# Temporary issue with accessing the eVisitor system · What to do if the process gets stuck?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

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

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

## When a plan meets an obstacle

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

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

## Working example · Temporary problem with accessing the eVisitor system

Distinguish between an account access issue and system unavailability.

## Specific next steps

1. Provide the official contact for the tourist board and the procedure for check-in issues.
2. Record the time of the problem and the error screen without disclosing credentials.
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-problem