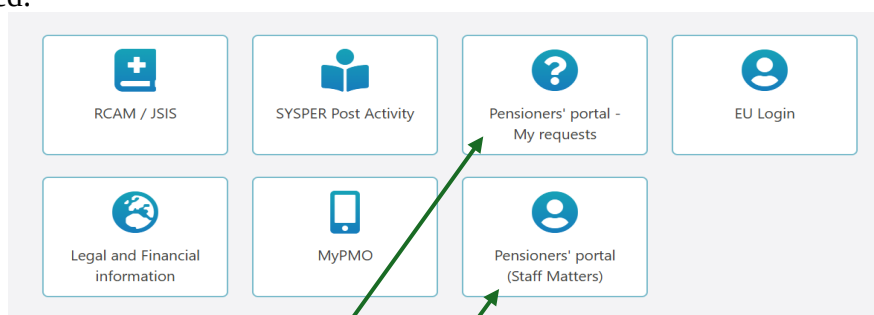
In mid-May 2025, two webinars (in French and English) were organized by DG HR & PMO to announce the new Pensioners' Portal, which was supposed to gather all the information and applications available to pensioners. This Portal would be available:

- directly from <https://digit.service-now.com/asc>
- or from the MyRemote menu (<https://myremote.ec.europa.eu>), a website that many retirees have been visiting since 2016

These webinars are always available – **without EU Login access** – in EN from via <https://webcast.ec.europa.eu/webinar-on-the-new-pensioners-portal-2025-05-16> and in FR via <https://webcast.ec.europa.eu/webinaire-sur-le-nouveau-portail-pour-les-pensionnes-2025-05-15>. Since June 2025, the MyRemote menu has been displayed with the new option highlighted in **blue** below, and the three old options 'MyIntraComm – Retired', 'Staff Matters' and 'Staff Contact – Questions', highlighted in **red** above, were still included in 'MyRemote' but had become obsolete.



Since 9 December 2025, the three previous options have been removed, and two others have been adapted/renamed:



→ **'Pensioners' portal - My Requests'** This option replaces the former 'Staff Contact – Questions' option and allows you to find your 'open' or 'closed 'tickets' (= requests/questions to the PMO).

→ **'Pensioners' portal (Staff Matters)'** This option allows you to find all the regulations, useful information for retired staff, 'News' and 'Apps' available to us.

Please note that :

- this Pensioners' Portal is still evolving. Various improvements have been requested – including by AIACE – in terms of presentation, information search and the encoding of questions for the PMO or DG HR.
- The AIACE Int website, particularly the “IT Communication Tools” section <https://aiace-europa.eu/it-communication-tools/> is always being updated rapidly to reflect the latest changes.

We will keep you informed of developments on this Pensioners' Portal.