

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>

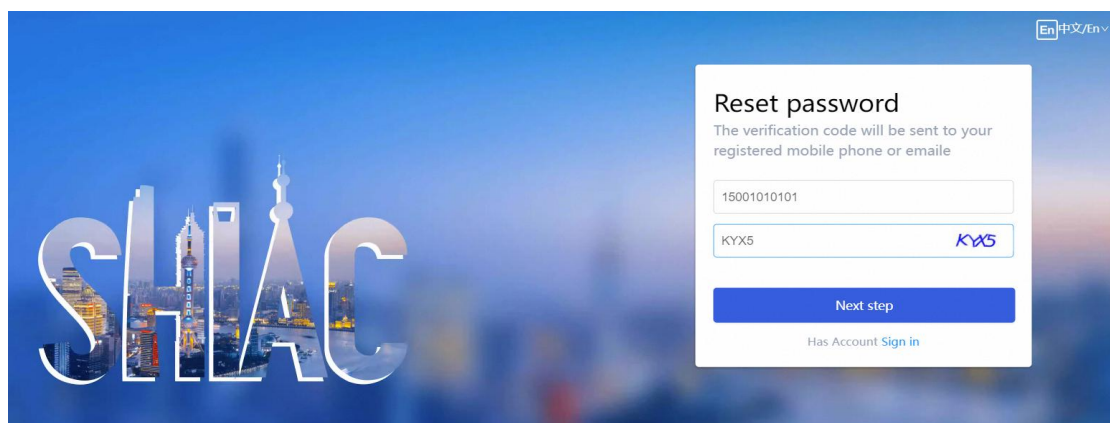
Recommended configuration: Chrome browser version 110.0.5481.177 or above, computer 2 core 4G or above

1. Log in

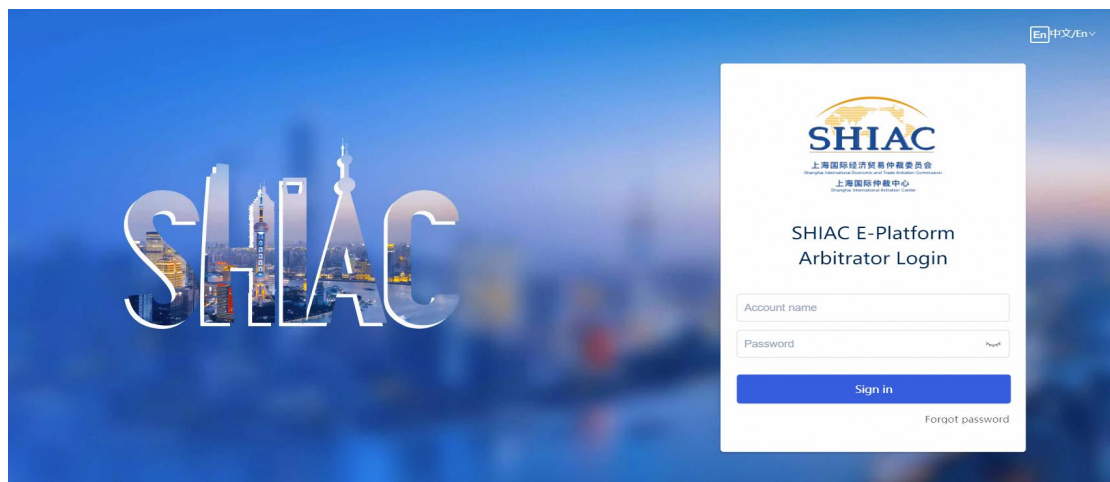
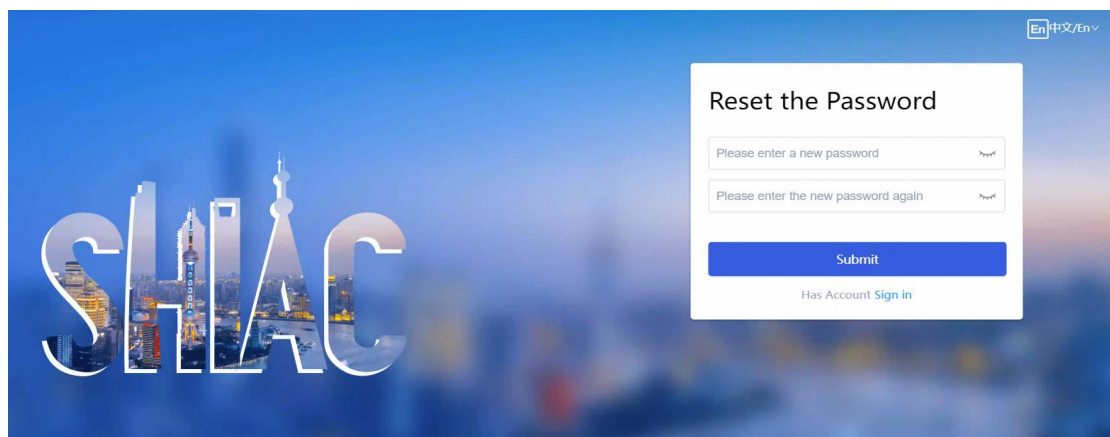
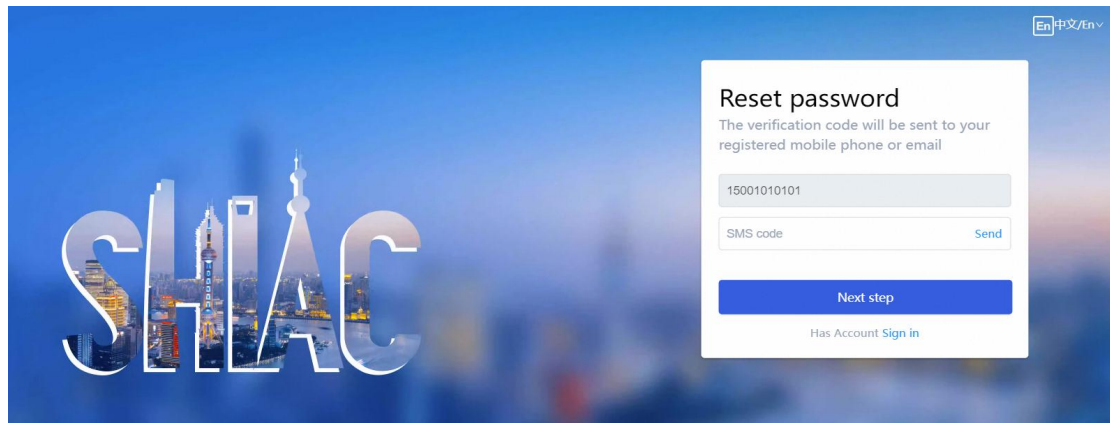
- The arbitrator's account has been configured and can be logged in directly with the mobile phone number or email address (Chinese Mainland arbitrators log in with the reserved mobile phone number, and non Chinese Mainland arbitrators log in with the reserved email address). Please select "Forgot Password"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



The image shows the login page of the SHIAC E-Platform. On the left, there is a large, stylized 'SHIAC' logo with a cityscape background. On the right, there is a white login form. The form has the SHIAC logo at the top, followed by the text 'SHIAC E-Platform Arbitrator Login'. Below this, there are two input fields: 'Account name' and 'Password'. A blue 'Sign in' button is below the password field. To the right of the 'Sign in' button, there is a red-bordered button labeled 'Forgot password'.

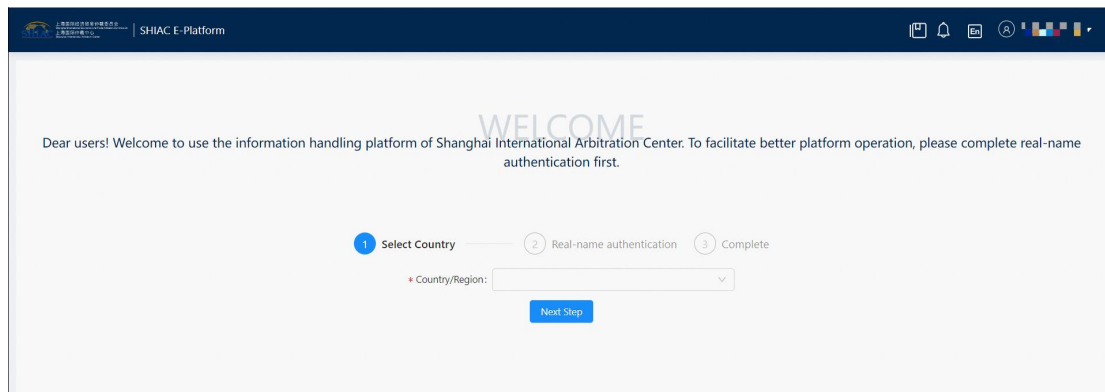


The image shows the 'Reset password' page of the SHIAC E-Platform. On the left, there is a large, stylized 'SHIAC' logo with a cityscape background. On the right, there is a white form titled 'Reset password'. Below the title, it says 'The verification code will be sent to your registered mobile phone or email'. There are two input fields: one for a verification code (containing '15001010101') and one for a new password (containing 'KX5'). A blue 'Next step' button is below the password field. At the bottom, there is a link that says 'Has Account Sign in'.

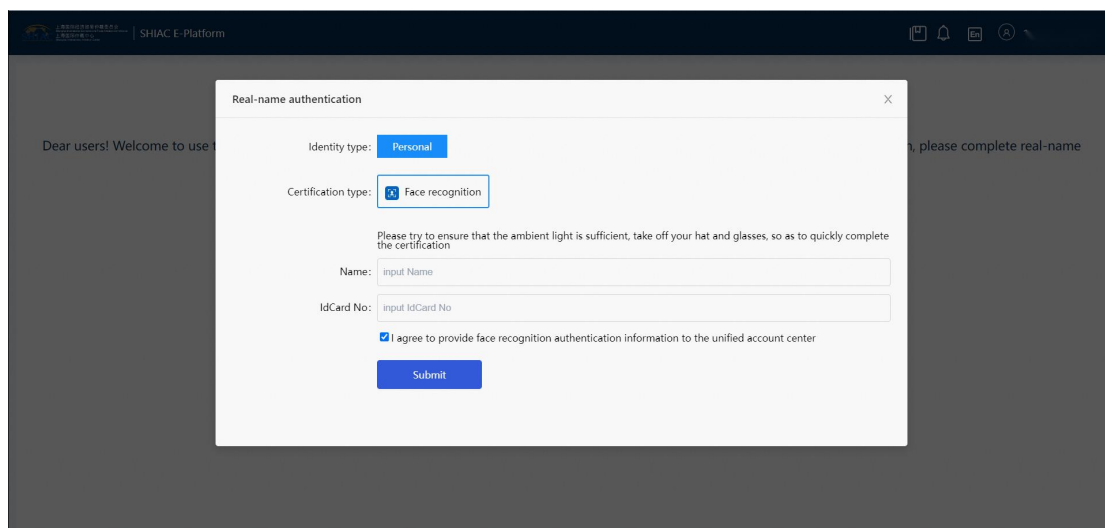
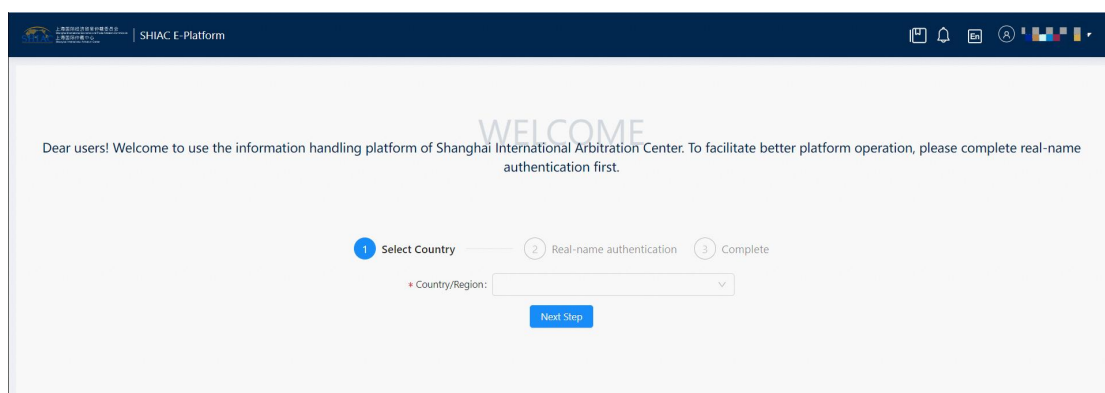


2. Real-name authentication and electronic signature

- 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.

SHIAC E-Platform

WELCOME

Dear users! Welcome to use the information handling platform of Shanghai International Arbitration Center. To facilitate better platform operation, please complete real-name authentication first.

1 Select Country 2 Real-name authentication 3 Complete

* Name:

* Passport No.:

Contact address:

The phone:

* Passport photo:

SHIAC E-Platform

WELCOME

Dear users! Welcome to use the information handling platform of Shanghai International Arbitration Center. To facilitate better platform operation, please complete real-name authentication first.

1 Select Country 2 Real-name authentication 3 Complete

● Your real-name information is under review. You can enter the platform only after passing the review. Please wait patiently.

Country/Region:

Name:

Passport No.:

Contact address:

The phone:

Passport photo:

SHIAC E-Platform

WELCOME

Dear users! Welcome to use the information handling platform of Shanghai International Arbitration Center. To facilitate better platform operation, please complete real-name authentication first.

1 Select Country 2 Real-name authentication 3 Complete

● Your real-name information is approved at the end of approval. Reason:

Country/Region:

Name:

Passport No.:

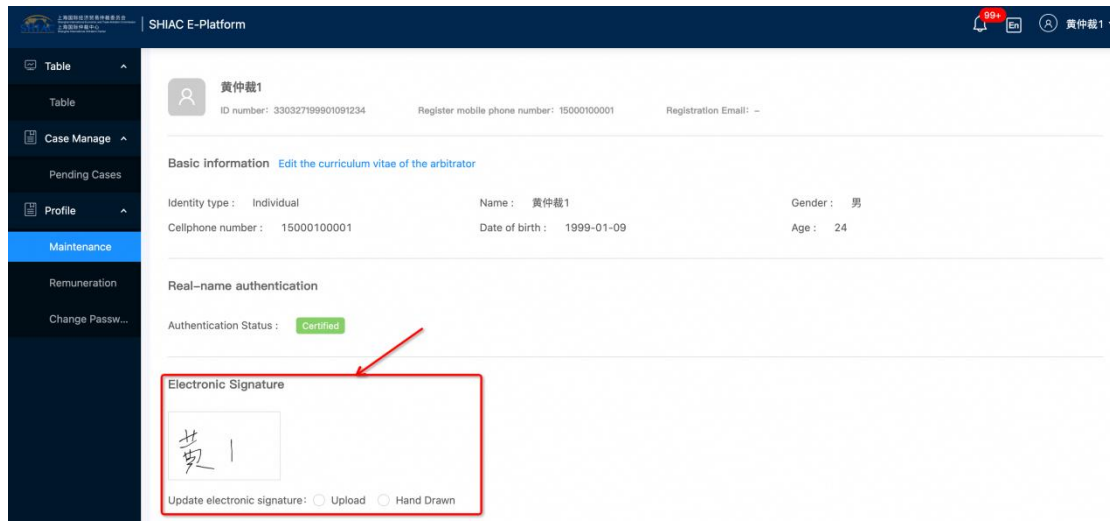
Contact address:

The phone:

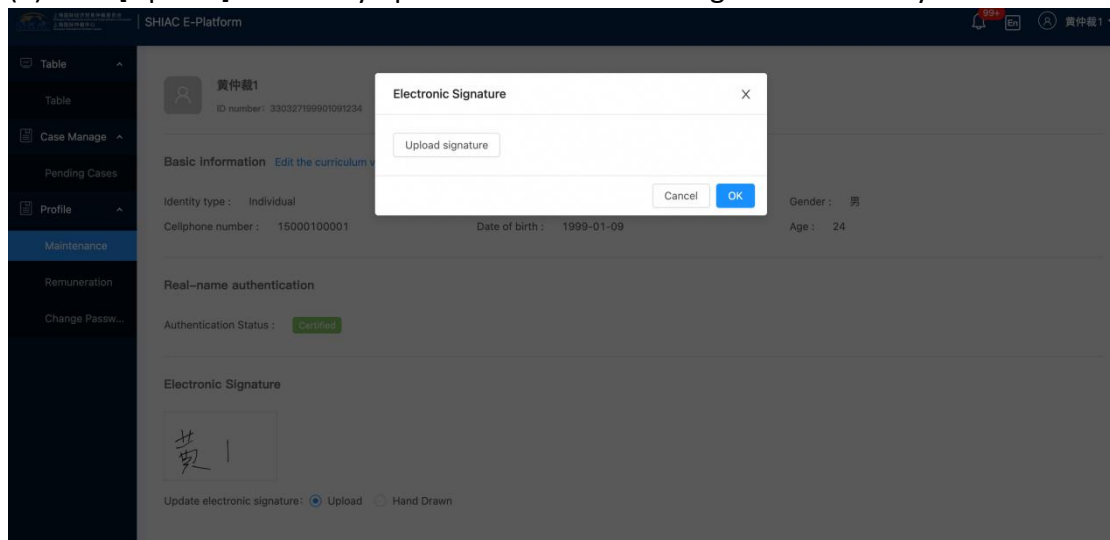
Passport photo:

(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.

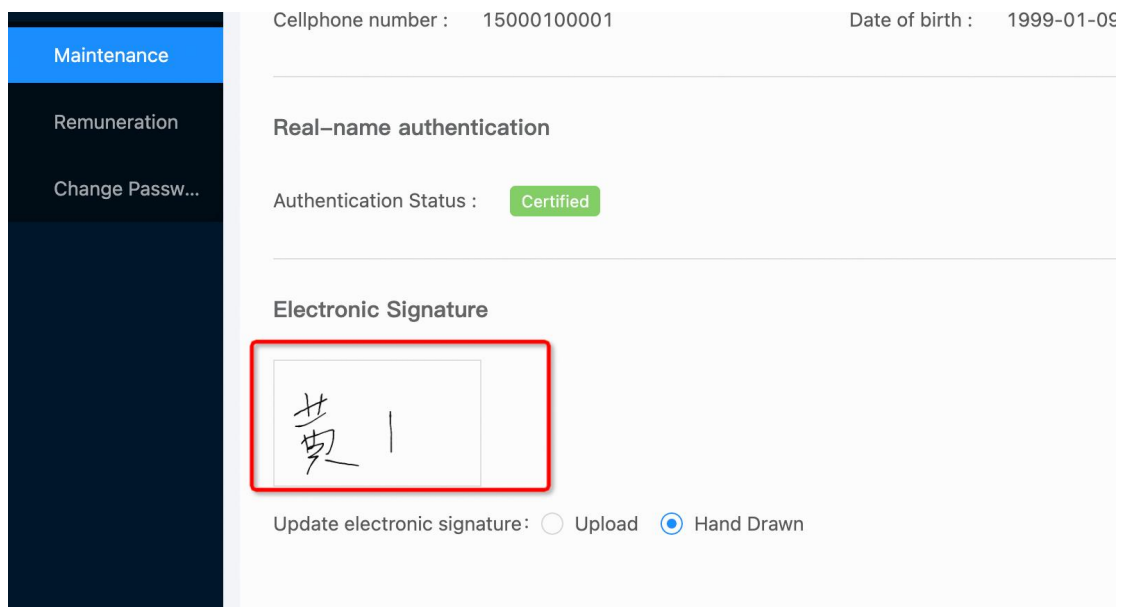
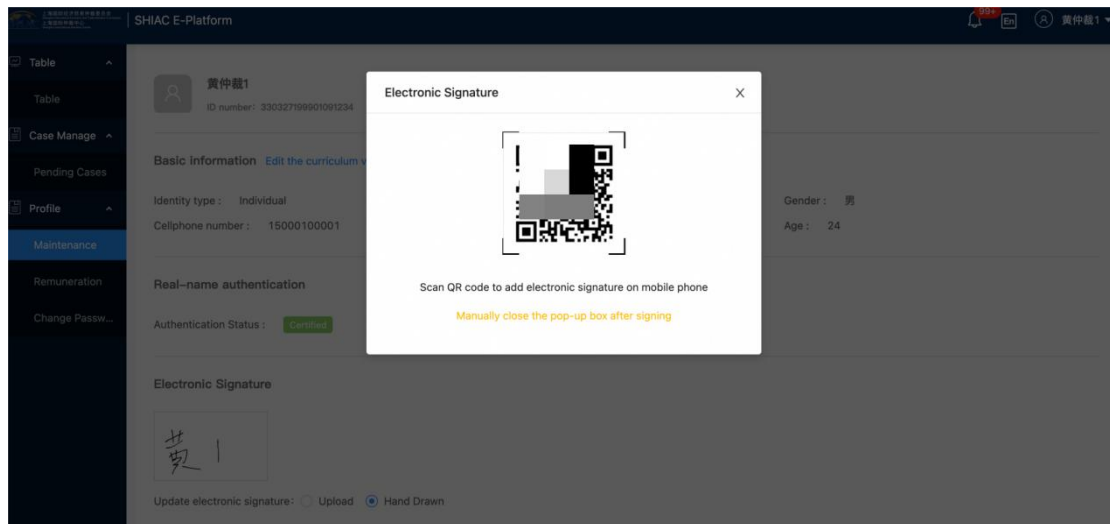
- After entering the system, click the left menu to enter [Profile - Maintenance], and in the "Electronic Signature" section, you can submit your personal electronic signature by uploading or scanning the code and hand-drawing. To ensure the signature effect, we recommend that you choose the hand-drawn 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.



3. Personal center

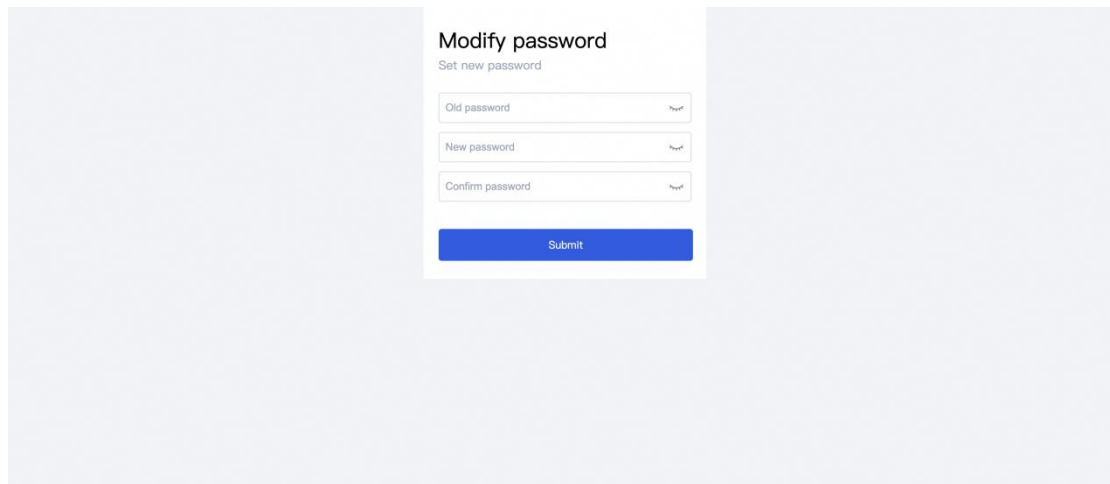
- After completing real-name authentication, click the role name and drop down to display "Personal Center", "Change Password" and "Log Out".

The screenshot shows the SHIAC E-Platform interface. On the left is a dark blue sidebar menu with options: Table, Case Manage, Profile, Maintenance (highlighted in blue), Remuneration, and Change Passw... The main content area is titled 'SHIAC E-Platform' and displays user information for '黄仲巍1'. At the top right, a dropdown menu is open, showing 'Personal Center', 'Change password', and 'Log out'. The user's ID number is 330327199901091234, registered mobile phone number is 15000100001, and registration email is -. The 'Basic Information' section includes: Identity type: Individual, Name: 黄仲巍1, Gender: 男, Cellphone number: 15000100001, Date of birth: 1999-01-09, and Age: 24. The 'Real-name authentication' section shows 'Authentication Status: Certified'. The 'Electronic Signature' section displays a handwritten signature and options to 'Upload' or 'Hand Draw'.

- 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.

The screenshot shows the 'Others' section of the SHIAC E-Platform. It contains several input fields for 'Financial information' (Category of bank, Bank card number) and 'Others'. The 'Others' section includes a 'Self-evaluation/description' text area, 'Opinions from the employer' text area, 'Current status' (Employed), 'Year of the panel' (2023), 'Attendance of training', 'Case workload', 'Job performance', and '2018 Newly hired'. A red box highlights the 'Carry Pay' button in the bottom right corner.

- Click [Change Password] to change the password.



The image shows a web form titled "Modify password" with the subtitle "Set new password". It contains three input fields: "Old password", "New password", and "Confirm password", each with a small "Show" link to its right. Below these fields is a blue "Submit" button. The form is centered on a light gray background.

- 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

The image displays three sequential screenshots of a mobile application interface for real-name authentication.

Screenshot 1 (12:36): The app is titled "实名认证" (Real-name authentication). It features a "语言切换" (Language switch) button, a "国家/地区" (Country/Region) selection dropdown, and a "提交" (Submit) button at the bottom.

Screenshot 2 (12:37): The app is titled "上海国际仲裁中心" (Shanghai International Arbitration Center). It displays the SHIAC logo and a form with fields for "姓名" (Name) and "身份证号码" (ID Card Number), followed by a red "开始认证" (Start authentication) button.

Screenshot 3 (12:38): The app displays a confirmation message: "人脸识别功能验证你的身份信息, 请确保为本人操作" (Face recognition function verifies your identity information, please ensure it is your own operation). Below this is a green "下一步" (Next step) button and a link for "意见反馈" (Feedback).

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