Temporary issue with accessing the eVisitor system · How to access?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

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

Provide the official contact for the tourist board and the procedure for check-in issues.

A starting point in practice

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

Distinguish between an account access issue and system unavailability.

Working example · Temporary problem with accessing the eVisitor system

Distinguish between an account access issue and system unavailability.

Specific next steps

1. Record the time of the problem and the error screen without disclosing credentials.
2. Distinguish between an account access issue and system unavailability.
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-odluka