Temporary issue with accessing the eVisitor system · How to check this using an example?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

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

Distinguish between an account access issue and system unavailability.

Checking by example

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

Record the time of the problem and the error screen without disclosing credentials. If you cannot complete the login, contact the relevant tourist board immediately for instructions.

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

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-provjera