



VANUATU

ELECTRONIC SINGLE WINDOW SYSTEM PROJECT

How to connect to the Vanuatu Electronic Single Window (VeSW) system when the VeSW Portal is inaccessible

The following instructions are to assist VeSW users to access the system when the VeSW Portal is inaccessible, while the Internet or network is working fine.

SW Portal access issue:

When trying to access the VeSW portal i.e. <https://singlewindow.gov.vu>, but it does not display anything or if it says:

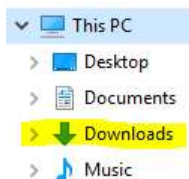
- a. “The page could not be displayed”; or
- b. “The page is temporarily out or may have been moved”.

Solution:

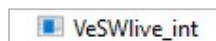
1. If your internet connection is ok but the VeSW Portal is inaccessible, you can still connect to the system using the steps below:
 - a. Find the SW shortcut icon on your desktop called “**VeSW System**” and double click it to log in to the system:



- b. Or, go to your ‘**Downloads**’ folder on your computer/laptop. This is usually located in the quick access of “**My Computer**” or in newer versions of Windows it’s called “**This PC**” as shown highlighted below:



- c. Search for the latest JNLP file called “**VeSWlive.jnlp**” or “**VeSWlive_int.jnlp**” (for internal users). Double click it to log into the system.



■ End