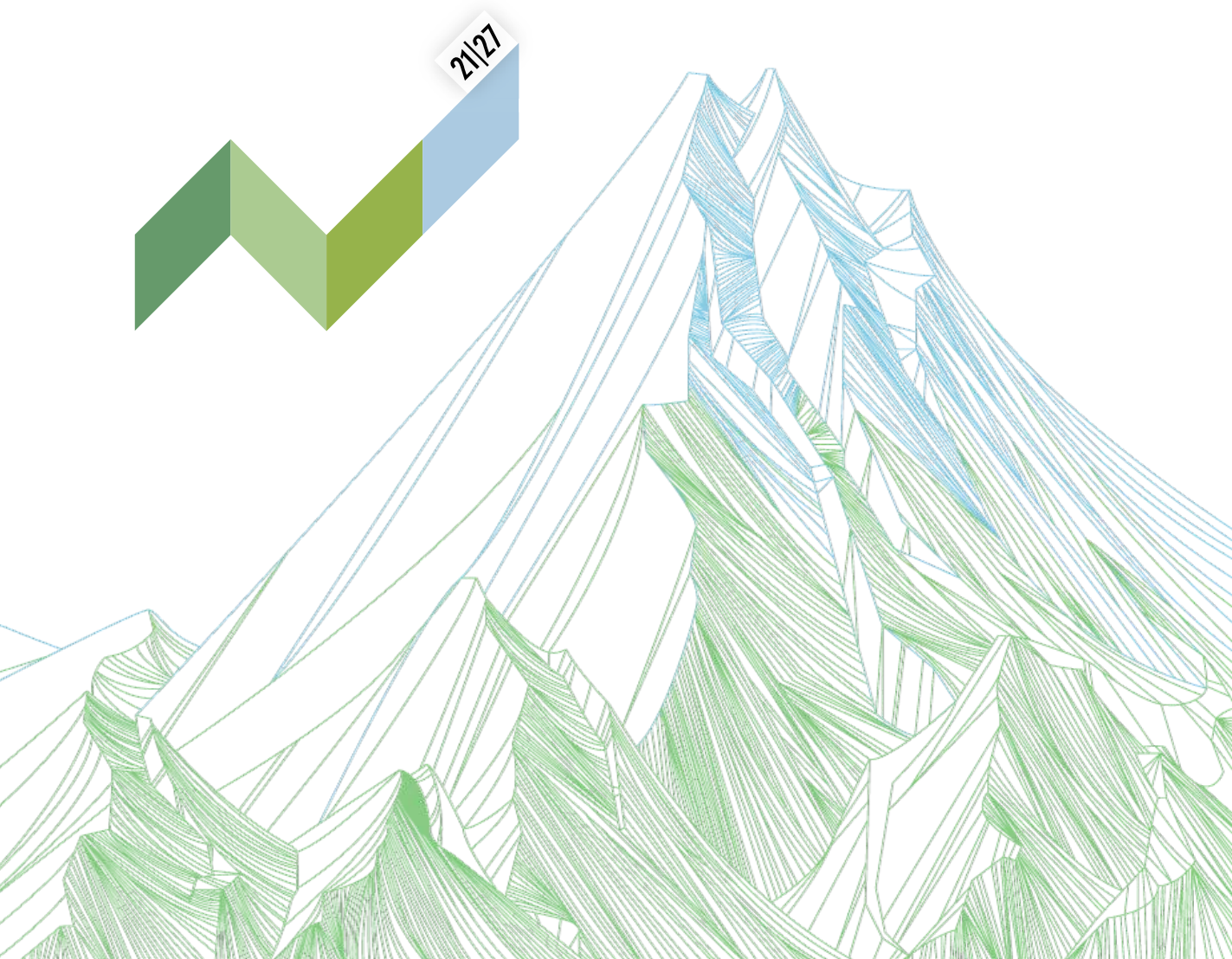


# Jems - Technical guidance

Version 3.4

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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 Alpine Space programme (ASP). Applications to the different ASP calls for proposals must be submitted via Jems (no offline template will be accepted). It is therefore highly recommended to read this document carefully before starting to use Jems. This technical guidance on the Jems complements the annexes 1a “Application Form guidance for classic projects - step 1 and step 2” and 1b “Application Form guidance for small-scale projects” of our [programme manual](#).

This document will be updated on regular basis: keep an eye on the page dedicated to Jems on our website <https://www.alpine-space.eu/for-project-partners/jems/>.

## Technical information and system requirements

The 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 official language of the ASP.



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## Content

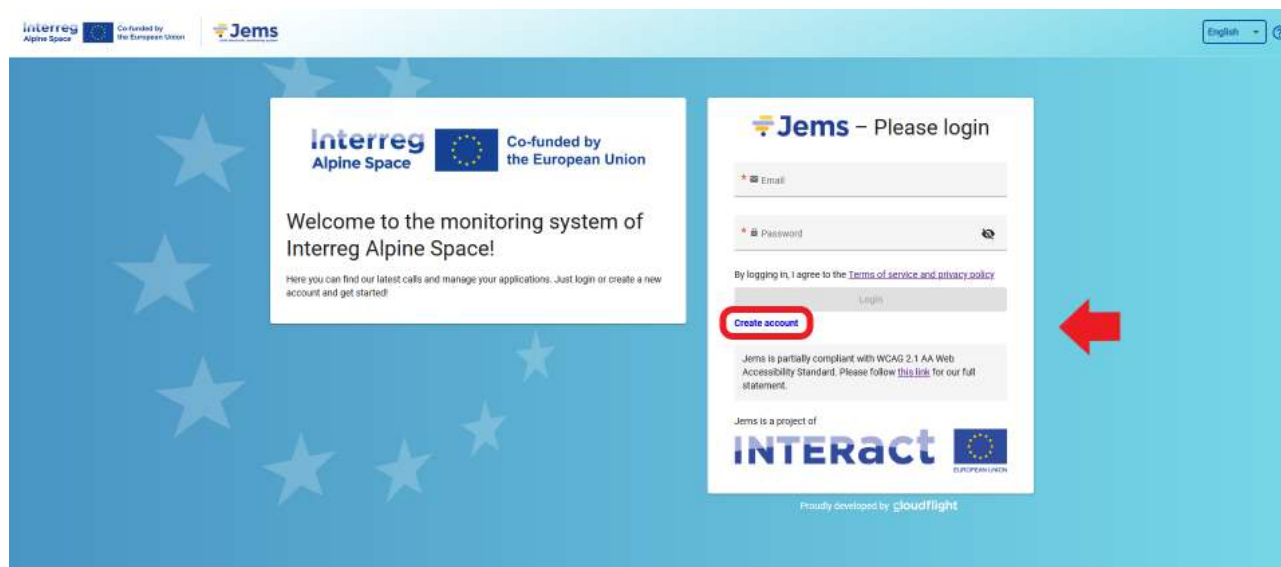
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# 1. Access and registration

The Jems can be accessed at the following link <https://jems.alpine-space.eu>.

To use the 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](#) \*

- **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 the Jems.



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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.

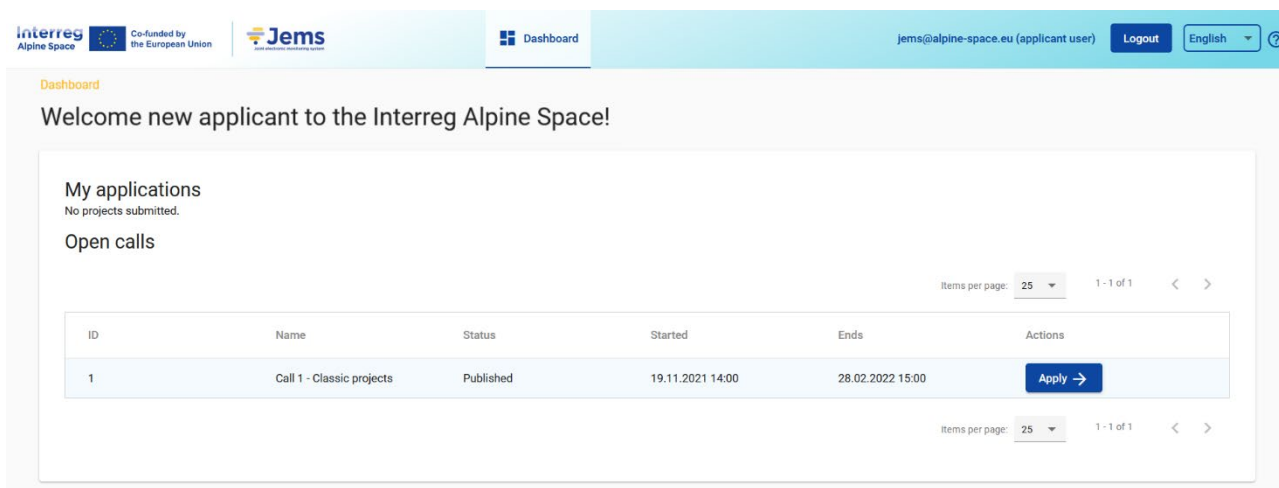
Only after confirmation, the applicant will be able to log into the platform and create an Application Form (AF). In case you do not receive an email confirmation, please check your spam folder and, if needed, get in touch with the [ASP Jems Helpdesk](#) ([jems@alpine-space.eu](mailto:jems@alpine-space.eu)) for assistance.

**Point of attention:** In case you forgot your password, contact the [ASP Jems Helpdesk](#) ([jems@alpine-space.eu](mailto:jems@alpine-space.eu)) with your email address used during the registration (no “reset password” function available in the current version of Jems).



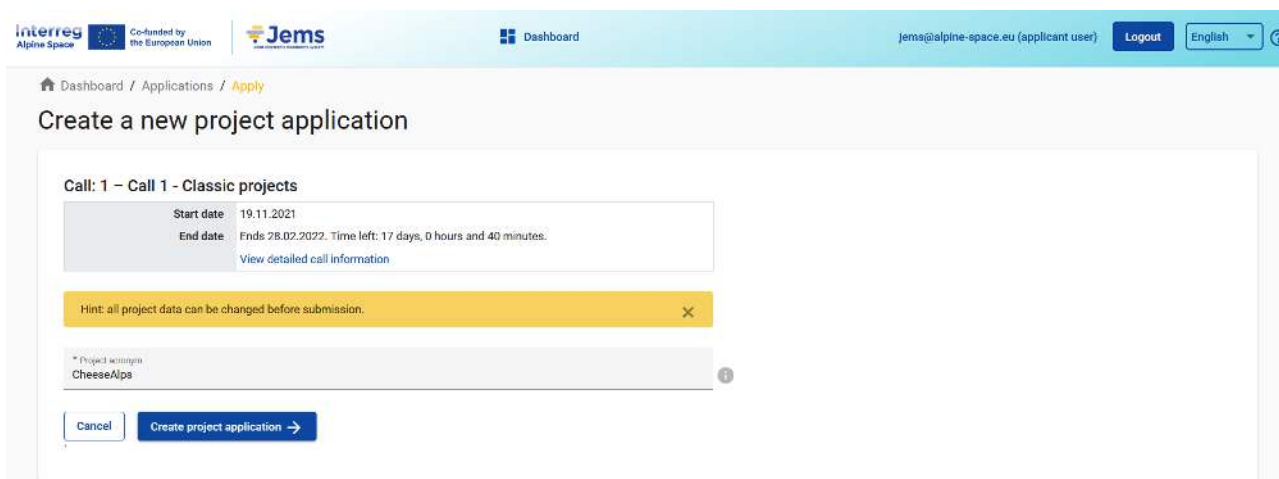
## 2. Applying for a call

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



The screenshot shows the dashboard for an applicant user. The header includes the Interreg Alpine Space logo, the European Union flag, and the text 'Co-funded by the European Union'. The user is logged in as 'jems@alpine-space.eu (applicant user)'. The main content area is titled 'Welcome new applicant to the Interreg Alpine Space!' and features a 'My applications' section with 'No projects submitted.' Below this is the 'Open calls' section, which contains a table with the following data:

ID	Name	Status	Started	Ends	Actions
1	Call 1 - Classic projects	Published	19.11.2021 14:00	28.02.2022 15:00	<a href="#">Apply →</a>



The screenshot shows the 'Create a new project application' form. The title is 'Call: 1 - Call 1 - Classic projects'. The form includes the following fields and information:

- Start date:** 19.11.2021
- End date:** Ends 28.02.2022. Time left: 17 days, 0 hours and 40 minutes.
- [View detailed call information](#)
- Hint:** all project data can be changed before submission.
- Project acronym:** CheeseAlps
- Buttons:** Cancel, [Create project application →](#)

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



The screenshot shows the 'Call overview' page in the Jems system. The breadcrumb trail is 'Dashboard / Calls / Call 1 - Classic projects'. The page title is 'Call overview' with a subtitle 'General call settings'. Under 'Call identification', the call name is 'Call 1 - Classic projects'. The start date is '19.11.2021 14:00' and the end date is '28.02.2022 15:00'. The period length is '6' months. The description is 'First call for classic project proposals'. An 'Apply' button is at the bottom.

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.

The screenshot shows the 'Dashboard' page with a welcome message: 'Welcome new applicant to the Interreg Alpine Space!'. It features two main sections: 'My applications' and 'Open calls'. The 'My applications' section contains a table with one entry:

ID	Acronym	First submission	Latest re-submission	Programme priority	Specific objective	Status	Related call
ASPO100001	CheeseAlps			P1	SO 1.1	Draft	Call 1 - Classic projects

The 'Open calls' section contains a table with one entry:

ID	Name	Status	Started	Ends	Actions
1	Call 1 - Classic projects	Published	19.11.2021 14:00	28.02.2022 15:00	Apply →

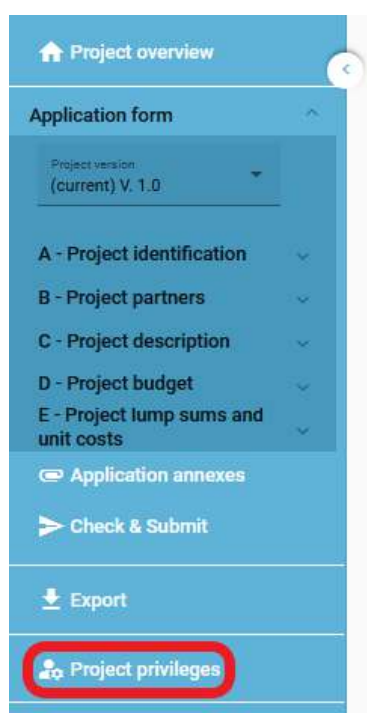
All applications created by the user are listed at this level - the user can select a project and open it by clicking on the name.



## 3. User management

The lead applicant can grant access rights to an open AF to other users, namely project partners and/or collaborators. To this end, they have first to register in the 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 AF in progress) by entering a full valid email address.



Users can be granted either:

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

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<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](mailto:name.lastname@mail.eu), the system will not find the user [Name.Lastname@mail.eu](mailto:Name.Lastname@mail.eu).



## Project privileges




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.

### Lead applicant <sup>1</sup>

\* Jems username  
jems@alpine-space.eu


 view  edit  manage 

\* Jems username  
co-worker@alpine-space.eu

 view  edit  manage 

+

 Discard changes

 Save changes

Please note that only users with the “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 AF 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 AF. When working in parallel, users have to make sure though 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 AF 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 AF

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.

**Project overview**  
Application form ASP0100001 – CheeseAlps

Status: **Draft** (since 11.02.2022)

Project ID and acronym	ASP0100001 – CheeseAlps
Applicant name	Lead Applicant
Project name	CheeseAlps... for overt
Programme priority	P1 - Climate resilient and green Alpine region
Specific objective	SO 1.1 - Promoting climate change adaptation and disaster risk prevention, resilience, taking into account eco-system based approaches
Call	Call 1 - Classic projects Ends 28.02.2022. Time left: 14 days, 4 hours and 6 minutes.

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

**Application form**

Project version (current) V. 1.0

- A - Project identification**
  - A - Project identification
  - A - Project overview tables
- B - Project partners**
  - Partners overview
  - LP1 Morbier
  - PP2 Tolminc
  - PP3 Vacherin Frib.
  - PP4 Fontina
  - PP5 VorarlBergkäse
  - PP6 Obazda

- C - Project description**
  - C.1 Project overall objective
  - C.2 Project relevance and context
  - C.3 Project partnership
  - C.4 Project work plan
  - C.5 Project Results
  - C.6 Project Time Plan
  - C.7 Project management
  - C.8 Long-term plans
- D - Project budget**
  - D.1 Project budget per fund
  - D.2 Overview partner / cost category
  - D.3 Overview budget / period
- E - Project lump sums and unit costs**




The annexes 1a “Application Form guidance for classic projects - step 1 and step 2” and 1b “Application Form guidance for small-scale projects” of our [programme manual](#) detail the programme expectations for each of them.

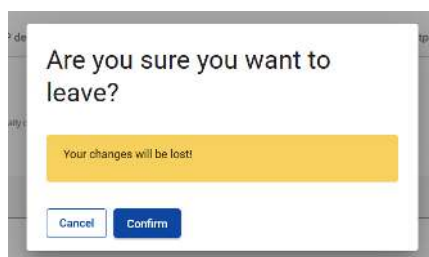
**Point of attention: [involvement of observers under B.1.6 Partner motivation and contribution](#)**

Please be aware that the optional question dedicated to the involvement of observers is merged in JEMS within B.1.6 and is applicable only within the full application process in step 2 (available under B - Project partners - tab „Motivation“).

This is also reflected in the AF Offline Template Step 2 (see Application Kit).

Clicking on the “trash” icon  allows you to delete. Some sections can only be saved, once all mandatory fields (marked with an asterisk “\*”) are filled in. The order of the project partners, work packages, outputs, etc. follows the one in which they were added in the Jems. This order cannot be changed unless the related sections are deleted and modified.

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



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

- Follow the 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 the 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

For classic project, this section is only available in step 2 of the application procedure.

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.

Three main steps have to be followed: 1) defining the partner budget options, 2) inserting the partner budget and finally 3) entering the partner contribution.

- Step 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".



[Dashboard](#) / [Applications](#) / [ASP0100001 – CheeseAlps](#) / [Partners overview](#) / [LP1 Morbier](#)

## Application form ASP0100001 – CheeseAlps

Lead partner Morbier

[Identity](#)   [Address](#)   [Contact](#)   [Motivation](#)   **[Budget](#)**   [Co-financing](#)

**Partner budget overview**

Partner	Staff costs	Office and administration	Travel and accommodation	External expertise and services	Equipment	Infrastructure and works	Other costs	Lump sum	Total
LP1	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00

**Partner Budget Options**

Staff costs flat rate

Office and administration flat rate based on direct staff costs

Travel and accommodation flat rate

---

Other costs Flat Rate

Bypassing this very first step will affect the further partner budget elaboration - the selected flat rates impact on 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](#). Flat rates are pre-defined in the 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”.

*Example (option c described in the programme manual):*

**Partner Budget Options**

- Staff costs flat rate: 20 % (fixed rate)
- Office and administration flat rate based on direct staff costs: 15 % of Staff costs (fixed rate) i
- Travel and accommodation flat rate: 10 % of Staff costs (fixed rate)

---

- Other costs Flat Rate





**Partner budget** ⓘ

**Staff costs flat rate**

Total Staff costs flat rate is calculated by applying the rate (%) to the sum of direct costs under the cost category travel and accommodation (if not a flat rate), external expertise and services, equipment and infrastructure and works

Flat rate for Staff costs	Total
	<b>20.000,00</b>

**Office and administration**

Total Office and administration flat rate is calculated by applying the rate (%) to the total Staff costs

Flat rate for Office and administration	Total
	<b>3.000,00</b>

**Travel and accommodation flat rate**

Total Travel and accommodation flat rate is calculated by applying the rate (%) to the total Staff costs

Travel and accommodation flat rate	Total
	<b>2.000,00</b>

**External expertise and services**

Price per unit	Total	Period 1	Period 2	Gap
100.000,00	100.000,00	40.000,00	60.000,00	0,00
+	100.000,00	40.000,00	60.000,00	

- Step 2 - inserting the partner budget

The “Partner budget” section covers the five cost categories of the ASP: staff costs, office and administration costs, travel and accommodation costs, external expertise and services costs and equipment costs.



Dashboard / Applications / ASP0100001 – CheeseAlps / Partners overview / LPT Morbier

### Application form ASP0100001 – CheeseAlps

Lead partner Morbier

Identity    Address    Contact    Motivation    **Budget**    Co-financing

**Partner budget overview**

Partner	Staff costs	Office and administration	Travel and accommodation	External expertise and services	Equipment	Infrastructure and works	Other costs	Lump sum	Total
LPT	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00

**Partner Budget Options**

Staff costs flat rate

Office and administration flat rate based on direct staff costs

Travel and accommodation flat rate

---

Other costs Flat Rate

**Partner budget** +

Staff costs  
**+ Add**

No manual budget entry is possible for a cost category defined as flat rate in the step 1 - the related budget table is not editable and the total amount is automatically calculated by Jems (see example on the previous page).

For a cost category based on real costs, a dedicated budget table needs to be created by clicking on the button ‘+ Add’. Depending on the number of periods defined in section A - Project identification, the foreseen total budget of the selected cost category should be split among periods.

External expertise and services

**+ Add**

External expertise and services

Entry field for total	Total	Period 1	Period 2	Gap
0,00	0,00	0,00	0,00	0,00
<b>+</b>	0,00	0,00	0,00	

Please note that the dimension “Work package” in the budget section is not relevant anymore in the ASP 2021-27.

The easiest approach for filling in a cost category budget table is to insert first the foreseen total budget of the selected cost category in “Entry field for total”. The entered amount automatically appears under “Total” and needs to match with the sum of the amounts entered per period. The column “Gap” shows the difference between the sum of amounts inserted per period and the “Total” column.





In case of error/mismatch, a warning message in yellow appears. The total budget under a cost category is calculated as the sum of the totals of all budget items entered in the table. We nevertheless recommend you to limit the structure of a cost category budget table to one unique item (the cost category ‘equipment’ being the exception).

#### Staff costs

Please update the budget table: The sum of the amounts per period must match the budget item total.

Entry field for total	Total	Period 1	Period 2	Gap
45.000,00	45.000,00	20.000,00	30.000,00	-5.000,00
+	45.000,00	20.000,00	30.000,00	

As equipment is only eligible if it is listed in the AF, it is necessary to provide a description for each planned equipment item. The description of the items has to be clear and allow making a link to the planned activities. Please have a careful look at the programme eligibility rules concerning the type of equipment allowed under this cost category.

#### Equipment

Description	Entry field for total	Total	Period 1	Period 2	Gap
Swiss pocketknife	39,00	39,00	39,00	0,00	0,00
+		39,00	39,00	0,00	

For equipment, depreciation costs are eligible only, hence a pro-rata calculation needs to be carried out. When building the budget, the depreciation costs should be split and allocated to the respective reporting periods.

**Point of attention:** Before starting to build the budget, please make sure you have defined the project duration in section A - Project identification, so that the correct “periods” structure the different budget tables.

- Step 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 co-financing source has first to be selected via a drop-down menu: “ERDF” is the only source available for ASP. 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	126.000,00	75,00 %
Partner contribution	42.000,00	25,00 %
Partner total eligible budget	168.000,00	100,00 %

**Point of attention:** For CH/LI 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 of contribution should not be higher than 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 <sup>1</sup>
Morbier	* Legal status: ▾	0,00	0,00 %

The total of contribution must match the total partner contribution (difference "42.000,00")

+ Add new contribution origin

**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):** Should a partner claim preparation costs, its partner contribution should be adjusted accordingly after the completion of the section “E.1 - Project lump sums” (see chapter 6. Preparation costs (lump sum)).



## 6. Preparation costs (lump sum)

This section is only available in step 2 of the application procedure for classic projects. Small-scale projects cannot be granted preparation costs, for that reason it will not be available for this kind of project application.

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”).

Dashboard / Applications / ASP0100001 – CheeseAlps / Lump Sums

### Application form ASP0100001 – CheeseAlps

#### 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).

**+ Add**

The “project preparation” 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.

#### 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 <sup>1</sup>	Costs	LP1	PP2	PP3	Sum	Gap
Project preparation							
			0,00	0,00	0,00		

Once the “project preparation” 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.



**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).

Please update the lump sum table: The sum of the amounts per partner must match the total lump sum costs.

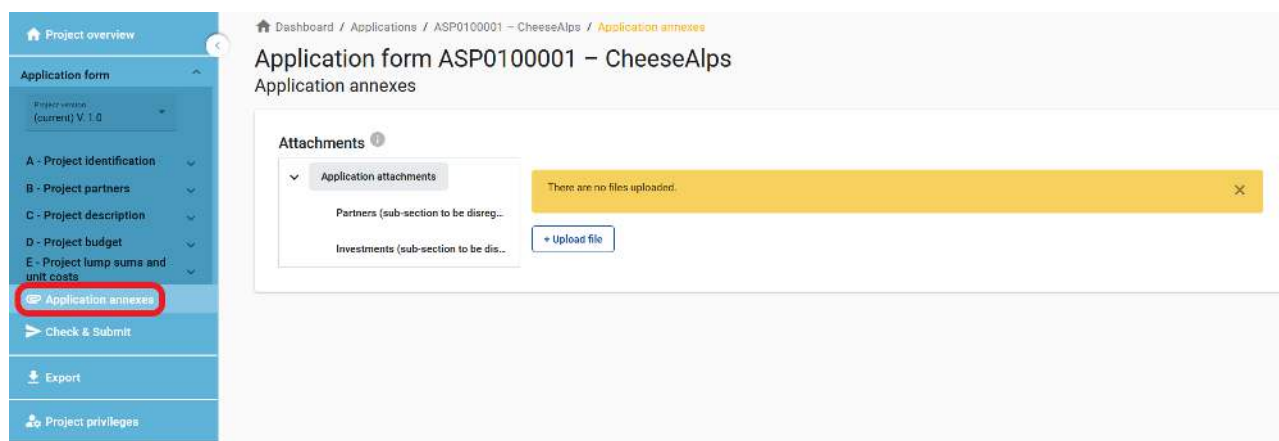
Programme lump sum	Split up <sup>1</sup>	Costs	LP1	PP2	PP3	Sum	Gap	
Project prepara... ▾	Yes	23.000,00	17.000,00	3.000,00	0,00	20.000,00	3.000,00	
			17.000,00	3.000,00	0,00			

**Point of attention:** Following the completion of this section, the contribution of each partner claiming preparation costs has to be updated accordingly (see chapter 5. Budget and co-financing > step 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 signed partnership agreement, which is a requirement for small-scale projects and in step 2 of the application procedure for classic projects.

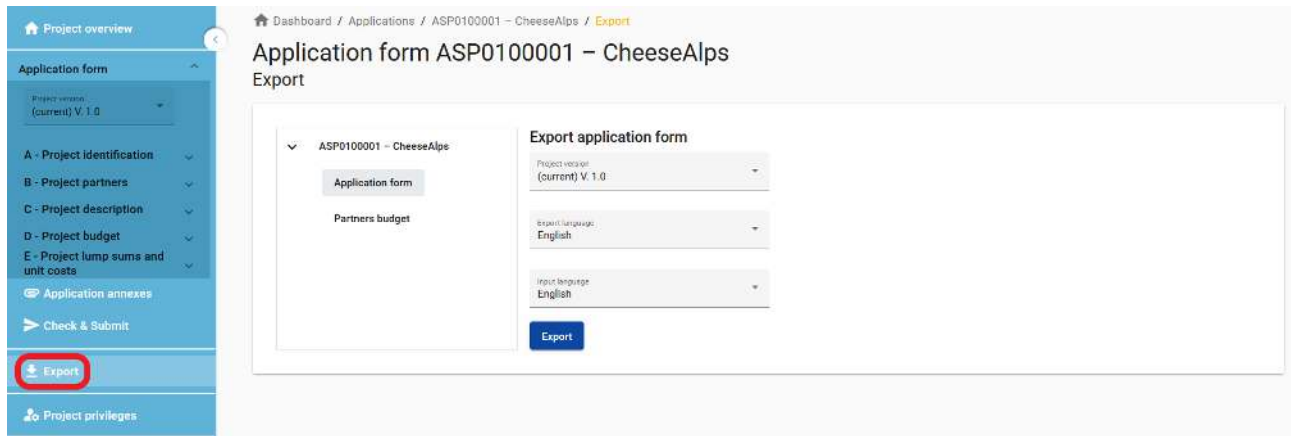


This document must be uploaded before pressing the “Submit project application” button. To do so, the lead applicant must click on “Upload file” and wait until the document appears in the overview table automatically created on the same page. Please disregard the two sub-sections ‘Partners’ and ‘Investments’ which are not relevant for our programme.

**Point of attention:** Any document other than the scan of the signed partnership agreement will be disregarded for the assessment of the AF.

## 8. Export function

This section allows the user to create a pdf file of the AF 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 AF 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.

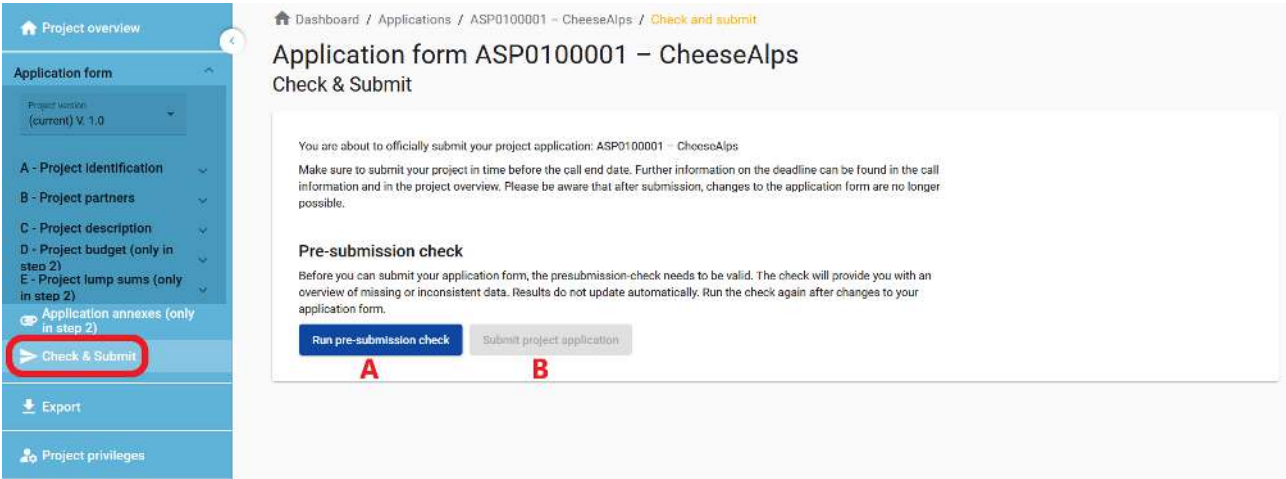


## 9. Submission of the AF

The submission of your AF is following a two-step approach. Each AF 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 screenshot shows a web interface for an application form. On the left is a sidebar with a menu where 'Check & Submit' is highlighted with a red circle. The main content area is titled 'Application form ASP0100001 – CheeseAlps' and 'Check & Submit'. It contains a warning message about the deadline, a 'Pre-submission check' section with explanatory text, and two buttons: 'Run pre-submission check' (labeled A) and 'Submit project application' (labeled B).

The “pre-submission check” function (A) warns applicants when mandatory fields of the AF 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 AF guidance, go through their AF 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.

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



**Error/Warning**  
inconsistent/missing information in the section



**Green light**  
verification of the section passed successful





Warning - there are recommendations on how to enhance the data quality of the Application Form

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 form.

Dashboard / Applications / ASP0100001 - CheeseAlps / Check and submit

### Application form ASP0100001 - CheeseAlps

#### Check & Submit

You are about to officially submit your project application: ASP0100001 - CheeseAlps

Make sure to submit your project in time before the call end date. 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

<b>A - Project Identification</b>	1 Issue(s)
<b>B - Project partners</b>	2 Issue(s)
<b>C - Project description</b>	12 Issue(s)
<b>E.1 - Project lump sums</b>	



Dashboard / Applications / ASP0100001 - CheeseAlps / Check and submit

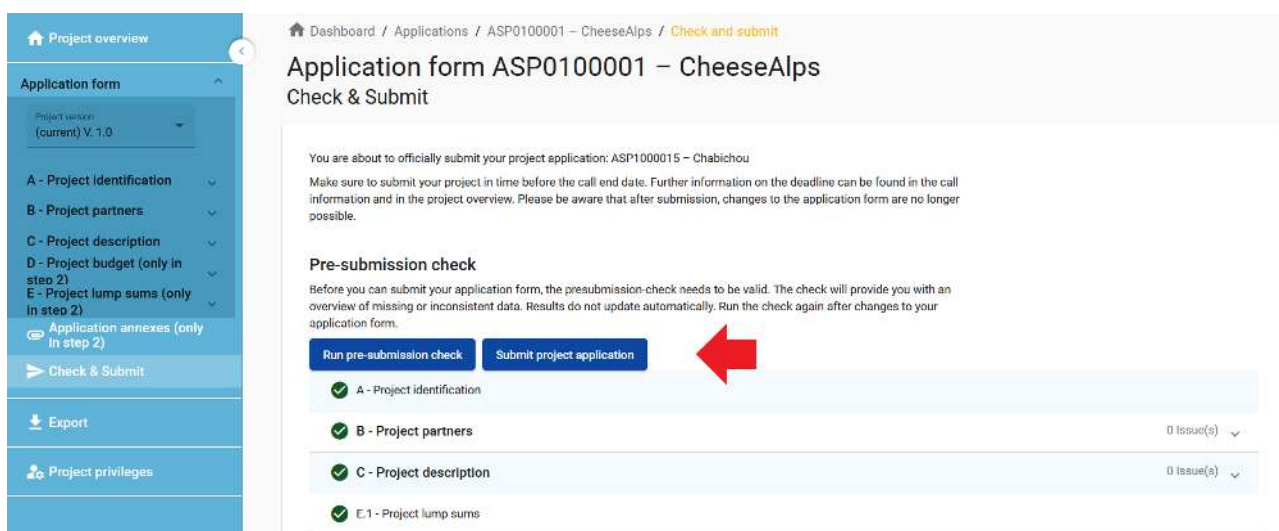
- A - Project Identification** (1 Issue(s))
  - Summary in EN is missing
- B - Project partners** (2 Issue(s))
  - At least 1 partner should be active
  - Exactly 1 Lead partner should be active
- C - Project description** (12 Issue(s))
  - C.1 Project overall objective** (1 Issue(s))
    - C.1 Project overall objective is missing
  - C.2 Project relevance and context** (6 Issue(s))
    - C.2.1 Common territorial challenge(s) is missing
    - C.2.2 Approach to common challenges and/or opportunities is missing
    - C.2.3 Cross-border/transnational/inter-regional cooperation needed to achieve the project's objectives and result is missing
    - C.2.4 Target group should have at least 1 item
    - C.2.5 Strategy should have at least 1 item
    - C.2.7 The project build on available knowledge is missing



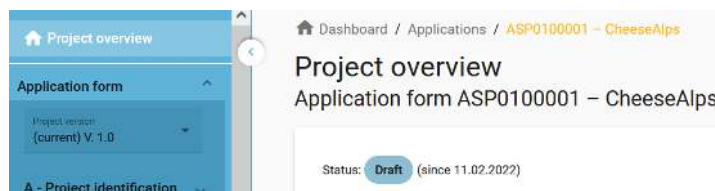
Point of attention: pre-submission check and time management

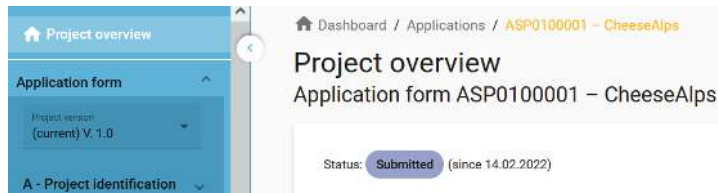
Error messages block the submission of the AF. Therefore, it is strongly recommended to run the pre-submission check early enough and already during filling the different sections of the AF. Do not wait the very last minute, since you might run out of time for solving issues and keeping the deadline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

The pre-submission check needs to be executed every time the user wants to submit an AF. In case a modification to the AF 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 AF is ready for submission, it is recommended to save the final version as a pdf file.

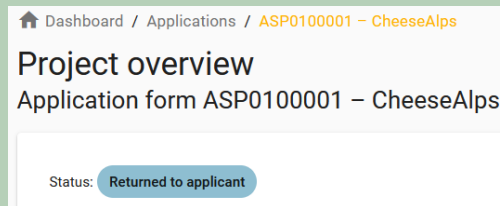


After submission, the status of the application is changed to “Submitted” (see on your dashboard, under “My applications” or at the level of the “Project overview” page) - there is no automatic email confirmation sent out.





**Point of attention:** At the opening of the step 2 of the application procedure for classic projects, the project status is “Returned to applicant”.



After submission, it will be changed to “Submitted” like in step 1.



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## 10. Helpdesk and technical support

For any problems you might experience with the Jems platform, please contact the helpdesk at [jems@alpine-space.eu](mailto:jems@alpine-space.eu) or call the joint secretariat at [+43 \(0\) 662 8042 3708](tel:+43066280423708) during the workdays from 9:00 to 12:00 and 14:00 to 17:00; on Friday until 13:00.

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