# How to use Auto Approve for Heroes

Managing Heroes · https://doyoukare.com/docs/communities/manage-heroes/auto-approving-heroes/

## Overview

Community and Enterprise users can save time by using the Auto Approve feature for trusted Heroes. This guide explains how to enable **Auto Approve** and how it works depending on your user type.

Embedded media: https://www.youtube.com/embed/NkEeIbeZtnY?feature=oembed&enablejsapi=1

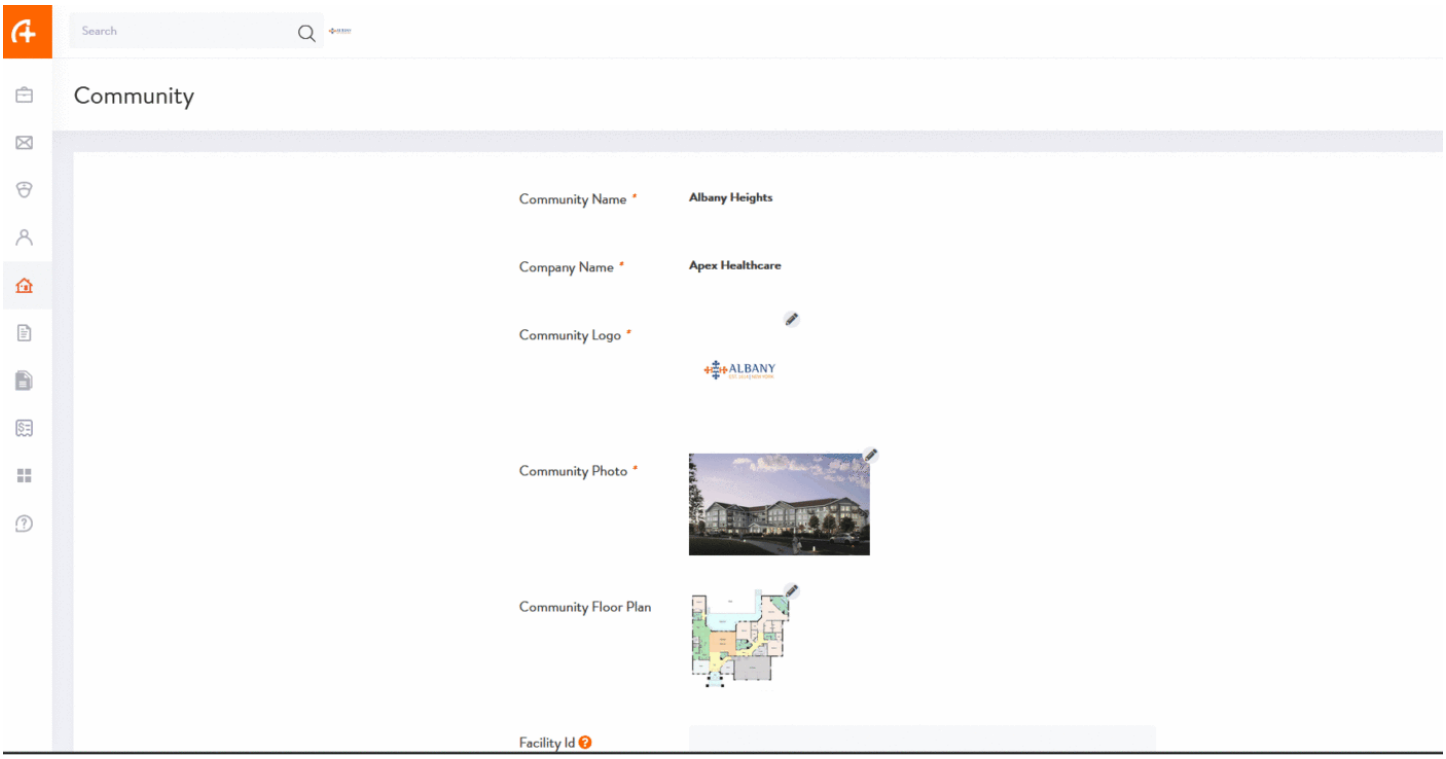
## Setup Auto Approve

Setting up **Auto Approve** slightly varies based on your user type. To begin adding **Heroes** to your **Auto Approve** list, you must first activate this setting in your **Community Settings**.

If you are a Community user, follow these steps. If you are an enterprise user, you will follow a different set of steps.

### For Community Users:

1. Go to your **Community** page and scroll down to the section titled **Auto-Approve Settings.**




2. Toggle **ON** the option **Enable Trusted HERO Auto-Approval**.

You must also set a **maximum number of hours per week** a HERO can be auto-approved to work.

Example:

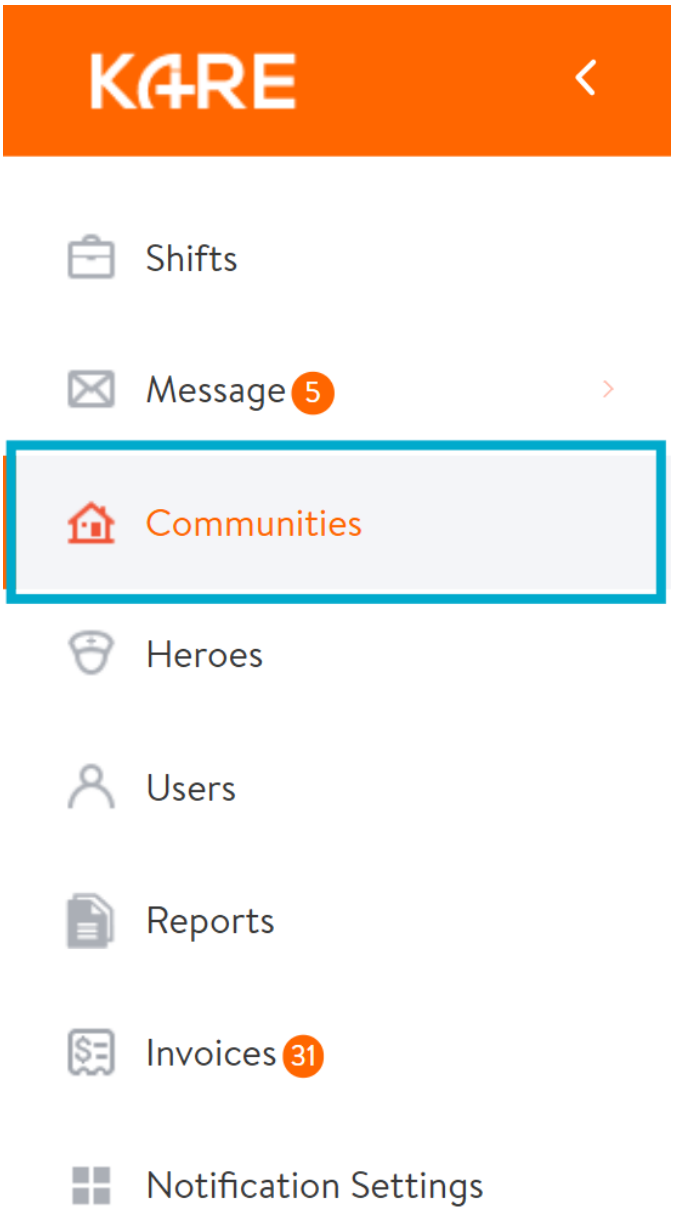
If the maximum is set to 30 hours per week, the Auto-Approve function will not work if the HERO has already worked or is expected to work more than 30 hours that week.



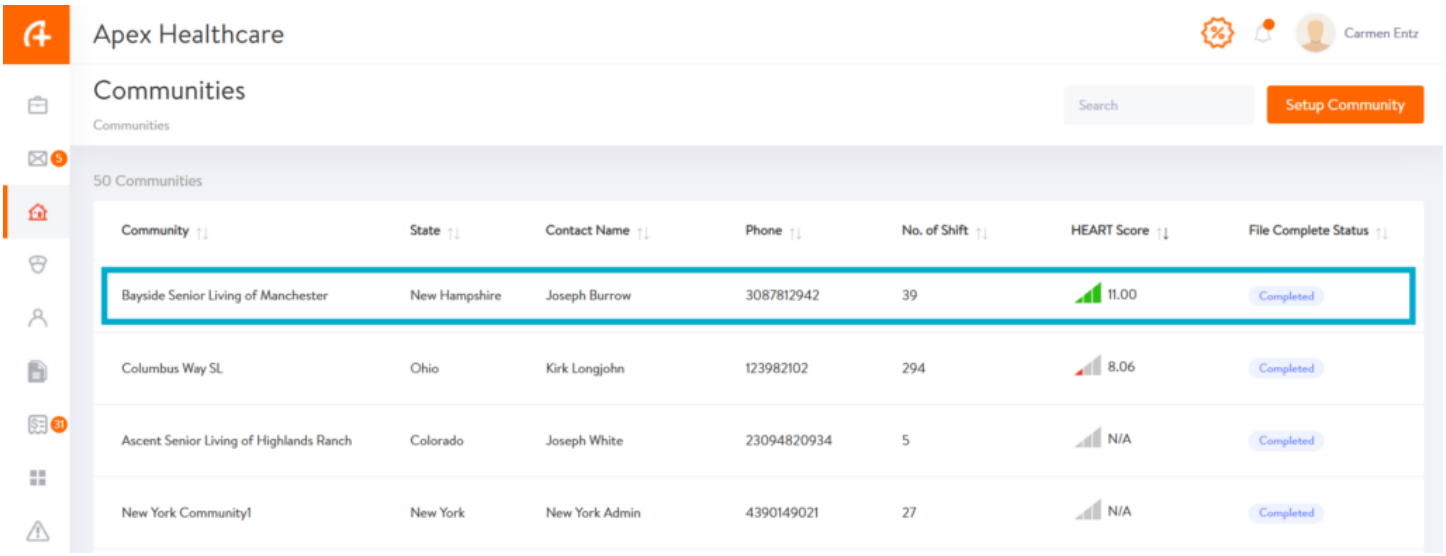

3. Click the **Update** button to save your changes

## For Enterprise Users

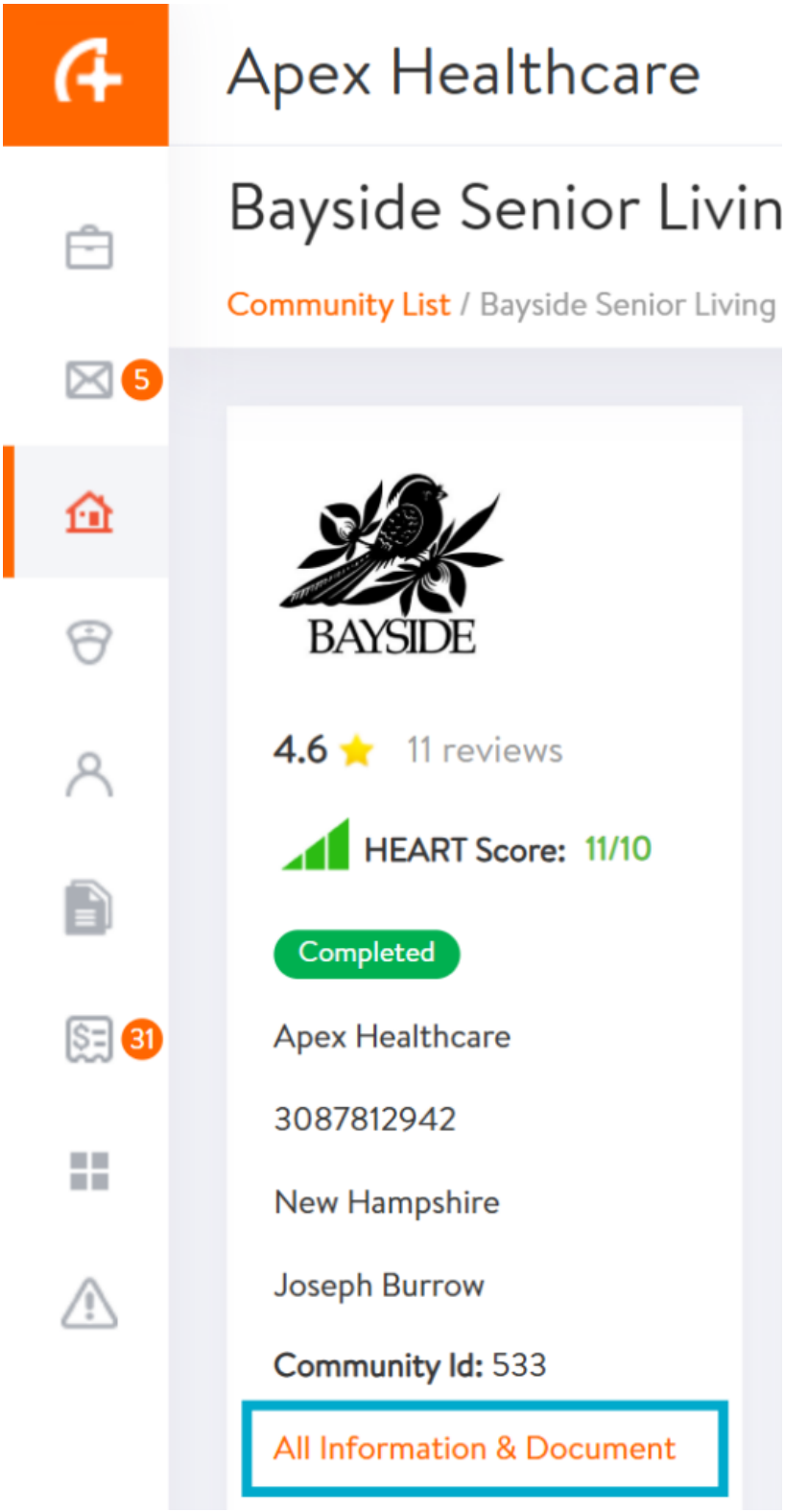
1. Go to the **Communities** section and open your list of Communities:



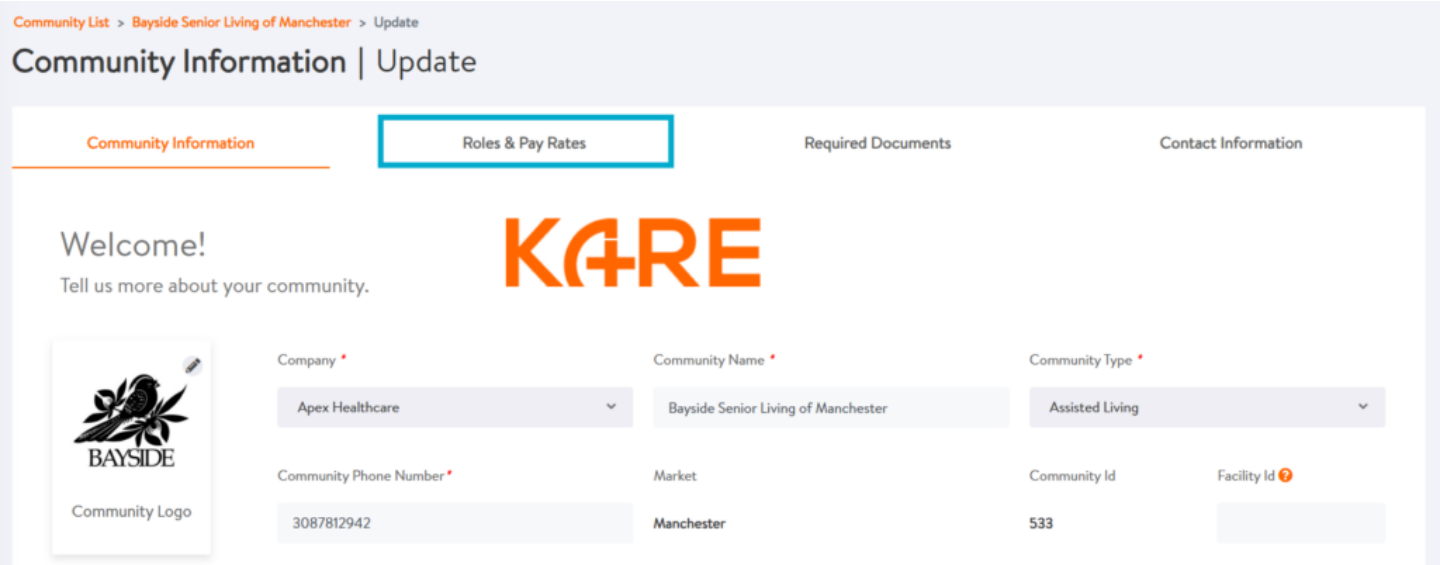

2. Select the Community where you want to enable Auto Approve.




3. Under the Community profile, select **All Information & Document**




4. Click the **Roles & Pay Rates** tab.

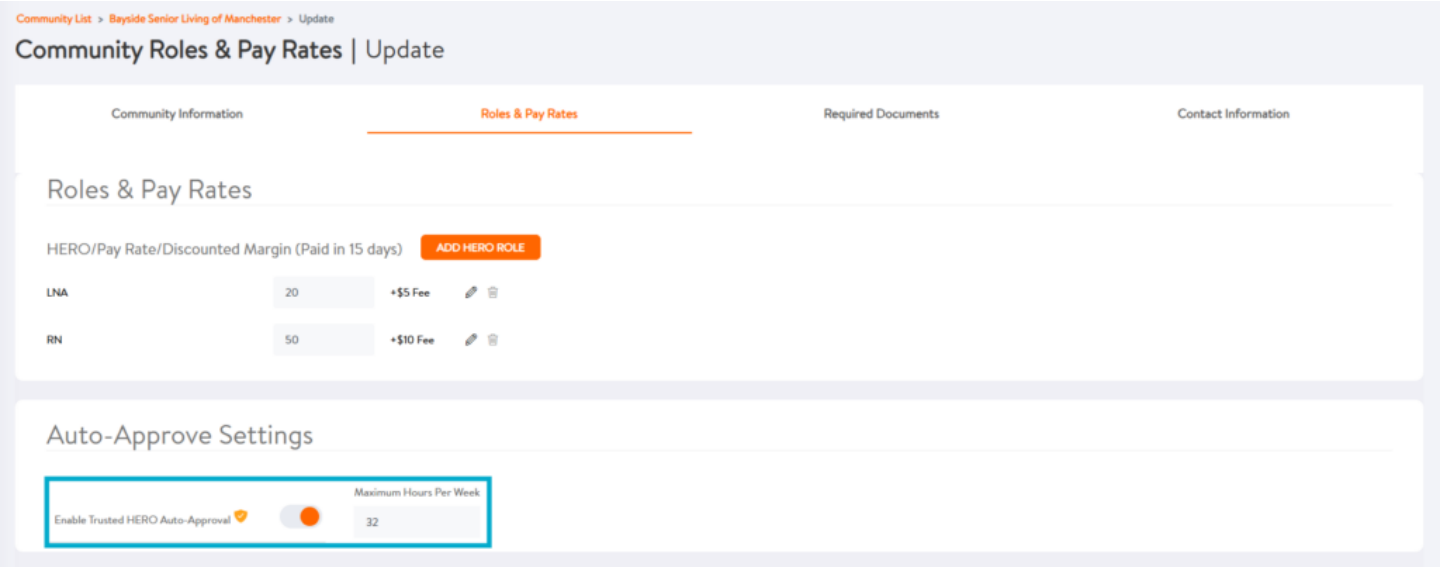



5. In the **Auto-Approve Settings** section:

- Turn ON the option **Enable Trusted HERO Auto-Approval**
- Set the maximum number of hours a **HERO** can work each week

Example:

If the limit is 32 hours, the system will NOT Auto-Approve any HERO who is expected to go over that limit.




6. Click the **Update** button to save your changes.

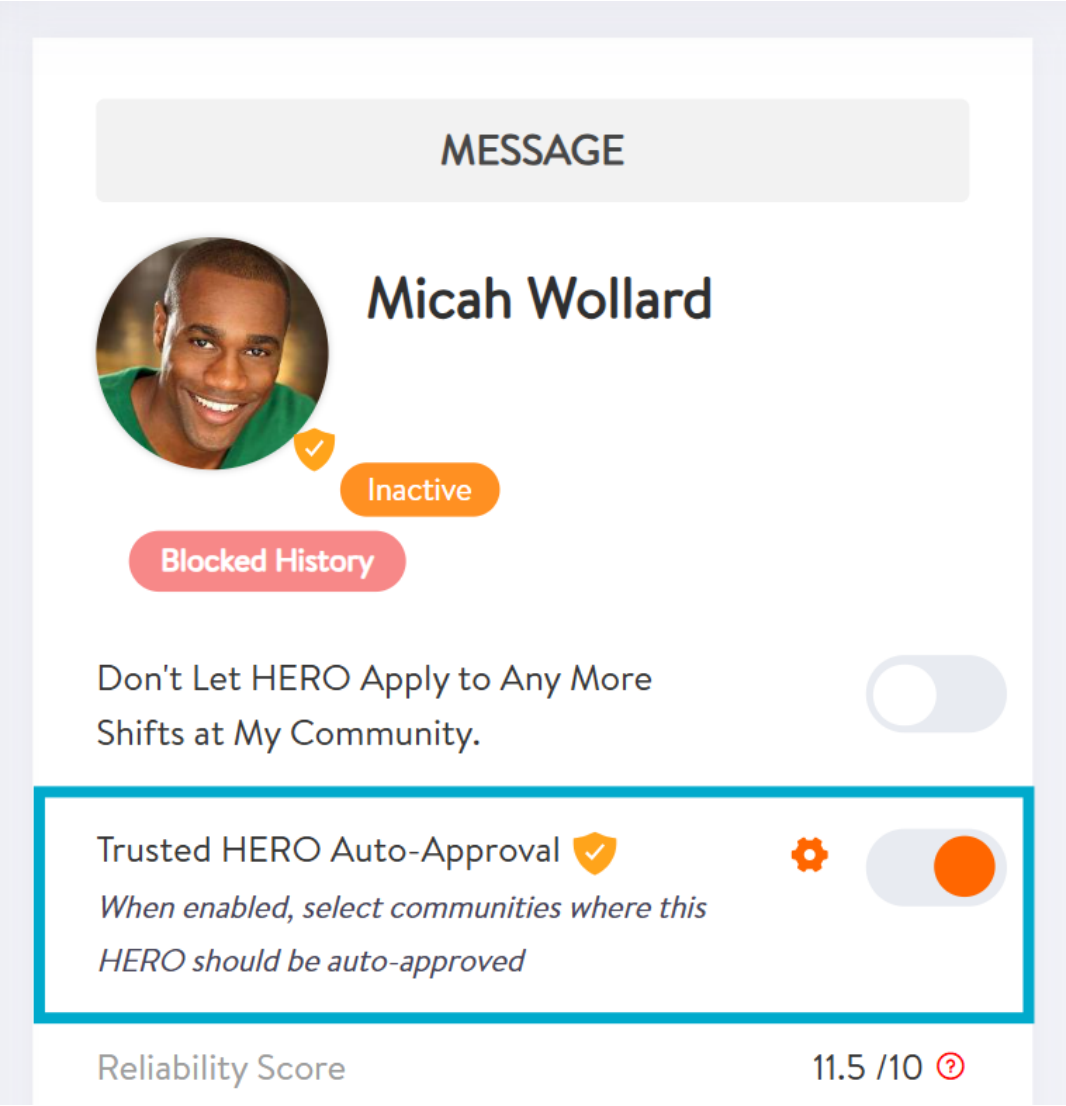
# Auto Approving a HERO

## Option 1

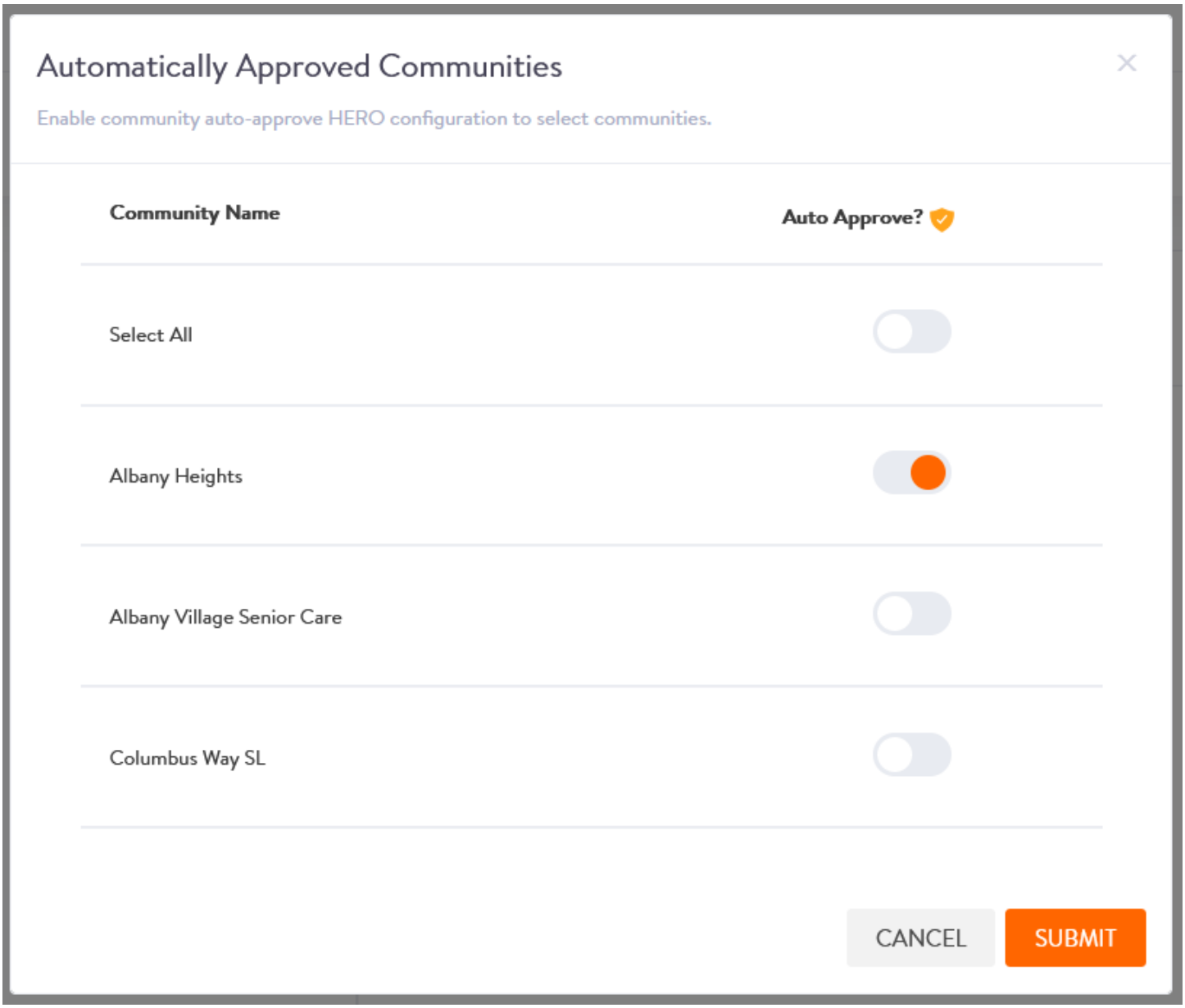
To use **Auto-Approval**, you need to enable it on each HERO’s profile. This option is available only for **Heroes** who have worked **at least one shift** in your **Community**.

**Steps:**

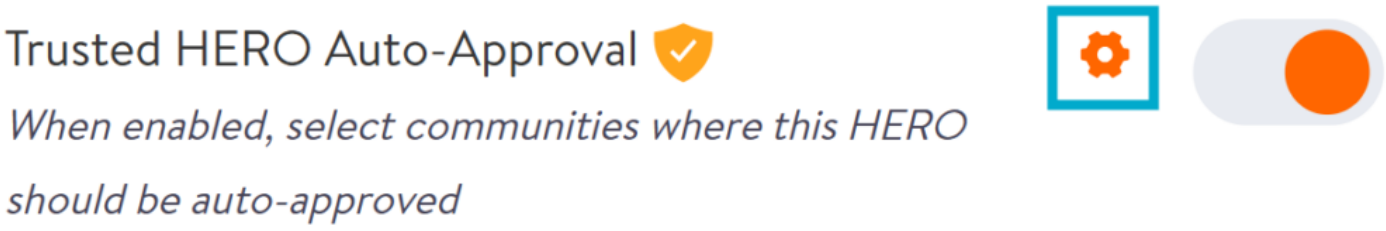
1. Open the HERO’s profile.
2. Find the setting called **Trusted HERO Auto-Approval** and switch it to **ON**.




3. If you are an Enterprise user, you may be asked to select the Communities where the HERO will be Auto-Approved.




4. Enterprise users can manage the list of communities at any time by clicking on the gear icon that appears next to the Auto-Approve setting.

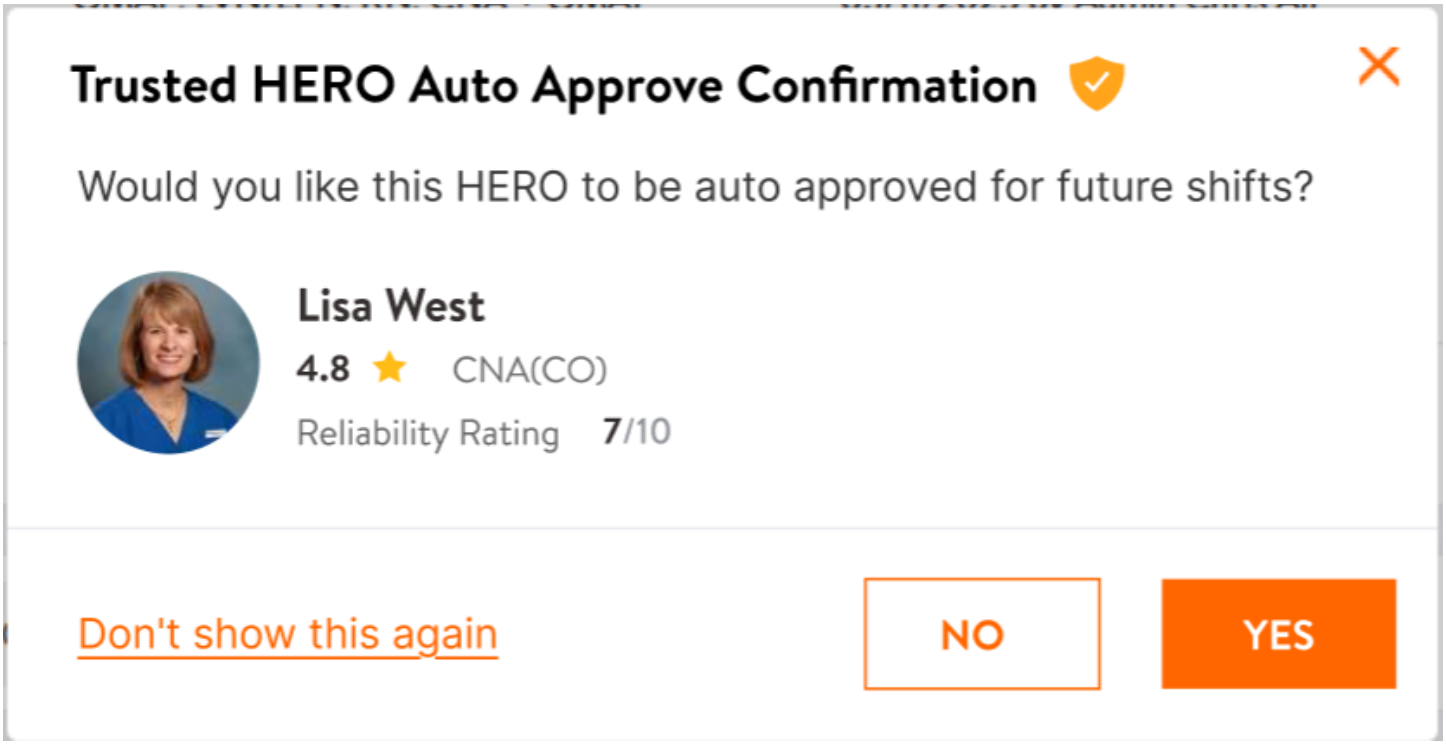


5. To turn OFF auto-approval for a HERO, just go to their profile and switch the Trusted HERO Auto-Approval setting to OFF.

### Option 2

Add a HERO to Auto-Approval from a Shift Approval Popup.

When you approve a **HERO** for **three consecutive shifts**, a popup will appear asking if you would like to add them to your **Trusted HERO Auto-Approval** list.



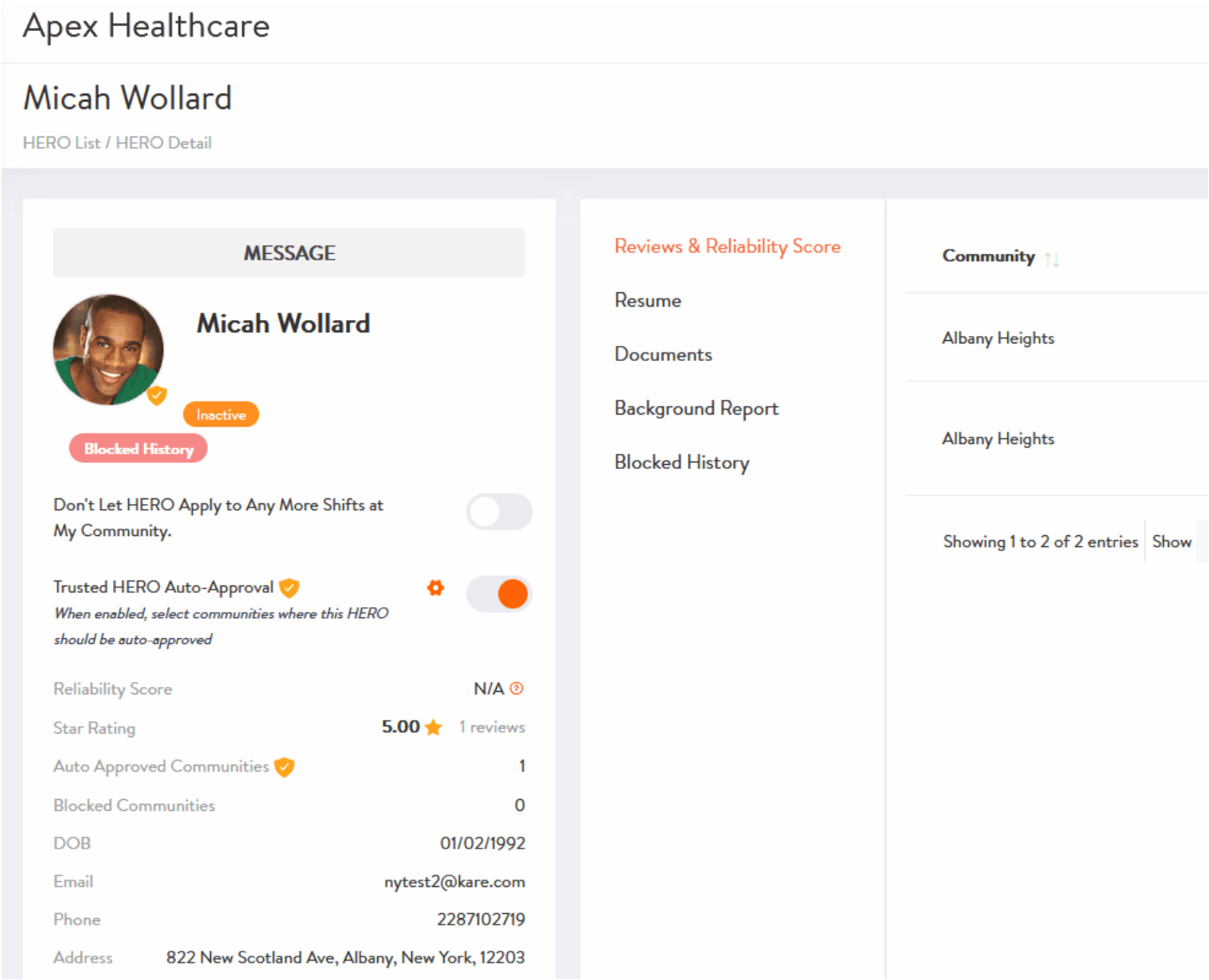

You will see three options:

- **Tap “Yes”** to add the HERO to your auto-approved list.
- **Tap “No”** to close the popup and keep the HERO off the list.
- **Tap “Do Not Show This Again”** to prevent the popup from showing again for this HERO.

## View the Auto-Approved List

Enterprise users can view how many child Communities have auto-approved a specific HERO:

1. **Open the HERO's profile.**
2. Hover over the row titled **Auto-Approved Communities** to see the number of Communities where the HERO is trusted.




Here, you can also view the history and see how many communities have Auto-Approved this 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