



EUROPEAN COMMISSION

DIRECTORATE-GENERAL
HUMAN RESOURCES AND SECURITY
Directorate HR.D — health & Wellbeing — Working conditions
Working conditions & well-being

Brussels, August 2016

IMPORTANT: For the attention of all pensioners

Access to My IntraComm via the ECAS account

My IntraComm, the Commission's intranet site, was until now available to pensioners via access codes (composed of a login and password). Since the cyber attack which affected the Commission in 2011, these codes have only provided access to a “snapshot”, static copy of the website, updated once a week.

GOOD NEWS! Now, the “live version” of the My IntraComm site is once again available to pensioners, with the latest updates and functions which were missing from the snapshot (search engine, insertion of a small ad, etc.). The access codes are therefore no longer necessary because your connection to My IntraComm will be through the same ECAS account as that used for the online sickness insurance (JSIS online).¹

What is ECAS? This is the authentication system set up by the Commission to secure its applications. Currently, retired officials already have access to JSIS online via an ECAS account, and it is this account which will now allow you to access My IntraComm, with the required level of safety: It is based on a two-step “authentication” with login, password and SMS. This is the authentication method used by active staff of the Commission.

Practically, what should you do?

— You already have an ECAS account for JSIS online? There is nothing to do. This ECAS account now gives you access to My IntraComm too via <https://myintracomm.ec.europa.eu/retired/>

— You don't yet have an ECAS account? If you wish to access My IntraComm and the JSIS online application, ask for an ECAS account.

To use it, you must have a mobile phone and a private email address.

¹ JSIS online allows you to manage the follow-up of requests for reimbursement of medical expenses, sponsorships, prior authorisations, preventive medical visits, etc.

This ECAS account can be obtained:

- in Brussels: at SC-27 00/03 (27, rue de la Science, 1000 Brussels) from 9 to 12 and from 14 to 16 or Tel. + 32 2 297 68 88/89.
- in Luxembourg: with Florent Charton, Drosbach building, office B2/085 (12, rue Guillaume Kroll, 1882 Luxembourg) from 8:30 to 12:30 and from 14 to 16 or Tel + 352 4301 36100 or via email: florent.charton@ec.europa.eu
- in Ispra: by Tel + 39 0332 783030 from 9:30 to 12:30.

IMPORTANT:

The current static copy of My IntraComm (the “snapshot”), accessible via the access codes, will be maintained for a transitional period of three months (until the end of November 2016) to allow pensioners time to obtain their ECAS account and to adjust to this new form of access.

During this three-month period therefore, the two sites will be open to pensioners via two different access methods:

— <https://myintracomm-ext.ec.europa.eu/retired/> will continue to give access to the static copy of My IntraComm with the access codes

— <https://myintracomm.ec.europa.eu/retired/> will give access to the “real-time” My IntraComm website, by means of full ECAS authentication.

Once this transition has been completed, access to the static copy will no longer be possible: My IntraComm "live version" will be accessible exclusively via the ECAS account.

Other important information: the portal dedicated to pensioners ("My IntraComm Retired") will be maintained on the "real time" site.

Annexed: List helpdesk.