KARE Support Hours and Contact Information

Community FAQ's · https://www.doyoukare.com/docs/heroes/notifications-communications/kare-contact-schedules/

Overview

At **KARE**, we are committed to making your experience as smooth and easy as possible. That is why we offer different contact options depending on your role, whether you are a new candidate, an active **HERO**, or a Community looking for support.

Below is a full guide on how and when to reach us, including a quick overview of the KARE Technologies phone system.

General Support - KARE Technologies

Our general support phone line will redirect your call based on your needs:

- **Phone: (832) 380-8740**

Phone Menu Options

When you call, you will hear:

- Press **1** if you want to become a **HERO**
- Press **2** if you are a **HERO** and need help with your shifts
- Press **3** if you are a Community looking for a **HERO**
- Press **4** to leave a message

If no agents are available, the system will say:

"*No one is available to answer your call at this time. Please leave a message after the tone. When you've finished recording, you may hang up or press 1 for more options.*"

Candidate Support

We help new candidates during every step of the onboarding process. This includes:

- Signing up
- Verifying licenses and documents
- Completing interviews
- Completing background checks

Contact Information

- **In-App Messaging:** Available Monday to Saturday, **8:00 AM - 7:00 PM (CT)**
- **Phone:** **(409) 235-3318**
  - Monday to Friday: **8:00 AM – 7:00 PM (CT)**
  - Saturday: **8:00 AM – 5:00 PM (CT)**
- **Email:** **karerecruiting@doyoukare.com**

Note: *These hours may change to Monday through Friday only, starting in late October or early November.*

HERO Support

We support **HEROES** with everything related to their experience on the **KARE Heroes App**. This includes:

- Help with picking up shifts
- Support with attending and completing shifts
- Troubleshooting app issues

Contact Information

- **In-App Messaging:** Available daily, **5:00 AM** to **11:00 PM (CT)**
- **Phone Support:** **(936) 279-2649**
  - Monday to Sunday: **8:00 AM – 8:00 PM (CT)**
- **Email:** **herosupport@doyoukare.com**

Community Support

We assist **Communities** with:

- Posting and managing shifts
- Navigating the **KARE Heroes App** or **Communities Website**
- Connecting with the right **HEROES**

Whether you are new or already working with **KARE**, our team is ready to help you succeed.

Contact Information

- **In-App Messaging:** Available daily, **6:00 AM** to **7:00 PM (CT)**

- **Email: herosupport@doyoukare.com**
- **Phone Support: (832) 930-7579**
  - Monday to Friday: **6:00 AM – 7:00 PM (CT)**
  - Saturday and Sunday: **7:00 AM – 4:00 PM (CT)**

If you have an assigned account executive, they are available during the same hours.

- **Community Support**: For questions related to finding shifts or Heroes you can call our Customer Success Team at (281) 801-7534, available from 8:00 AM to 8:00 PM (CT), Monday through Sunday.

No matter your role, **KARE** is here to support you every step of the way. Our team is dedicated to providing fast, helpful, and professional assistance to ensure your success with **KARE**. If you ever need help, please do not hesitate to reach out. We are just a message or a phone call away!