



Your Helpdesk at the AIACE Congress ...

AIACE International is holding its yearly congress in Valencia (Spain) on 22-26 May 2018. All information and registration details are available on-line (<https://aiace-europa-assises.eu/>) or from the Secretariat (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, My IntraComm, PMO Contact and Sysper Retired.*
- *An overview of all the information and resources available via AIACE International’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 My IntraComm (Staff Matters), with its wealth of news and up-to-date information of all kinds.*
- *Easy online use of PMO Contact.*
- *The useful new Sysper Retired application.*
- *An introduction to the social network specially designed for retired EU officials - if there still is one! At the moment it’s Yammer After EC ...*

Interested? If so, Martine Platteau-Guillaume and Micheline Bruyninckx will be there to advise you, at the following times and dates:

- Tuesday 22 May 2018 (arrival day) from 15.00 to 17.45
- Wednesday 23 May from 18.00 to 20.00
- Thursday 24 May from 17.30 to 18.30
- Friday 25 May from 09.00 to 10.00
- Saturday 26 May from 11.30 to 13.00

NB. Where: Meliã hotel. Schedule subject to confirmation on site.