

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

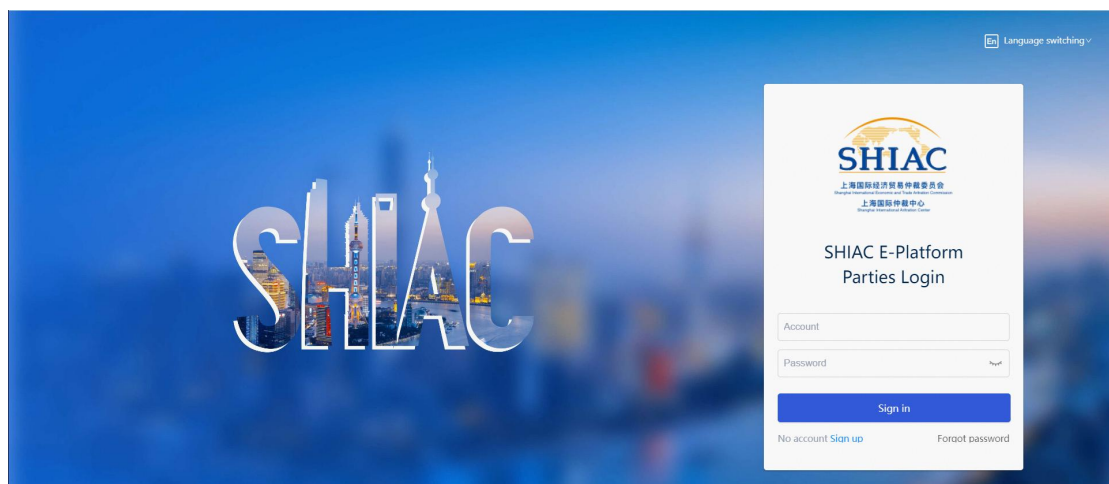
- Access address:

(Recommended Chrome version 110.0.5481.177 and above,
dual-core CPU with 4 GB of memory or above)

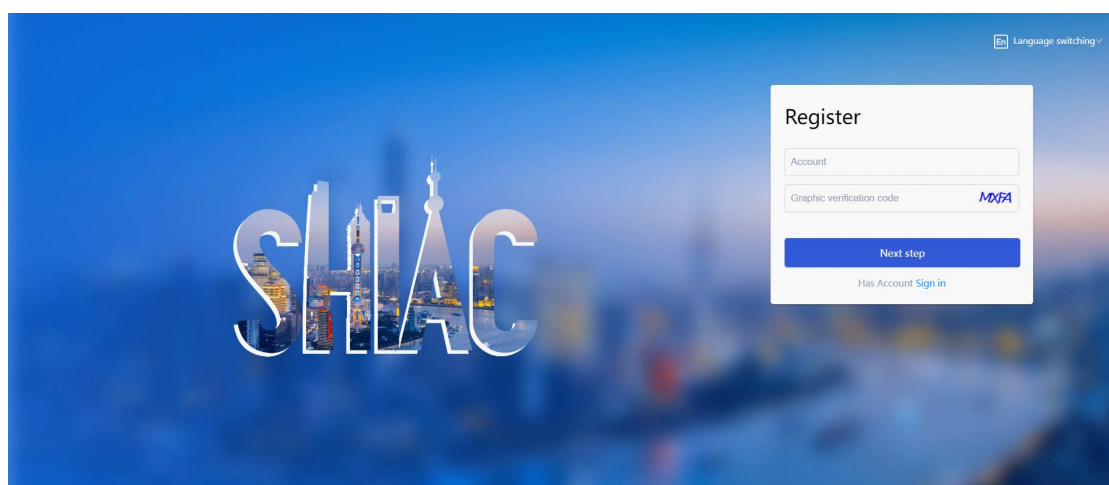
<https://shiac-party.yun-ac.com/>

1. Registration

- Claimants/respondents and their agents need to register before logging in this platform.
- You can register by using your mobile phone number or email address.

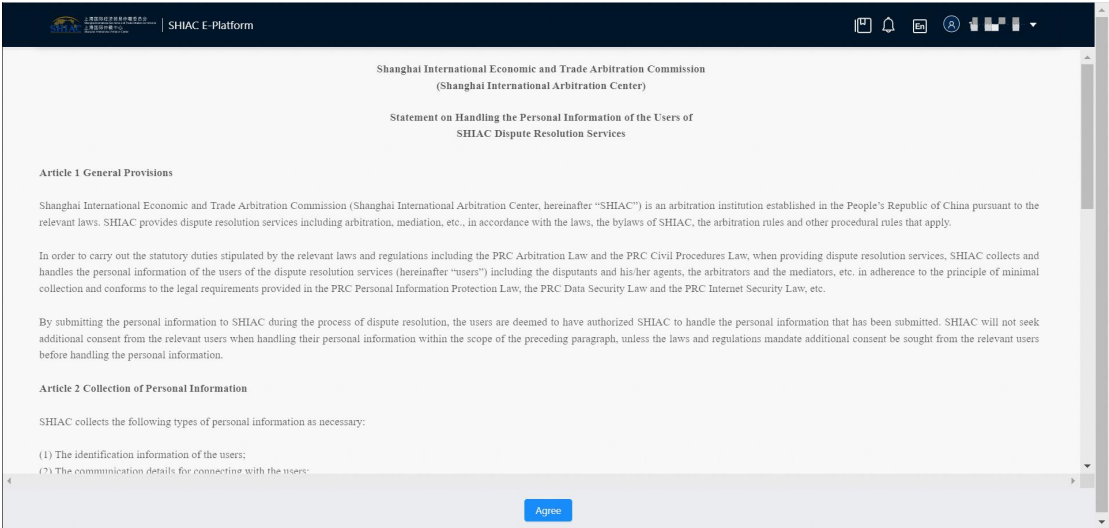
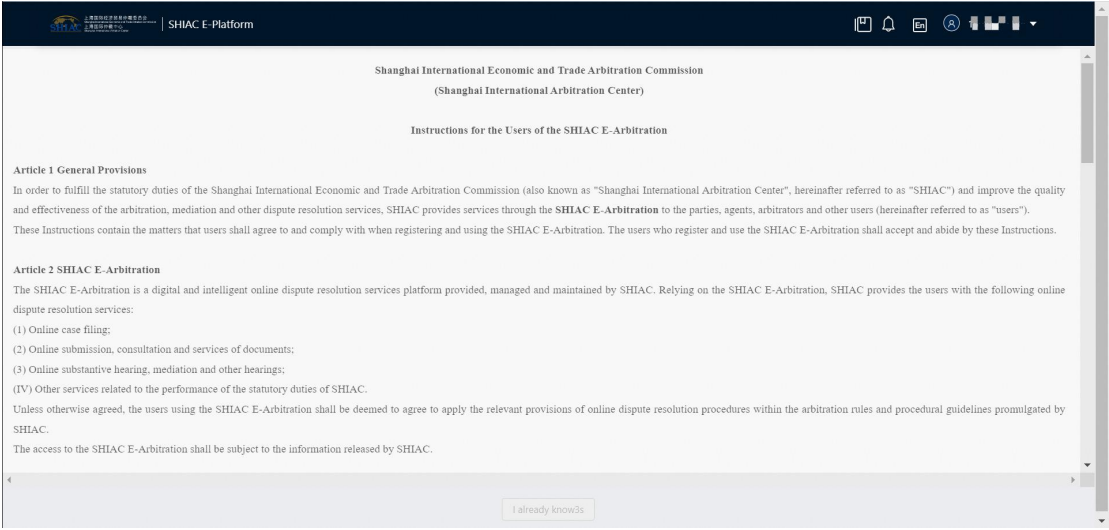


The image shows the login page of the SHIAC E-Platform. The background is a blue gradient with a large, stylized 'SHIAC' logo in the center, where the letters are filled with a cityscape image. In the top right corner, there is a 'Language switching' button with a dropdown arrow. The login form is a white box on the right side. It contains the SHIAC logo at the top, followed by the text 'SHIAC E-Platform Parties Login'. Below this are two input fields: 'Account' and 'Password'. There is a 'Sign in' button below the password field. At the bottom of the form, there are two links: 'No account Sign up' and 'Forgot password'.



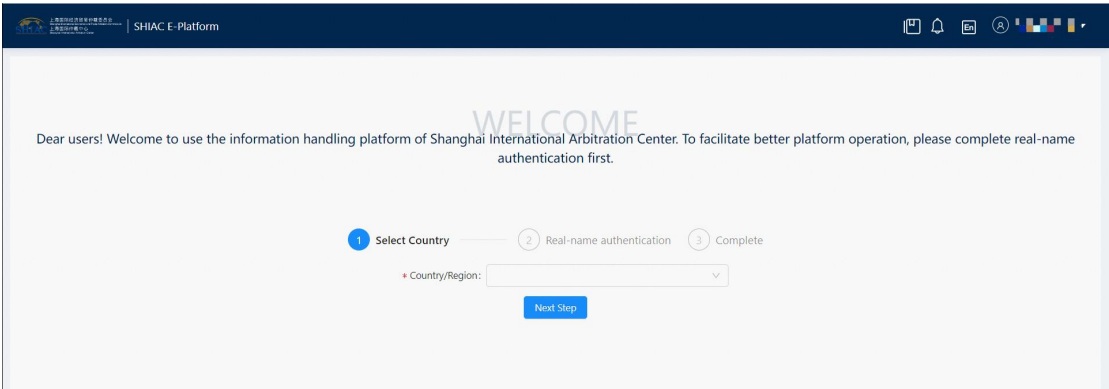
The image shows the registration page of the SHIAC E-Platform. The background is the same blue gradient with the 'SHIAC' logo. In the top right corner, there is a 'Language switching' button. The registration form is a white box on the right side. It contains the title 'Register' at the top. Below this are two input fields: 'Account' and 'Graphic verification code'. There is a 'Next step' button below the verification code field. At the bottom of the form, there is a link: 'Has Account Sign in'.

2. Read and agree to the platform instructions and statements



3. Real name authentication

- Click [Certify Now] and select the country/region.



(1) Mainland China is selected, initiate real-name authentication through face recognition.
Enter your name and ID number to begin authentication. Note: Before authentication, please ensure that the device camera is turned on and not disabled.


The screenshot shows the SHIAC E-Platform interface. At the top, there is a dark blue header with the SHIAC logo and the text "SHIAC E-Platform". Below the header, a large "WELCOME" message is displayed. The main content area contains a progress indicator with three steps: "1 Select Country", "2 Real-name authentication", and "3 Complete". The first step is currently active. Below the progress indicator, there is a dropdown menu labeled "Country/Region:" with a downward arrow. A "Next Step" button is located below the dropdown menu.







The screenshot shows a modal window titled "Real-name authentication". Inside the modal, there are two sections: "Identity type:" with a "Personal" button selected, and "Certification type:" with a "Face recognition" button selected. Below these sections, there is a text prompt: "Please try to ensure that the ambient light is sufficient, take off your hat and glasses, so as to quickly complete the certification". This is followed by two input fields: "Name:" and "IdCard No:". Below the input fields, there is a checkbox labeled "I agree to provide face recognition authentication information to the unified account center" which is checked. A "Submit" button is located at the bottom of the modal.

The screenshot shows the SHIAC E-Platform interface after successful authentication. The progress indicator now shows "1 Select Country" as completed with a checkmark, and "2 Real-name authentication" as the current step, also with a checkmark. Below the progress indicator, there is a large green checkmark icon. The text "Set successfully" is displayed, followed by a message: "Congratulations on completing real-name authentication, start experiencing the platform now!". A "Experience now" button is located at the bottom of the main content area.

(2) If non-mainland China is selected, please fill in the following information and

submit it for review by SHIAC. If the result of review is affirmative, you can enter the platform. If request for review is rejected, you may fill in the information again according to the feedback reasons.

 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:

Upload an attachment

Previous

Submit

 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:

Fill in again

 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:

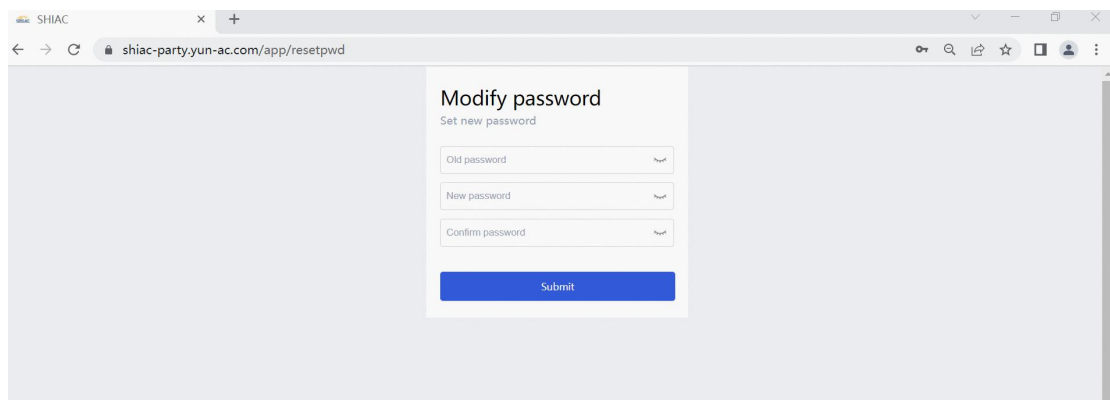
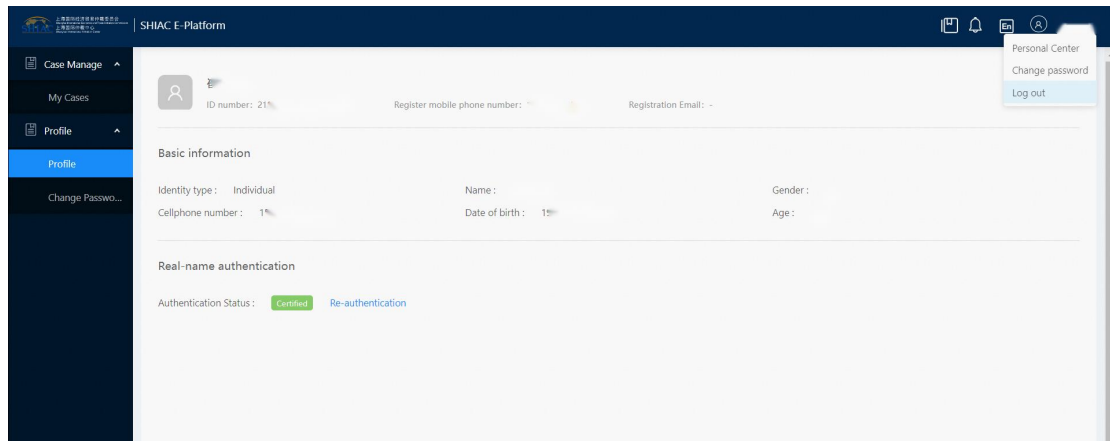
The phone:

Passport photo:

Fill in again

4. Personal center

- After completing the real-name authentication, click the role name, and the drop-down displays "Personal Center", "Change Password" and "Log Out".
- Click "Personal Center" to enter the Personal Center and view your personal information.
- Click "Change Password" to change the password for logging in.
- Click "Logout" to log out of the system.



For Mobile Phone Users

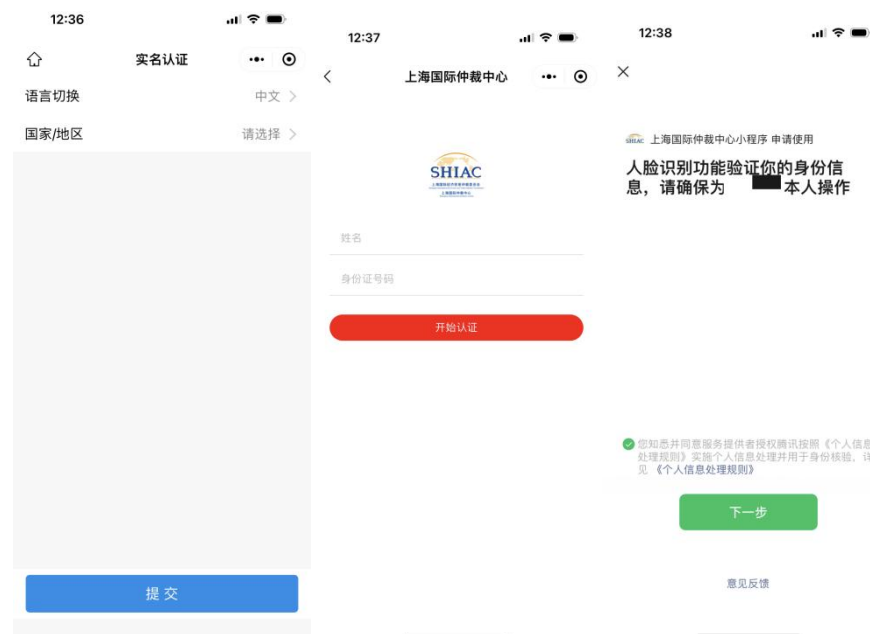
- Visit Address: Search "上海国际仲裁中心小程序" on Wechat

1. Registration

- Wechat authorized login, enter the small program, enter the mobile phone number and verification code to bind the account.



2. Real name authentication



3. Log in

- After the real name authentication of the parties is completed and logged in, the main interface is composed of two modules: my case (filing management, case in progress, case closed) and my information (personal information, real name authentication).

