SHIAC

**上海国际经济贸易仲裁委员会**
Shanghai International Economic and Trade Arbitration Commission

**上海国际仲裁中心**
Shanghai International Arbitration Center

数智化平台操作手册
Manuals of SHIAC E-Platform

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# For Computer Users

● Access Address:
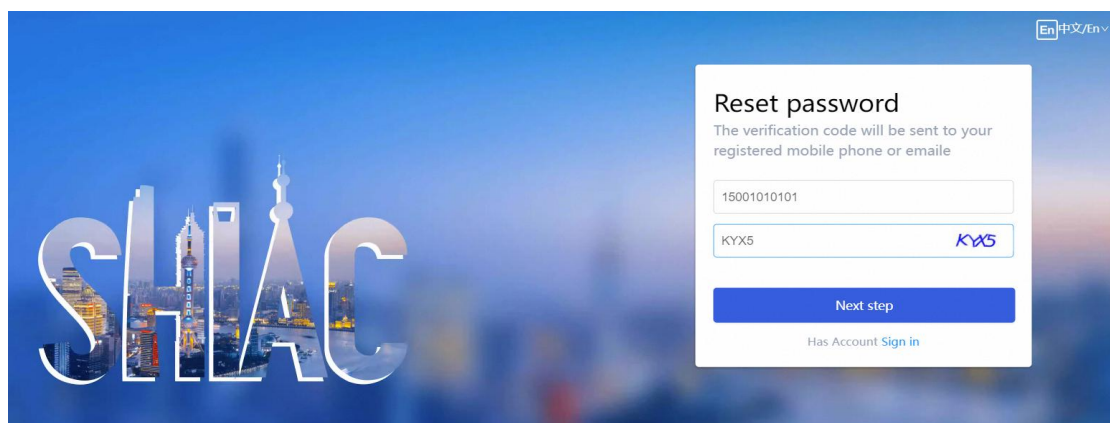
https://shiac-arbitrator.yun-ac.com/app/login

Recommended configuration: Chrome browser version

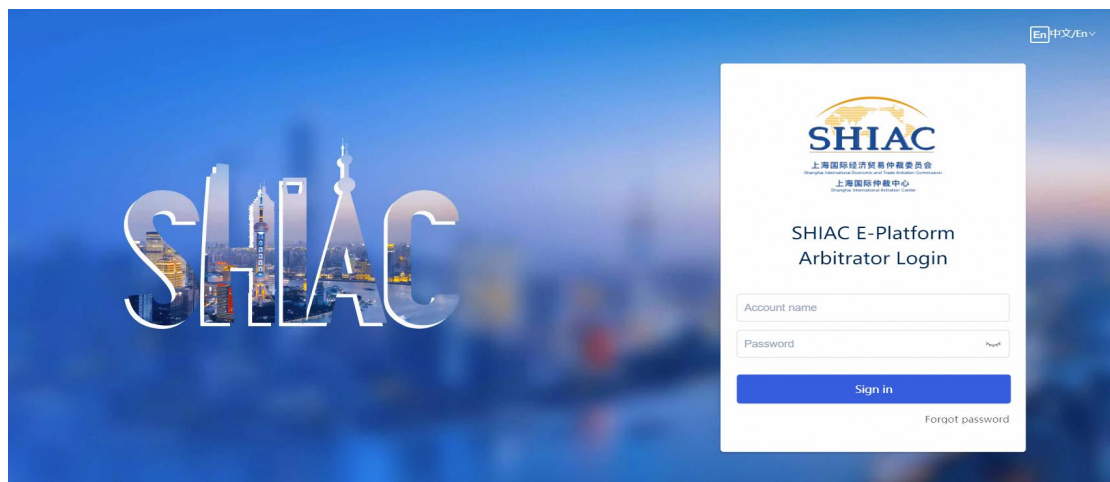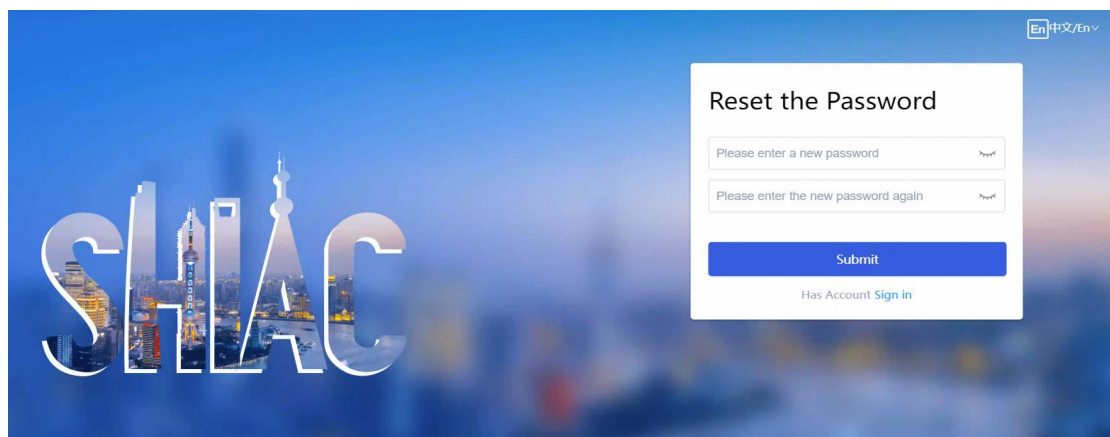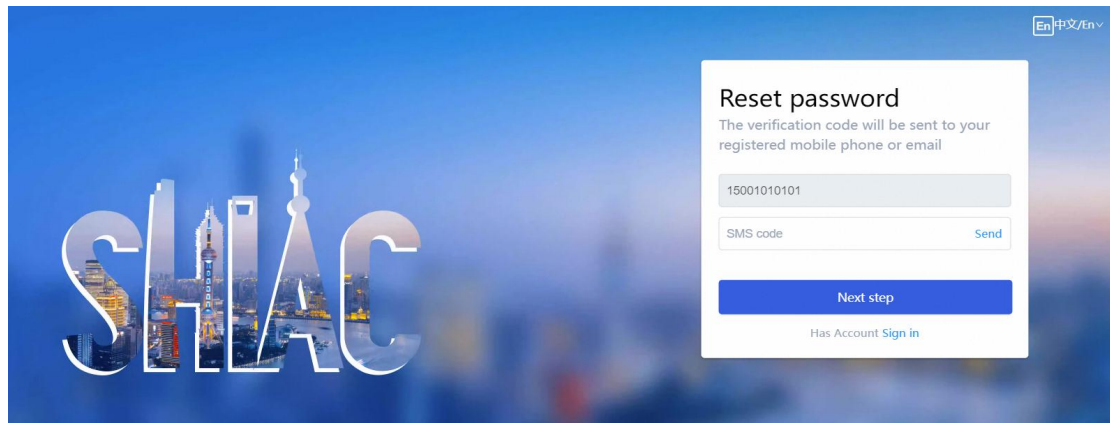110.0.5481.177 or above, computer 2 core 4G or above

## 1. Log in

● The arbitrator's account has been configured and can be logged in directly with the mobile phone number or email address (Chinese Mainland arbitrators log in with the reserved mobile phone number, and non Chinese Mainland arbitrators log in with the reserved email address). Please select "Forgot Password" for the first login, then will receive the verification code, set a new password, and log in.
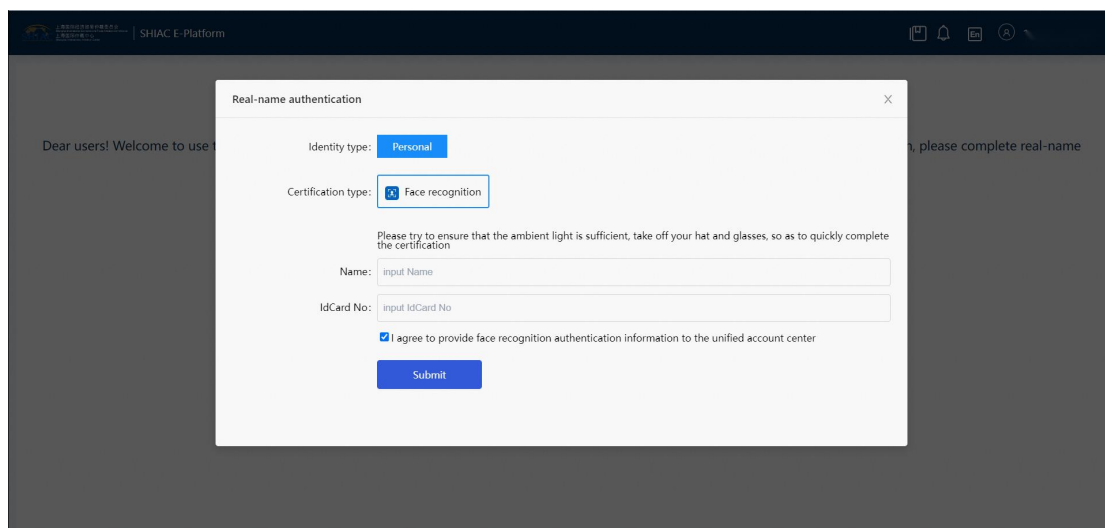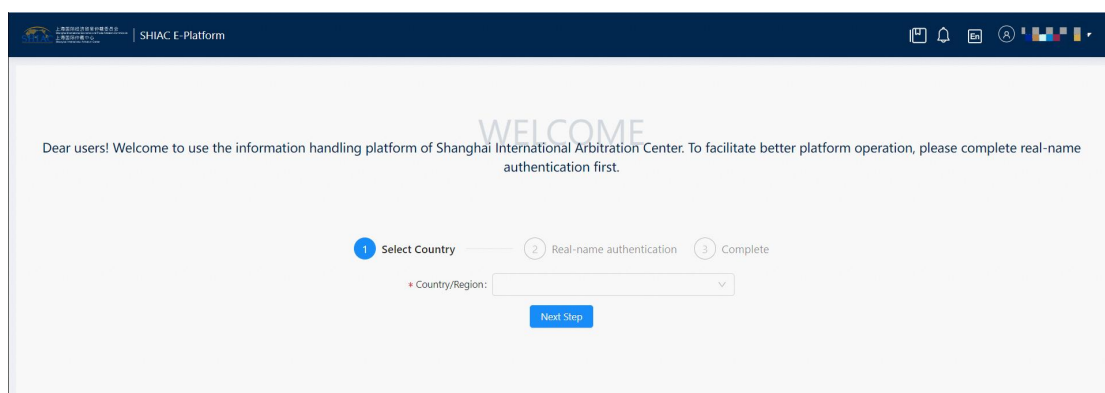
## 2. Real-name authentication and electronic signature

- After logging into the system for the first time, it will automatically jump to the [Real-Name Authentication] interface and then select the country/region.

(1) Select the Chinese mainland and authenticate according to the face recognition. Enter your name and ID number to start authentication. Note: Before authentication, make sure that the device camera is turned on and not disabled.





(2) If you select a non-Chinese mainland, please fill in the following information, submit it for review by the arbitration commission, and enter the platform after passing the review; If the review is not passed, the information can be refilled according to the feedback.
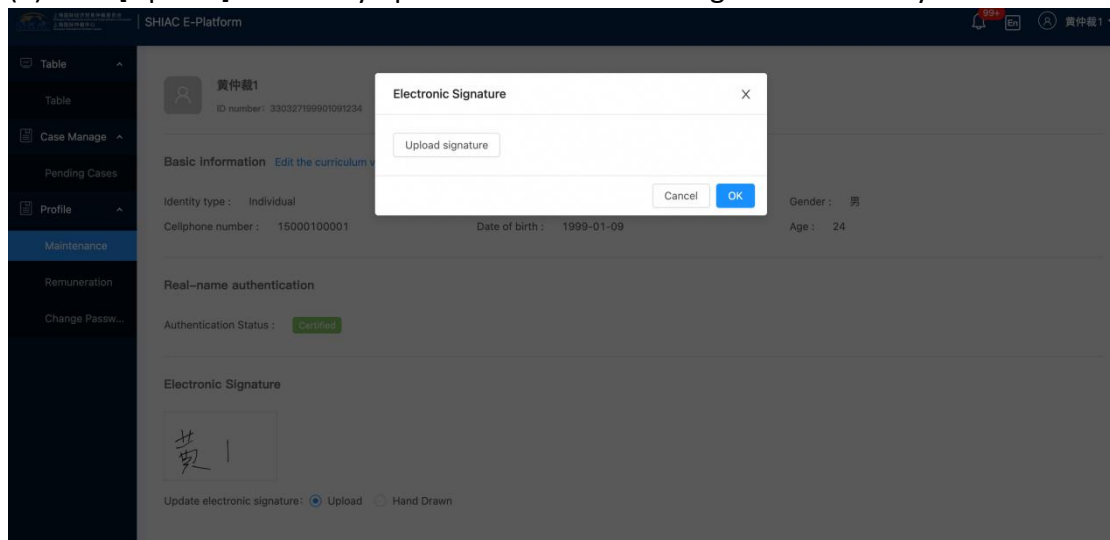
(3) After successful authentication, if the signature is not reserved, the interface of the reserved electronic signature will automatically pop up, scan the QR code through the mobile phone, sign the electronic signature by hand, and enter the system after the signature is successful. This is not required if the signature is already reserved.
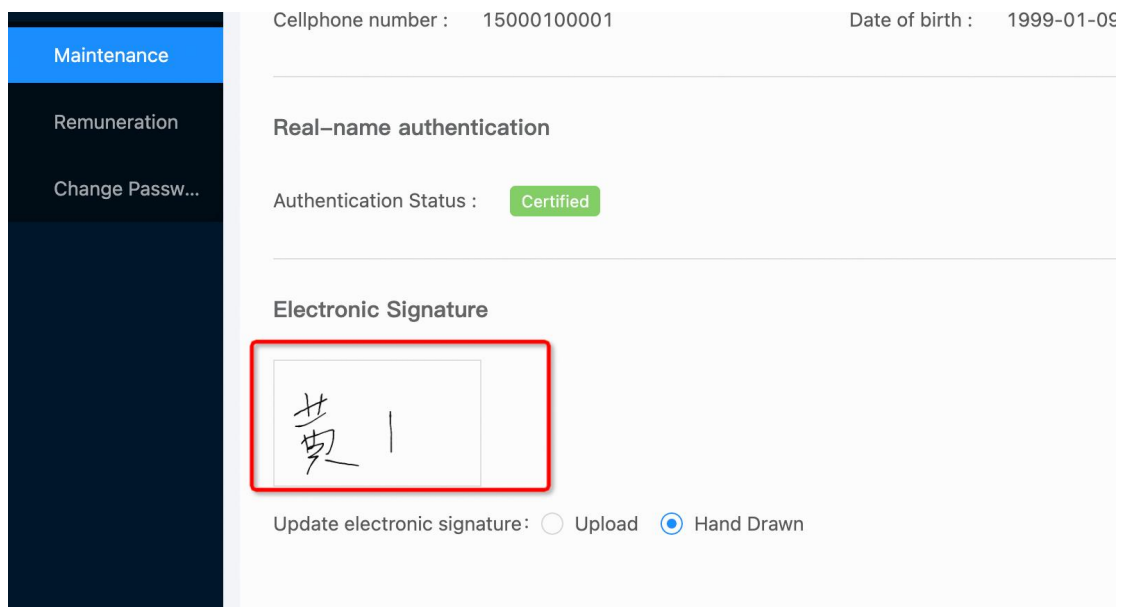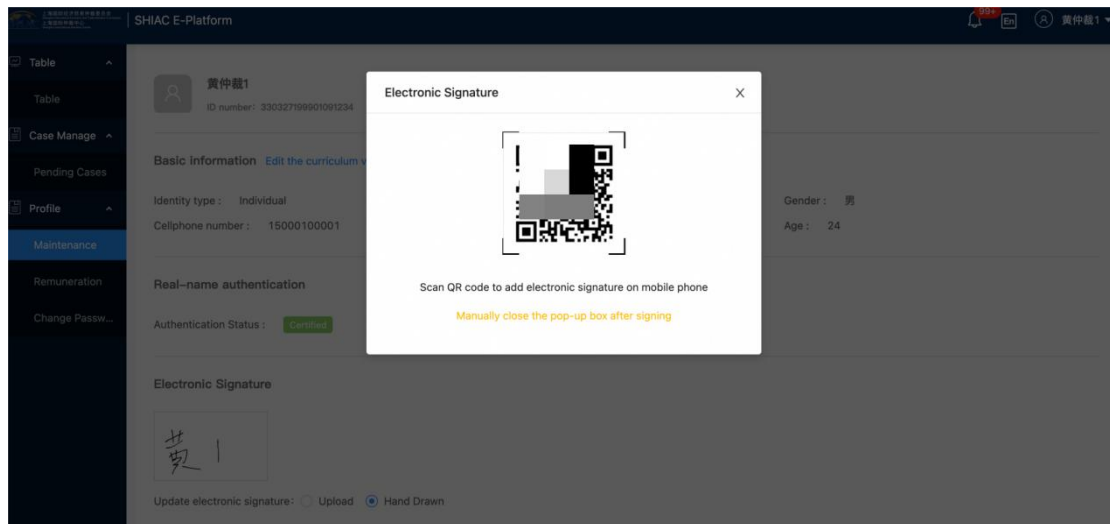
● After entering the system, click the left menu to enter [Profile - Maintenance], and in the "Electronic Signature" section, you can submit your personal electronic signature by uploading or scanning the code and hand-drawing. To ensure the signature effect, we recommend that you choose the hand-drawn method. If you have already reserved an electronic signature, you do not need to do it again.



(1) Click [Upload] to directly upload the hand-drawn signature to the system.



(2) Click [Handdrawn], jump out of the QR code, after scanning the code on the mobile phone, hand-draw the signature stroke on the mobile phone, after the drawing is completed, please manually close the pop-up window, and the new signature will be automatically synchronized to the system.

| | |
|---|---|
| Cellphone number : 15000100001 | Date of birth : 1999-01-09 |

### Maintenance

Remuneration

Change Passw...

**Real–name authentication**

Authentication Status : `Certified`

**Electronic Signature**



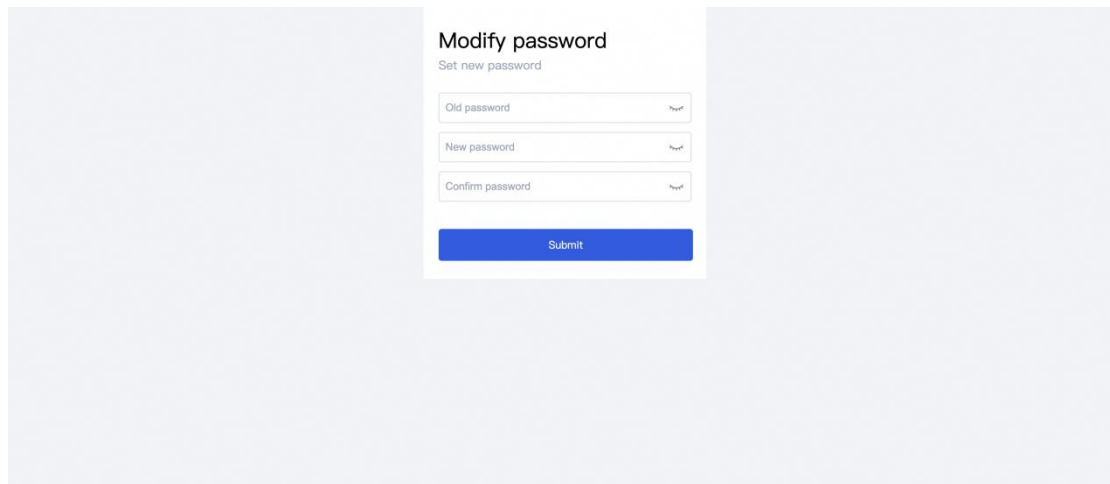Update electronic signature: ◯ Upload  ◉ Hand Drawn

# 3. Personal center

- After completing real-name authentication, click the role name and drop down to display "Personal Center", "Change Password" and "Log Out".



- Click [Personal Center] to be the same page as "Personal Information Maintenance" in the left menu bar, where you can edit your resume and redraw your signature.
- Click [Edit Arbitrator Resume] to enter the Edit Personal Resume page, after updating the personal resume, click the [Submit] button in the lower right corner of the page, if the submission is successful, the update will be completed, and the information will be automatically synchronized to the BAC.



- Click [Change Password] to change the password.

- Click [Log Out] to log out of the current account directly and return to the login page.

# For Mobile Phone Users

● Address: WeChat search for "上海国际仲裁中心小程序"

## 1. Log in

● WeChat authorizes login, enters the mini program, and enters the mobile phone number and verification code to bind the account.

## 2. Real-name authentication



After the real-name authentication is successful, you can enter the system normally.