

# 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

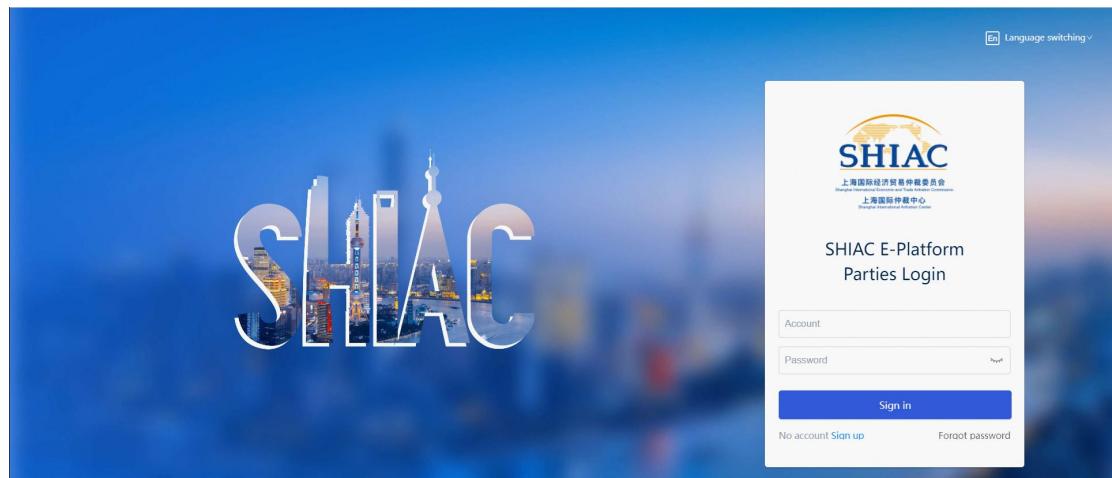
- Access address:

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

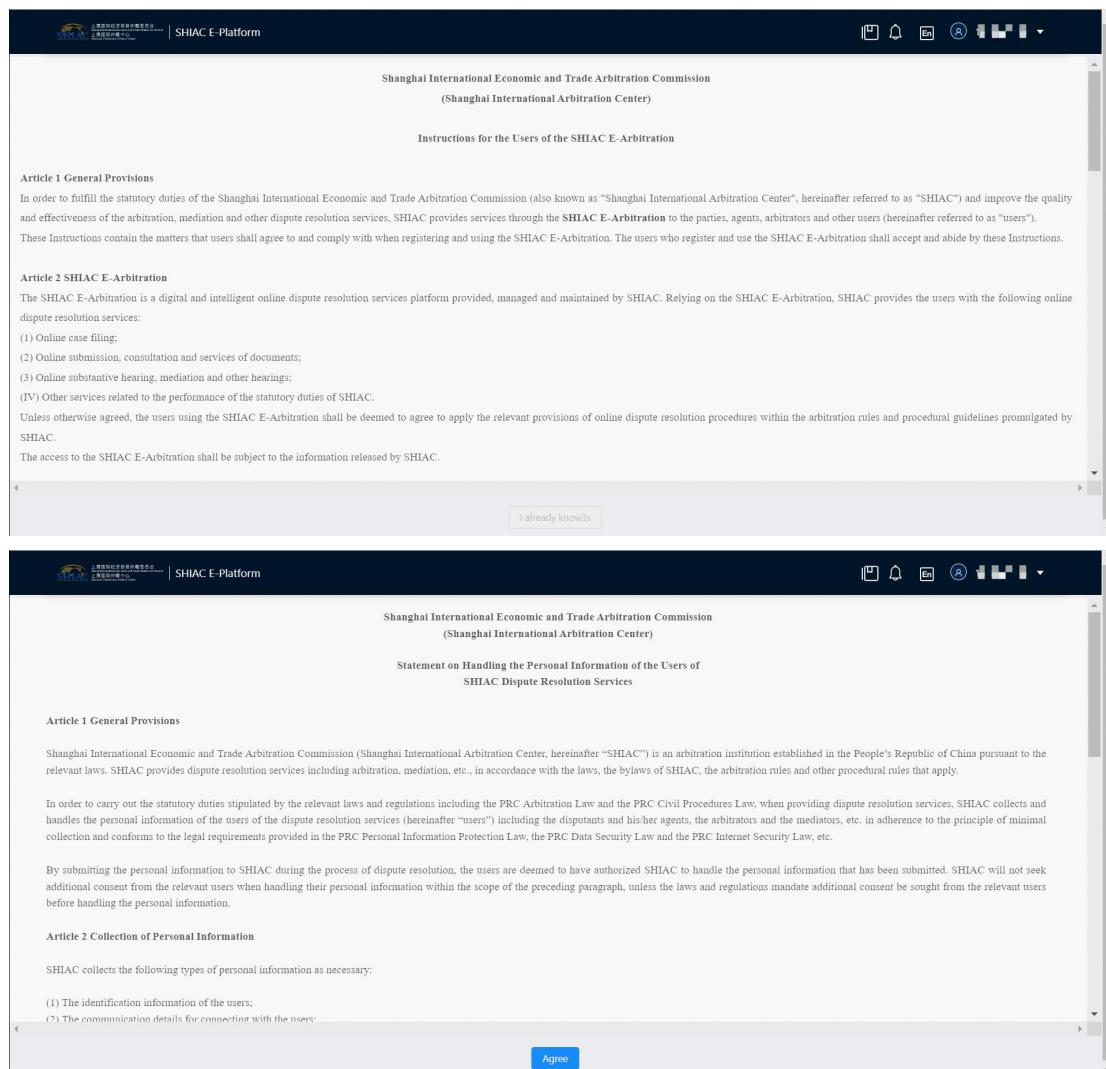
<https://shiac-party.yun-ac.com/>

## 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.



## 2. Read and agree to the platform instructions and statements



The image contains two screenshots of the SHIAC E-Platform. The top screenshot shows the 'Instructions for the Users of the SHIAC E-Arbitration' page. It includes sections for 'Article 1 General Provisions' and 'Article 2 SHIAC E-Arbitration', detailing the platform's services and user obligations. The bottom screenshot shows the 'Statement on Handling the Personal Information of the Users of SHIAC Dispute Resolution Services' page. It includes 'Article 1 General Provisions' and 'Article 2 Collection of Personal Information', explaining data handling practices and user consent requirements. Both pages feature a 'I already know' button at the bottom.

## 3. Real name authentication

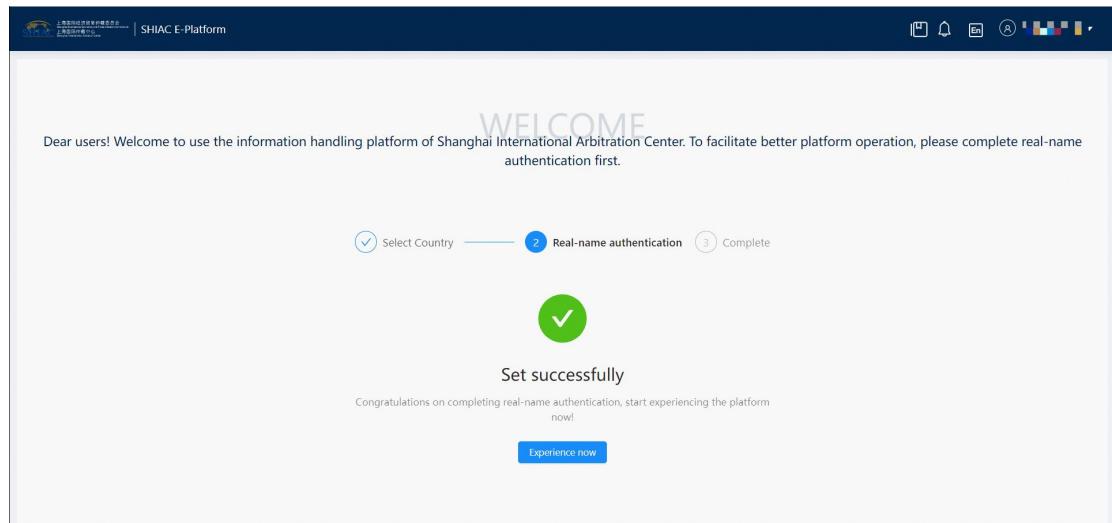
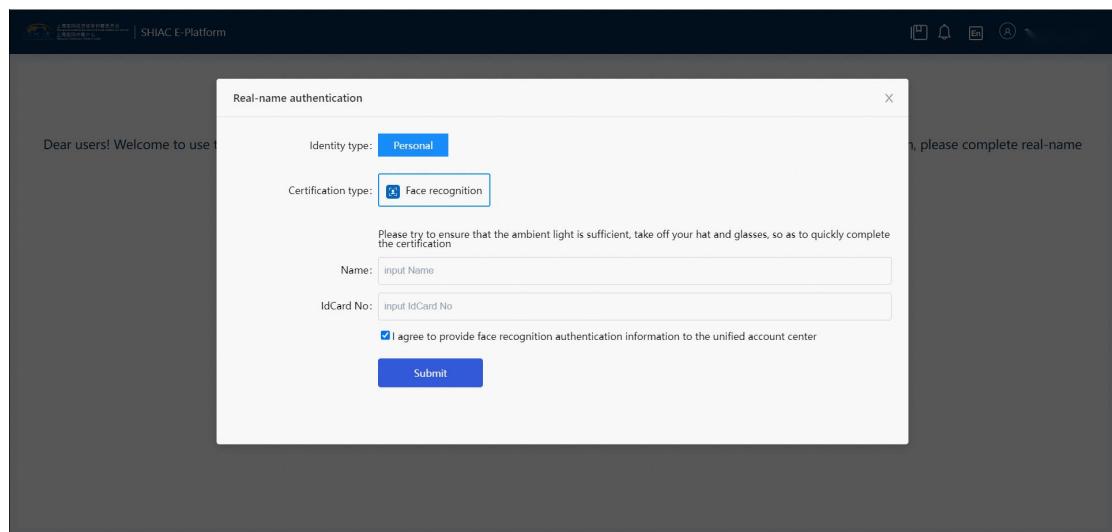
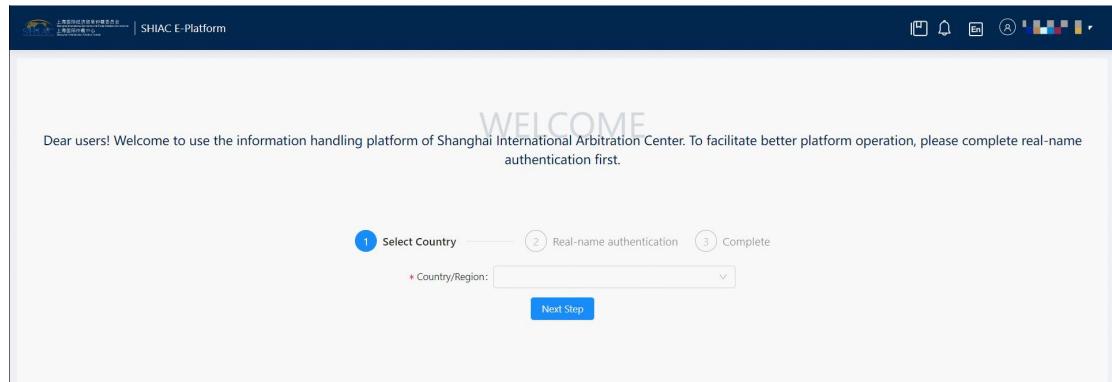
- Click [Certify Now] and select the country/region.



The screenshot shows the 'WELCOME' page of the SHIAC E-Platform. It displays a message: '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.' Below this, a three-step process is shown: '1 Select Country', '2 Real-name authentication', and '3 Complete'. A dropdown menu for 'Country/Region' is open, and a 'Next Step' button is visible.

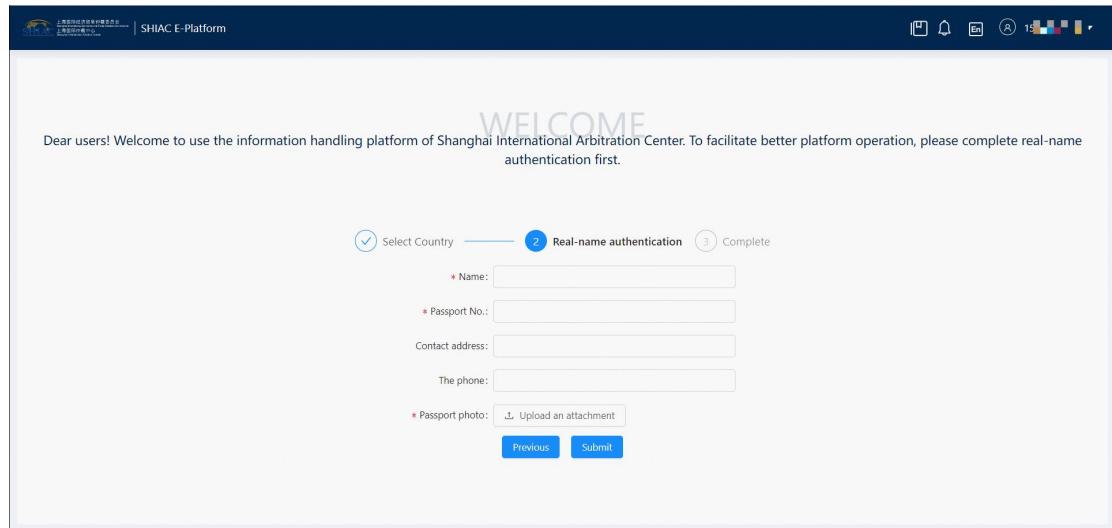
(1) Mainland China is selected, initiate real-name authentication through face recognition.

Enter your name and ID number to begin authentication. Note: Before authentication, please ensure that the device camera is turned on and not disabled.



(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.



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:

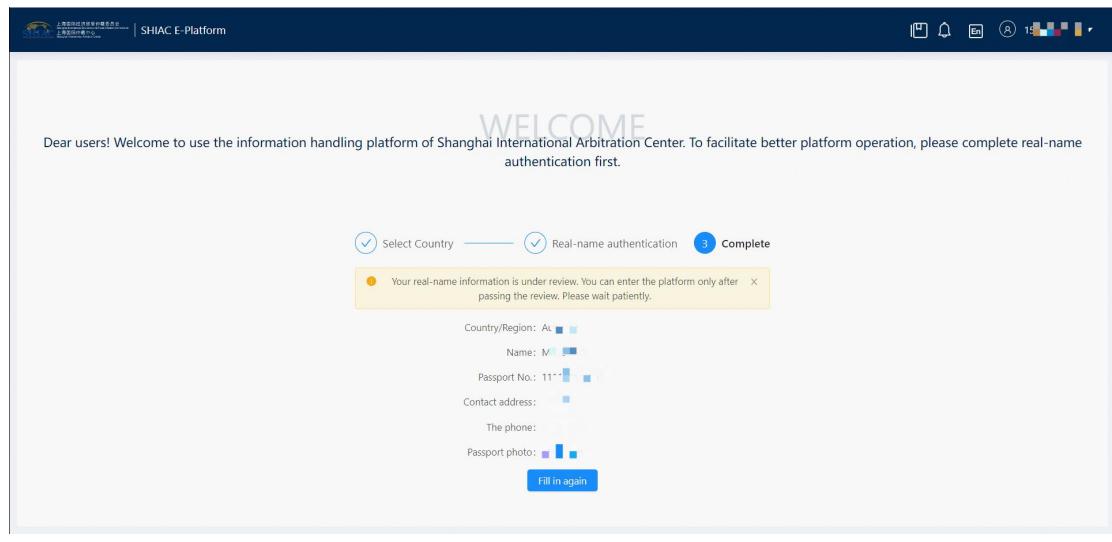
\* Passport No.:

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

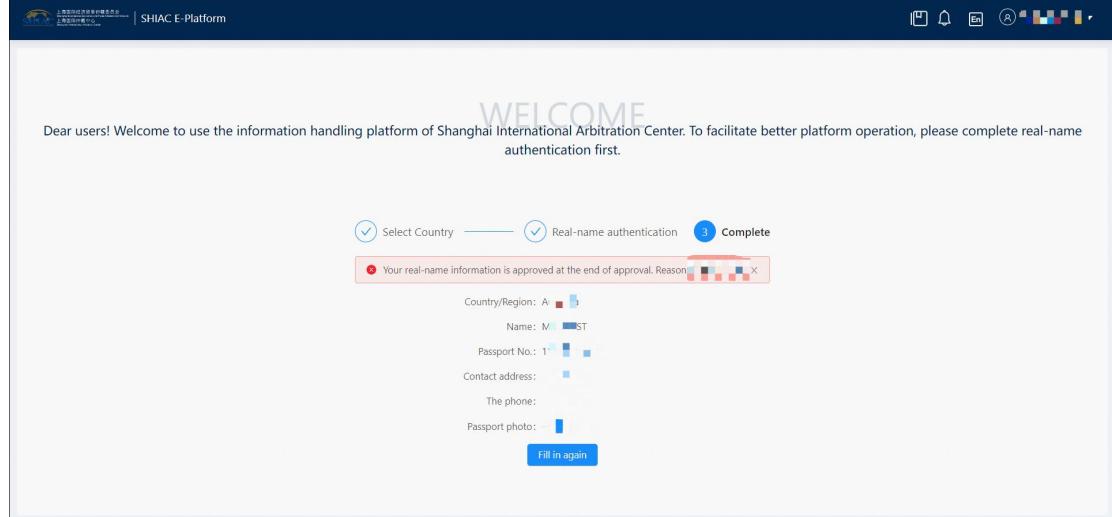
Passport No.: 11

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:

Country/Region: A

Name: M

Passport No.: 11

Contact address:

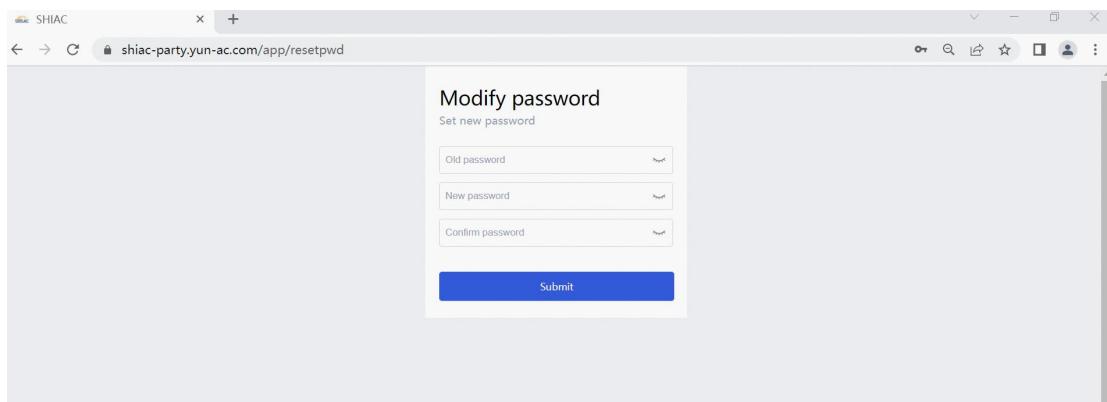
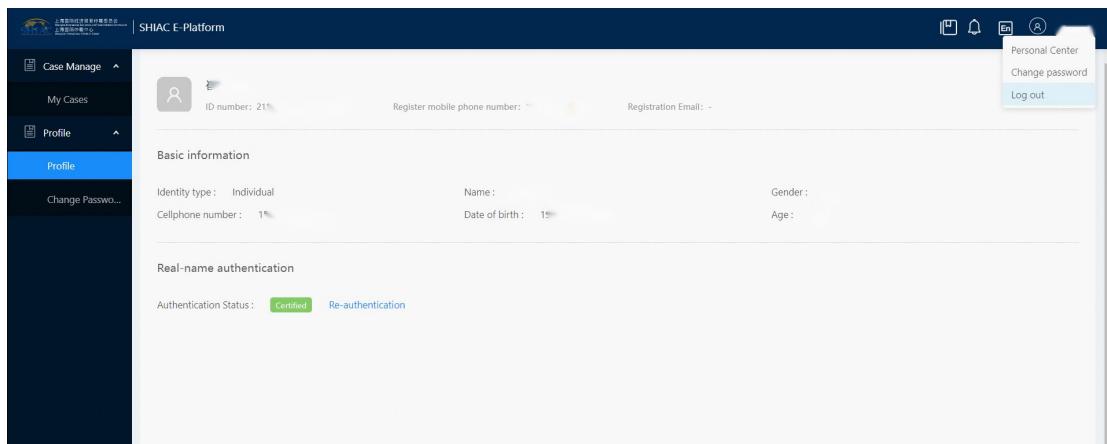
The phone:

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

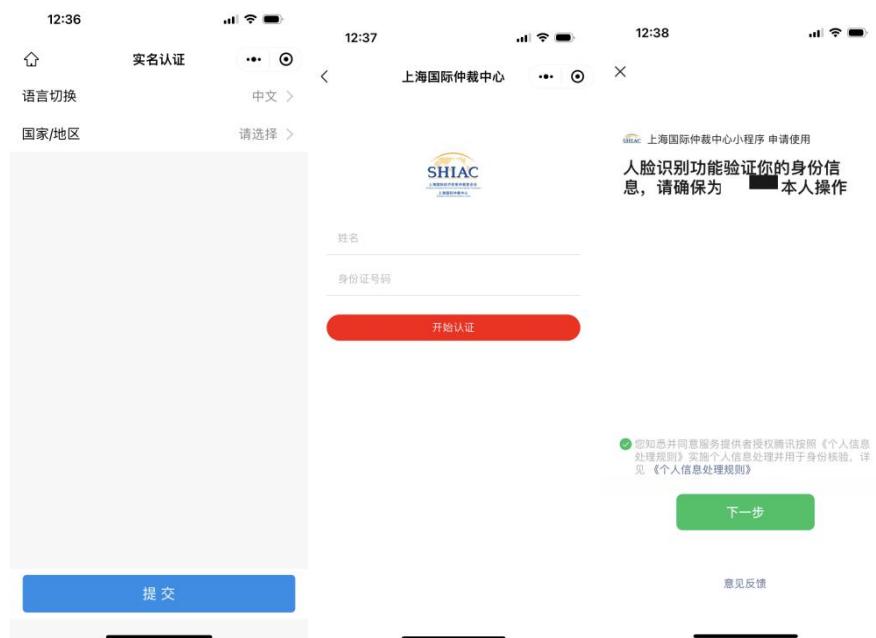
- Visit Address: Search "上海国际仲裁中心小程序" on Wechat

## 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).

