



JAMS

Jewellery Asset Management System

CLIENT ONBOARDING GUIDE

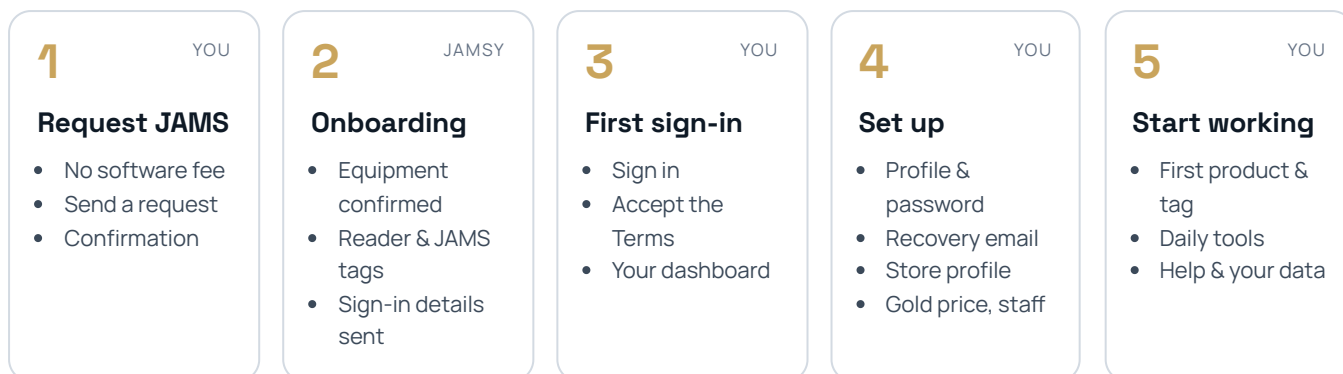
From your first request to your **first day** in JAMS

A step-by-step guide for new JAMS clients: how to request JAMS, sign in for the first time, set up your account and store, and start working.



Your path to JAMS

Getting started takes five stages. Stages 1 and 2 happen before you have an account; stages 3 to 5 happen inside the JAMS application. Setting up your account and store usually takes about 15 minutes.



HAVE READY

- An email address you check regularly, and a mobile number
- Your business details: trading and legal name, ABN, address, phone
- Your store logo (square, at least 600 × 600 px)
- Your current 24K gold price per gram (and silver, if you sell silver)
- A computer or iPad with an up-to-date browser (Chrome, Edge or Safari)

JAMSY PROVIDES

- Your private JAMS workspace at **app.jamsy.au**
- Ready-made **JAMS tags** and an RFID **reader** (no writer needed)
- Your reader set up and tested at your store
- Training for you and your team
- Support from inside the application

Screenshots in this guide show sample data from a demonstration store ("Demo Jewellers"). Your screens will show your own store, products and figures.

STAGE 1

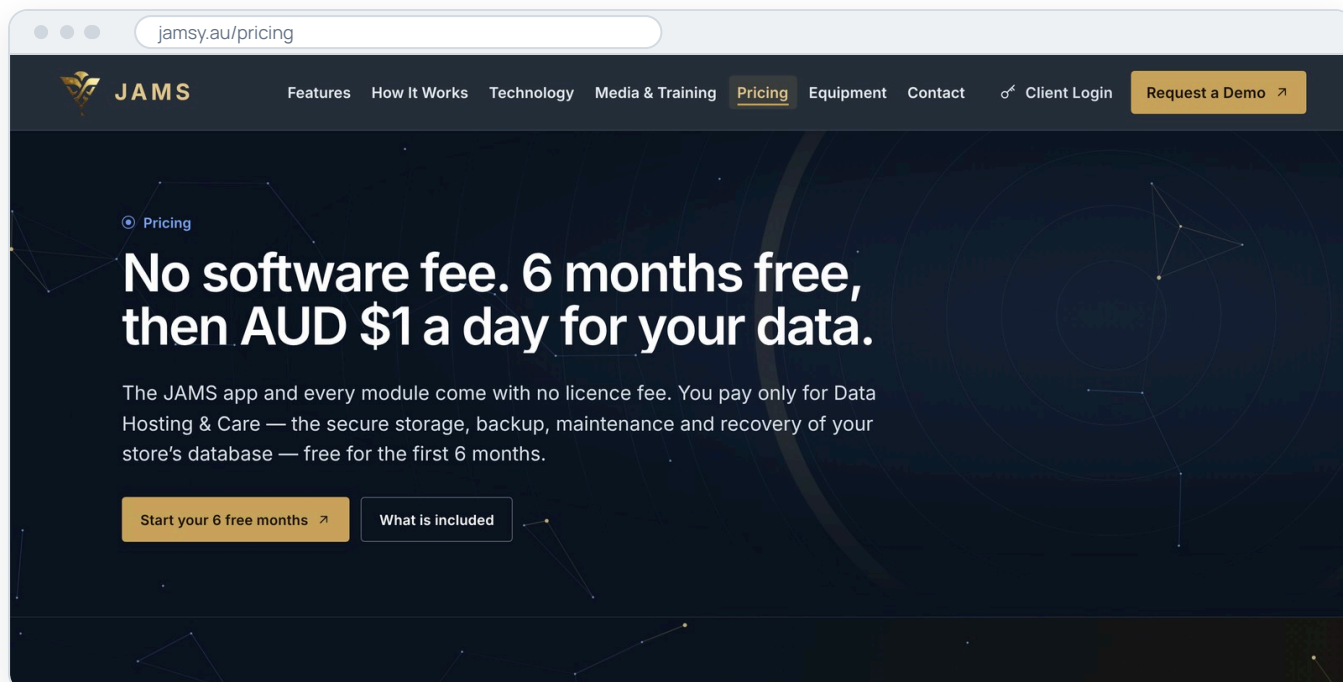
Request JAMS

on jamsy.au · about 2 minutes

Step 1

See the pricing

Open **jamsy.au** and go to **Pricing**. The JAMS app and every module come with **no software licence fee**. You pay only for **Data Hosting & Care** — the secure storage, backup, maintenance and recovery of your store's data: the **first 6 months are free** from the day your account is created, then AUD \$365 + GST per year — \$1 a day, paid yearly. You can cancel anytime. Readers and JAMS tags are ordered separately from the **Equipment** catalogue.



Step 2

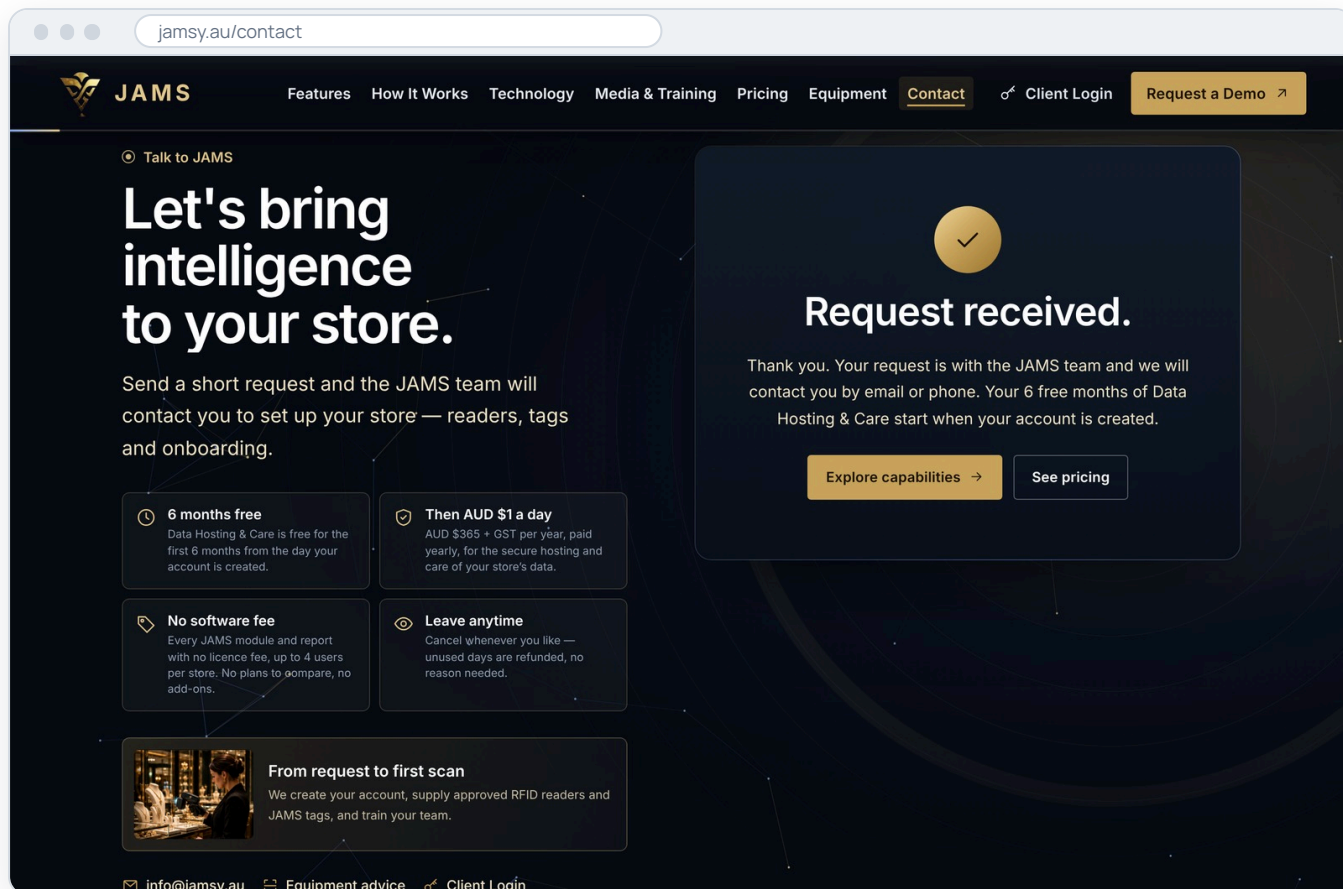
Send your request

1. Click **Request a Demo** (top right of every page) or go to **Contact**.
2. Enter **your name**, **email address** and **phone**. These three details are all that is required.
3. Optionally add your store name, a message, and your business details under **Add business details**.
4. Click **Send my request**.

Nothing to sign and nothing to pay here. No payment details are collected. You accept the Terms of Service later, when you first sign in to JAMS.

Step 3 Request received

You will see **Request received**. Your request is now with the JAMS team, who will contact you by email or phone.



STAGE 2 Onboarding with JAMSY

handled by the JAMS team

Step 4 Confirm your equipment and setup

The JAMS team will:

- create your account — your **6 free months** of data hosting start that day;
- confirm the **equipment** you ordered and send its invoice;
- arrange your **JAMS tags and reader**;
- book a time to **set up your reader** and train your team.

GOOD TO KNOW

Your Data Hosting & Care and invoices are always visible later in **Billing** inside JAMS. Only approved JAMS tags can be used with your store; JAMSY encodes every tag, and it is registered to your store when you attach it to a product.

Step 5 Receive your sign-in details

From: JAMSY · **Subject:** Your JAMS account is ready

Welcome to JAMS. Your private workspace for **Demo Jewellers** is ready.

Sign in at	app.jamsy.au
Username	your username
Temporary password	

Please sign in and follow the first steps on screen.

When your account is ready, JAMSY sends the **store owner** an email with:

- the address of the application, **app.jamsy.au**
- your **username** (it cannot be changed later)
- a **temporary password**

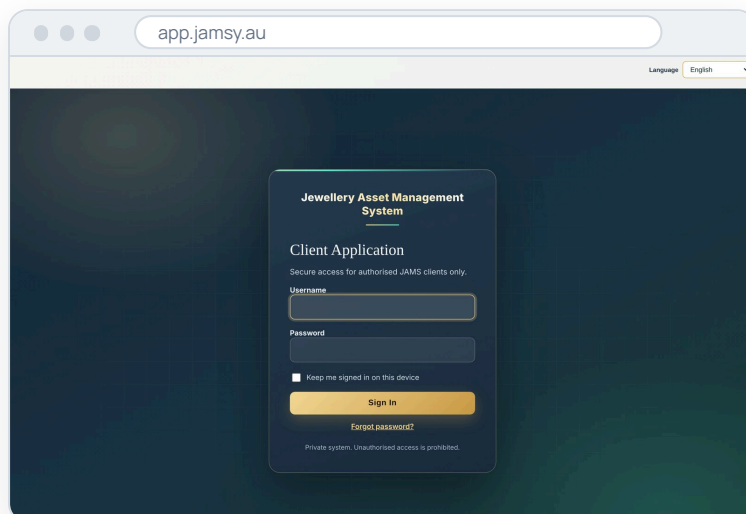
Keep it private. JAMSY will never ask you for your password. You replace the temporary password with your own in Step 9.

Example only: the exact wording of the email may differ.

STAGE 3 Your first sign-in

on app.jamsy.au · about 3 minutes

Step 6 Sign in to JAMS



1. Open **app.jamsy.au**.
2. Enter your **Username** and **temporary password**.
3. Tick **Keep me signed in** only on your own device.
4. Click **Sign In**.

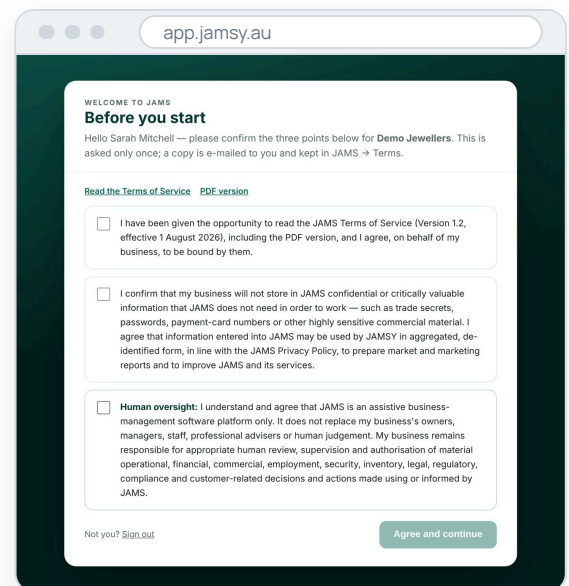
Tip: on an iPad or phone, add JAMS to your home screen. It then opens like an app.

Step 7 Accept the Terms

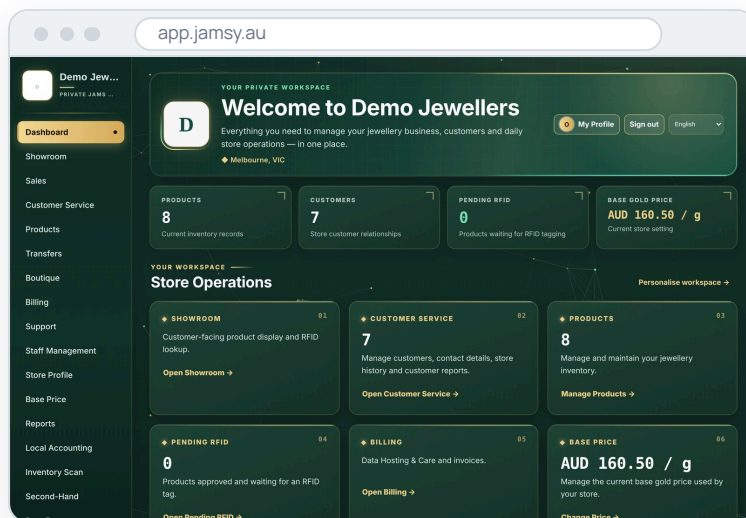
The first time the owner or a manager signs in, JAMS shows **Before you start**. This appears only once.

1. Open **Read the Terms of Service** (or the **PDF version**) and read them.
2. Tick the **three boxes**:
 - Terms of Service (Version 1.2)
 - Confidential information and use of de-identified data
 - Human oversight
3. Click **Agree and continue**. The button turns on once all three boxes are ticked.

A copy of what you accepted is emailed to you and is always available under **Terms** in the menu.



Step 8 Your dashboard



- **Menu (left)**: every part of JAMS your account can use.
- **Key figures**: products, customers, items waiting for an RFID tag, and your base gold price.
- **Store Operations**: shortcuts to the most-used areas.
- **My Profile** and **Sign out** are at the top. You can change the **Language** there too.

STAGE 4

Set up your account and store

about 10 minutes

Step 9 Profile and password

1. Click **My Profile** on the dashboard.
2. Under **Profile details**, add your full name, email and mobile, then **Save Profile**.
3. Under **Change password**, enter the temporary password, then your own new password twice (at least 12 characters), and click **Change Password**. Optional: choose a **Colour theme**.

app.jamsy.au · My Profile

Language English

Active

MY PROFILE & SECURITY

My Profile

Manage your personal details, email and password.

JAMS USER
Sarah Mitchell
owner · Demo Jewellers · Owner

LOGIN ID
owner
Your login ID and client assignment cannot be changed from your profile.

Recovery Email Security
Your recovery email is not verified. We recommend verifying it soon so you can reset your password if needed. Your access is not restricted.
[Verify recovery email →](#)

PERSONAL PROFILE

Profile details

Full name
Optional

Email
name@example.com

Mobile
Optional

Save Profile

Step 10 Verify your recovery email

A verified recovery email lets you reset your password yourself with **Forgot password?** on the sign-in page.

1. On **My Profile**, find **Recovery Email Security** and click **Verify recovery email**.
2. Enter your email and click **Send verification code**.
3. Enter the 6-digit code from your inbox.

If the recovery email is ever changed, a notice goes to the previous address.

app.jamsy.au · Verify Recovery Email

Verify Recovery Email

JAMS secure account recovery

Your recovery email is not verified. You can continue using JAMS normally.

Recovery email

Send verification code

[Back to JAMS](#)

Step 11 Complete your Store Profile

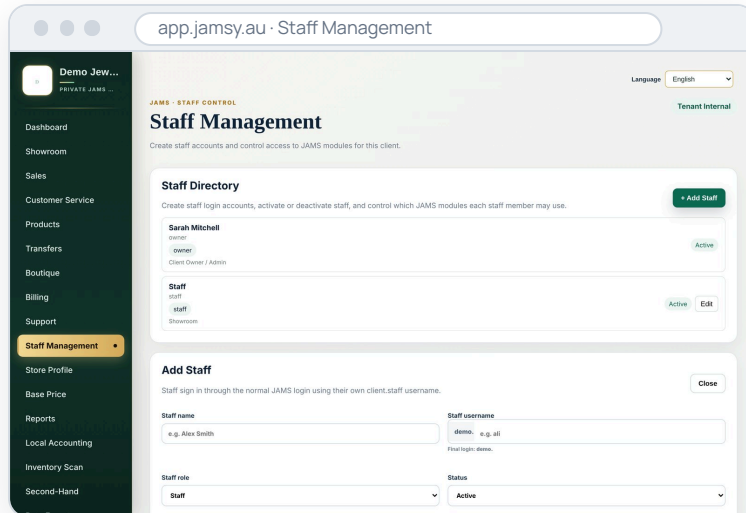
Open **Store Profile** in the menu. Fill in **Store identity** (trading name, legal name, ABN, logo, description), **Location** and **Contact & online presence**, choose what is shown publicly, then click **Save Store Profile**. These details appear on your invoices, documents and Boutique page; your **Boutique QR poster** is on the same page.

Step 12 Set your base gold price

1. Open **Base Price** in the menu.
2. Keep **Use My Own Base Price** selected.
3. Enter your **24K base price** in AUD per gram (and your pure silver price, if needed).
4. Click **Save Base Price Settings**.

Products with a weight and karat are priced from this base price plus your making fees. Products with a **fixed price** are not affected. Update the base price whenever the gold price moves.

Step 13 Add your team (optional)



1. Open **Staff Management** and click **+ Add Staff**.
2. Enter the staff member's name, a **username**, their role and status.
3. Choose which parts of JAMS they may use, then save.

Give every staff member their **own** sign-in. Do not share the owner account. Staff see only what you allow.

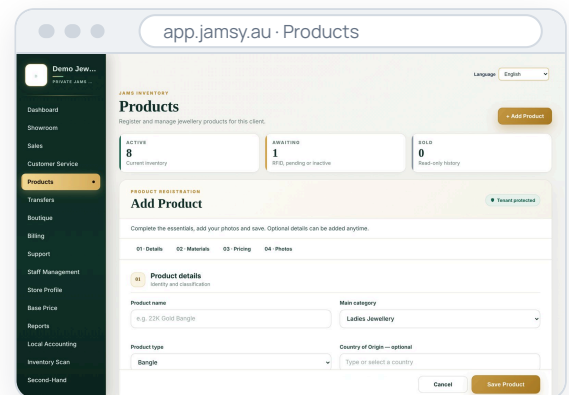
STAGE 5 Start working

your first product

Step 14 Add your first product and tag it

1. Open **Products** and click **+ Add Product**.
2. Fill in the four parts: **Details**, **Materials** (metal, weight, karat), **Pricing** (calculated from your base price, or a fixed price) and **Photos**.
3. Click **Save Product**. The product gets its JAMS code and waits for its RFID tag.
4. Click **Attach tag**, put one JAMS tag on the reader and press **Attach the tag on the reader**. JAMS reads, checks and locks the tag, and the product becomes **Active**.

New products are recorded in **Local Accounting** automatically: gold items by fine-gold weight, fixed-price items by their price.



Step 15 Your everyday tools

Showroom	Scan a tag to show the product card to a customer.
Sales	Sell a scanned item, take one or more payments and print an Australian tax invoice.
Customer Service	Your customers, their contact details and purchase history.
Second-Hand	Buy second-hand gold: seller ID, photos, signature, payment and the holding period.
Products	All your stock, prices, photos and RFID status.
Inventory Scan	Scan the whole shop to find missing or unknown items; shift handovers.
Transfers	Send tagged items to another JAMS store and confirm receipt by RFID.
Boutique	Your public online showcase with a QR code (display only).
Local Accounting	Money and gold accounts, the coffer, customer and owner statements.
Reports	Sales, stock and customer reports for a chosen period.
Billing	Your Data Hosting & Care and invoices.

Step 16 Help, terms and your data

Support: send a request to the JAMS team and follow the conversation.

Requested	Type	Status	Size
20 Oct 2026 00:07	Readable copy	Ready (kept until 22 Oct 00:07)	93.0 KB
20 Oct 2026 00:06	Readable copy	Ready (kept until 22 Oct 00:06)	94.1 KB
20 Oct 2026 00:06	Sealed backup	Ready (kept until 22 Oct 00:06)	85.2 KB

Data Export (owner only): a sealed backup file to keep, and a readable Excel copy protected by your own password.

Terms in the menu shows the Terms of Service and what was accepted for your store.

Stay safe, get help

Good security habits

- Use your own strong password and keep your recovery email verified.
- Give each staff member their own sign-in; remove access when someone leaves.
- Sign out on shared computers, and use **Keep me signed in** only on your own devices.
- JAMSY will never ask for your password.
- Personal and payment information of your customers is stored encrypted. Enter only what JAMS needs.

Your checklist

- ☐ Request sent on jamsy.au
- ☐ Account created, equipment arranged
- ☐ Signed in and accepted the Terms
- ☐ Own password set
- ☐ Recovery email verified
- ☐ Store Profile completed
- ☐ Base gold price set
- ☐ Staff added
- ☐ First product added and tagged

Where things are

- jamsy.au · pricing, equipment, requests
- app.jamsy.au · your JAMS application
- **Forgot password?** · on the sign-in page
- **Support** · inside JAMS, in the menu

Contact JAMSY

- Email: info@jamsy.au
- In the app: **Support** → New support request
- Website: jamsy.au/contact

**J A M S**

Jewellery Asset Management System · JAMS is an assistive business-management platform; your business remains responsible for its decisions.