# Enterprise Access

Getting Started as a Community · https://www.doyoukare.com/docs/communities/getting-started-community/enterprise-access/

## Overview

In this article, we will discuss how to set up an Enterprise account and the associated permissions available to Enterprise users.

Enterprise access is best for users who need to manage to multiple communities.

> ℹ Enterprise access is only available on the web application.

## Enterprise Access Via KARE

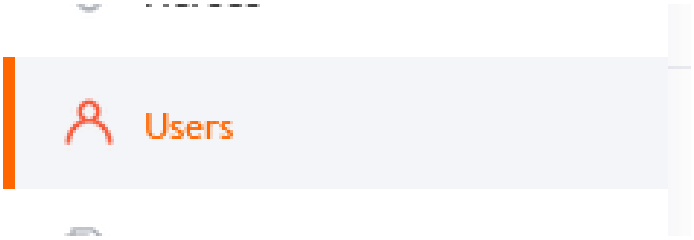
KARE teams are happy to help set up enterprise access. To receive access, fill out this form. Once an account is created, an invitation to set up your profile will be emailed from donotreply@karenotifications.com. Check your spam or junk folders if you do not see an invitation in your inbox within 24 hours.

## Adding Additional Team Members

If you have enterprise access with the proper permissions, you can invite additional users to your team. To do this, follow these steps:

1. Login to the web application

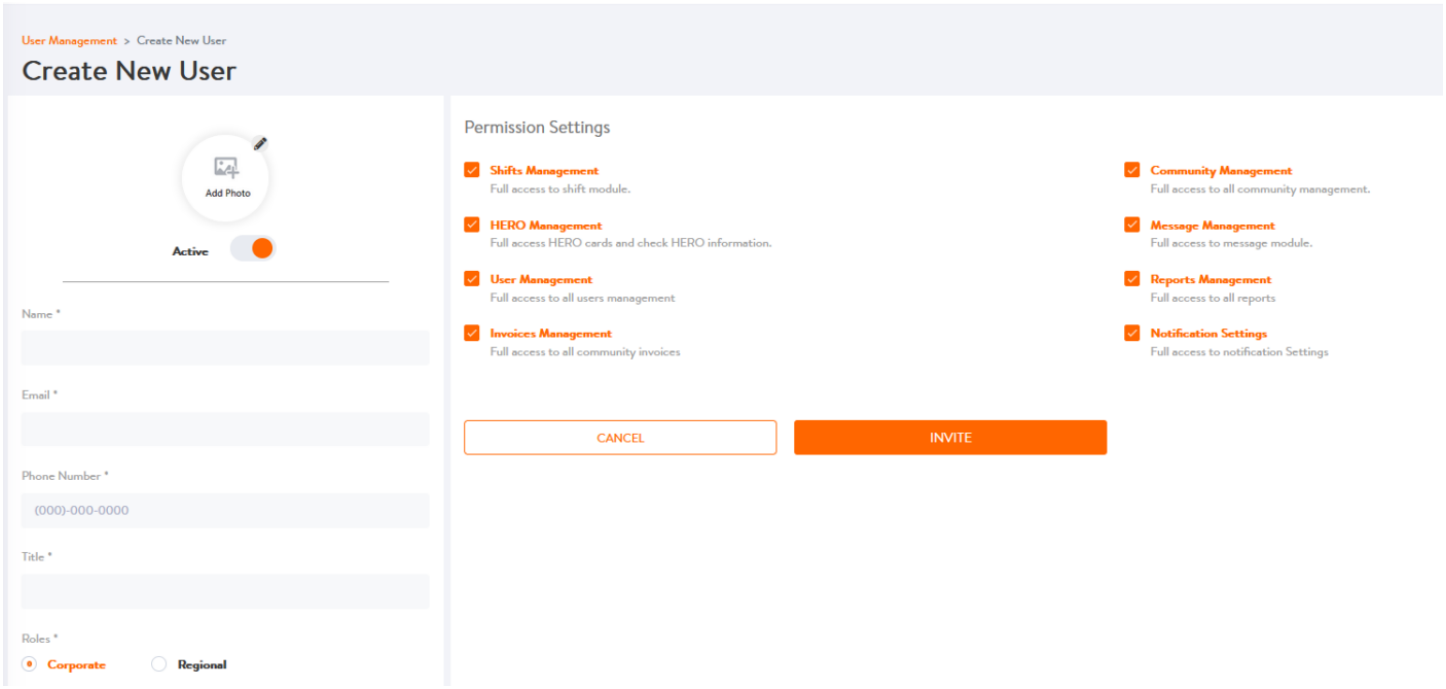
2. Click the **Users** tab on the left menu




3. Click **Add New User**




4. Fill out details and set permissions for the user



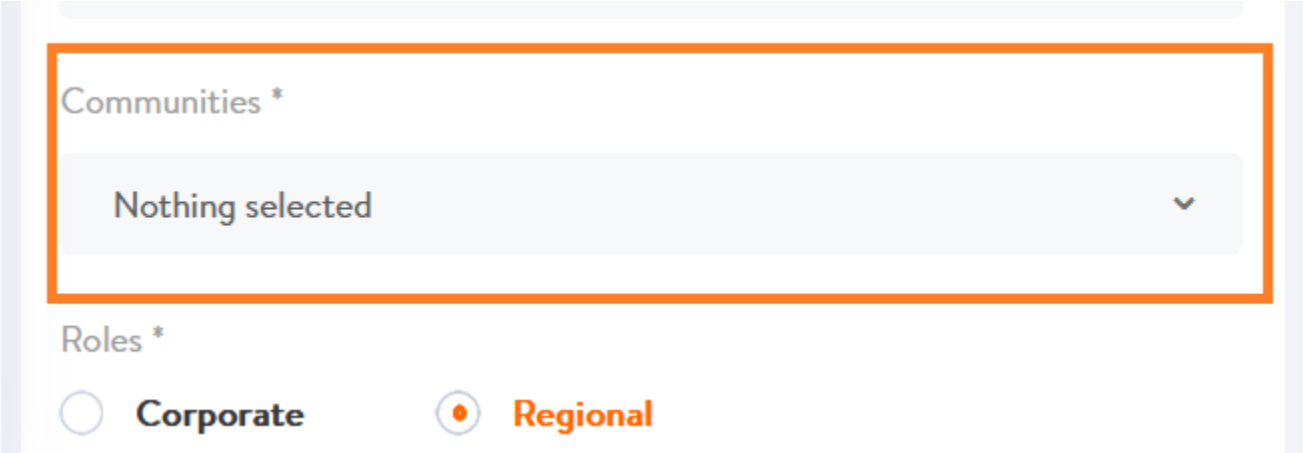

5. Click **Invite**

## Corporate Vs Regional Roles

Role configurations are separated by **Regional** and **Corporate** roles.

- **Regional**: Can access only specified owned communities
- **Corporate**: Can access all owned communities

When selecting a regional role, a multi-select box will appear titled **Communities** that allows the host to specify which communities the invitee can manage/see.




## Permissions

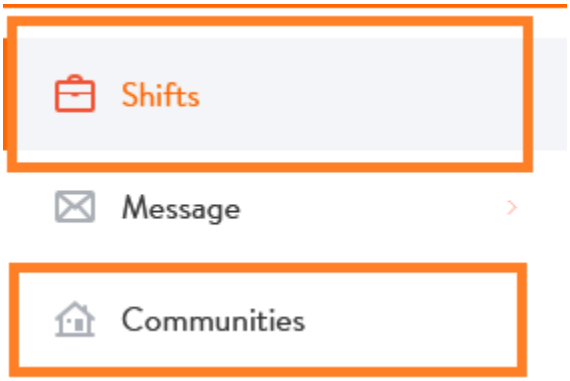
When inviting a user, the host can select various permission sets to assign the invitee. The permissions are:

- **Shift Management:** Manage shifts through posting, editing, canceling, and more. Has full access to the shift module.
- **HERO Management:** View HERO profiles and information and block Heroes from returning to communities.
- **User Management:** Add other enterprise users and managed child community users.
- **Invoices Management:** Access invoices for child communities.
- **Community Management:** Modify child community information, documents, pay rates, roles, and create notes for communities.

- **Message Management:** Access to message module for both KARE and Heroes
- **Reports Management:** Access to reports page
- **Notification Settings:** Can change notification settings

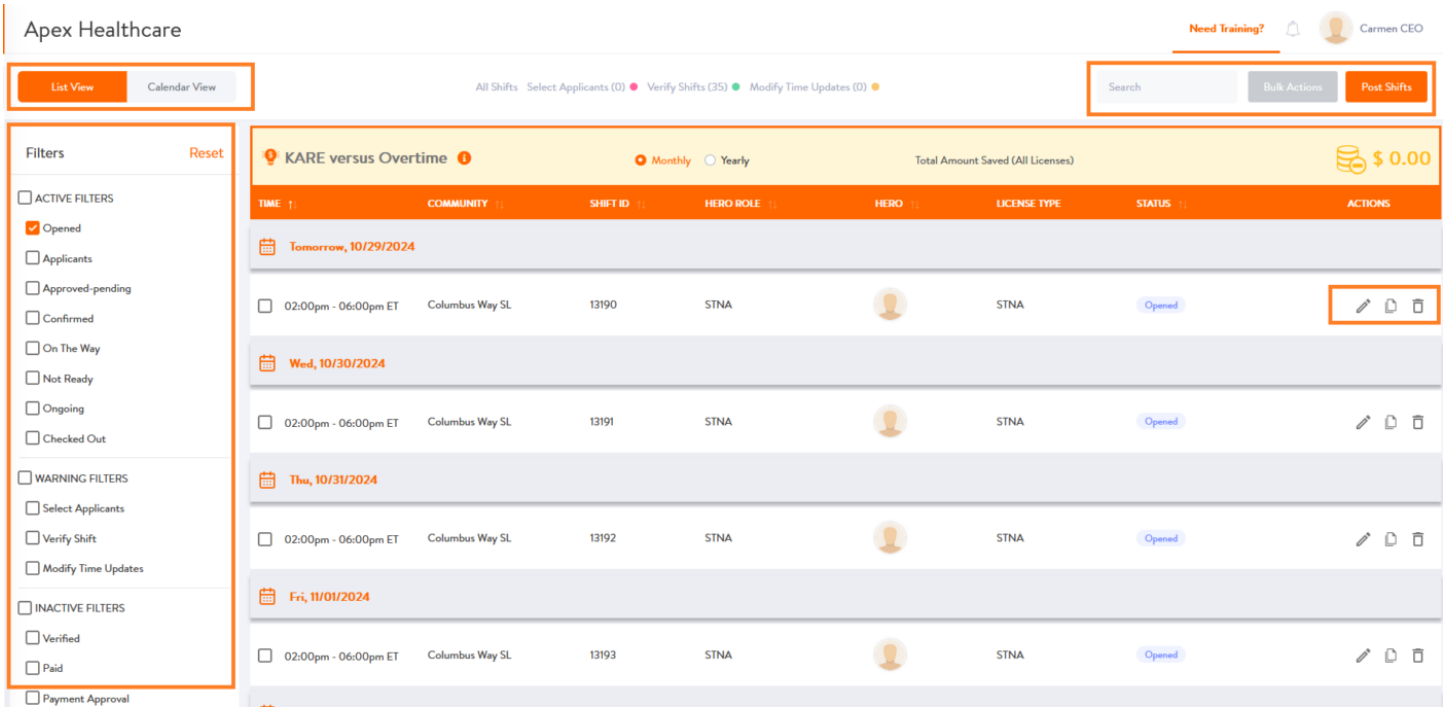
## Managing Communities

Enterprise users can now manage community shifts, details, and more (if permissions are granted). There are two ways to manage this information, through the **Shifts** page or **Communities** page.




## Managing Multiple Community Shifts

To manage multiple communities' shifts, navigate to the **Shifts** page:




On the **Shifts** page, you can do things like:

- View shifts in a list or calendar view
- Filter shifts
- Edit, duplicate, delete an existing shift
- Bulk manage shifts
- Post shifts

## Managing a Single Community

To manage a community:

1. Click **Communities** on the left menu bar

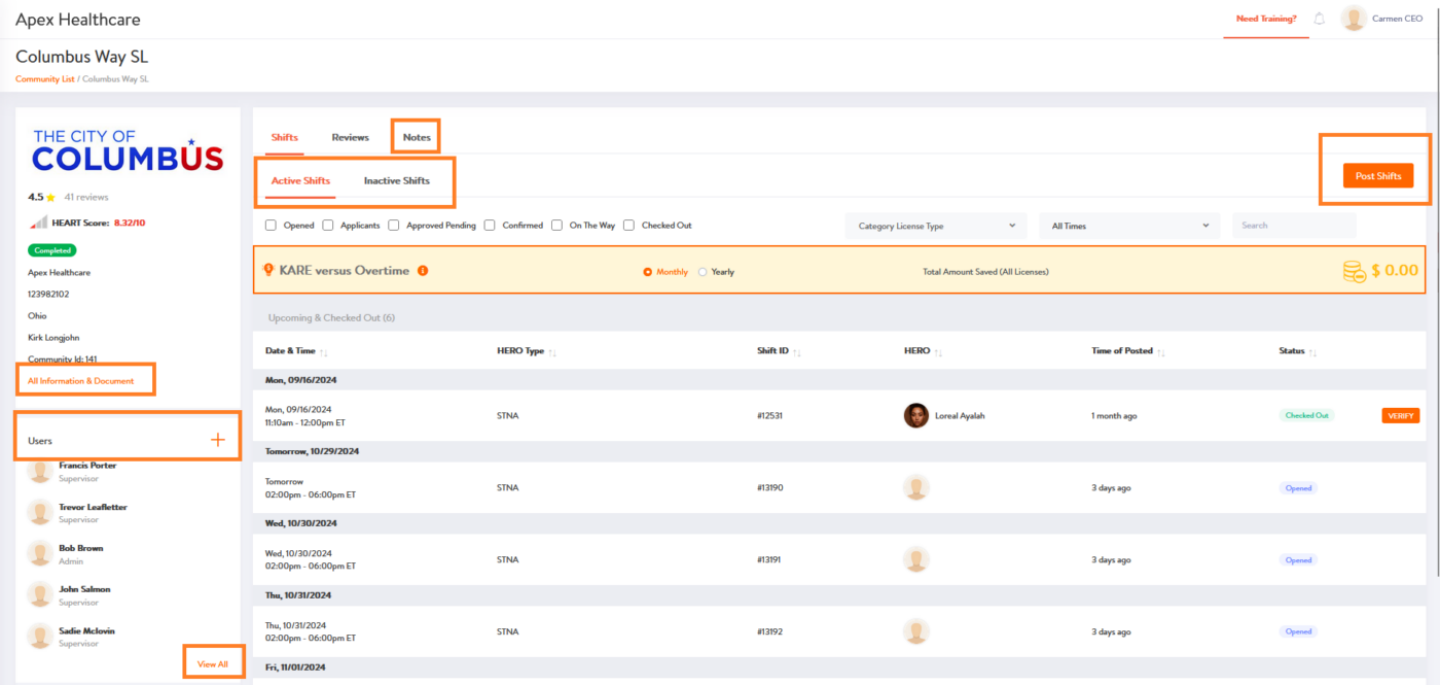



2. Click on the community you wish to manage

3. This will open the Community home page

On the community home page, a user can:

- Manage shifts
- Manage users
- Manage community information
- Leave notes.




## Managing Community Users

To add/delete/deactivate community users, do the following:

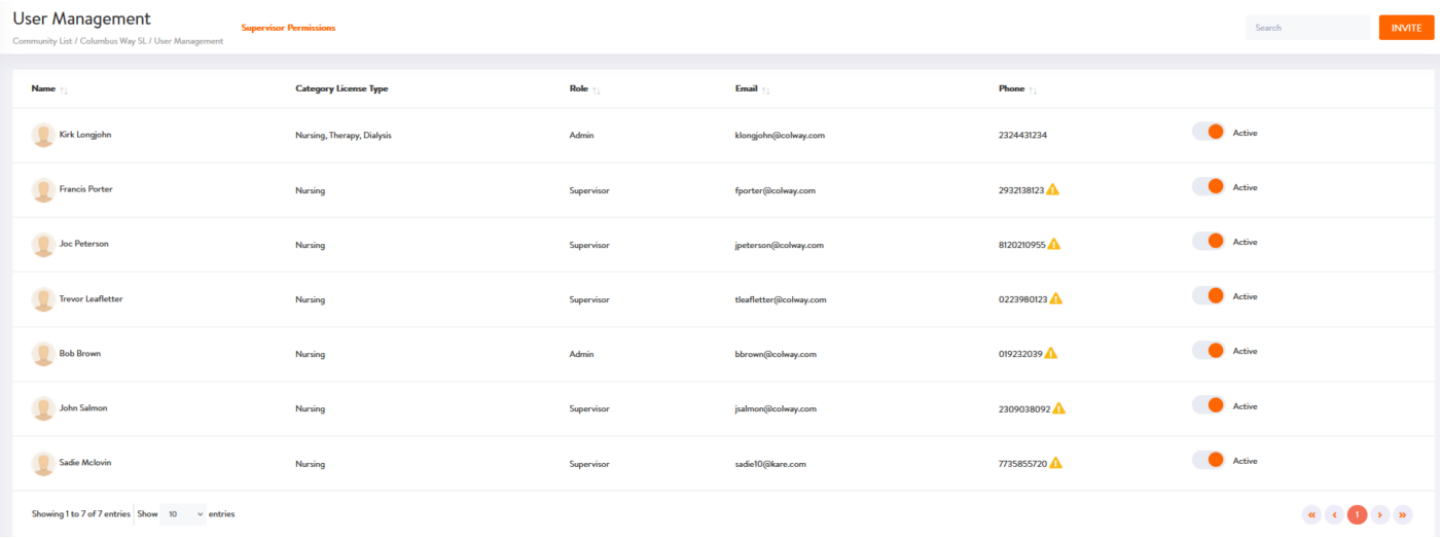
1. Go to the community home page

2. Click on the "**+**" symbol or **View All**

A list of the users for the community will display. On this page, you can:

- Deactivate a user by clicking the **toggle button**

- **Delete** a user by clicking the trash can located on the right side next to the toggle button
- **Edit** a user
- **Invite** a new user
- Manage **Supervisor Permissions**




> ℹ Admins have access to all permissions, while supervisors are restricted to the permissions set in Supervisor Permissions

## Managing Community Details

To manage community details:

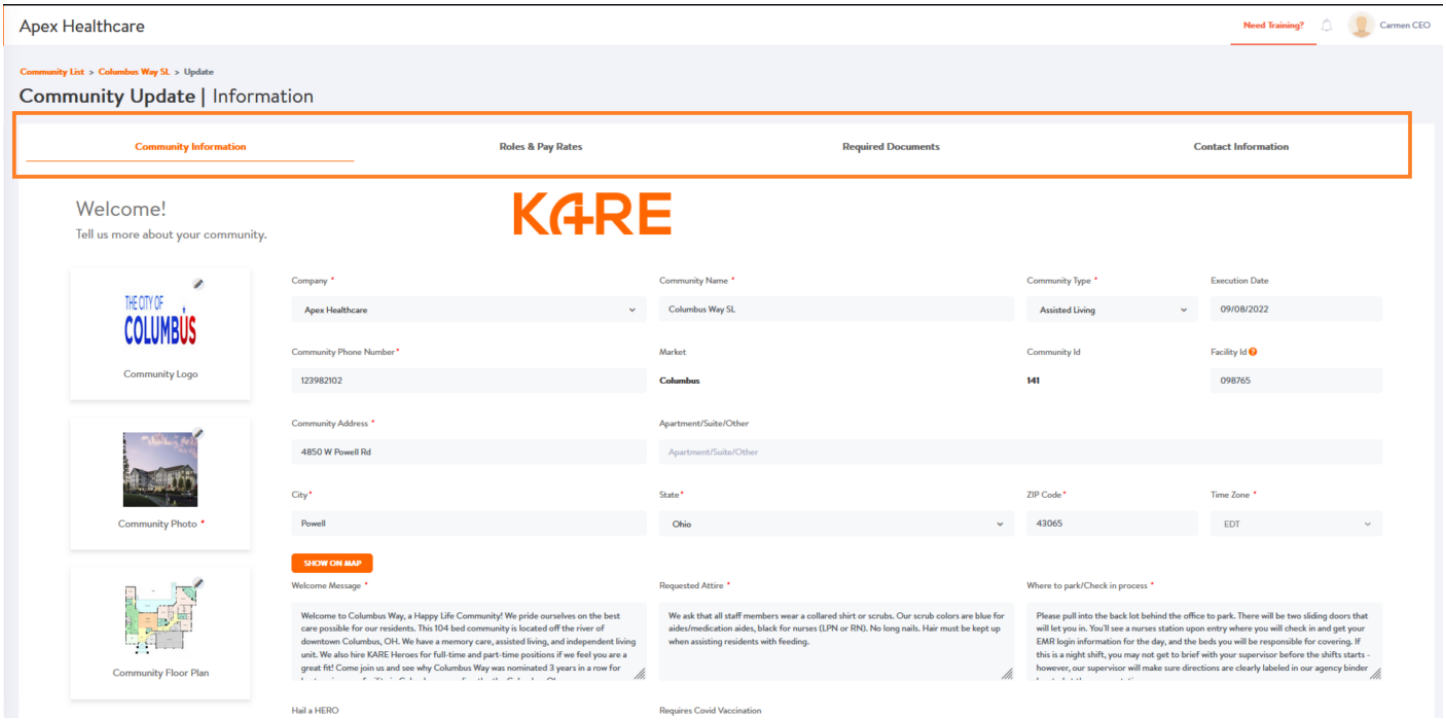
1. Go to the community home page (Communities > Select Community)

2. Click **All Information & Document**




In the All Information & Document section, a user can:

- Manage community information such as name, address, welcome message and more.
- Revise roles, pay rates, and cap bonuses.
- Edit or add required documents.
- Modify contact information.



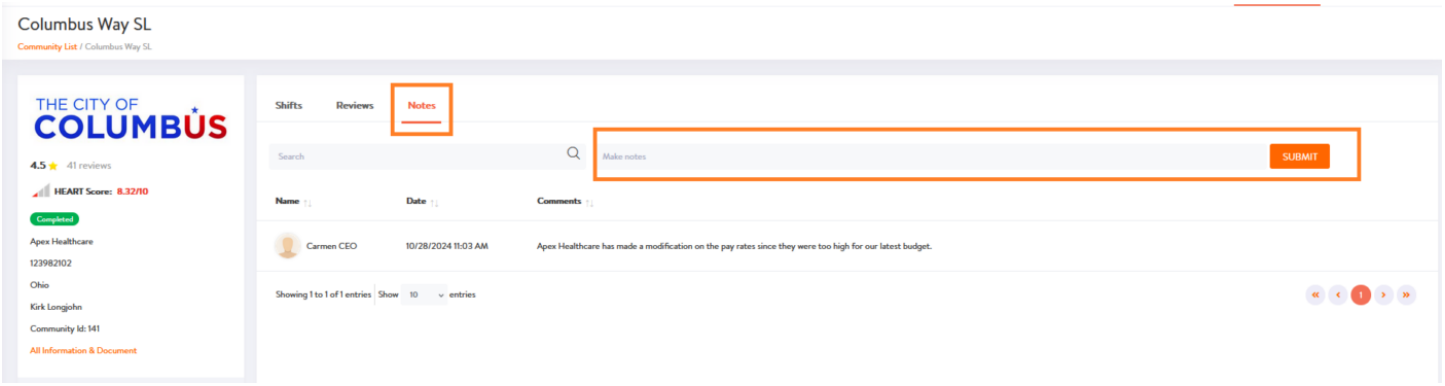

# Leaving Notes

To leave notes on a Community page:

1. Go to the Community home page (Communities > Select Community)

2. Click **Notes**

3. Type in a note and click **Submit**



# Messaging Heroes and KARE

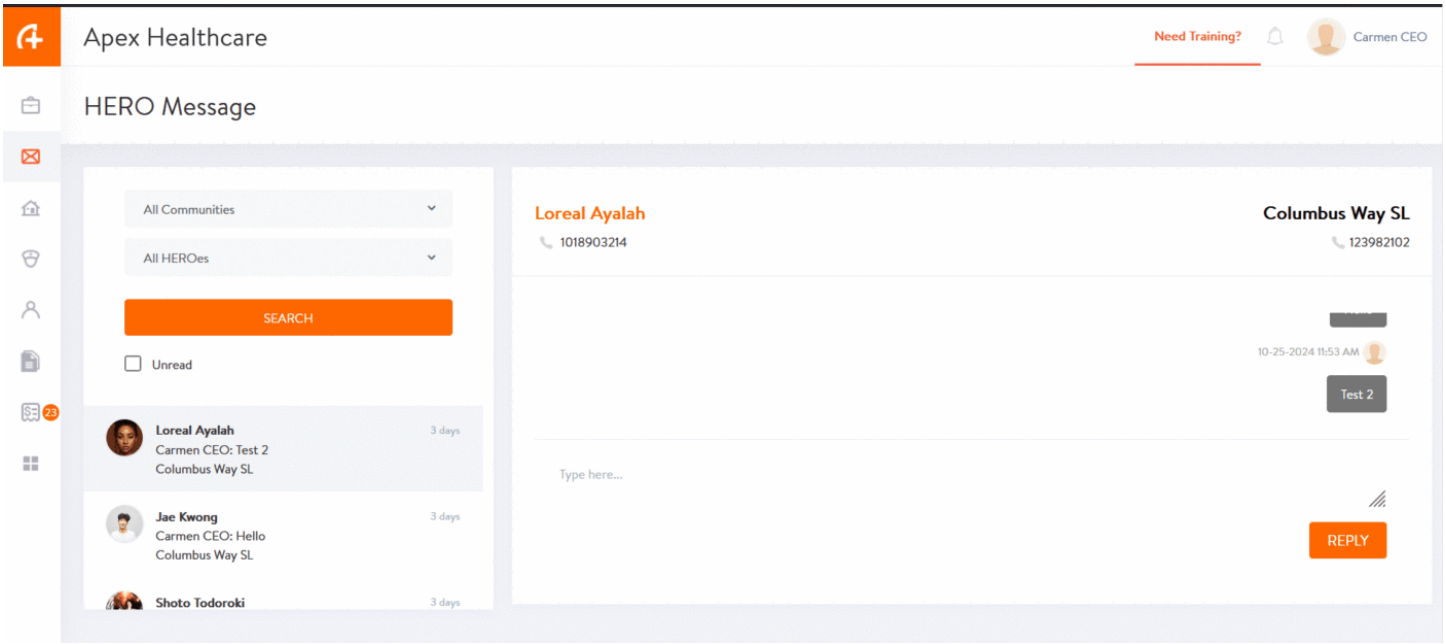
Enterprise users can now message Heroes and KARE. To do this:

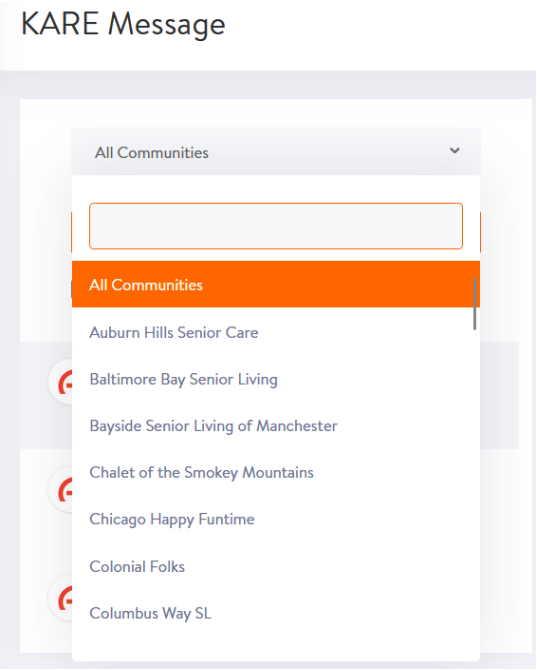
1. Click **Message.**

2. Choose **HERO** or **KARE Message.**

3. Select a Community to message from, and a HERO (Only applicable when messaging Heroes, not KARE).

You can only message from communities that had work history with a specific HERO.






## Need Help?

Our KARE Support Team is here for you:

- **General Support:** (832) 380-8740
- **In-App Messaging:** Available daily in the KARE app.
- **Email:** herosupport@doyoukare.com

We will get back to you as quickly as possible.

## Additional Resources

KARE Contact Schedules