



Getting started with Jems!

You have decided to find out more about Jems and potentially to use it to power your programme in the 2021–2027 period.

This document will help you navigate the key steps to set yourself up with Jems. We advise that you start this process as early as possible to ensure you have the time to navigate the procedural and technical steps necessary.

The steps outlined below should be taken in tandem, like a dance. It is not recommended to take the procedural steps without taking the technical steps and joining the Jems community—the Thematic Network on Jems.

What is Jems



Jems stands for the **Joint Electronic Monitoring System**. It has been co-developed with the knowledge of Interreg programmes and a wide tester pool to create a harmonised, user-friendly software. The software is available on a free-license basis, which means there is no charge for the software. Programmes taking a minimalist approach would need to plan a budget for hosting and maintaining their Jems installation, while programmes wanting to develop additional features would need a more extensive approach.

Although not a legal guarantee, one of the main advantages of using the harmonised system is increased confidence in compliance with the new regulations. You will also benefit from dedicated support through the **Jems Helpdesk** run by Interact, as well as peer-to-peer support from other programmes using Jems.

Procedural steps

To get access to the Jems software:

1. Programme's should email **jems@interact-eu.net** and express an interest in testing the software before potentially using it in the 2021–2027 period.
2. You will receive a license agreement that will need to be signed by your programme's hosting institution to receive the installation files and instructions.
3. The Programme should then ensure all the technical steps outlined below are completed. It is strongly recommended that you test Jems before starting to use the software with real data.



Please note that signing the license agreement does not oblige a programme to use the system.

Technical aspects



While Jems is easy to use, there are vital technical requirements that must be met.



Please note, any modifications to the source code are at the programme's own cost and risk. Any changes to the Jems source code, no matter how small, means that Interact cannot guarantee future updates' compatibility.

1. Detailed specifications are available in the Jems community, particularly the documents 'Jems Technical Specifications', 'Jems Installation Instructions' and 'Pre-installation Instructions'. You should ensure a competent IT officer reads these documents and that the programme can meet the requirements, including having a budget for hosting and maintaining the installation and any customisation.
2. Interact strongly recommends every programme maintains a separate test environment to check all updates before installing on the main system, ideally as part of an IT maintenance contract (if not managed in-house).
3. Programmes will have access to the source code, enabling programmes that want specific extras to create their own add-ons.

Dedicated Interact support

There are key elements to the dedicated support you can expect from Jems. While Jems is easy to use, there are vital technical requirements that must be met.

1. Jems Helpdesk will be the best place to troubleshoot practical issues with Jems, or to suggest new features. The Helpdesk is open to anyone who uses or follow Jems, and you can ask questions, provide ideas, and report and track the status of issues.



2. Eight-hours of support for Jems will be provided for each signed license agreement within six months. This can be used to support installation, customisation etc.



Please note, there is no service level agreement between Interact and programmes.

3. Interact will maintain and manage the core Jems software, including releasing updated versions with bug fixes, improvements and more.

Wider community support

The Jems community is your portal to peer-to-peer support:

1. In the Jems community, you will find all communication from Interact, notices of new versions of the Jems software, invitations to Sprint Reviews, trainings, events, and much more.
2. Any programme that builds an add-on, or similar tool, is encouraged to make this tool available through the community to all other programmes with license agreements to use Jems.



The cooperation through the Interreg community was one of the strongest benefits of the original eMS software, and we are confident it will also be the case for Jems.