

# Jems - Technical guidance

Version 2.0 Date: 09/11/22



## North-West Europe

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This guidance contains key technical information on the operation and use of the joint electronic monitoring system (Jems) of the Interreg North-West Europe programme (NWE). Applications to the different NWE calls for proposals can exclusively be submitted via Jems (no offline template accepted). It is therefore highly recommended to read this document carefully before starting to use Jems.

This document will be updated on a regular basis: keep an eye on the North-West Europe website <https://www.nweurope.eu/>.

### Technical information and system requirements

Jems is a web application, which can be accessed with recent versions of most common browsers (e.g. Google Chrome, Microsoft Edge, Mozilla Firefox). The functionality of the system follows the common standards of web applications for entering and submitting data.

The English language is pre-defined and cannot be changed; it is the working language of the NWE programme.

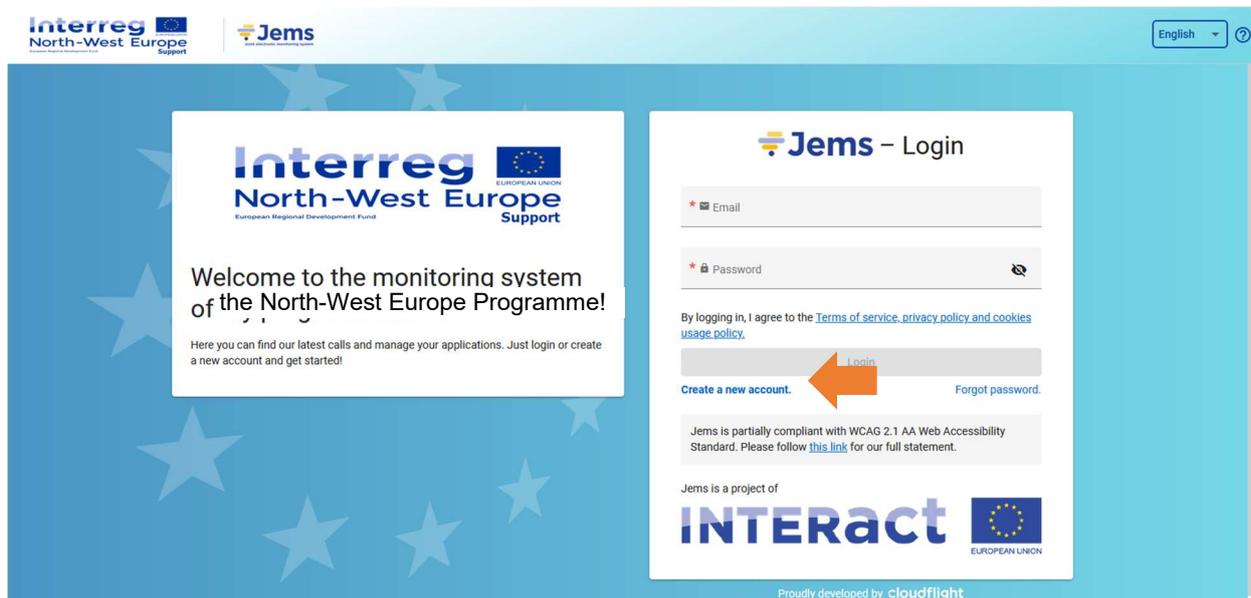
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# 1. Access and registration

Jems can be accessed at the following <https://jems.nweurope.eu/>.

To use Jems, each applicant must first register by clicking on “Create account” on the homepage and provide a set of credentials.



In the registration form, fill in the following information (all fields marked with “\*” are mandatory):

### Create new account

\* First name

\* Last name

\* Email

\* Password

I have read and agree to the [Terms of service and privacy policy](#) \*

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- **First name / Last name:** personal information of the applicant's contact person.
- **Email:** the email address of the applicant – it will be used to log in and notifications will be addressed to it.
- **Password:** password which will be used to access Jems.

The minimum length of the password is 10 characters. It should contain at least one upper case letter, one lower case letter, one digit and one special character (!,;,?,-+%&=#@\*::~~).

The "Register" button turns active only once all mandatory information is filled in. Following the registration, a confirmation email is automatically sent to the email address provided in the "Create new account" form.

Only after clicking the link on the confirmation e-mail, the applicant will be able to log into the platform and create an Application Form (AF). In case you do not receive a confirmation e-mail, please check your spam folder and, if needed, get in touch with the [NWE Jems Helpdesk \(jems@nweurope.eu\)](mailto:jems@nweurope.eu) for assistance.

**Point of attention:** In case you forgot your password, contact the [NWE Jems Helpdesk \(jems@nweurope.eu\)](mailto:jems@nweurope.eu) with your email address used during the registration (no "reset password" function available in the current version of Jems).

## 2. Applying for a call

To create your application, click on “Apply” under the section “Call list” of your dashboard. At this point, insert the acronym of your project (which can be modified afterwards) and click “Create project application”.

The screenshot shows the user's dashboard with a welcome message for GAYE KORGUL. Under the 'My applications' section, there is a 'Call list' table. The table has columns for ID, Name, Status, Started, Ends, and Actions. One row is visible with ID 1, Name 'Call 1', Status 'Published', Started '22/03/2022 11:00', and Ends '15/06/2022 12:00'. An orange arrow points to the 'Apply' button in the Actions column of this row.

ID	Name	Status	Started	Ends	Actions
1	Call 1	Published	22/03/2022 11:00	15/06/2022 12:00	Apply →

The screenshot shows the 'Create a new project application' page for 'Call 1'. It displays call details: Start date (22/03/2022), End date Step 1 (15/06/2022, 84 days, 19 hours, and 23 minutes left), and End date (15/12/2022, 267 days, 20 hours, and 23 minutes left). A yellow hint box states 'Hint: all project data can be changed before submission.' Below this, there is a text input field for the project acronym, which contains 'NWEUROPE'. At the bottom, there are 'Cancel' and 'Create project application' buttons.

Alternatively, it is possible to click on the call row itself under the same section “Call list” and see the general call information through a read-only window. The “Apply” button will appear at the bottom of this page.

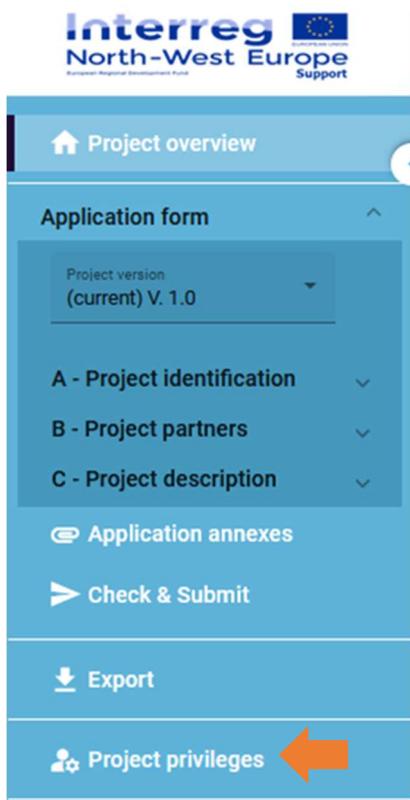
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The newly created project application will be automatically listed under the section “My applications”. The project ID is an automatically generated number given by the system – this number is unique and allows the programme to easily recognise a project.

All applications created by the user are listed at this level - the user can select a project and open it by clicking on the name.

### 3. User Management

The lead applicant can grant access rights to an open application to other users, namely project partners and/or collaborators. To this end, they have first to register in Jems and then provide the lead applicant with their email addresses.<sup>1</sup>



The lead applicant can then enable new users in the “Project privileges” section (see left menu of an application in progress) by entering a full valid email address.

Users can be granted either:

- **read-only rights** (“view”) – user can access all the application sections without being in the position of making any change
- **edit rights** (“edit”) – user can modify/fill in all the application sections
- **lead applicant rights** (“manage”) – user has both edit rights, but also access to the management of the “Project privileges” section.

<sup>1</sup> Please be aware that also capital letters are important in this case: if a participant is registered as `name.lastname@mail.eu`, the system will not find the user `Name.Lastname@mail.eu`.

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The screenshot shows the 'Project privileges' management page for application NWE0100003. The interface includes a sidebar with navigation options like 'Project overview', 'Application form', and 'Project description'. The main content area is titled 'Application form NWE0100003 – NWEUROPE Project privileges' and contains a warning message: 'Users working at the same time in the same page may lead to unexpected loss of data (users overwrite other users content). Please make sure a project is properly reviewed before submission.' Below this, there is a 'Lead applicant' section with a table listing users and their privileges:

Jems username	view	edit	manage
Gaye@nweurope.eu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
oo-worker@nweurope.eu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Buttons for 'Discard changes' and 'Save changes' are located at the bottom of the table.

Please note that only users with “edit” or “manage” privileges can submit the application proposal. Therefore we strongly recommend to identify and designate the user responsible for the submission of the application beforehand (this person should ideally be the contact person of the “lead” applicant institution).

**Point of attention:** risk of overwriting information

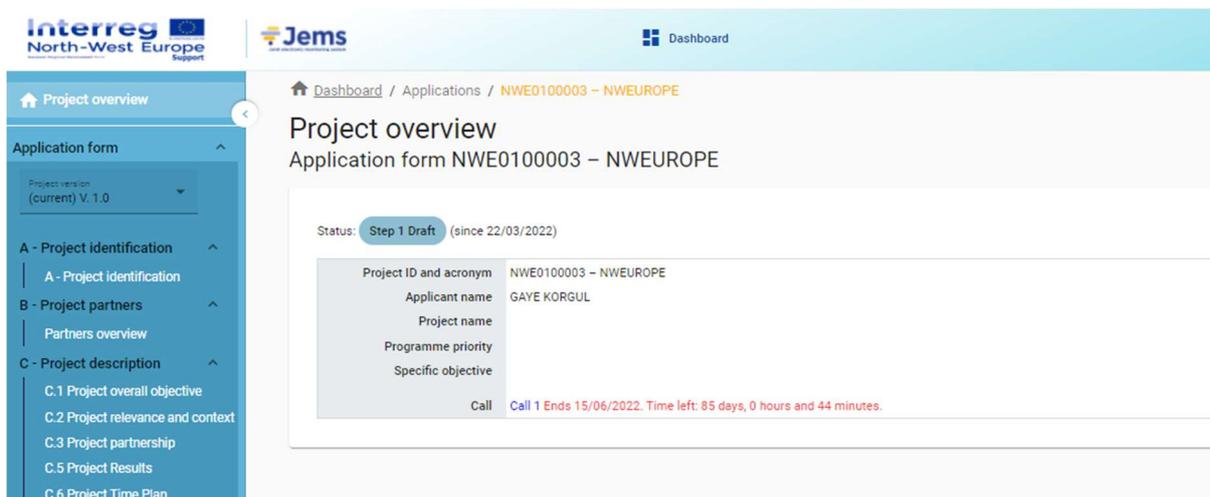
To a certain extent, it is possible for different users to work in parallel (at the same time) on the same application. When working in parallel, users have to make sure that they are not working simultaneously in the same section or sub-section as there is the risk to overwrite information.

In this respect, granting access rights to other users should be done parsimoniously, and coordinating who is working when in the application is crucial for a smooth use of Jems during the application phase.

Users can be assigned to an unlimited number of application proposals, and they can also have different user privileges.

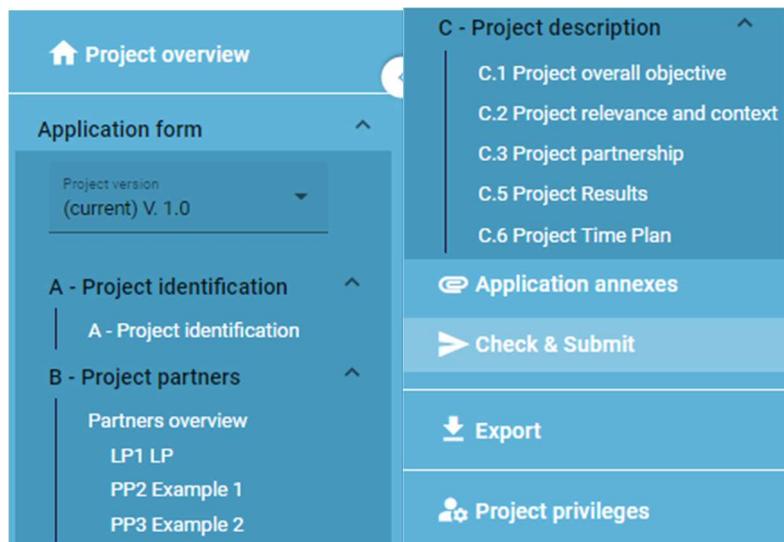
## 4. Filling in the application

The “project overview” page offers general information on the proposal, its application status, and the running call. Every application has a version number. Upon creation the project version number is set to “V.1.0” by default – the latter will remain unchanged until the submission of your proposal. The same logic applies to the status “Draft”, which changes to “Submitted” right after the submission.



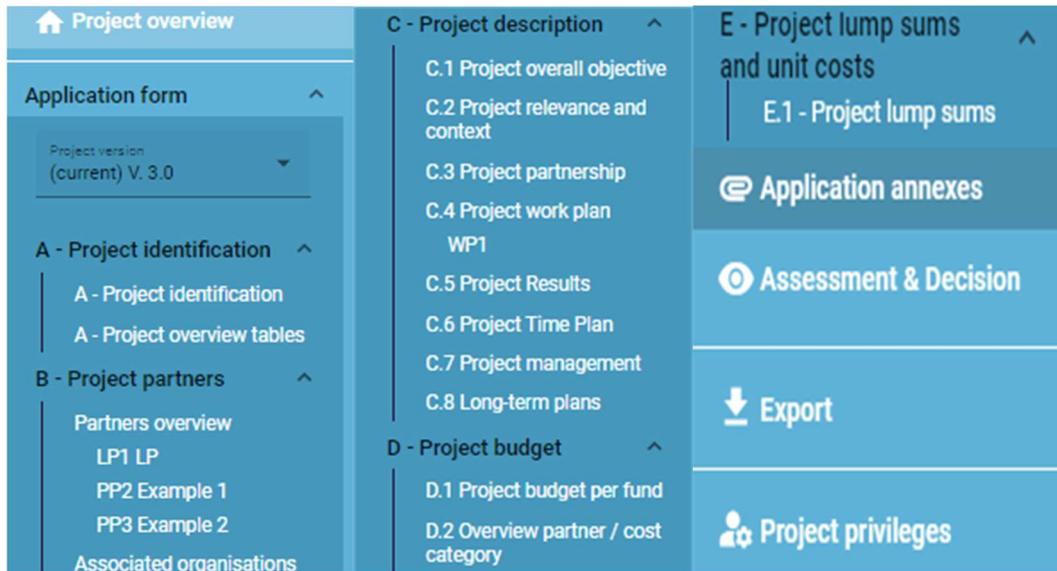
Applicants are invited to fill in the relevant sections and sub-sections listed on the left menu, which corresponds to the application template.

The menu on the left during step 1 application form:



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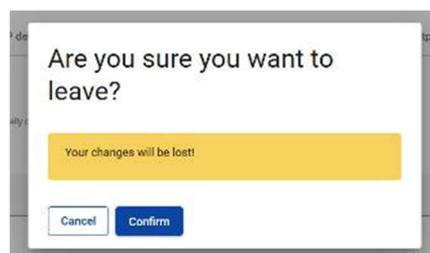
The menu on the left during step 2 application form:



**Point of attention:** For Step 1, only certain sections of the application will be visible and need to be completed, which is why section C.4 (and a few others) of the application do not appear.

Clicking on the “bin” icon allows you to delete. Some sections can only be saved once all mandatory fields (marked with an asterisk “\*”) are filled in. All other fields may be subject to pre-submission checks which block the submission of the application form, for more information please see section 9 of this document. The order of the project partners, work packages, outputs, etc. follows the one in which they were added in Jems. This order cannot be changed unless the related sections are deleted and modified.

Jems provides warnings or requests of confirmation before leaving any section of the application. Always remember to save the data before leaving a section in the application; otherwise, changes will be discarded!



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In addition, the following important aspects have to be remembered when filling in the application:

- Follow the maximum number of characters indicated in the different fields - characters in excess will not be taken into account on Jems. Please note that the punctuation and spaces between words or paragraphs are considered as characters.
- Do not use the “Enter” key of your keyboard to save data while filling the forms as it may lead to unexpected results. Always use the commands provided by Jems interface.
- When filling in longer sections, please remember to regularly save in order to avoid losing data in case of interruptions of your internet connection or other technical issues.
- Being inactive for a long period may end automatically your session for security reasons and unsaved data is lost!

## 5. Budget and co-financing

(Only applicable in step 2 application form or small-scale project application form.)

The sum of the partners’ budgets defines the overall project budget. Based on the financial data filled in at partner level, the overview tables foreseen in the section “D-Project budget” are then automatically updated. Each partner budget and contribution have to be defined under the tabs “Budget” and “Co-financing” at the level of the respective partner in the section “B-Project partners”.



### 1- Defining partner budget options

Before filling in the partner budget, relevant flat rates have first to be selected by the applicant under the “Partner Budget Options”.

**Partner Budget Options**

Office and administrative costs flat rate based on direct staff costs

Travel and accommodation flat rate

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Other costs Flat Rate

Bypassing this very first step will affect the further partner budget elaboration – the selected flat rates impact the automatic calculation done by the system under “Partner budget”.

Detailed information on budget options and flat rates can be found in the programme manual (section 5.2 and section 5.3). Flat rates are pre-defined in Jems; the flat rate amounts are automatically calculated on basis of total real costs in another cost category/ies and visible in separate tables under “Partner budget”.

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### 2- Inserting the partner budget

The “Partner budget” section covers the six cost categories of the NWE: staff costs, office and administrative costs, travel and accommodation costs, external expertise and services costs, equipment costs and infrastructure and works costs.

Identity	Address	Contact	Motivation	Budget	Co-financing	State Aid			
<b>Partner budget overview</b>									
Partner	Staff costs	Office and administrative costs	Travel and accommodation	External expertise and services	Equipment	Infrastructure and works	Other costs	Lump sum	Total
PP2	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
<b>Total</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>

Partner Budget Options

No manual budget entry is possible for a cost category defined as a flat rate for the partner budget option (see the previous section “1- Defining partner budget options”) – the related budget table is not editable, and the total amount is automatically calculated by Jems.

For a cost category based on real costs, a dedicated budget table needs to be created by clicking on the button ‘+Add’.

Partner budget ⓘ

Staff costs

+ Add

Partner budget ⓘ

Staff costs

Staff function	Unit type	No. of units	Price per unit	Total
		1,00	0,00	0,00
+				0,00

Please note that the dimension “Work package” and the dimension “period” in the budget section are not relevant anymore in the NWE Programme (2021-2027).

**Point of attention:** Before starting to build the budget, please make sure you have defined the list of investments within the work packages. The description of the items has to be clear and allow making a link to the planned investments (if any).

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**External expertise and services**

Description	Award procedures	Investment	Unit type	No. of units	Price per unit	Total	
		N/A		1,00	0,00	0,00	
+							0,00

**Equipment**

Description	Award procedures	Investment	Unit type	No. of units	Price per unit	Total	
		N/A		1,00	0,00	0,00	
+							0,00

**Infrastructure and works**

Description	Award procedures	Investment	Unit type	No. of units	Price per unit	Total	
		N/A		1,00	0,00	0,00	
+							0,00

### 3- Entering the contribution of each partner

The partner contribution should be entered once the partner total budget is filled in under the tab “Co-financing”.

The screenshot shows the 'Application form NWE0100120 – Step 2 Workshop - Test AF' interface. The left sidebar contains a navigation menu with 'Co-financing' highlighted. The main content area shows the 'Partner Example 1' details, with the 'Co-financing' tab selected and circled in blue.

The co-financing source has first to be selected via a drop-down menu: “ERDF” is the only source available for NWE. The partner contribution entry (amount and percentage columns) is automatically calculated.

**Co-financing**

In this table you can define your co-financing. In order to see amounts, please, define your partner budget first in the section budget.

Source	Amount	Percentage
ERDF	620.731,20	60,00 %
Partner contribution	413.820,80	40,00 %
Partner total eligible budget	1.034.552,00	100,00 %

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**Point of attention:** For CH partners, the “ERDF” percentage has to be reduced to 0.00% - this field is editable.

Source	Amount	Percentage
ERDF	0,00	0,00 %

The origin of the partner contribution, its legal status (private or public) and its amount must be filled in. Different sources of contribution are allowed; a new source can be added by clicking on the “ +Add new contribution origin”. The total contribution should match the total target value stated in red by Jems.

### Origin of partner contribution

Source of contribution	Legal status of contribution	Amount	% of total partner budget
Example 1	Private	413.820,80	40,00 %
Sub-total public contribution		0,00	0,00 %
Sub-total automatic public contribution		0,00	0,00 %
Sub-total private contribution		413.820,80	40,00 %
<b>Total</b>		<b>413.820,80</b>	<b>40,00 %</b>

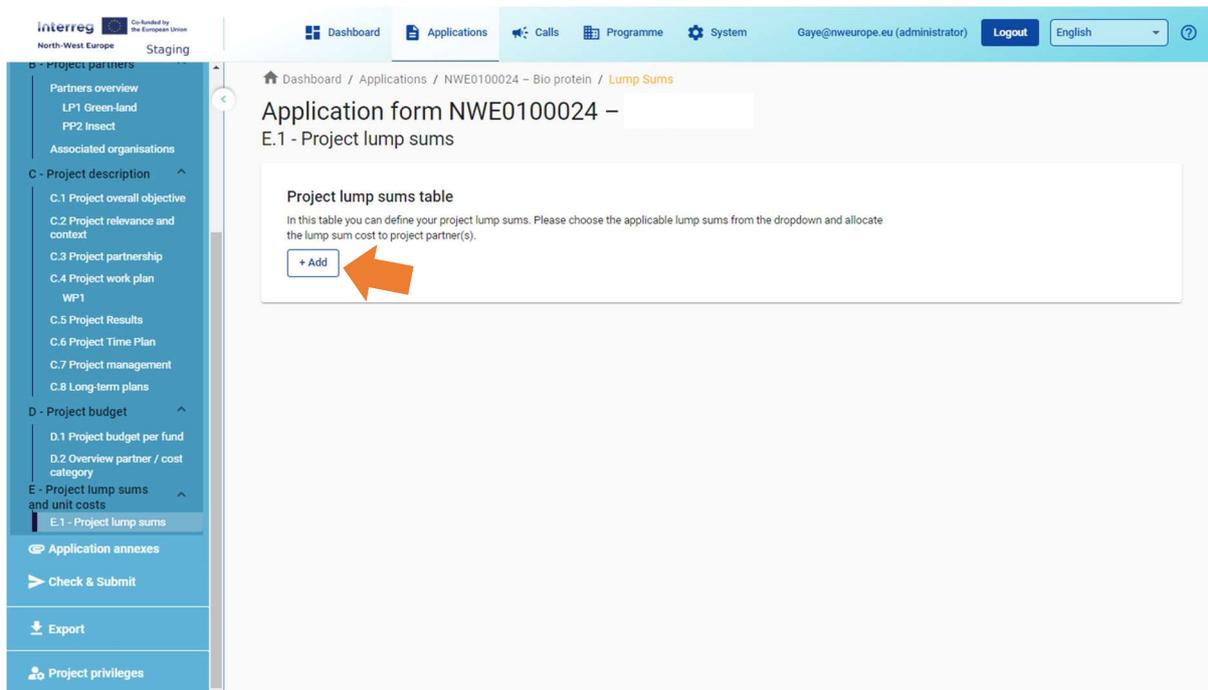
**Point of attention (1):** If changes in the budget are made after the “partner contribution” has been filled in, it is necessary to update the “co-financing” section afterwards.

**Point of attention (2):** After the partner claim preparation costs, its partner contribution should be adjusted accordingly after the completion of the section “E.1 – Project lump sums”.

## 6. Preparation costs (lump sum)

(Only applicable in step 2 application form or small-scale project application form.)

The allocation of preparation costs is taking place under the section “E.1 – Project lump sums”. An overview table has first to be created (button “+ Add”).



The “Preparation costs” lump sum has then to be selected in the column “Programme lump sum”. Please note that only one row is necessary in this table for defining the preparation costs.

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Dashboard / Applications / NWE0100024 – Bio protein / Lump Sums

Application form NWE0100024 – [redacted]  
E.1 - Project lump sums

**Project lump sums table**  
In this table you can define your project lump sums. Please choose the applicable lump sums from the dropdown and allocate the lump sum cost to project partner(s).

Programme lump sum	Split up	Costs	LP1	PP2	Sum	Gap
Preparation costs			0,00	0,00		

Discard changes Save changes

Once the “Preparation costs” option is selected, the lump sum can be allocated to one or more partners. A warning message in yellow appears above the table as long as the lump sum total amount is not correctly allocated to the partner(s); the column “Gap” on the right side is displaying the difference.

Dashboard / Applications / NWE0100120 – Step 2 Workshop - Test AF / Lump Sums

Application form NWE0100120 – Step 2 Workshop - Test AF  
E.1 - Project lump sums

**Project lump sums table**  
In this table you can define your project lump sums. Please choose the applicable lump sums from the dropdown and allocate the lump sum cost to project partner(s).

Programme lump sum	Split up	Costs	LP1	PP2	PP3	Sum	Gap
Preparation costs	Yes	50.000,00	10.000,00	20.000,00	20.000,00	50.000,00	0,00
			10.000,00	20.000,00	20.000,00		

**Point of attention:** Following the completion of this section, the contribution of each partner claiming preparation costs has to be updated accordingly (see above chapter 5. Budget and co-financing – 3. entering the contribution of each partner).

## 7. Application annexes

The section “Application annexes” is only dedicated to the upload of a scan of the requested files, which is required only in step 2 of the application procedure for projects.

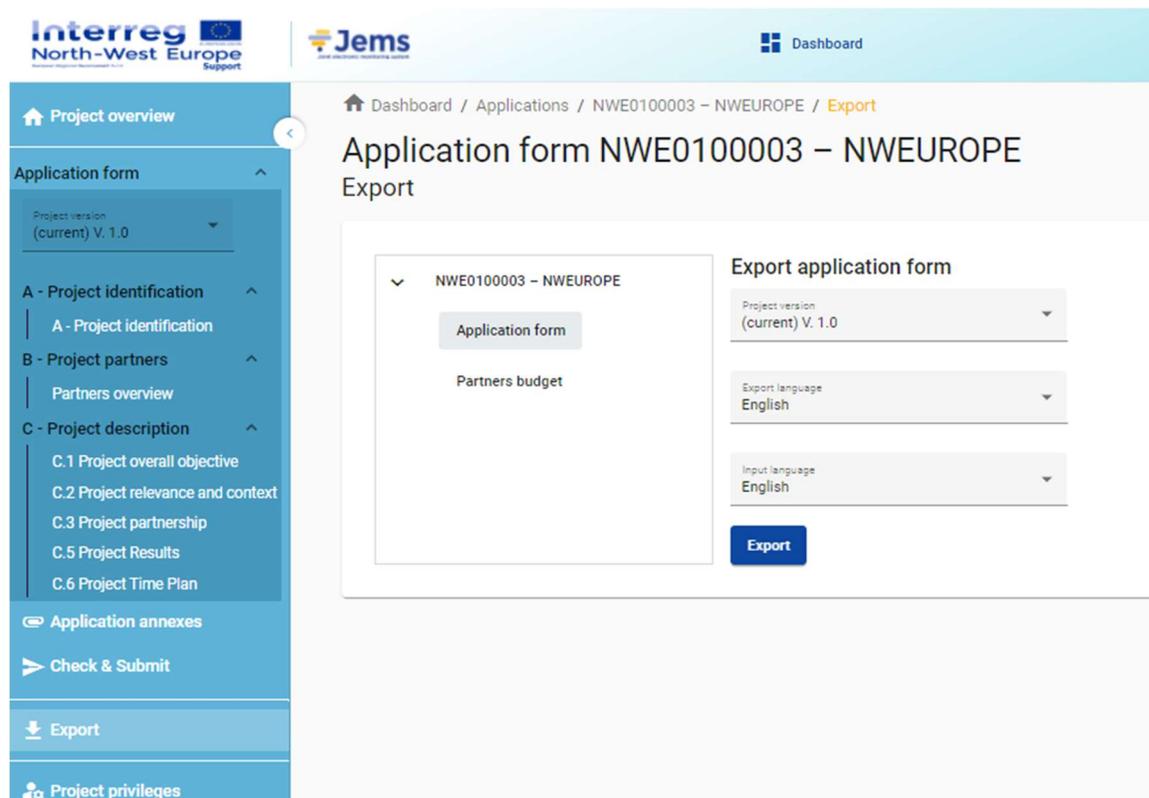
Only explicitly allowed documents should be provided in the attachment at step 2 application form (see Programme Manual chapter 4 section 4.2.6).

The screenshot shows the 'Application form NWE0100003 – NWEUROPE' interface. On the left is a navigation menu with categories: 'Project overview', 'Application form' (with a sub-menu for 'Project version (current) V. 1.0'), 'A - Project identification', 'B - Project partners', 'C - Project description' (with sub-items C.1 to C.6), and 'Application annexes' (highlighted with an orange arrow). The main content area shows the breadcrumb 'Dashboard / Applications / NWE0100003 – NWEUROPE / Application annexes' and the title 'Application form NWE0100003 – NWEUROPE Application annexes'. Below this is an 'Attachments' section with a dropdown menu for 'Application attachments' and a sub-section for 'Partners'. A yellow banner states 'There are no files uploaded.' with a '+ Upload file' button. A grey tooltip box contains the text: 'Only explicitly allowed documents should be provided in attachment (see Programme Manual chapter 4) at step 1 and step 2.'

**Point of attention:** Automatic checks run before the submission prevent the submission of an incomplete application (see details in the next chapter).

## 8. Export function

This section allows the user to create a pdf file of the application at any time of its development as well as to export partner budgets (csv file). The export language is set by default to English.



When your application is ready for submission, it is recommended to save the final version as a pdf file.

**Point of attention (1):** The budget export should not be read as a pdf file, but as a csv/excel document (some browsers may use the ".pdf" extension /format by default - in this case, please try to use another browser).

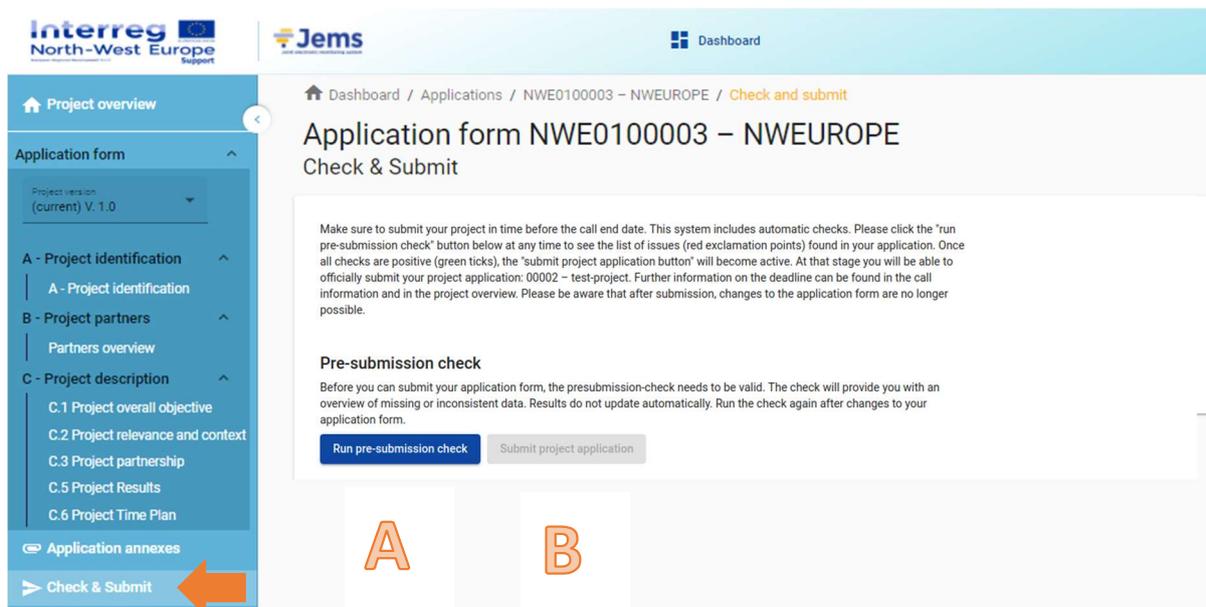
**Point of attention (2):** Please note that depending on the settings of Microsoft Excel on your computer, you may have to convert the downloaded csv file into an excel file.

## 9. Submission of the application

The submission of your application follows a two-step approach. Each application requires a successful pre-submission check of content before it can be submitted.

Under the section “Check & Submit”, users with “edit” or “manage” privileges (see chapter 3 of this document) can perform these two actions:

- Run pre-submission check;
- Submit project application.



The “pre-submission check” function (A) warns applicants when mandatory fields of the application are not filled in – a completeness and consistency check is run by the system, **but** it does not check the quality of information provided. Therefore, it remains the applicants’ responsibility to read carefully information included in our application guidance, go through their application, and verify that all necessary fields are properly filled in.

The button “Submit project application” (B) is accessible only once all pre-submission checks are successfully passed.

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The “pre-submission check” provides two types of verification results to the applicants:

Error/Warning



inconsistent/missing information in the section



Green light

verification of the section passed successful

**Point of attention:** Only relevant fields of the application step 1 are subject to automatic checks when submitting step 1 AF. All relevant fields of the application step 2 (or small scale projects) are subject to automatic checks when submitting the full AF.

The results of a pre-submission check are shown in an expandable tree. A verification result is displayed for each active section of the application.

**Check & Submit**

Make sure to submit your project in time before the call end date. This system includes automatic checks. Please click the "run pre-submission check" button below at any time to see the list of issues (red exclamation points) found in your application. Once all checks are positive (green ticks), the "submit project application button" will become active. At that stage you will be able to officially submit your project application. NINE2100024 - bio process. Further information on the deadline can be found in the call information and in the project overview. Please be aware that after submission, changes to the application form are no longer possible.

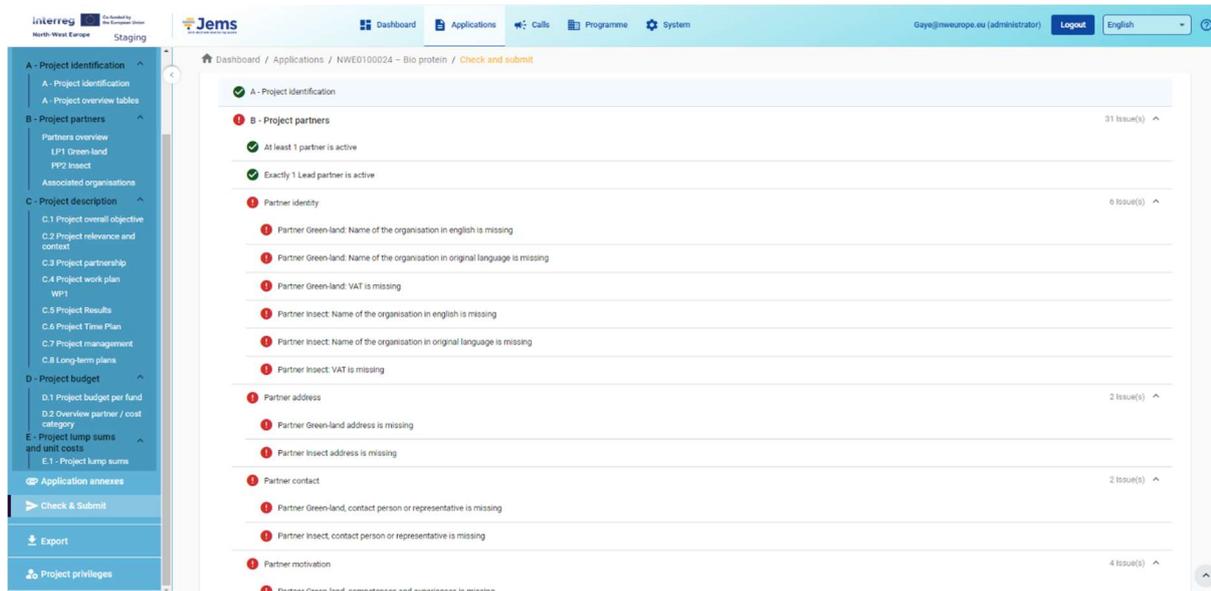
**Pre-submission check**  
Before you can submit your application form, the pre-submission-check needs to be valid. The check will provide you with an overview of missing or inconsistent data. Results do not update automatically. Run the check again after changes to your application form.

[Run pre-submission check](#) [Submit project application](#)

To submit this application, all conditions of the pre-submission must be met.

✓ A - Project identification	
! B - Project partners	31 Issue(s)
! C - Project description	18 Issue(s)
! E.1 - Project lump sums	1 Issue(s)

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**Point of attention:** pre-submission check and time management

Error messages block the submission of the application. Therefore, it is strongly recommended to run the pre-submission check early enough and often while filling in the different sections of the application. Do not wait until the very last minute, since you might run out of time for solving issues and keeping the deadline for project application submission.

The pre-submission check needs to be executed every time the user wants to submit an application. In case a modification to the application is applied, the pre-submission check needs to be executed again. If the pre-submission check is passed successfully, the submit button will be activated. When your application is ready for submission, it is recommended to save the final version as a pdf file.

### Pre-submission check

Before you can submit your application form, the presubmission-check needs to be valid. The check will provide you with an overview of missing or inconsistent data. Results do not update automatically. Run the check again after changes to your application form.

- A - Project Identification
- B - Project partners
- C - Project description
- E.1 - Project lump sums

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After submission, the status of the application is changed to “submitted” (see on your dashboard, under “My applications” or at the level of the “Project overview” page) – there is no automatic email confirmation sent out.

After submission, the status of the application is changed to “submitted” (see on your dashboard, under “My applications” or at the level of the “Project overview” page) – there is no automatic email confirmation sent out.

Dashboard / Applications / NWE0100003 – NWEUROPE

### Project overview

Application form NWE0100003 – NWEUROPE

Status: **Step 1 Draft** (since 22/03/2022)

Project ID and acronym	NWE0100003 – NWEUROPE
Applicant name	GAYE KORGUL



Dashboard / Applications / NWE0100003 – NWEUROPE

### Project overview

Application form NWE0100003 – NWEUROPE

Status: **Submitted** (since 22/03/2022)

Project ID and acronym	NWE0100003 – NWEUROPE
Applicant name	GAYE KORGUL

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**Point of attention:** At the opening of the step 2 of the application procedure for classic projects, the project status is "Draft".

Status: **Draft** (since 06/10/2022)

Project ID and acronym	NWE0100024 –
Applicant name	
Project name	
Programme priority	
Specific objective	
Call	Call 1 Ends 15/12/2022. Time left: 48 days, 20 hours and 59 minutes.
Step-1 submission	01/04/2022 by _ _

After submission, it will be changed to "Submitted" as in step 1.

## 10. Helpdesk and technical support

For any problems you might experience with Jems platform, please contact the helpdesk at [jems@nweurope.eu](mailto:jems@nweurope.eu) or call the joint secretariat at **+33 (0)3 20 78 55 00** during the workdays.

To facilitate the handling of your requests, we invite you to communicate us the following elements (when relevant):

- the project name;
- the project ID;
- the user account facing a problem (i.e. the email address used during the registration on Jems);
- a screenshot and/or the alert message appearing on your screen.