



## Creating and Managing Your Account

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## Creating an Account

From the Career Opportunities page, select **Login to access application status**

Careers  
Career Opportunities

Login to access application status,  
saved documents and Job Search Agents

### Position Search

[View Job Cart \(0\)](#) [View My Account](#) [Submit Resume](#)

For assistance in using this application visit our online [help](#).

Welcome to RBC Financial Group's site for Unique Opportunities.

**To find your ideal job, specify your search criteria using the categories below. Numbers next to each value indicate the number of jobs posted matching that criteria.**

Only show options associated with current openings

**Job Type:**

- All (657)
- Full-Time (544)
- Part-Time (63)
- Contract- Full Time (9)
- Contract- Part-Time (1)

**Location:**

- All (657)
- AB - Calgary (23)
- AB - Central Alberta (10)
- AB - North Alberta (23)
- AB - South Alberta (5)

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Careers  
Career Opportunities

Login

[Refine Search](#) [View Job Cart \(0\)](#) [Submit Resume](#)

Login below to access features such as  
Application Status, Job Search Agents

E-mail Address

Password

Password must be between 4 and 20 characters.

Remember Me

[Create a new account](#)   [I have forgotten my password](#)

Select **Create a New Account**

Complete the Account Information Page



Careers  
Career Opportunities

Account Information

**Bold fields are required.**

**E-mail Address**   
This email address will be used as your sign-in name.

**Password**   
**Reenter Password**   
Password must be between 4 and 20 characters.

**Legal First Name**   
Middle Name   
**Legal Last Name**   
Preferred Name

**Address**   
Address 2   
**City**   
State/Province   
**Postal Code**   
**Country**

**Home Telephone** Country Code  Phone Number  Extension

Work Telephone

Mobile Telephone

**Fluent Languages - Oral and Written**   
Professional Accreditations/Licenses   
Are you eligible to work in Canada?   
Are you eligible to work in the US?   
**Are over 18 years of age?**

**Your e-mail address is critical.** It will be used as your sign-in name the next time you visit Career Opportunities

Fields indicated by **bold font** are required in order to set-up your account


At the bottom of the Account Information page, select **Sign In**

You will be returned to the Career Opportunities page, signed in under your account profile



### Careers

#### Career Opportunities



**candidate.name@email.com**  
[Update Applicant Information](#) | [Logout](#)

#### Position Search

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**[View Job Cart \(0\)](#) [View My Account](#) [Submit Resume](#)**

For assistance in using this application visit our online [help](#).

Welcome to RBC Financial Group's site for Unique Opportunities.

**To find your ideal job, specify your search criteria using the categories below. Numbers next to each value indicate the number of jobs posted matching that criteria.**

Only show options associated with current openings

**Job Type:**

All (930)	▲
Full-Time (819)	■
Part-Time (66)	■
Contract- Full Time (19)	■
Contract- Part-Time (2)	▼

**Location:**

All (930)	▲
Alberta (48)	■
British Columbia (57)	■
Manitoba (13)	■
New Brunswick (12)	▼

**Platform:**

All (930)	▲
Canadian Banking (291)	■
Capital Markets (52)	■
Global Functions (31)	■
Global Technology & Operations (202)	▼

Done

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## Managing Your Account

The screenshot shows the 'My Account' page of the RBC Career Opportunities portal. A yellow callout box with a speech bubble points to the 'View My Account' link in the navigation bar. The page content includes sections for Account Information, Application Activity, and Career Alerts, each with a brief description and a link to manage the respective area.

**From your Career Opportunities page, select **View My Account****

candidate.name@email.com  
Update Applicant Information | Logout

Position Search

**View Job Cart (0) View My Account Submit Resume**

For assistance in using this application visit our online [help](#).

Welcome to RBC Financial Group's site for Unique Opportunities.

**To find your ideal job, specify your search criteria using the categories below. Numbers next to each value indicate the number of jobs posted matching that criteria.**

Only show options associated with current openings

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My Account

**Refine Search View Job Cart (0)**

Welcome, Candidate! From this page you can manage or view your account information, application activity, career alerts, and documents.

**Account Information**  
Here you may update your contact and personal information along with your account password.

**Add or Edit Personal Information.**  
**Update Your Password.**

**Application Activity**  
Here you may review the status of any applications you have made online along with any requests for information from our recruiting staff.

**View Application Status.**  
**View Information Requests.**

**Career Alerts**  
Here you can create and manage saved searches which will conveniently email you when new jobs matching your search.

No Career Alerts created at this time.  
[Add](#)

You will be taken to the **My Account** page, where you can manager various aspects of your profile:

- Edit your personal information, such as your log-in ID
- Update your password
- View your application status
- Manage your career alerts
- Add documents such as resumes or cover letters



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## Edit your Personal Information

Under Account Information, select **Add or Edit Personal Information**

### Account Information

Here you may update your contact and personal information, and change your account password.

**Add or Edit Personal Information.**  
**Update Your Password.**

### Account Information

[Refine Search](#) [View Job Cart \(0\)](#)

**Bold fields are required.**

**E-mail Address**

This email address will be used as your sign-in name.

**Legal First Name**

Middle Name

**Legal Last Name**

Preferred Name

**Address**

Address 2

**City**

State/Province

**Postal Code**

**Country**

**Home Telephone** Country Code  Phone Number  Extension

Work Telephone

Mobile Telephone

**Fluent Languages - Oral and Written**

Professional Accreditations/Licenses

Are you eligible to work in Canada?

Are you eligible to work in the US?

**Are over 18 years of age?**

You can modify various aspects of your account, including your **log-in email**, or your **address**

Submit

[Return to Top](#)



## Update your password

**Account Information**  
Here you may update your contact and personal information along with your account password.

**Add or Edit Personal Information.**  
**Update Your Password.**

Under Account Information, select **Update Your Password**

---

**Update Password**

**Bold fields are required.**

Email Address candidate.name@rbc.com

**Existing Password**

**New Password**   
Password must be between 4 and 20 characters.

**Reenter New Password**

Input your **Existing Password**  
Enter and confirm your **New Password**

Select **Save**

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## Adding Documents

You can store cover letters, resumes and supporting documents online to use when you apply for a job.



### Documents

Here you may store cover letters, resumes, and supporting documents online for use when you apply to a job.

#### Cover Letters

No cover letters saved.

[Add](#)

#### Resumes

No resumes saved.

[Add](#)

#### Additional Documents

No documents saved.

[Add](#)

Identify the type of document you would like to store...

- Cover Letter
- Resume
- Additional Documents

...and select **Add**

[Refine Search](#) [View Job Cart \(0\)](#)



### Add a cover letter

Enter a name for your document

Name of cover letter:

Upload an existing cover letter.

(.doc, .txt, .rtf):

[Browse...](#)

Paste or type your cover letter below

(any special formatting may be lost when you paste it into the text box)

Choose to upload the document, or paste the text directly into the browser

**NOTE:** Do not use any special formatting, such as bullets, if you are typing directly into your browser

[Cancel](#)

[Submit](#)

Select **Submit**



### Documents

Here you may store cover letters, resumes, and supporting documents online for use when you apply to a job.

#### Cover Letters

Cover Letter

Edit

Delete

[Add](#)

Your documents are now stored for future use when you apply to a job

#### Resumes

Resume

Edit

Delete

[Add](#)

#### Additional Documents

Additional Document 1

Delete

Additional Document 2

Delete

[Add](#)

[Return to Top](#)



## Career Alerts

A Career Alert is an automated process by which you can let the system search for jobs that meet your interests. You can choose to let the system notify you when a new job meeting your criteria has been posted.

### Career Alerts

Here you can create and manage saved searches which will conveniently email you when new jobs are posted matching your search.

No Career Alerts created at this time.

[Add](#)

Under Career Alerts. select **Add**

Welcome to RBC Financial Group's site for Unique Opportunities.

To find your ideal job, specify your search criteria using the categories below. Numbers next to each value indicate the number of jobs posted matching that criteria.

Only show options associated with current openings

#### Job Type:

- All (718)
- Full-Time (601)
- Part-Time (63)
- Contract- Full Time (11)
- Contract- Part-Time (0)

#### Location:

- All (718)
- AB - Calgary (26)
- AB - Central Alberta (11)
- AB - North Alberta (17)
- AB - South Alberta (9)

#### Platform:

- All (718)
- Canadian Banking (307)
- Capital Markets (21)
- Global Functions (18)
- Global Technology & Operations (141)

You will be brought to the **Position Search** page. Here you can set the parameters of your 'ideal job'

#### Job Category:

- All (718)
- Actuarial (1)
- Administrative/Office/Clerical (33)
- Audit/Compliance/Legal (11)
- Call center/Sales and service (21)

#### Posting Date

All

#### Find jobs posted in

All

#### Work Environment:

- All (718)
- Branch (335)
- Call Centre (43)
- Commercial Banking Centre (4)
- Insurance Centre (4)



**Search by Keyword**

Enter keyword(s) that may be in the position(s) you would like to search

**Search by City**

**Search by Position ID**

Enter Position ID(s) that may be in the position(s) you would like to search

You can use commas to separate keywords or lists of position IDs.  
[Additional Search Tips](#) | [Advanced Search](#)

Results per page:

Once your search parameters have been set, select **Search**

## Search Agent Results

[Refine Search](#) [View Job Cart \(0\)](#) [View My Account](#)

Click on the Job Title link below to view the Job Detail for a particular position. If you would like to add an item to your job cart, select the checkbox next to Position ID Number and click the Add to Job Cart icon below. If you do not see a position of interest but would still like to submit your resume, click the Submit Resume button below.

Now showing 1 - 10 of 14 (0 selected) | [How to use this page.](#)

|< < 1 [2](#) > >|

<input type="checkbox"/>	Language	<a href="#">Req ID#:</a>	<a href="#">Title</a>	<a href="#">Date Posted</a>	<a href="#">Location</a>
<input type="checkbox"/>	<a href="#">View</a> English	84027	<a href="#">Regional Manager, Recruitment &amp; Trainee Management, Canadian Banking – Quebec</a>	January 9, 2008	QC - Greater Montreal Area
<input type="checkbox"/>	<a href="#">View</a> English	83960	<a href="#">Quantitative Software Engineer, Group Risk Management Enterprise Market Risk (Contract)</a>	January 9, 2008	Toronto/Greater Toronto Area (e.g. Mississauga, Scarborough, Newmarket)
<input type="checkbox"/>	<a href="#">View</a> English	83958	<a href="#">Senior Financial Engineer, Group Risk Management Enterprise Market Risk (Contract)</a>	January 9, 2008	ON - Toronto/Greater Toronto Area (e.g. Mississauga, Scarborough, Newmarket)
<input type="checkbox"/>	<a href="#">View</a> English	83852	<a href="#">Coop Term (May-August) - Risk Management Analyst</a>	January 7, 2008	ON - Toronto/Greater Toronto Area (e.g. Mississauga, Scarborough, Newmarket)

Positions matching your search parameters will be returned and displayed



Let us do the searching for you! Save your search here and we will send you an email periodically when we find jobs that match your search.

**Bold fields are required.**

**Career Alert Name**

**Career Alert Frequency**

**End Date**

**Email**

To save this search criteria as a customized Career Alert agent:

- Give a Career Alert a meaningful name
- Establish the frequency of the alert (how often you want to be notified of new job postings)
- Select the end date of the alert

Select **Save**



Your Career Alert will run with the frequency that you have specified, and an alert will be sent to your email address if any appropriate postings have been found.

### Search Agent Results

[Refine Search](#) [View Job Cart \(0\)](#) [View My Account](#)

Click on the Job Title link below to view the Job Detail for a particular position. If you would like to add an item to your job cart, select the checkbox next to Position ID Number and click the Add to Job Cart icon below. If you do not see a position of interest but would like to submit your resume, click the Submit Resume button below.

You can also run your search agent at will by selecting the Career Alert name from the drop down menu, and selecting **Run Agent**



Let us do the searching for you! Save your search here and we will send you an email periodically when we find jobs that match your search.

**Bold fields are required.**

**Career Alert Name**

**Career Alert Frequency**

**End Date**

**Email**

**Career Alerts**  
Here you can create and manage saved searches which will conveniently email you when new jobs are posted matching your search.

Career Alert Name	Expiration Date	
<b>Cdn Banking Jobs</b>	Jan 17, 2008	<a href="#">Edit</a> <a href="#">Delete</a>

[Add](#)

Your saved Career Search agent will now appear on your **My Account** page

You can also remove your Career Search agent by selecting **Delete**.

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## View your Application Status

**Application Activity**  
Here you may review the status of any application information from our recruiting staff.

[View Application Status.](#)  
[View Information Requests.](#)

Once you have applied to a job, you can check the status of your application. From Application Activity, select **View Application Status**

**Application Status**

[Refine Search](#) [View My Account](#) [View Job Cart \(0\)](#) [View Information Requests](#)

Status	Title ▲	Pos. #	Date Applied
Resume Received by RBC	Manager, Accounting Policy, Toronto	83383	Jan 10, 2008

Any positions to which you have applied while using your account will be displayed here.



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## Did you forget your password?

Careers  
Career Opportunities

things first.

Login to access application status,  
saved documents and Job Search Agents

Position Search

[View Job Cart \(0\)](#) [View My Account](#) [Submit Resume](#)

For assistance in using this application visit our online [help](#).

**From the Career Opportunities page, select [View My Account](#)**

Careers  
Career Opportunities

things first.

Login

[Refine Search](#) [View Job Cart \(0\)](#) [Submit Resume](#)

Login below to access features such as  
Application Status, Job Search Agents

E-mail Address

Password

Password must be between 4 and 20  
characters.

Remember Me

[Create a new account](#) [I have forgotten my password](#)

**From the Login page, select [I have forgotten my password](#)**

Reset Password

Enter your email address and the temporary password will  
be emailed to the requested email account.

E-mail Address

**From the Reset Password page, enter  
the email address that you used to  
create your account.**



Login to access application status,  
saved documents and Job Search Agents

Confirmation! Your password has been sent to the requested e-mail  
account. You should receive your password shortly.

-----Original Message-----  
From: noreply@client.com [mailto:rbc@recruitment.com]  
Sent: 2008, January, 10 4:39 PM  
To: candidate.name@rbc.com  
Subject: Your RBC Careers Online password has changed!

Your reset password will be emailed to  
the email address you provided when  
you created your profile

Dear Candidate Name,  
  
Your RBC Careers Online password has been changed. Your temporary password is  
  
517106720510135382  
  
You will be prompted to reset the temporary password after your initial log in. Please use this URL to log in:  
  
[https://careers.peopleclick.com/careerscp/client\\_rbc/external/gateway.do?functionName=loginPageFromLink](https://careers.peopleclick.com/careerscp/client_rbc/external/gateway.do?functionName=loginPageFromLink)

Thank You  
RBC Recruitment



Login

[Refine Search](#) [View Job Cart \(0\)](#) [Submit Resume](#)

Login below to access features such as  
Application Status, Job Search Agents

E-mail Address

Password

Password must be between 4 and 20  
characters.

Remember Me

[Create a new account](#)    [I have forgotten my password](#)

Log into the system using your email and  
temporary password.  
  
Click **Submit**



Careers  
Career Opportunities

**candidate.name@rbc.com**  
Update Applicant Information | Logout

Update Password

**Bold fields are required.**

Email Address      candidate.name@rbc.com

**New Password**        
Password must be between 4 and 20 characters.

**Reenter New Password**     

Enter a new password and confirm it by re-entering your new password again

Click **Save**



**candidate.name@rbc.com**  
[Update Applicant Information](#) | [Logout](#)

Position Search

[View Job Cart \(0\)](#) [View My Account](#) [Submit Resume](#)

For assistance in using this application visit our online [help](#).

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Only show options associated with current openings

**Job Type:**

- All (723)
- Full-Time (603)
- Part-Time (64)
- Contract- Full Time (12)
- Contract- Part-Time (1)

**Location:**

- All (734)
- AB - Calgary (26)
- AB - Central Alberta (11)
- AB - North Alberta (18)
- AB - South Alberta (9)

You will be logged back into your account.

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## Troubleshooting

### **How can I obtain information about the status of my application?**

Application status can be checked by following the instructions outlined in the [View your Application Status](#) section of this document. Please note that RBC's Helpdesk can not provide information on application status.

### **I requested a temporary password to access my profile and I receive an error message "User account does not exist"**

The email address you entered to receive your temporary password is not the same email you used to create your account. Please enter the email address you used when you created your account.

### **I don't remember the email address I used to create my account**

For privacy and security reasons, we cannot confirm or send email address information to individuals. You will need to create a new account. Please note that any documents or application activity contained in your existing account cannot be transferred over to the new account.

### **I requested a temporary password to access my profile and I still have not received it.**

You should receive your temporary password in the email you provided within the next day. Please note that if you have email anti-spamming technology enabled, this may prevent you from receiving your temporary password. You will need to disable this feature.

Your email may also automatically redirect email from an unrecognizable address to a junk mail folder. Please check this folder for an email from: noreply@client.com [rbc@recruitment.com], which is the system generated email containing your temporary password.

### **How do I change the email address registered against my account?**

You must log into your account using the email address you initially used when registering. Once logged in, you can change your email address.

### **The email address I used to create my account no longer exists.**



You can still access your account using the email address you used to create your account. You will need to change your email address by choosing **Add or Edit Personal Information**.

If you have forgotten your password, and your account is registered with an email address that no longer exists, you will need to create a new account. Please note that any documents or application activity contained in your existing account cannot be transferred over to the new account.

**The email address registered against your account is an important piece of information!**

Please note that your email address is used as your unique identifier! To ensure you track all application activity against your account in our system, you must refer to the email address you initially used when creating your account in our system.

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