RBC

Search for Jobs Help – Having Trouble?

Recommended Desktop Environment	Supported Desktop Environments
Web Browser Internet Explorer 7 to 9 FireFox 3.6 The following two browser settings are required: • The browser's cookies must be enabled • The browser must allow Pop Up windows from SuccessFactors (*.successfactors.com). **Screen Resolution** XGA 1024x768, high color or higher **Operating System** Windows XP Windows Vista Windows 7 Mac OS X Leopard **Additional Software** Adobe Acrobat Reader 9 Adobe Flash Player 10	**Web Browser** Internet Explorer 6* to 9 FireFox 3.5*, 3.6 and 6* Safari 5 (Mac, iPad) The following two browser settings are required: • The browser's cookies must be enabled • The browser must allow Pop Up windows from SuccessFactors (*.successfactors.com) **Screen Resolution** SVGA 800x600 XGA 1024x768 or higher **Operating System** Windows XP Windows Vista Windows 7 Mac OS X Leopard **Additional Software** Adobe Acrobat Reader 9 Adobe Flash Player 9.0.124 or higher Adobe Flash Player 10

Frequently Asked Questions

Q: I receive a pop-up error message when trying to open a window

A: If you receive a pop-up error message when trying to open a window, you will need to add ***successfactors.com** to your Pop-up blocker settings.

- Click on tools > Pop-up Blocker > Pop-up Blocker Settings.
- Then, type in *successfactors.com and click add.

Q: I am having problems applying for a job

A: This careers Web site only tests and ensures accurate access by the browsers listed above as "Supported Browsers." Browser versions not listed are not tested or supported, and may not function properly on this Web site. We strongly recommend that you use one of the supported browsers for optimum user experience.

Browser Version Numbers
Web site browsers, like most software, have different version numbers. As upgrades are made to the browser, the version number is changed to reflect the upgrade. The higher the version number, the newer the browser. Determining what browser version you are using is as important as knowing what kind of browser you have. Newer browser versions will allow you to access more features, and work more reliably on many Web sites.

Determining Your Browser's Version Number
If you are using a Windows operating system, you can determine what browser version you are currently using by following the steps:

Windows Operating System
- Select "About [browser name]…" under the "Help" menu at the top of your browser screen.

Upgrading Your Browser
- If you wish to download the latest version of the Microsoft browser free of charge you may so from the following Web site:

Microsoft Web Site (http://www.microsoft.com/)
- For most current Internet Explorer browsers, navigate to http://www.microsoft.com/windows/ie and select 'Download Now' to utilize all features of the Application and to apply successfully, maintain the Default settings upon installation to confirm Default settings: from Internet toolbar, select Tools > Internet Options > Security > Default Level and OK.

- Required settings:
    - prompt or enable 'Script Active X Controls Marked Safe for Scripting'
    - enable 'ActiveX Scripting'
    - enable 'Java Scripting'
    - enable 'Java Script notification'
    - enable 'Cookies – allow per session cookies'
    - enable 'Cookies – allow cookies that are stored on your computer'
    - enable 'Miscellaneous – submit non-encrypted form data Netscape Products http://www.netscape.com/
    - for most current Netscape Navigator browsers, select Tools > Netscape 7.1
    - to utilize all features of the Application and to apply successfully, maintain the default settings upon installation

Q: I don't know how to check for my internet browser or related settings.

A: Please call your internet service provider for assistance.

Q: Can I ask the technical support group to apply my profile against a specific job posting?

A: No, only applicants can apply their profile against a specific job posting.

Q: Can the technical support group modify any information in my profile?

A: No, for privacy reasons, only applicants can modify their own profile.