

# 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



# Table of contents

For Computer Users .....	1
1. Log in .....	1
2. Real-name authentication and electronic signature .....	2
3. Personal center .....	7
For Mobile Phone Users .....	9
1. Log in .....	9
2. Real-name authentication .....	10

# For Computer Users

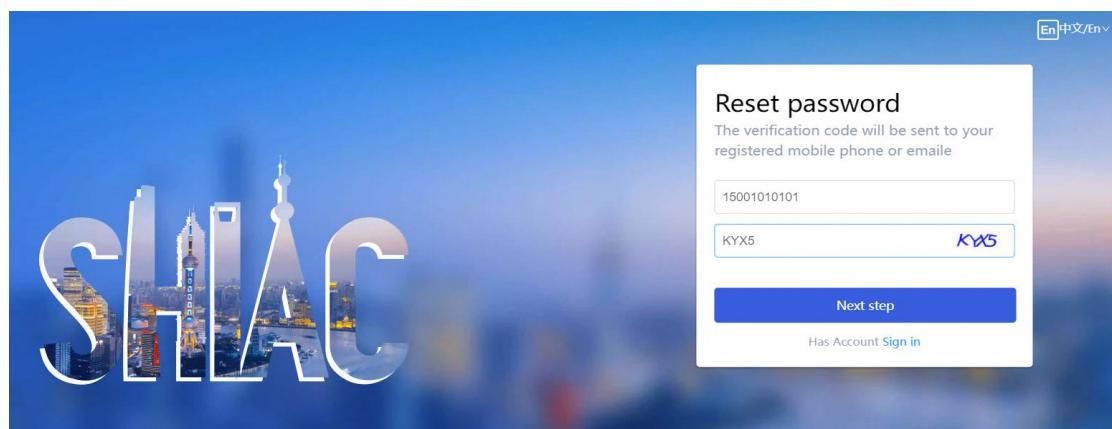
- Access Address:

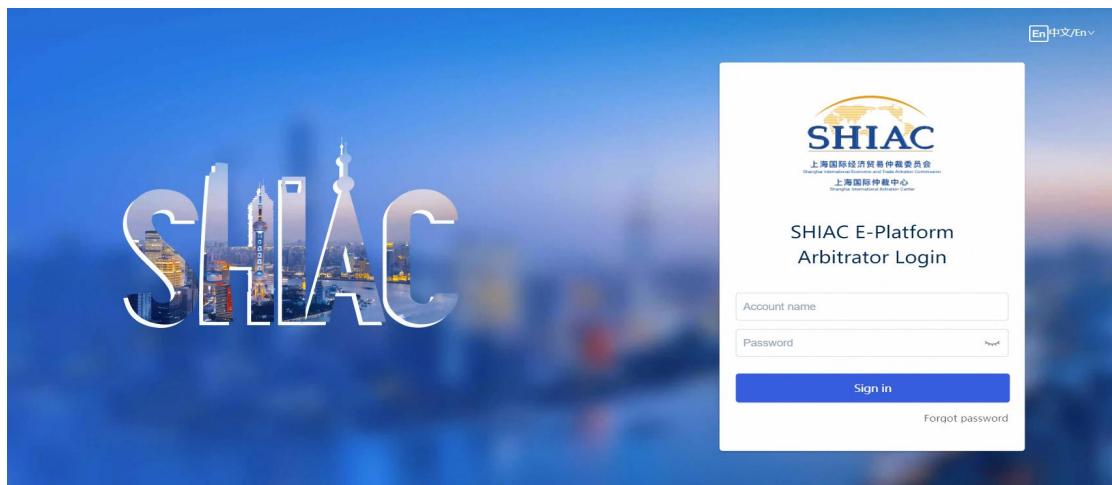
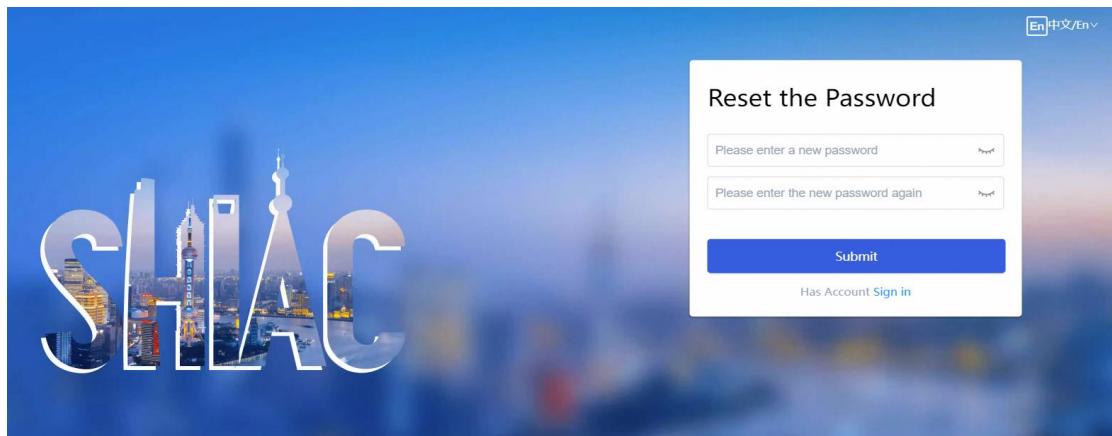
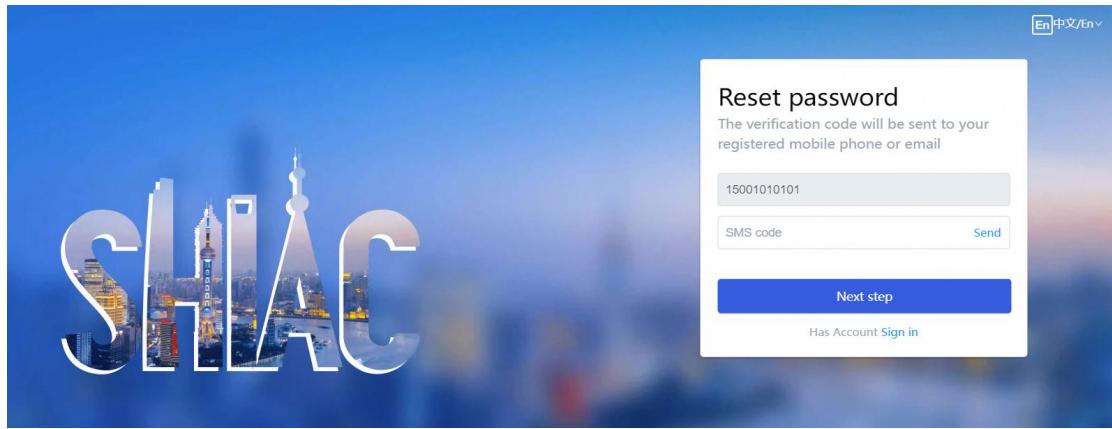
<https://shiac-arbitrator.yun-ac.com/app/login>

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.



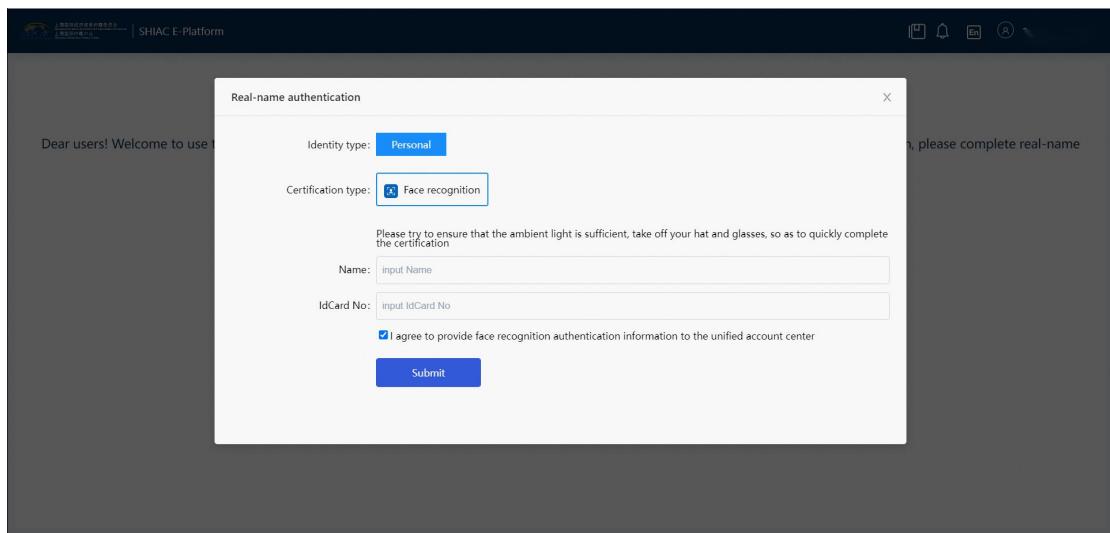


## 2. Real-name authentication and electronic signature

- 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.

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:  Upload an attachment

Previous Submit

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: A

Name: M

Passport No.: 111

Contact address:

The phone:

Passport photo:

Fill in again

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: [redacted]

Country/Region: A

Name: M

Passport No.: 111

Contact address:

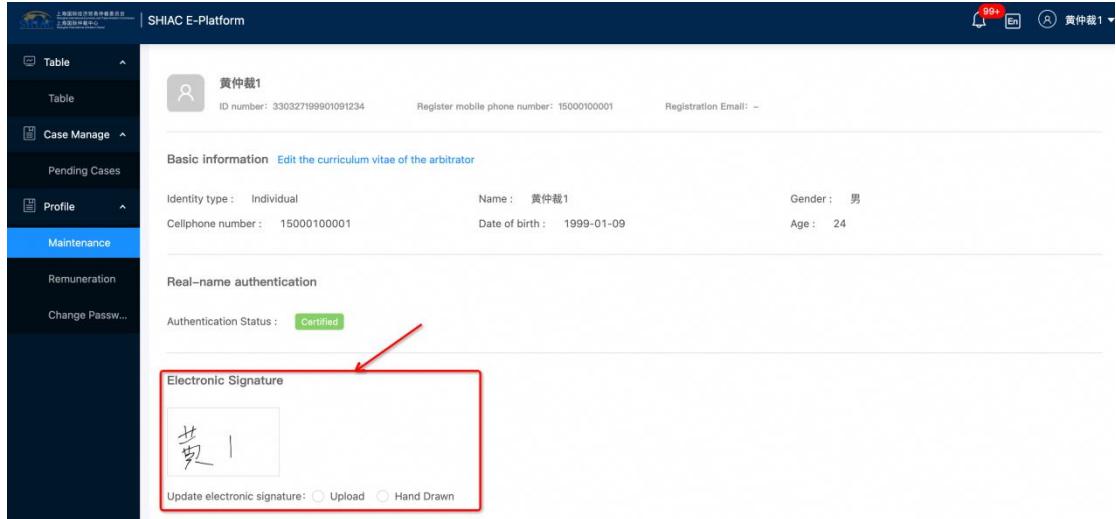
The phone:

Passport photo:

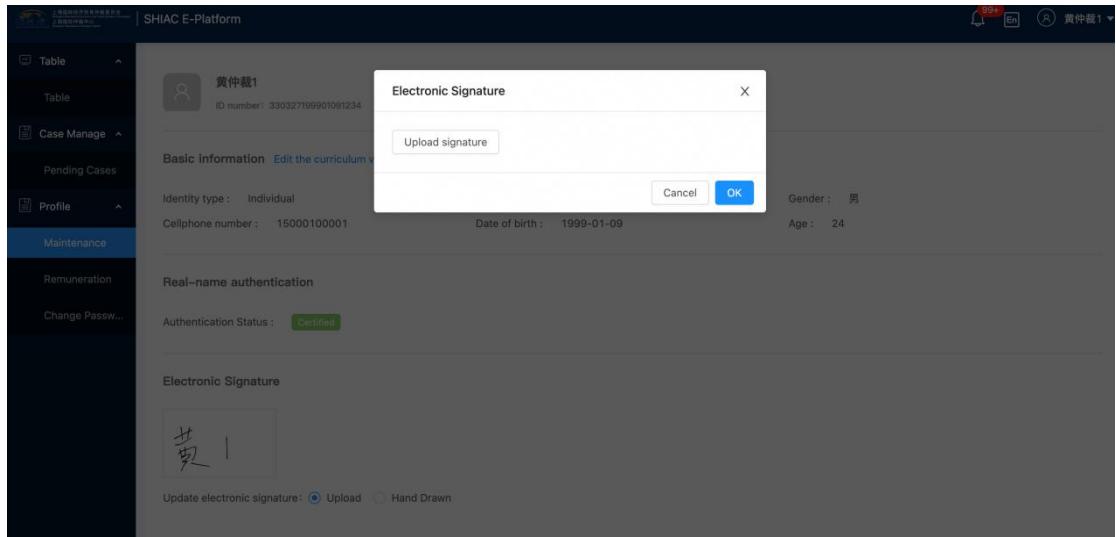
Fill in again

(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.

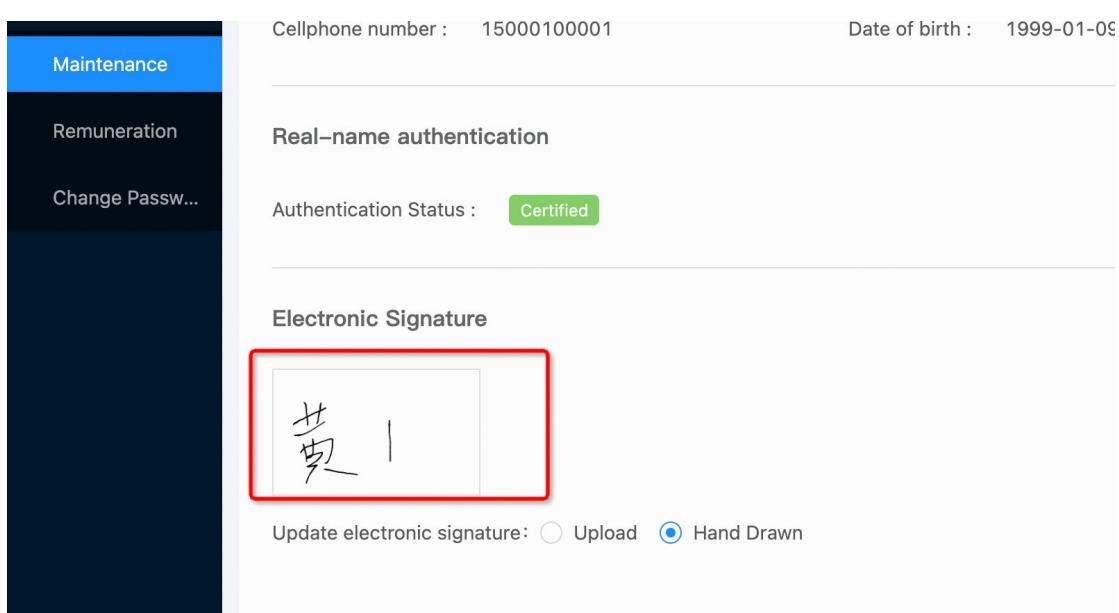
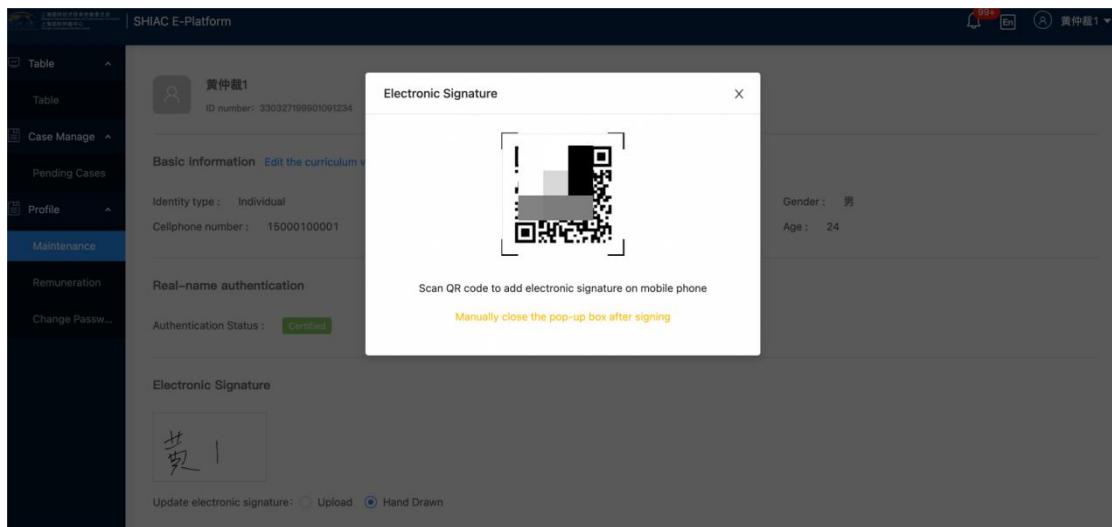
- After entering the system, click the left menu to enter [Profile - Maintenance], and in the "Electronic Signature" section, you can submit your personal electronic signature by uploading or scanning the code and hand-drawing. To ensure the signature effect, we recommend that you choose the hand-drawn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

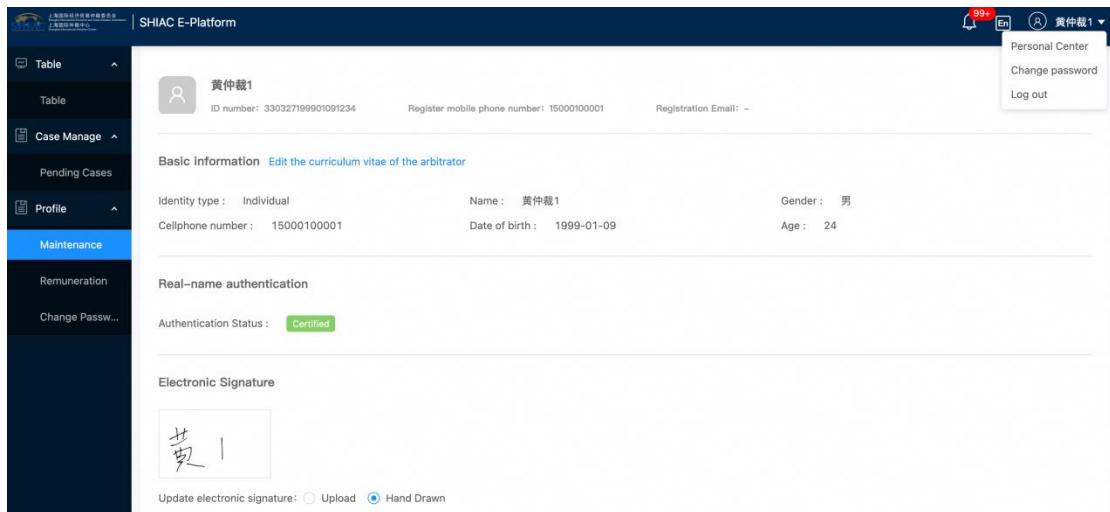


- (2) Click [Handdrawn], jump out of the QR code, after scanning the code on the mobile phone, hand-draw the signature stroke on the mobile phone, after the drawing is completed, please manually close the pop-up window, and the new signature will be automatically synchronized to the system.



### 3. Personal center

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



SHIAC E-Platform

黄仲裁1

ID number: 330327199901091234 Register mobile phone number: 15000100001 Registration Email: -

Basic Information [Edit the curriculum vitae of the arbitrator](#)

Identity type: Individual Name: 黄仲裁1 Gender: 男

Cellphone number: 15000100001 Date of birth: 1999-01-09 Age: 24

Real-name authentication

Authentication Status: Certified

Electronic Signature

黄 |

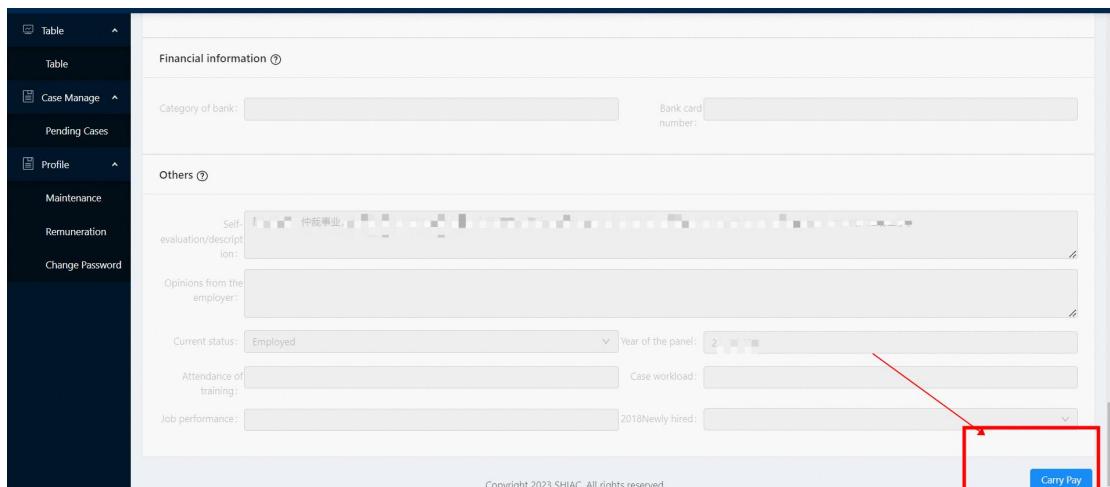
Update electronic signature:  Upload  Hand Drawn

Personal Center

Change password

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.



Financial information

Category of bank:  Bank card number:

Others

Self-evaluation/description:

Opinions from the employer:

Current status:  Year of the panel:

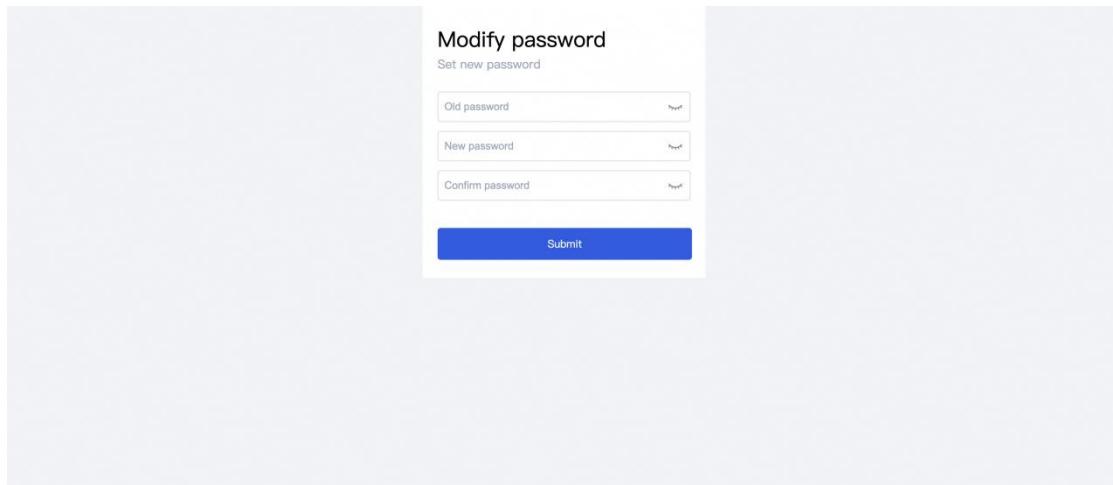
Attendance of training:  Case workload:

Job performance:  2018 Newly hired:

Copyright 2023 SHIAC. All rights reserved.

Carry Pay

- Click [Change Password] to change the password.



Modify password

Set new password

Old password

New password

Confirm password

**Submit**

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

# For Mobile Phone Users

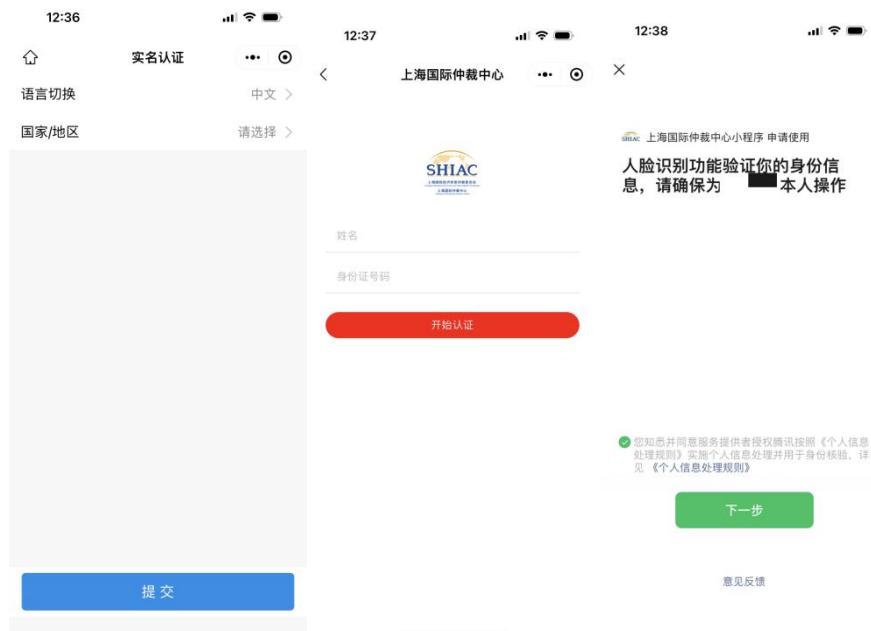
- Address: WeChat search for "上海国际仲裁中心小程序"

## 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.