Browser & Version Support Policy

Last Updated 2/17/2022

Table of Contents

Browser Support Policy for iCIMS Talent Cloud Products

iCIMS recognizes the importance of a great experience for our customers. As such, iCIMS is committed to providing the best usability experience and industry standard levels of security for all users of the iCIMS Talent Cloud.

To that end, iCIMS supports each browser below from the indicated lower limit (if applicable) to the most recent, provider-supported major version[1] available at the time of this document's publishing (February 17, 2022).[2]

Career Sites

Note: The following applies to both iCIMS' Career Sites as well as iCIMS' Applicant Tracking career sites.

Supported on:

- Internet Explorer 11 (Support ending June 2022)
- Edge
- Firefox
- Chrome
- Safari (on MacOS, iPad, and Apple iOS devices 9.0+)

---

[1] "Provider-supported" indicates a browser version that is still supported by its publisher and has not been retired or discontinued. "Major" refers to a major release version of a browser, such as 1.0, 2.0, etc., rather than 1.1, 2.1, etc.

[2] iCIMS does not test or support any of the browsers listed on Linux OS. Further, iCIMS only supports browsers on the operating systems for which they are supported by the provider. (For example, Safari is not tested or supported on Windows OS.)

o Note: The Video Screening Portal, an optional feature, has limited support on Safari. Safari users may use the *Upload From Your Computer* option to upload videos they record and save outside of the video screening experience.
- Most recent version of the natively-installed browser on Android devices, 6.0+

Candidate Relationship Management

- Edge
- Firefox
- Chrome
- Safari (on MacOS & iPad)

Applicant Tracking

Supported on:

- Internet Explorer 11 (Support ending June 2022)
- Edge
- Firefox
- Chrome
- Safari (on MacOS & iPad)

Note: For optimal performance, it is recommended that users with Video Screening have an up-to-date version of Flash installed.

Offer Management

Supported on:

- Internet Explorer 11 (Support ending June 2022)
- Edge
- Firefox

- Chrome
- Safari (on MacOS & iPad)

Onboarding

Supported on:

- Internet Explorer 11 (Support ending June 2022)
- Edge
- Firefox
- Chrome
- Safari (on MacOS & iPad)
- Safari (on Apple iOS devices 9.0+; *Onboarding Portal only*)
- Most recent version of the natively-installed browser on Android devices, 6.0+ *(Onboarding Portal only)*

Text Engagement

- Internet Explorer 11 (Support ending June 2022)
- Edge
- Firefox
- Chrome
- Safari (on MacOS)
- Safari (on iPad & Apple iOS devices 9.0+; *JobChat only*)
- Most recent version of the natively-installed browser on Android devices, 6.0+ *(JobChat only)*

Note Regarding Unsupported Browser Versions

To allow iCIMS to maintain its continued focus on delivering an amazing software experience, iCIMS must routinely withdraw support for certain browser versions, as supporting legacy browsers inhibits iCIMS ability to innovate and to deliver new features quickly.

To that end, please note that iCIMS reserves the right to restrict login access from any unsupported browser version without notice if significant security or technical issues arise.

Note Regarding TLS Encryption

As of November 2017, iCIMS requires the use of browsers with TLS 1.2 (or higher) encryption enabled for logging in to iCIMS Talent Cloud products, as well as logging in to and/or applying to jobs on career sites.

iCIMS previously deprecated TLS 1.0/1.1 encryption for integration traffic in August 2017. All integration traffic also must now use TLS 1.2 (or higher) encryption.

iCIMS has made these changes in order to follow industry-recommended best practices and to help keep customer data secure.

Note Regarding iCIMS' Career Site Accessibility

Recognizing the importance compliance with accessibility requirements has on online recruiting, iCIMS' Applicant Tracking career sites (powered by iCIMS Applicant Tracking) are capable of conforming to the WCAG 2.0 (A & AA) standard as outlined by the W3C, as well as, being configured in a way that helps our customers meet their Section 508 of the Rehabilitation Act of 1972 and Title III of the Americans with Disabilities Act compliance needs.

For more information, see [iCIMS' Accessibility Policy](#).

Browser Support for Marketplace Products

Browser support information for Marketplace Products (such as job board posting or background screening integrations) may be obtained by contacting the vendor directly.

Recommended Screen Resolution

iCIMS recommends that iCIMS Talent Cloud users have a minimum screen resolution of 1280px x 800px. This resolution ensures that elements of each page will display correctly. Users whose screens cannot achieve this resolution may have to scroll more frequently to view all elements on a page or view elements that do not appear to wrap or position correctly.

iCIMS General Browser Support Policy

iCIMS is committed to providing the best usability experience and the highest levels of security possible for users of the iCIMS Talent Cloud and associated offerings. To that end, iCIMS continually evaluates supported browser versions and adds and removes support for specific versions as necessary. The general timeline that iCIMS uses to guide decisions to add or remove support for a given browser version is provided below.

Note: For all browsers listed below, iCIMS supports only major browser versions that are still supported by their publishers and have not been retired or discontinued.

Microsoft Internet Explorer

Microsoft has announced that it is ending browser support for Internet Explorer 11 (IE 11) in June 2022. In alignment with this decision, iCIMS is also ending support for IE 11 across all iCIMS Talent Cloud products at that time. This update results in improved security and system performance for iCIMS users and candidates. To learn more, review Microsoft's [browser support announcement](#).

Note: iCIMS' decision to end support for IE 11 will not block any user or candidate from accessing an iCIMS solution. However, new functionality is not guaranteed to work optimally when accessed via IE 11 and any product issues directly associated with IE 11 usage will not be reviewed. To ensure the best iCIMS Talent Cloud experience, it is recommended that organizations leverage a more current browser, as outlined in this policy.

Microsoft Edge, Google Chrome, Mozilla Firefox, and Apple Safari

iCIMS supports the use of Edge, Chrome, Firefox 5+, and Safari by both iCIMS Talent Cloud users and candidates/new hires accessing iCIMS-hosted Portals.

When a new major version of Edge, Chrome, Firefox, or Safari is released commercially, iCIMS will make commercially reasonable efforts to support the previous major version of Edge, Chrome, Firefox, or Safari (as the case may be) for six (6) months. New major versions of Edge, Chrome, Firefox, or Safari will be fully supported by iCIMS as soon as possible, but in no event later than six (6) months after the general public availability of such new version.

Mobile Devices

Please refer to the information in the Browser Support Policy for iCIMS Talent Cloud Products section of the document for specific information regarding mobile support for the iCIMS Talent Cloud and associated offerings.

When a new major version of a native browser is released commercially, iCIMS will make commercially reasonable efforts to support the previous major version for six (6) months. New major versions of a native browser will be fully supported by iCIMS as soon as possible, but in no event later than six (6) months after the general public availability of such new version.

iCIMS Version Support Policy for the iCIMS Mobile Hiring Manager App

The iCIMS Mobile Hiring Manager App is optimized for and supported on any iPhone that supports iOS 9 or higher, as well as any Android phone that supports Android 6.0 or higher. The app can also be downloaded on any iPad or iPod Touch that supports iOS 9 or higher, as well as any Android tablet that supports Android 6.0 or higher; however, the user experience is optimized on a mobile phone.

When a new major version of iOS and Android is released commercially, iCIMS will make commercially reasonable efforts to support the previous major version for twelve (12) months. New major versions of iOS and Android will be fully supported by iCIMS as soon as possible, but in no event later than thirty (30) days after the general public availability of such new version.

iCIMS reserves the right to enforce an update to the app itself at any time.

The iCIMS Mobile Hiring Manager App is available in the App Store and the Google Play Store for the following countries:

- Australia
- Austria
- Belgium
- Brazil
- Bulgaria
- Canada
- Chile

- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France

- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Ukraine
- United Arab Emirates
- United Kingdom
- United States