

How to connect to AW when the AW Portal is inaccessible

The following instructions are to assist ASYCUDA users to access the ASYCUDAWorld (AW) system when the AW Portal is down. Note: This will only work if the AW server is up and running; if both the AW portal and server are down then these procedures will not work.

AW Portal access issue:

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

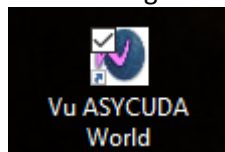
- a. "The page could not be displayed"; or
- b. "The page is temporarily out or may have been moved".

Cause:

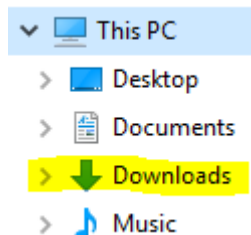
1. Your Internet could be down; or
2. The AW Portal is down.

Solution:

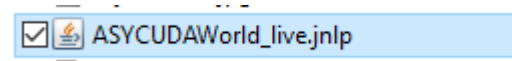
1. Check your internet connection and make sure you can connect to the internet; or
2. If your internet connection is ok and the ASYCUDA System is up and running, you can still connect to it using the steps below:
 - a. Find the AW shortcut icon on your desktop called "**Vu ASYCUDA World**" and double 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 "**ASYCUDAWorld_live.jnlp**" or "**ASYCUDAWorld_live_int.jnlp**" (for internal users). Double click it to log into ASYCUDAWorld.



■ End