VIRTUAL JOB FAIR CANADA
TECHNICAL FAQS

What are the technical requirements for the Virtual Job Fair Canada?

The following are the minimum recommended requirements for viewing the Virtual Job Fair Canada Experience Platform v7.1.x:

- **Minimum System Requirements**

Processor	RAM	Hardware	Media Playback
1GHz	1GB	• AUDIO: Sound Card with speakers • VIDEO: Screen with 1024x768+ resolution support	• Any supported browser listed below • Apple iOS http streaming enabled browser • Android http streaming enabled browser

Dual core processors are preferred.

- **Browser Requirements**

Platform	Browser	Support
PC	IE8+	✓
	Chrome 26+	✓
	Firefox 3.6+	✓
Mac	Safari 5.0+	✓
	Chrome 26+	✓
	Firefox 3.6+	✓
iPad/iPad Mini	Safari/iOS 5.1+	✓
iPhone	Safari/iOS 5.1+	✓
Android Phone	Chrome/Native Browser 2.3+	✓
Android Tablet	Chrome/Native Browser 2.3+	✓
Windows 8 Tablet	IE10+	✓

We recommend using a wired Internet connection whenever possible. If you're using an older, or unsupported Operating System, Internet Browser, or version of Flash, you may experience decreased performance. Google Chrome or Firefox yield the best browsing experience.

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What are the technical requirements? (Cont'd.)

- **Display/Resolution Size**

  The recommended resolution for your display is at least a 1024x768 or higher resolution. The virtual experience will adjust itself to your screen size. However, this is the recommended setting for optimal display viewing.

- **Internet Connection**

  It's recommended to be on a strong wired broadband connection with a speed of at least 1.4 Mbps. You may view the virtual experience on a slower connection, however, some users may experience load times that are longer than normal with larger content items, such as High Definition video streams.

Can I test my computer?

Yes. On the login page for a specific virtual experience, click the "System Check" button to ensure your computer and connection are ready to view the experience and all its live presentations.

Can I access an experience from my tablet or phone?

Yes, attendees can experience the full virtual experience from iPad, iPhone and Android devices.

What can I do if I am having trouble hearing audio?

Here are a few steps you can take to troubleshoot your audio:

- If you have internal speakers, make sure they aren't muted.
- If you have external speakers, make sure they are powered on and aren't muted.
- Make sure you did not lose Internet connectivity.
- Make sure your system has passed the system test located under "Test my system now".
- If your system is using Adobe Flash Player and you receive a "connection failed" message it's most likely due to a proxy server blocking Flash streaming. Please contact your local IT admin.
- If you are using a mobile device, such as an iPhone, make sure you have enough bandwidth. We advise using dedicated wi-fi or 4G.
- If you are using an Android device, Apple iPad or iPhone you will need to click on the media play button to begin the presentation. Android and Apple iOS devices do not permit streams to begin automatically.
- If you are using a PC or Mac please ensure that your browser zoom level is set to 100% as the presentation is best viewed at that setting. In most browsers you can use Ctrl + 0 to reset your zoom level. This option can be also be found in the tools or view menu.

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