

Pensioners' Portal - My requests

HOW TO MANAGE YOUR SUBMITTED REQUEST(S)

A. How to find and consult your submitted request(s)?

Once your **case has been created**, you will receive an **e-mail notification**.

Subject: Staff Matters - Your request HRCXXXX has been registered

From: EC ServiceNow <EC-SERVICENOW@sn.mail.ec.europa.eu>

You can reach your request directly from this email by clicking on the **case number** in blue.



You will arrive to at the following view. The details are hereunder:

1. **Reference** number of the request.
2. **Status** information of your request.
3. **Subject** of the request.
4. **Name** if you open a request for yourself, you will see your name 3 times. Some other cases you will see 3 different names, for example when an assistant (opened by) opens a request for the manager (opened for) concerning a colleague (subject person).
5. **Description** of the request.
6. **Assignment group:** Name of the **service in charge** (the group handling the request). Note that this is **not a functional mailbox**.
7. **Tabs: Activity** messages from/to the service, system messages, and **Attachments**.
Additional details shows specific information.
8. **Post a message** to the service in charge.
You can paste formatted text and images. Note that images will become an attachment after posting the message.

9. **Upload an attachment.** It will be sent immediately.
10. View the **previous messages.**
11. Click on **Actions** to cancel your request

State of the request and dates of creation and update (hold your mouse over it to view the exact time).

[< Back](#)

Number
HRCXXX

Created
26m ago

Updated
24m ago

State
Ready

3
Question on teleworking

Actions

4

AS
Opened for
Name

AS
Opened by
Name

AS
Subject person
Name

5

Description
Dear colleagues,
Can you please let me know about the rules of exceptional teleworking away from the place of employment?
Thank you

Assignment group
HR GE04

11

Activity
Attachments
Additional Details

Type your message here...

Post

AS
(Requestor name)
For your information the HR GE04 A will take care of your request.

26m ago
Additional comments

AS
(Requestor name)
User (Requestor name) has initiated a Time management enquiries request

26m ago
Additional comments

AS
(Requestor name)
HRCXXX Created

26m ago

B. How to reply to a comment?

When the service in charge has a question for you to proceed with your request, they will add a comment to your case. When a **comment is added**, you will receive an **e-mail notification** (Subject: Staff Matters - Request HRCXXX received a message).

From the e-mail you can click on the number of the request or the task. If the services is waiting for some information from you, the status of the case could be: Suspended and you will also see a System message as below.

To reply, type your message in the comment box (Type your message here...), then click on **Post**.

If needed: attach a document by clicking on the **paperclip icon** next to the **Post** button.

Activity Attachments Additional Details

Type your message here... **Post**

System 3m ago · Additional comments
The request is now at your level. Please note that we will process it once you have replied with a message.

RVS 3m ago · Additional comments
(Agent's name)
Please provide more specific information on your request

AS about an hour ago · Additional comments
(Requestor name)
For your information the HR GECO A will take care of your request.

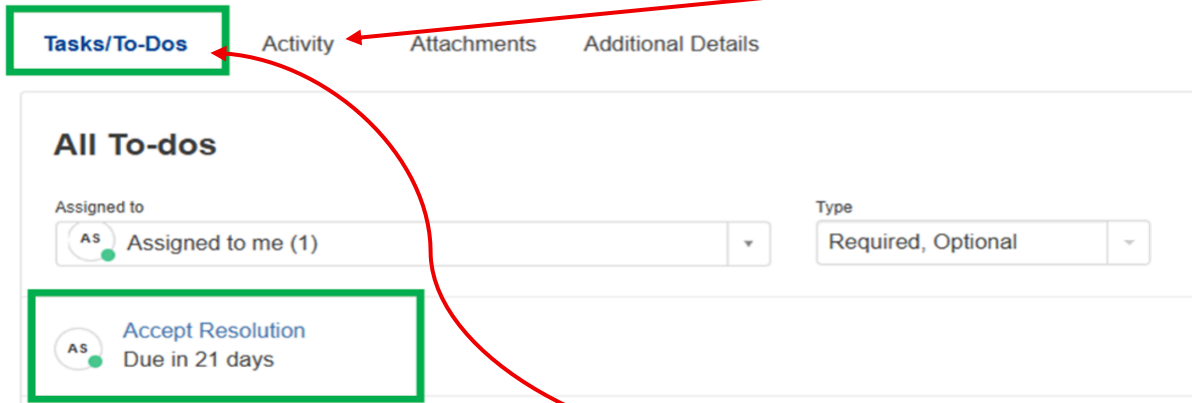
AS about an hour ago · Additional comments
(Requestor name)
User (Requestor name) has initiated a Time management enquiries request

AS about an hour ago
(Requestor name)
HRCXXX Created

C. How to close your request and give feedback or reopen it?

When a final **comment or answer** to your request are added, you will receive an e-mail notification. From the e-mail you can select the number of the request to read the answer of the service.

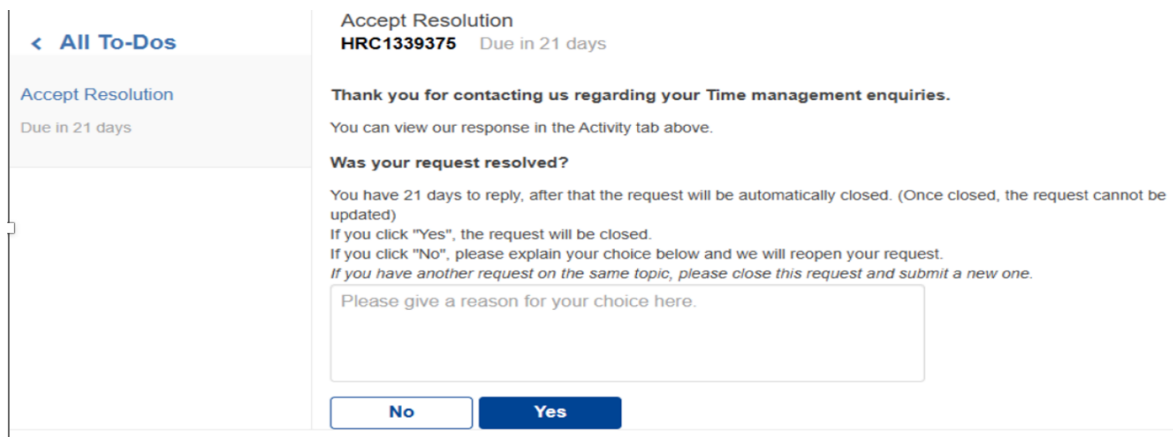
➔ To consult the answer before closure, click on the **Activity tab**



➔ To accept or reopen the request, click back on **Tasks/To-Dos tab**.

Note: if you do not reply to the service **within 21 days**, the request will be **automatically closed**, and you will not be able to comment on it or reopen it.

Once you click on the task, you will arrive to the **To-Dos** tab where you can accept the closure of your request or reopen it.



➔ To accept the closure of your request: under '**Was your request resolved?**', click on **Yes**.

Note: the status of the case will be **Closed complete** and you will not be able to reopen your request or comment on it anymore.

➔ To reopen the request Under '**Was your request resolved?**'

Please explain why you want to reopen it in the text box. Then click on **No** and give a reason for reopening.

Note: the status of the case will be **Work in progress** and the service in charge will contact you with an answer.