



Frequently Asked Questions

Application

- 1) How do I edit my application?**
 - a) After you submit your application, you will not be able to update/edit it.
- 2) I made a mistake on my application so I withdrew it and cannot submit an updated version. What do I do?**
 - a) If the role is still posted, you can resubmit your application using, "Resubmit Application" found in the Actions menu options.
 - b) If the role is no longer posted, you will not be able to resubmit your application.
- 3) When can I expect to be contacted by your hiring team after submitting my application?**
 - a) You will be contacted if you are selected to move forward in the process. If you do not hear from our hiring team within 10 business days, it unfortunately means you were not selected as a finalist for the role.
- 4) I see on the job posting that the application deadline has passed. Can I still apply?**
 - a) If you see that a job posting with an application deadline that has passed, please contact us at rbccareers@rbc.com

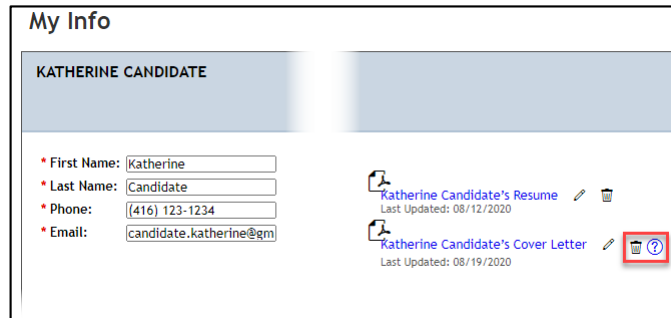
Application Status

- 5) How do I check the status of my application?**
 - a) Sign-in to our career site at <https://jobs.rbc.com/ca/en/login>
 - b) Navigate to the top-right hand corner of the screen and click on the drop-down arrow next to your email address and select, "Profile" from the available options
 - c) Click, "Check Application Status"
 - d) Click, "Job Management"
- 6) My application status has not changed in 60+ days. Am I still being considered?**
 - a) If your application status has not change in 60+ days, please contact us at rbccareers@rbc.com
- 7) My status says, "You will be receiving instructions on how to complete the assessment" but I have not heard from anyone?**
 - a) If you have not heard from anyone regarding your assessment, please contact us at rbccareers@rbc.com

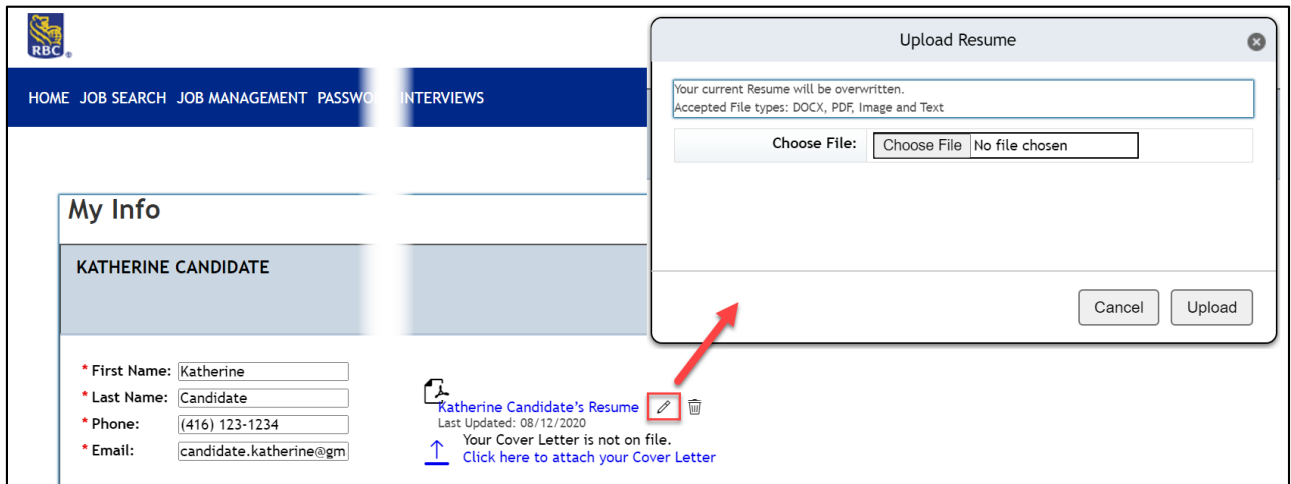
Frequently Asked Questions

Resumes and Cover Letters

- 8) **My old cover letter is showing up on my applications. What do I do?**
- To avoid having your future applications pick up your old cover letter:
 - Sign-in to our career site at <https://jobs.rbc.com/ca/en/login>
 - Go to your "Profile"
 - Click, "Check Application Status"
 - Click the trash can beside your cover letter (screenshot below)
 - All future applications will not have any cover letter attached as a separate file



- 9) **How do I update my profile with a new resume?**
- Sign-in to our career site at <https://jobs.rbc.com/ca/en/login>
 - Go to your "Profile"
 - Click, "Check Application Status"
 - Click the pencil icon beside your resume and upload a new file (screenshot below)



- 10) **I do not see an option to attach a cover letter?**
- Cover letters are not required but if you would like to attach one, please include it as part of your resume.



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11) Does my resume get overwritten by my latest submission?

The resume(s) you have used for previous applications will not be affected. However, your candidate profile will be updated with the latest version of your resume.

12) How do I remove attachments that are listed in the “Other Attachments” field?

- a) If you have not submitted your application, then you can select the link adjacent to the “Other Attachments” label and simply select the delete option.
- b) If you have submitted your application however, the application is considered locked and you will not be able to make further changes to your application, including removing attachments you have submitted.

13) How can I arrange a meeting with the recruiter and hiring manager responsible for the role I’m interested in?

The recruiter and hiring manager will not meet with candidates at the beginning of the recruitment process. However, if you are shortlisted for the role, the recruiter will contact you for an interview.

14) How do I find out the name of the hiring manager so I can address my cover letter to them?

The best strategy is to simply address your cover letter to “Dear Hiring Manager”.

Assessments - Troubleshooting Tips

15) I didn’t receive the email that includes the assessment link, what do I do?

In some cases, the email with the assessment link might land in your spam/junk folder. Please check your Spam/Junk folder for this email as reissuing a new assessment link will cause significant delay in processing your application. However, if the email is not in your spam/junk folder, please reach out to rbccareers@rbc.com and someone from our team will help you out.

16) I’m receiving multiple emails to complete my assessment although I have already completed it. What does that mean?

Please click the link provided in the email to verify if you have completed all the required assessments for this role. You will receive an on-screen confirmation if no further testing is required. If you have applied to a technical role, you may be required to complete an additional assessment.

17) The assessment link is not working. What do I do?

- Please consider the following tips in case the assessment link is not working:
 - Copy the full URL and paste link into your browser
 - Clear your cache and relaunch your browser
 - Access the assessment using a desktop computer instead of a mobile device
 - Enable Full Screen for optimum experience



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- Check to see if you have the following Supported Browser & Operating system combinations:
 - Internet Explorer 11.0 (and higher) on Windows 8.1 / Windows 10
 - Edge on Windows 10
 - Firefox 30.0 (and higher) on Windows 8 and higher / MacOS X and higher
 - Chrome 36.0 (and higher) on Windows 8 and higher / MacOS X and higher
 - Safari 8.0 (and higher) on MacOS X 10.10 and higher

If despite having these supported browsers and operating systems and you have followed the tips, you continue to have issues accessing the assessment, please send a screenshot to rbccareers@rbc.com so that we can troubleshoot and assist you.

18) I was completing my assessment when it stopped half way through due to a scheduled maintenance for the software and did not allow me to complete the entire assessment. How do I proceed?

Please try to access your assessment again in a few hours. We apologize for the inconvenience and appreciate your patience at this time. You can re-access the assessment using the same access details in the original email invitation.

19) What kind of software do I need to complete the assessments?

There is no specific software required for taking the assessments. However, please make sure you have a reliable internet connection. We recommend taking the test in a quiet location, free from distractions. If testing on a desktop or laptop computer, ensure that you are in full-screen mode, and close out of any other open tabs.

Assessment Process

20) Do I need to re-take the assessment if I have already completed one for a different job?

Please click the link provided in the email to verify if your assessment results are still valid and you have completed everything required for the new role. You will receive an on-screen confirmation if no further testing is required.

21) I didn't know a section was timed. How will it impact my score?

Only certain sections of the assessments are timed, and your score on the assessment is based on how you respond across all assessment sections. Not responding to one of the timed portions will impact the score for that specific portion but may not have a large impact on your overall score.

22) Can I re-take the assessment?

In order to ensure fairness across candidates, you will not be able to re-take an assessment for certain period of time. Depending on which assessments you completed, your responses will be logged in our system for 6 months upon completion. Only after this period will you be able to re-take an assessment.



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Post Assessment

23) What happens after I complete the assessment?

A Recruiter will review your application along with the assessment results to determine your fit for the role. You will hear from a Recruiter or Coordinator for next steps. You will also be able to check the status of your application by logging in to the RBC Careers Portal [Sign-in (top right) > Profile > Check Application Status > Job Management tab].

24) Will I get feedback on how I did in the assessment?

If you completed an assessment for a student, co-op, or Advice/Contact Centre role, you will be emailed a feedback report summarizing how you did on key areas of the assessment. We are unable to provide feedback for other assessments for other roles at the moment.

25) How will you use the results of my assessment?

The results of your assessment will be reviewed in combination with your overall application to determine your fit for the role.

Accessibility

26) Is my assessment accessible by phone or tablet?

Some assessments are accessible by modern mobile devices or tablets. Your assessment invitation will indicate whether this is an option. Regardless of availability, some users may find it easier to complete on a laptop or desktop.

27) Will I need to have audio or sound enabled for the assessment?

Not all assessments require audio or sound. If it is required, it will be indicated at the beginning of the assessment. Please ensure the volume on your device is turned up, that your device is not muted, and that your headphones (if applicable) are properly connected.

28) What do I do if I have an accommodation request?

We're committed to providing adequate accessibility accommodations for all candidates. If you are a person with a disability whose accommodation needs have not been met during the assessment, please contact us at accessiblecareers@rbc.com.

General Questions

29) Do I need to complete an assessment for every job that I'm interested in?

Some jobs do require a formal candidate assessment to better determine your fit and success in the role. You will receive a notification to complete an assessment if it's ever required. Please be aware that you will need to complete the assessment by the deadline communicated in the email to be considered further for the job.

30) How can I prepare for the assessment?

No preparation is required since we are evaluating your natural abilities. When you access the assessment, you will have time to read the instructions carefully before starting the assessment. We also recommend you find a quiet space where you can complete the assessment uninterrupted.



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31) Why didn't I receive the same assessment as my friend?

You may be asked to complete more or less assessments than others depending on what assessment results we have on file for you and the job you are applying for. Rather than retaking an assessment you have completed in the past, you will be asked to complete any outstanding assessments that may be missing from your application.

32) Where should I look for positions in specific divisions?

Please visit <https://jobs.rbc.com> and select, "Work at RBC" tile and browse by Line of Business.

33) There is no job that interests me right now but I would like to submit my resume. Who can I send it to?

Join our Talent Community at <https://jobs.rbc.com> to keep you informed about upcoming events and create a job agent to be notified of opportunities that match your interests.

34) I am interested in entry level roles, how do I find them on your Careers site?

Please visit <https://jobs.rbc.com> and, in quotations, type "Entry Level" in the keyword search box. It will give you a listing of all jobs in RBC that have been classified as entry level. You can also further narrow your search by putting a preferred location in the location search box.

35) Where should I look for student and new graduate opportunities?

Please visit <https://jobs.rbc.com> and select "Students and Graduates" listed under "Explore Your Path".

36) How can I arrange a meeting with the recruiter and hiring manager responsible for the role I'm interested in?

- a) The recruiter and hiring manager will not meet with candidates at the beginning of the recruitment process. However, if you are shortlisted for the role, the recruiter will contact you for an interview.

Security Questions

37) I received a job offer without having interviewed for the position and was asked to provide my online banking information. What should I do if I'm convinced that I'm a victim of fraud?

If you are concerned you may have been the victim of fraud or have had concerns about account security, visit our [Email & Website Fraud Page](#) for instructions.



Frequently Asked Questions

Technical Questions

Please email rbccareers@rbc.com for help with any of the following **technical** questions/concerns:

- I cannot apply to a job
- I cannot sign in to my profile on the careers site
- I have received an error message when submitting my application
- I get an error message on the pre-screening page. I've counted and I'm within the character limit
- I cannot respond to a multiple choice question because there are no responses
- I am not able to access a job posting
- I cannot upload my resume and/or cover letter
- I cannot see/access the "Profile" button even though I know I have applied to a job