

**Interreg**



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**Italy – Croatia**

A decorative graphic element consisting of a green and blue swirl on the left, transitioning into a horizontal blue line that spans the width of the page.

# **INTERREG ITALY–CROATIA**

## **PROGRAMME 2021–2027**

# **Manual for Starting the Project Implementation in Jems**

(Version 5.0 – April 2026)



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# 1. Introduction

This manual is intended to provide beneficiaries of projects approved within the Interreg VI A Italy-Croatia CBC Programme 2021-2027 with a practical overview of the first activities to be performed in Jems in the implementation phase: access rights assignment, contracting and defining partner details.

## 1.1. Access to the “Project privileges” and “Contracting” sections in Jems

After having selected the concerned project (ProjectID/Acronym) from the “My applications” part of the “Dashboard” section of Jems, select the section of interest (“Project privileges” or “Contracting”) in the menu on the left-hand side of the screen, as seen in the following image.

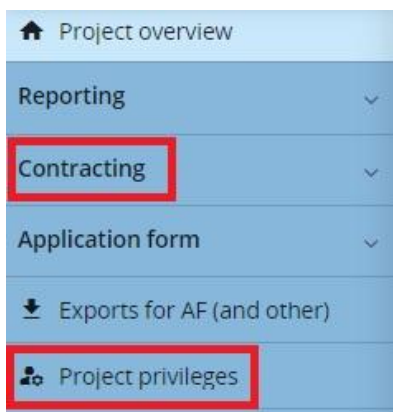


Image 1. The project’s menu in Jems

To see the subsection “Partner details”, the **section “Contracting” must be expanded**, as seen in the following image.



Image 2. “Partner details” subsection within the “Contracting” section in the project’s menu



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The user who compiled the Application Form (**AF user** with privilege manage) **has access to the entire “Project privileges” and “Contracting” sections**, while the Lead Partner user (**LP user**) and the Project Partner users (**PP users**) have access **only to the “Partner details” subsection**.

In order to have access to the “Partner details” subsection, both the LP user and all of the PP users need to be assigned to the corresponding partner (LP or PPn) in the “Project Privileges” section. **It is therefore recommended to start your work in Jems by filling-in the “Project privileges” section**, as explained in the following chapter.

## 2. Project privileges and Notifications

The “Project privileges” section allows multiple users to work together in a project. In this section the **AF user with privilege manage** can manage the access rights of all other users in a project, **starting with the Project Manager**.

### 2.1. Access rights on project level

The **Project Manager**, who will manage the project in Jems during the implementation phase, should ideally be the **same person as the current AF user with privilege manage** (the user who compiled the Application Form). If this is the case, you can move on to the following section of the Manual.

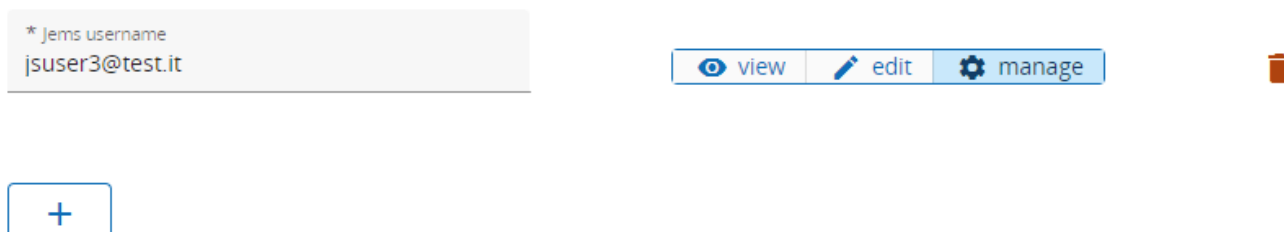

In case that the current AF user with privilege manage (for the sake of simplicity, henceforth referred to only as the AF user) is not the intended Project Manager, the current AF user must first grant the appropriate access rights to the intended Project Manager, i.e. the intended **Project Manager must first also become the AF user**. Therefore, the intended Project Manager must first communicate their registered e-mail address to the current AF user.

If the intended **Project Manager is not yet registered** in Jems, they need to first request credentials to the Jems platform from the Jems login page (<https://jems.italy-croatia.eu/>). Upon this request, the intended Project Manager will receive an automatic email with a link to activate the account. Once the account has been activated, the intended Project Manager must communicate their registered e-mail address to the current AF user.





The current AF user will then go to the “Project privileges” section and **indicate the Project Manager’s previously communicated registered email address in the field “Application form users”**. This procedure is started by clicking on the “+” button in the following image:



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Application form users 

\* Jems username  
jsuser3@test.it

 view  edit  manage 


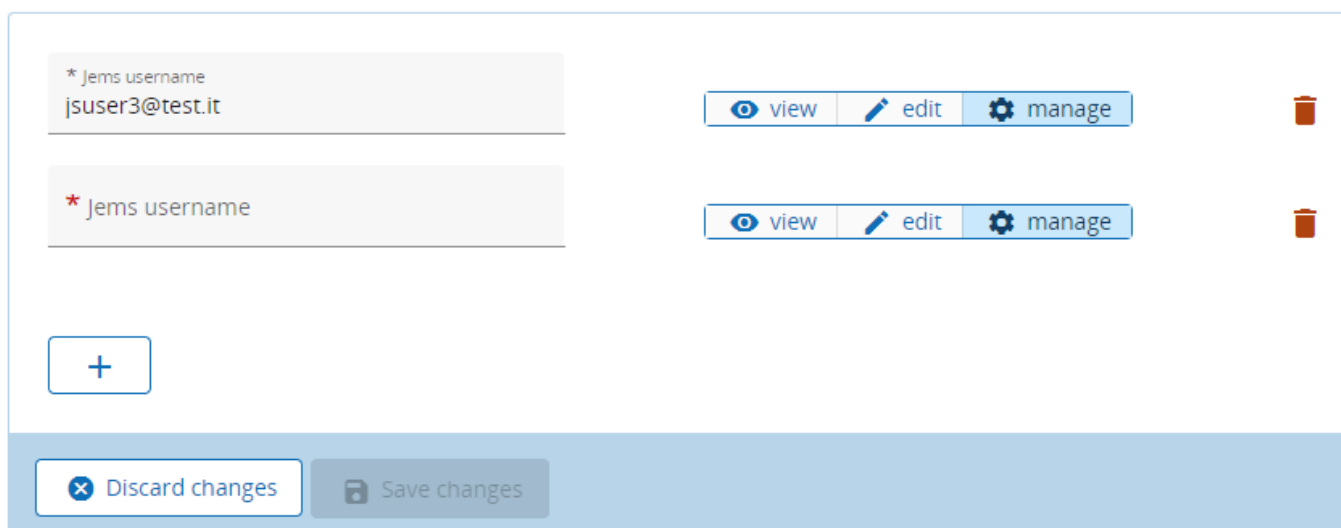







Image 3. "Application form users" section – the current AF user




After clicking on the "+" button, the current AF user will insert the Project Manager's registered email address (**Jems username**) in the newly opened text field, **select privilege manage** and click on the button "Save changes", as seen in the following image:


Application form users 

\* Jems username  
jsuser3@test.it

 view  edit  manage 

\* Jems username

 view  edit  manage 



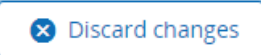
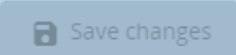
 

Image 4. "Application Form users" section – adding Project Manager as another AF user

At this point, and according to such a decision by the Lead Partner, it is possible for the current AF user to remove their email address from the "Application form users" section by clicking on the trash bin icon next to their email address, as presented in Image 4. In this case, **be aware** that this particular AF user **will not have access to the project anymore** and that this can be done only if another AF user was previously added.



## 2.2. Access rights on partner level

### **⚠ POINT OF ATTENTION:**

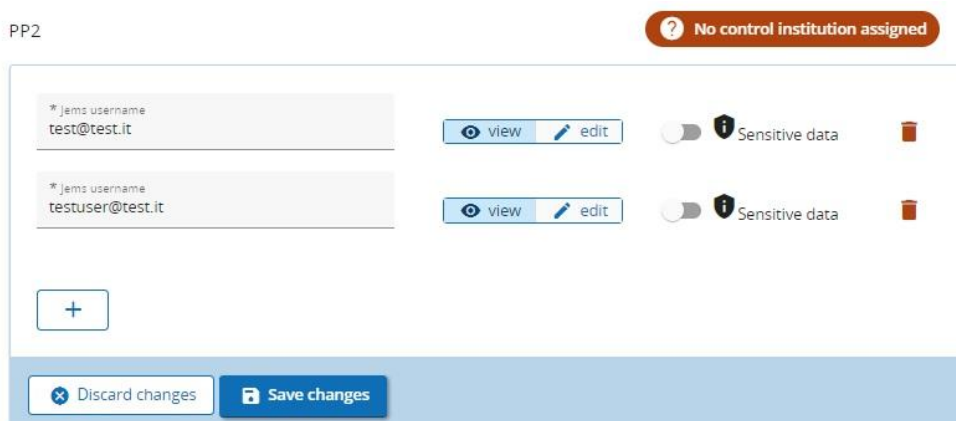
- From now on, **AF user with privilege manage** will only be referred to as the **Project Manager**.

The **Project Manager** must now proceed with granting access rights on partner level to all of the Project partners (**PP users**), including the Lead Partner (**LP user**) (for the sake of simplicity, henceforth referred to only as the **LP/PP users**).



The intended LP/PP users are required to provide the Project Manager with their **email addresses registered in Jems**. Only when this process is completed, the Project Manager will be able to grant the appropriate access rights to all the LP/PP users by entering their full valid email addresses in the “Project privileges” subsection.

If any of the intended **LP/PP users are not yet registered in Jems**, they need to first request credentials to the Jems platform from the Jems login page (<https://jems.italy-croatia.eu/>). Upon this request, the intended LP/PP users will receive automatic emails with links to activate their accounts. Once their accounts have been activated, the intended LP/PP users must communicate their registered e-mail addresses to the Project Manager.

The Project Manager will then go to the “Project privileges” subsection and **associate each intended LP/PP user with their respective organisation**, using their registered email addresses, as they have been communicated in the previous step.



PP2 ? No control institution assigned

* Jems username test@test.it	<a href="#">view</a> <a href="#">edit</a>	<input type="checkbox"/> Sensitive data	
* Jems username testuser@test.it	<a href="#">view</a> <a href="#">edit</a>	<input type="checkbox"/> Sensitive data	

[+](#)

[Discard changes](#) [Save changes](#)

Image 5. “PP” section



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Access rights that can be defined are presented in the previous image and can be set to either:

- **Edit** → allowing writing access at partner level;  
OR
- **View** → allowing reading access at partner level.

The Project Manager must also indicate if any LP/PP user is entitled to view the so-called "**sensitive data**" (e.g., data contained in and referring to a payroll), as presented in the previous image.

**⚠ POINT OF ATTENTION:**

- For each LP/PP, the **main LP/PP user** (the one who will create and submit the Partner Report) **must have privilege edit**. In order for the **Project Manager** to see any data belonging to the LP/PP's sections in Jems, including Partner Reports, his/her email address, **with privilege view**, must be indicated under **each specific LP/PP field, in addition** to the LP/PP user's email address (with privilege edit).

It is possible to add or remove users by clicking on "+" button or trash bin icon, respectively.

### 2.3. Notifications

When logging in, every user lands on the Dashboard as a start page, with the "Notification" section situated on its top. In this section, and according to their access rights, all users see notifications for their projects sent by the System.

Dashboard

Welcome to the monitoring system of Interreg Italy-Croatia 2021-27

**Notifications**  
No notifications messages received.

My applications

ProjectID	Acronym	First submission	Latest re-submission	Programme priority
ITHR		03/22/2023 11:26 AM	10/11/2023 12:39 PM	4

Image 6. "Notification" section in the Dashboard



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All notifications belong to one of the following three categories: notifications regarding project status changes, notifications regarding partner reports status changes, and notifications regarding project report status changes. The Notifications table shows the Time of the notification event, the Related call, the Project ID, the Acronym, the Partner and the Subject of the notification. With the little arrow in the right column the message text of the notification can be unfolded.

All users have the option to receive these notifications also automatically via e-mail. This option can be set in the user profile, which is easily accessible in the upper right-hand corner of the screen, as shown on a series of images below:



Image 7. Accessing the user profile – click the user icon

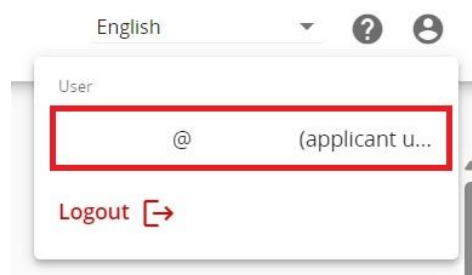


Image 8. Accessing the user profile – click your username from the drop-down menu

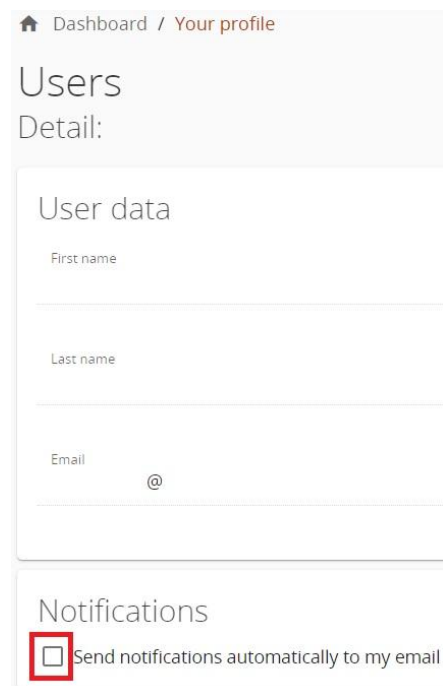


Image 9. User profile – Box for enabling (or disabling) the option to receive notifications also automatically via e-mail



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Once you have accessed your user profile, below your e-mail address (and above your password), you will find the box for enabling (or disabling) the option to receive notifications also automatically via e-mail, as shown on the previous image. After you have checked (or unchecked) that box, click the button “Save changes” to confirm your choice or “Discard changes” to leave this option as it was set before you entered this screen.

### Notifications

Send notifications automatically to my email

Discard changes

Save changes

Image 10. User profile – Confirmation of your choice to receive notifications also automatically via e-mail or not

If you have changed your mind after saving the changes, please log out. After logging back in, you will be able to make the opposite choice.

## 3. Project Contracting

The **Project Manager** has access to all the subsections under the “Contracting” section (“Contracts and agreements”, “Project managers”, “Project reporting schedule” and “Partner details”). They can also upload documents under the “Attachments” part of “Contracts and agreements” subsection.

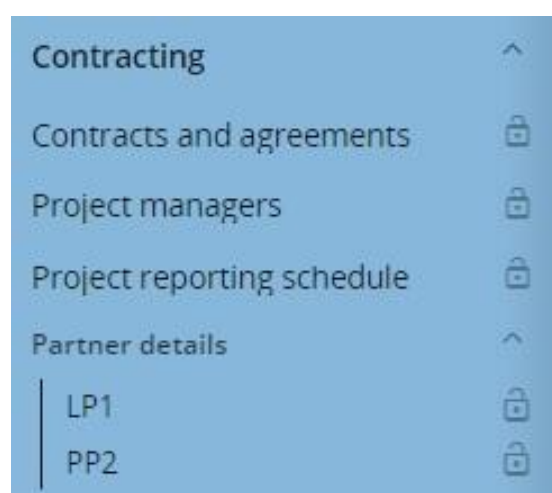


Image 11. “Contracting” submenu within the project’s menu section

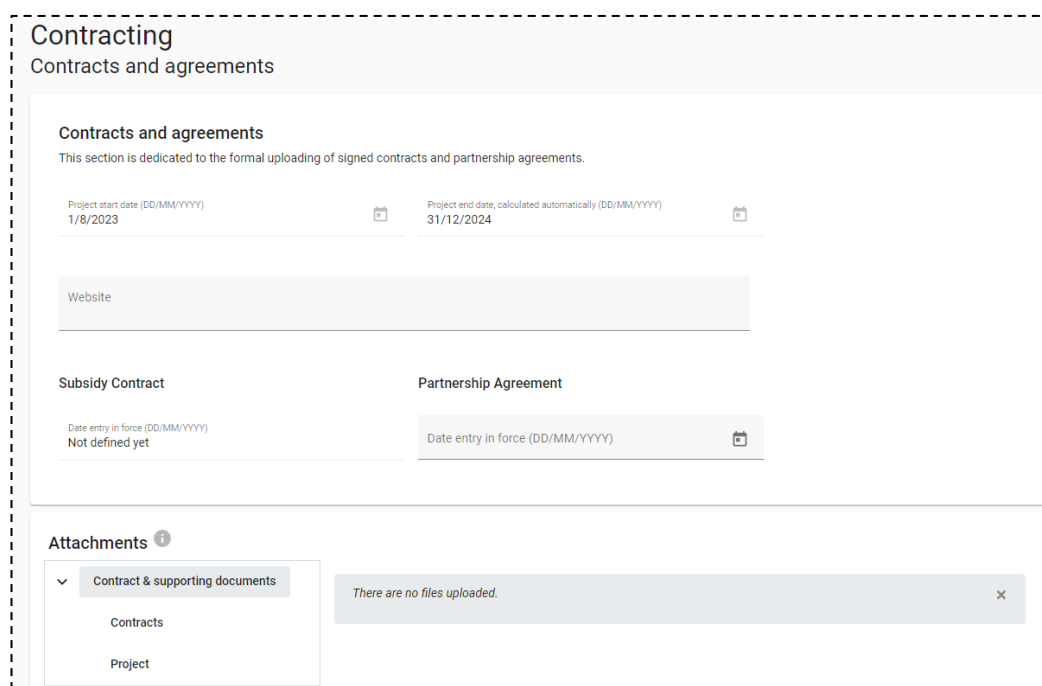


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**Once completed, these subsections will be locked.** In order to proceed with any further modifications, the Project Manager must send an appropriate request to the JS via the following email address: [jems.italy-croatia@regione.veneto.it](mailto:jems.italy-croatia@regione.veneto.it).

### 3.1. Contracts and agreements

As shown in the following image, the project's **start date and end date are automatically visible**.



The screenshot shows a web interface for the 'Contracts and agreements' subsection. At the top, it says 'Contracting' and 'Contracts and agreements'. Below this, there is a section titled 'Contracts and agreements' with a description: 'This section is dedicated to the formal uploading of signed contracts and partnership agreements.' There are two date fields: 'Project start date (DD/MM/YYYY)' with the value '1/8/2023' and 'Project end date, calculated automatically (DD/MM/YYYY)' with the value '31/12/2024'. Below these is a 'Website' input field. Further down, there are two sections: 'Subsidy Contract' and 'Partnership Agreement'. The 'Subsidy Contract' section has a 'Date entry in force (DD/MM/YYYY)' field with the value 'Not defined yet'. The 'Partnership Agreement' section has a 'Date entry in force (DD/MM/YYYY)' field with a calendar icon. At the bottom, there is an 'Attachments' section with a dropdown menu showing 'Contract & supporting documents', 'Contracts', and 'Project'. A message box says 'There are no files uploaded.'

Image 12. "Contracts and agreements" subsection

The date of entry into force of the Subsidy contract will also be automatically visible and it is **filled in by the Programme**.

In this subsection, the **Project Manager** must enter:

- the project's website address (URL);
- the date of entry into force of the Partnership agreement (the date of the last signature).

The **Project Manager must also upload the Partnership agreement** under "Attachments" – "Contract & supporting documents" – "Contracts", while the Subsidy contract (once signed by both parties) will be uploaded by the Programme.



### 3.2. Project managers

In this subsection, the **Project Manager** must identify the **Project Management Unit** (PMU) and indicate the names and contact details of the persons undertaking the roles of Project Manager, Finance Manager and Communication Manager.

**Contracting**  
Project managers

---

**Project managers**  
Please add contact information for the people who manage the project.

**Project manager**

Title

First name

Last name

E-mail address

Telephone no.

**Finance manager**

Title

First name

Image 13. "Project managers" subsection, upper part

### 3.3. Project reporting schedule

In this subsection, additionally to the Project Manager, **LP/PP users have view access** to the Project reporting deadlines and the Project Time Plan overviews. The Project reporting deadlines overview displays the project's start date, end date and duration, as well as all the reporting deadlines.

The pre-defined reporting periods are displayed in the Project timeplan overview, as well as all the delivery deadlines for Deliverables, Outputs and Results, across all WPs.



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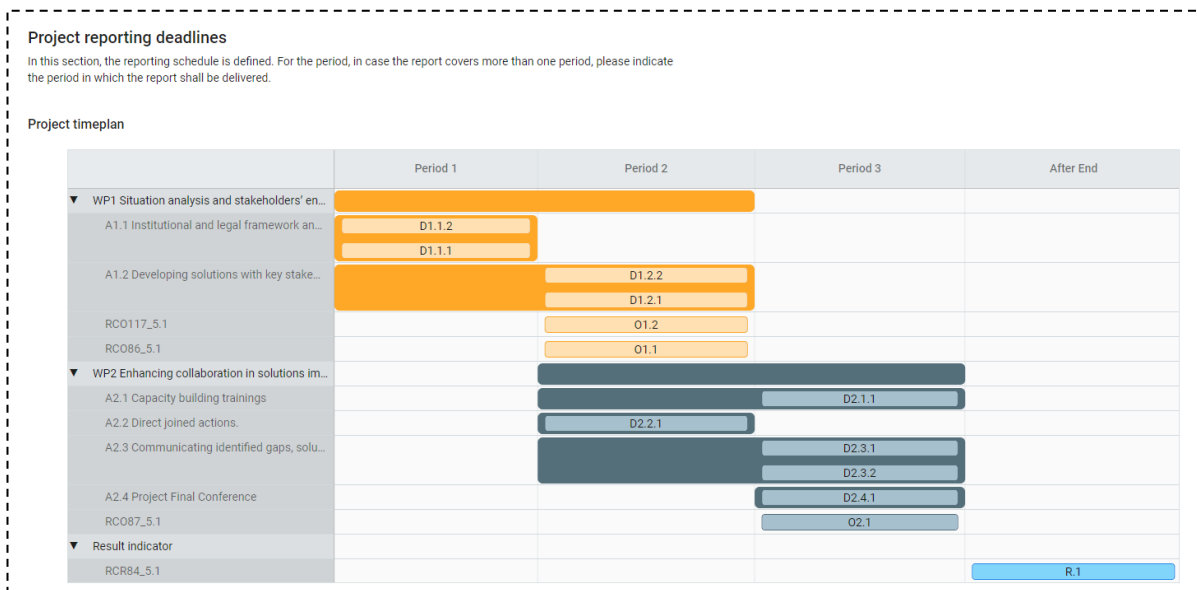


Image 14. "Project reporting schedule" subsection

### 3.4. Partner details

The LP/PP users must provide the following information pertaining to their respective organisations:

- Ultimate Beneficial Owner(s)
- Bank details
- Location of documents

They can also upload documents under the "Attachments" part of their respective "Partner details" subsection.

#### 3.4.1. Ultimate Beneficial Owner(s)

Ultimate Beneficial Owner(s) (in further text: **UBO(s)**) is any natural person(s) who ultimately owns or controls the beneficiary in line with the definition of art.3 (6) of Directive (EU) 2015/849. LP/PP users are requested to indicate their UBO(s) by using the data stored in the National registers as referred to in art.30 of Directive (EU) 2015/849. Otherwise, LP/PP users must indicate their UBO(s) in line with the following guidelines:

**Corporate entities:**

UBO(s) is the natural person(s) satisfying at least one of the following conditions:

- direct ownership, with shareholding more than 25% of the capital;



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- indirect ownership, if the same ownership is held through controlled companies, trust companies or third parties.

In the absence of these conditions, the Beneficial Owner is identified by considering these requirements:

- the control of a majority or dominant number of votes in the ordinary shareholders' meeting;
- the existence of particular contractual constraints that allow the exercise of a dominant influence.

If attribution is not possible even with these criteria, UBO(s) is the natural person(s) with administrative or management powers.

### **Trusts:**

UBO(s) is the natural person(s) exercising one of these roles:

- the settlor;
- the trustee(s);
- the protector, if any;
- the beneficiaries, or where the individuals benefiting from the legal arrangement or entity have yet to be determined, the class of persons in whose main interest the legal arrangement or entity is set up or operates;
- any other natural person exercising ultimate control over the trust by means of direct or indirect ownership or by other means.

### **Legal entities such as foundations, and legal arrangements similar to trusts**

UBO(s) is the natural person(s) holding equivalent or similar positions to those referred to for trusts.

### **Private Legal Entities, such as Associations and NGOs**

UBO(s) is the natural person(s) who is their legal representative.

### **Public Entities such as National, Regional and Local Authorities and their associations**

UBO is the natural person who is their legal representative.

### **Bodies governed by public law, as defined in point (4) of article 2 (1) of Directive 2014/24/EU on public procurement, and their associations**

UBO(s) is the natural person(s) who is their legal representative(s) or legal representative(s) of the public entity holding more than 25% of the LP/PP's shares or control the majority of votes of the LP/PP.



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All LP/PP users must provide information on UBO(s) of their respective organisations in the subsection presented in the following image:

The screenshot shows a web form titled "Ultimate Beneficial Owner(s)". It contains a table with the following columns: "First name", "Last name", "Date of birth", "VAT / Tax identification number", and "Delete". Below the table is a blue button labeled "+ Add beneficial owner". At the bottom of the form are two buttons: "Discard changes" and "Save changes".

Image 15. "Ultimate Beneficial Owner(s)" subsection

### 3.4.2. Bank details of partner

The LP/PP users must provide information on the bank details of their respective organisations. In case of any subsequent changes of the bank account details, and only in case of LPs, or Italian public administrations receiving payments from the MA when the LP is Croatian, a request must be sent to the MA via the following email address: [italia-croazia@regione-veneto.it](mailto:italia-croazia@regione-veneto.it).

#### **! POINT OF ATTENTION:**

- **For the Italian public administrations receiving payments from the MA (ERDF and/or FdR),** the Single treasury payments account number at the Bank of Italy ("**Conto di tesoreria unica**") must be indicated under **IBAN** field in its full digits.
- For **Croatian LPs**, both the IBAN and Swift/BIC code are necessary information for the payment.
- In relation to the payment methods and bank details provided in Jems, **beneficiaries may be contacted directly by the MA** for any necessary clarifications or additional information required to ensure the correct and timely execution of fund transfers.
- To ensure **timely internal transfers of funds** following their receipt from the MA, LP/PPs must agree in advance on the bank accounts designated for the implementation of the project. It is suggested that the file indicating the **agreed account data** is uploaded as an attachment **within the partner details subsection** of the contracting section.



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**Bank details of partner**

**Account details**

Holder of the account  
.....

Account number  
.....

IBAN  
.....

Swift/BIC code  
.....

**Bank details**

Name of the bank  
.....

Street  
.....

House number  
.....

Postal code  
.....

Country  
.....

Image 16. “Bank details of partner” subsection



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### 3.4.3. Location of documents

The LP/PP users must provide information on the location of documents by indicating where the original documents are stored.

**Location of documents**

Title  
.....

First name  
.....

Last name  
.....

Email address  
.....

Telephone no  
.....

Institution name  
.....

Street  
.....

House number  
.....

Postal code  
.....

City  
.....

Homepage  
.....

Country

Image 17. "Location of documents" subsection

