Temporary issue with accessing the eVisitor system · What to note?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

Record the time of the problem and the error screen without disclosing credentials.

Record and working document

Distinguish between an account access issue and system unavailability.

If you are unable to make the booking, contact the relevant tourist board immediately for instructions.

Working example · Temporary problem with accessing the eVisitor system

Distinguish between an account access issue and system unavailability.

Specific next steps

1. Distinguish between an account access issue and system unavailability.
2. If you are unable to make the booking, contact the relevant tourist board immediately for instructions.
3. After recovery, check the status of all entries made during that period.

Limits of application

To work in the eVisitor system in accordance with the current instructions.

Sources

eVisitor · Check-in and check-out, frequently asked questions

https://www.evisitor.hr/eVisitorWiki/Javno.FAQ-Prijava-Odjava.ashx

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-evisitor-zastoj-dokazi