Adding Documents In Onboarding – Candidates

Compliance and Accounts · https://doyoukare.com/docs/heroes/compliance-accounts-hero/adding-documents-in-onboarding-candidates/

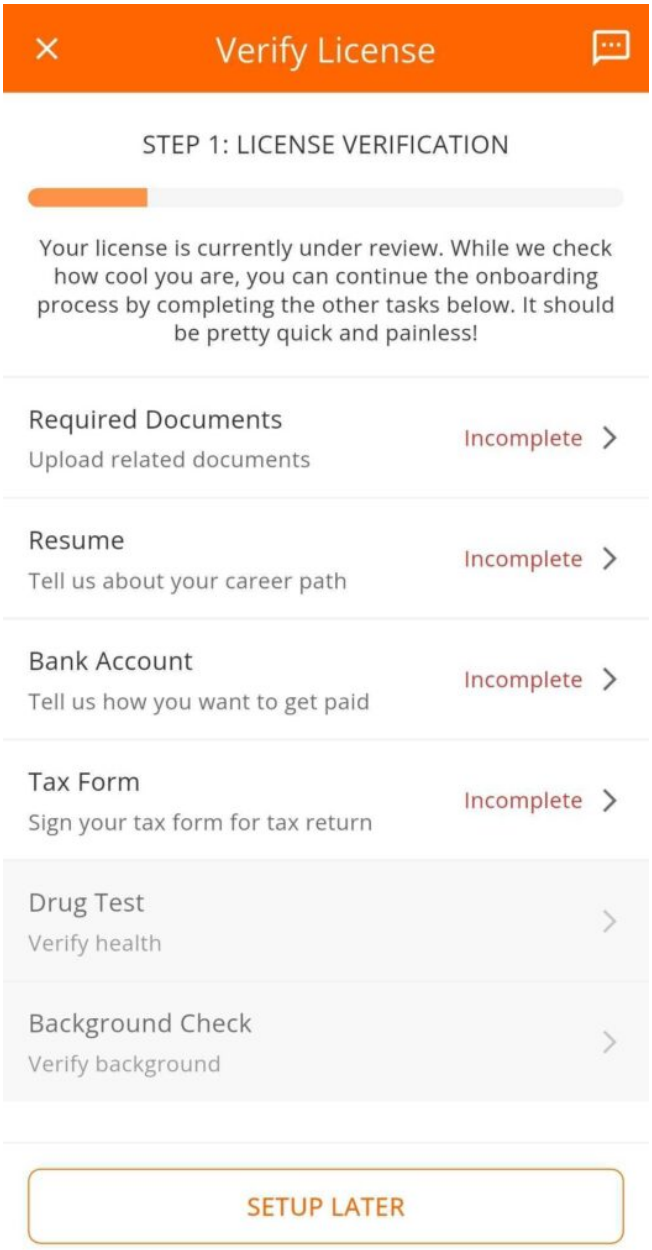
Overview

Before you can start working shifts through KARE, your profile must be complete.

KARE requires documentation in your profile in order to make sure that your account is complete, verify your eligibility to work in your designated state and to ensure you can be paid. This guide walks you through how to upload your supplemental information. Doing this early helps you get approved and working faster.

Documentation Uploading

While your license is being reviewed, you can **start uploading your documents** to speed up the process.



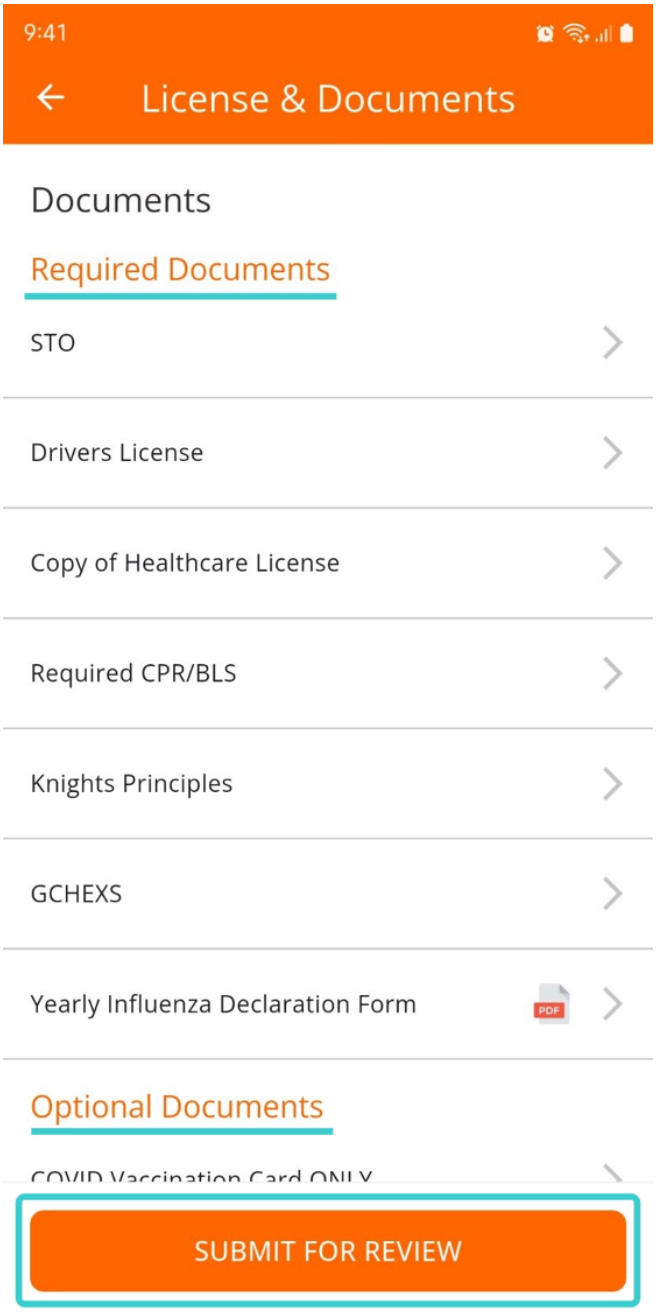
Required Documents

After accepting the SMS Opt-In, Terms of Service, and Privacy Policy, you will see the ability to complete documentation.

- Tap on Required Documents to view what's needed for your state. You can also upload Optional Documents to strengthen your HERO Profile.

- Why upload optional documents?

  Some communities prefer additional certifications or information. Uploading these can improve your chances of getting selected for shifts.



Uploading Documents

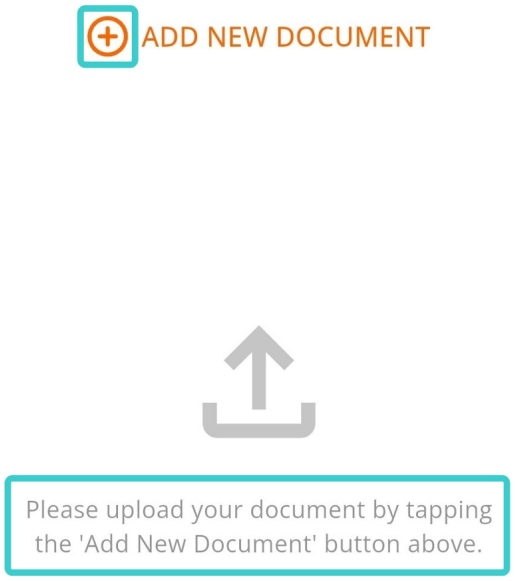
For each required document, you will see one of two options:

- **Add New Document** – Upload a photo or file from your phone.
- **Fill Out New Form** – Fill out a form right from your phone.

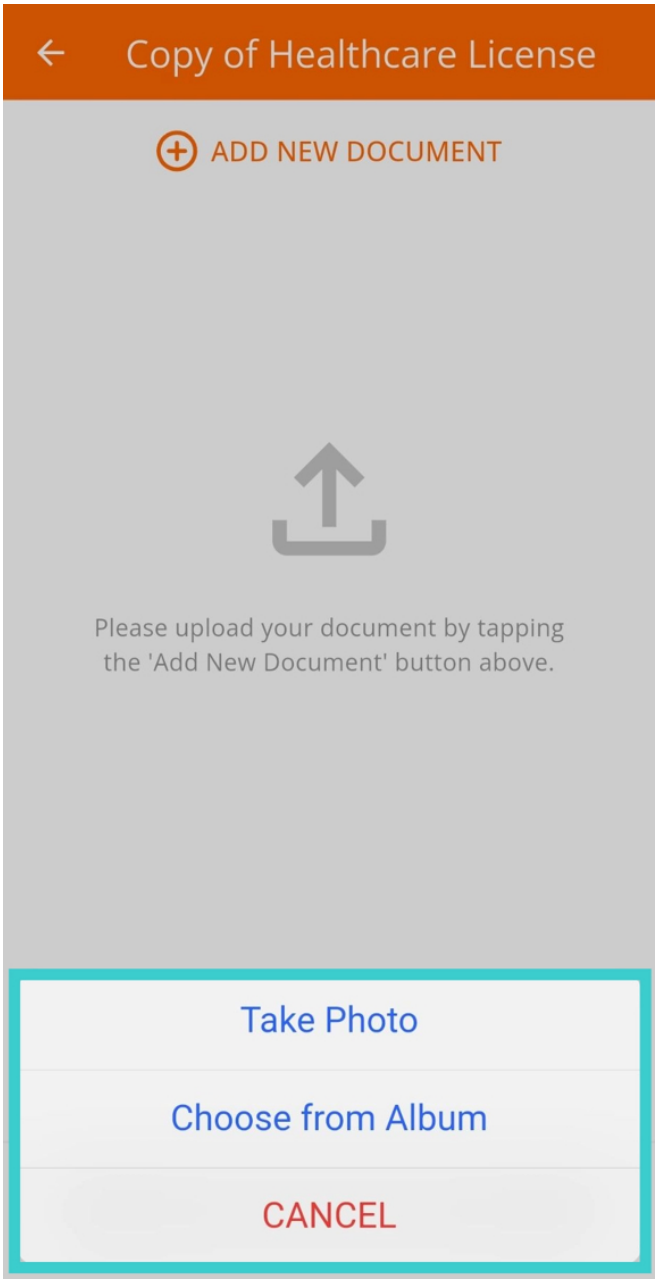
Add New Document

To upload a document in the KARE Heroes App:

1. Tap the **+** icon.



2. Choose take a photo or select one from your gallery.



3. You may also need to enter in a completion date or expiration date. Tap on the field and find/select the correct date.
4. Tap **Submit for Review**

Once you submit one document, you can go back to the list to add more documents.

Having Trouble Uploading your Documents?

If you are having issues uploading your documents (PDF files or pictures) through the KARE Heroes App, do not worry! You can also send them via email to karerecruiting@doyoukare.com

Every time you send a text message or an email, those channels are actually reply-friendly, and someone from our team will get back to you. This is a quick and easy way to share your documents or ask a question if the upload isn't working.

Fill Out New Form

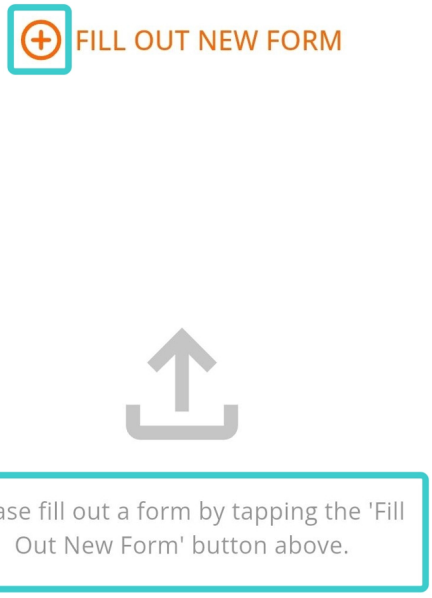
Some documents are fillable directly in the app.

Examples include:

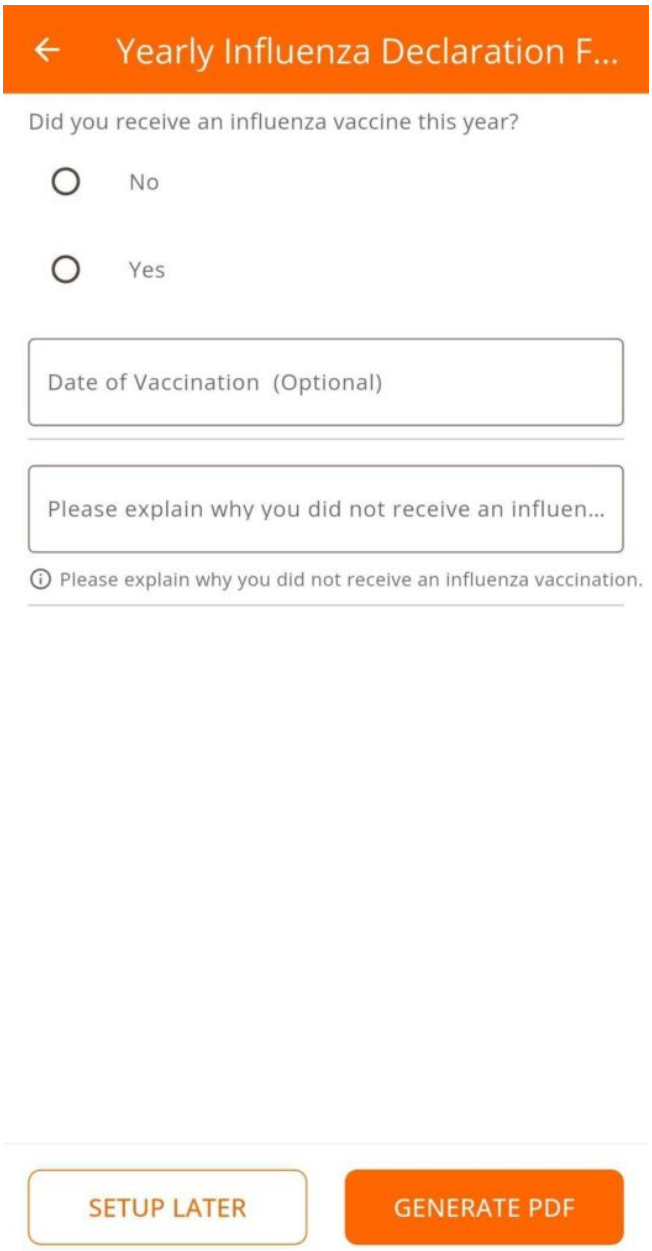
- Yearly Influenza Declaration Form.
- Background Check Authorization Form
- Health Status Attestation Form

To fill out a new form into KARE Heroes App, follow these instructions:

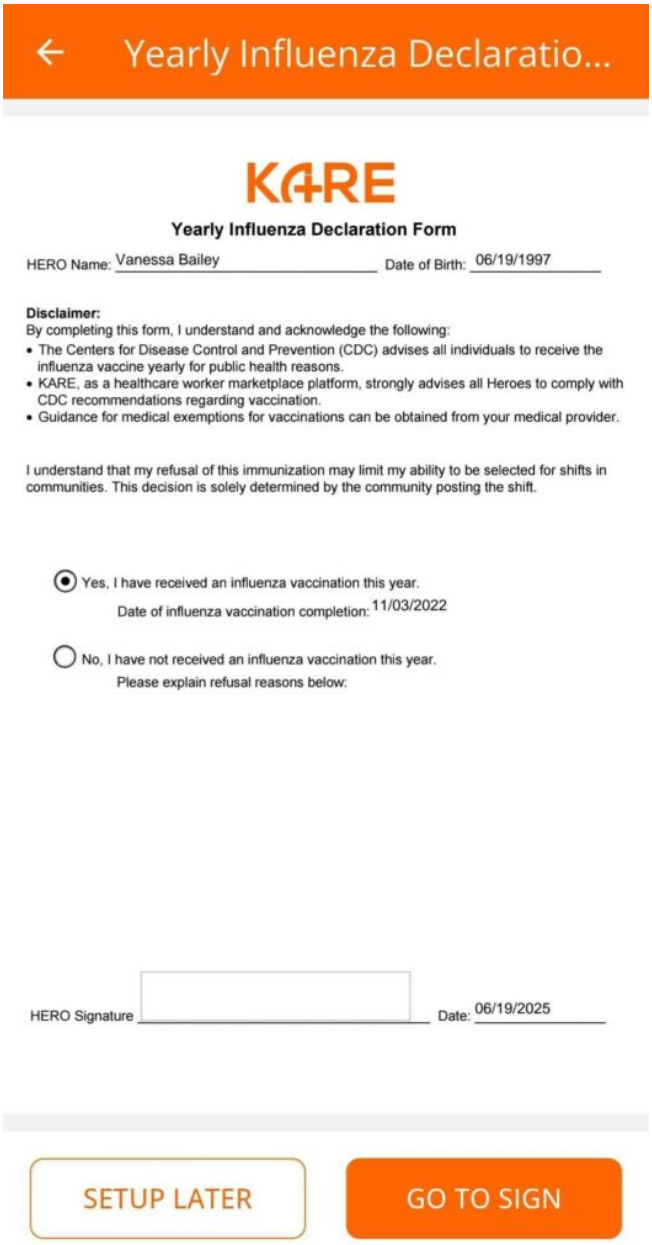
1. Tap **Fill Out New Form**



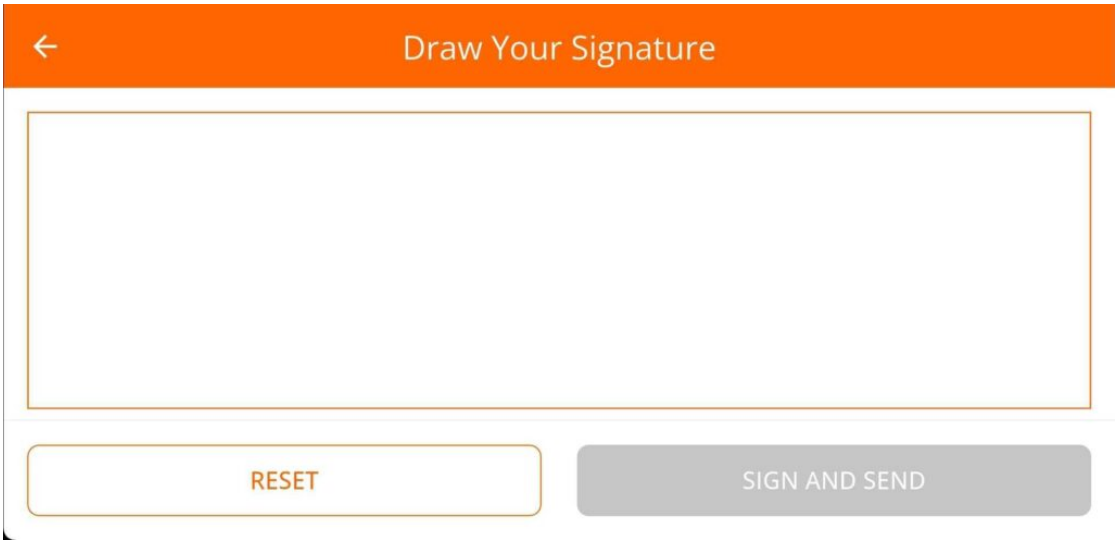
2. Enter in the data fields requested.



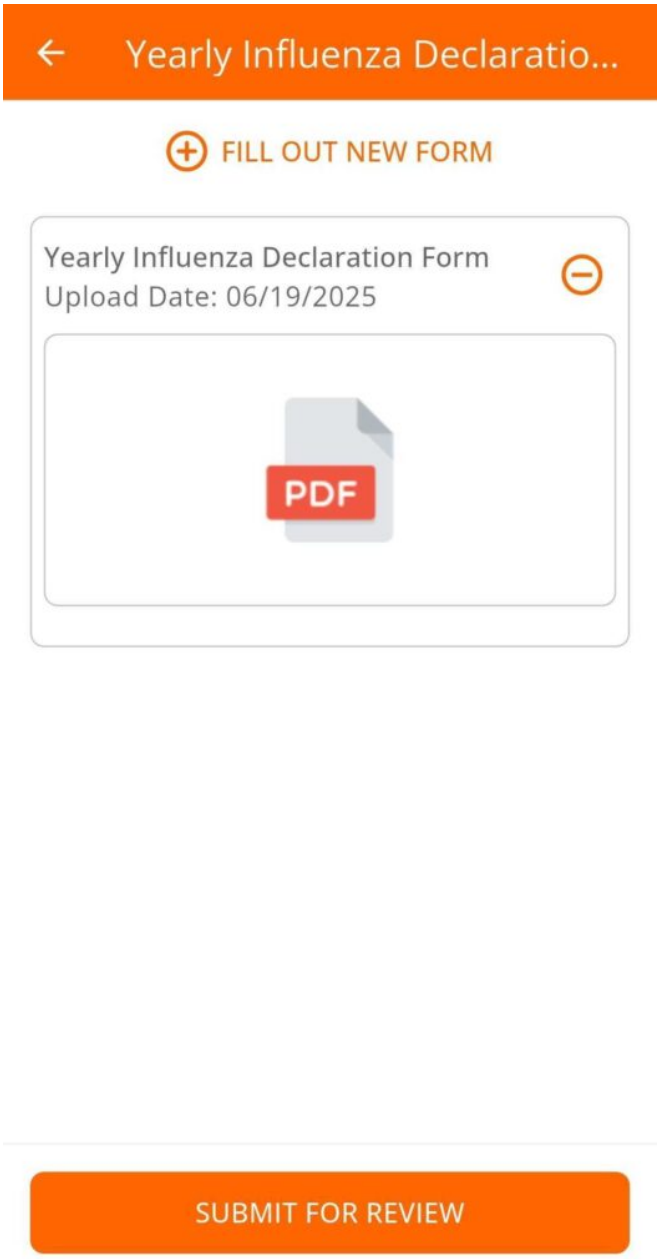
3. Tap **Generate PDF**
4. Tap **Go to Sign**



5. Draw your signature in the box.
    1. Tap **Reset** to try again if needed.
6. Then tap **Sign and Send**.

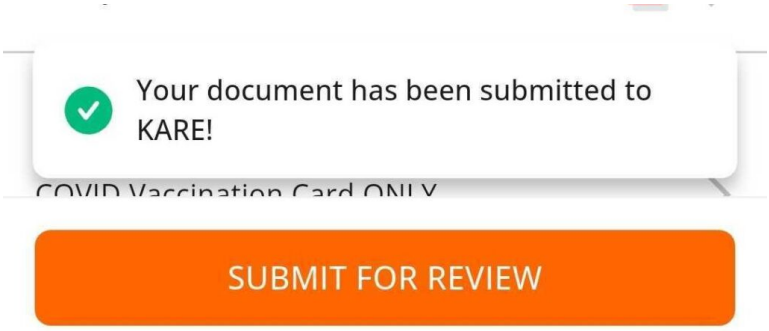


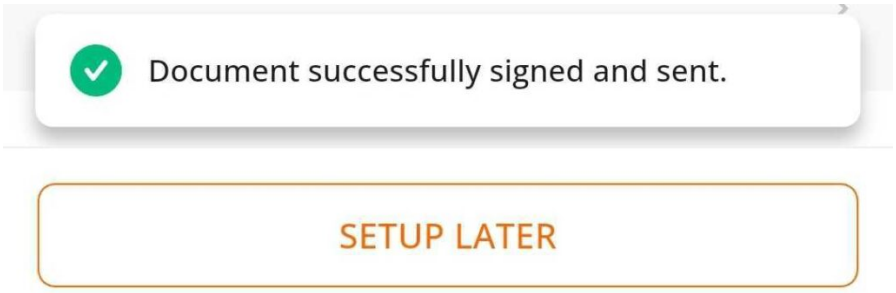
7. The form will turn into a PDF
8. Add any completion or expiration dates required.
9. Tap **Submit for Review** to continue.



Document and Form Submission Confirmation

You will see a confirmation message each time your document is submitted successfully to **KARE**.





Resume

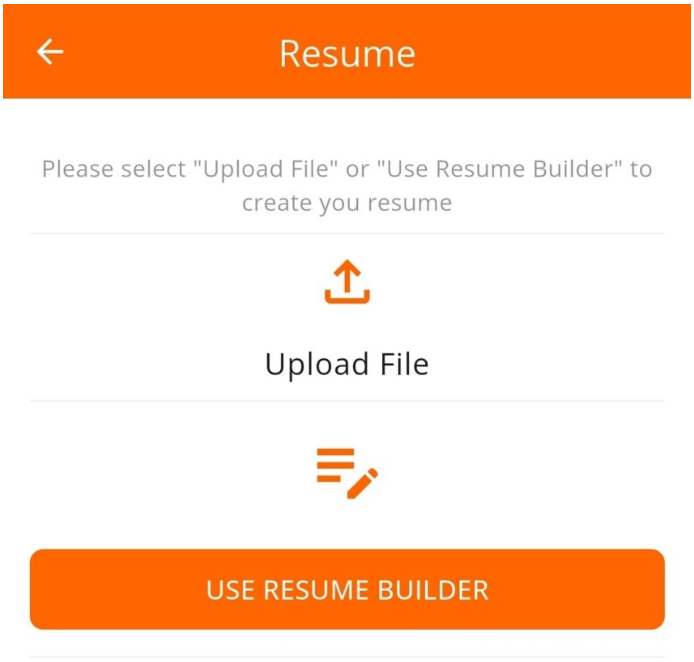
KARE must have a resume on file to show your skills and experience history.

You can either upload an existing resume or build one in the app.

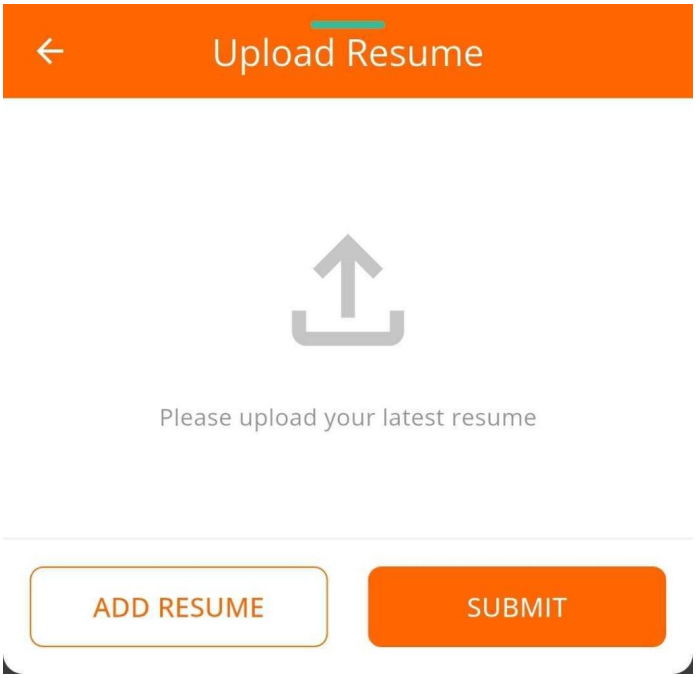
Uploading a Resume File

If you already have a resume:

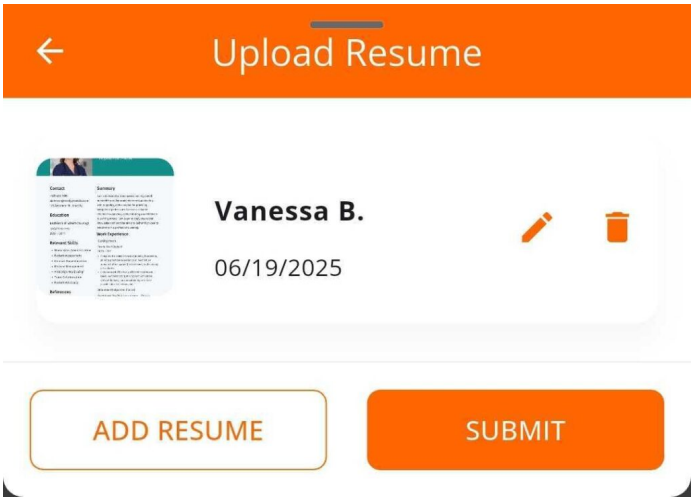
1. Tap **Add Resume**



2. Tap **Add Resume**, then find your file in your phone.
    1. NOTE: Only images can be uploaded at this time



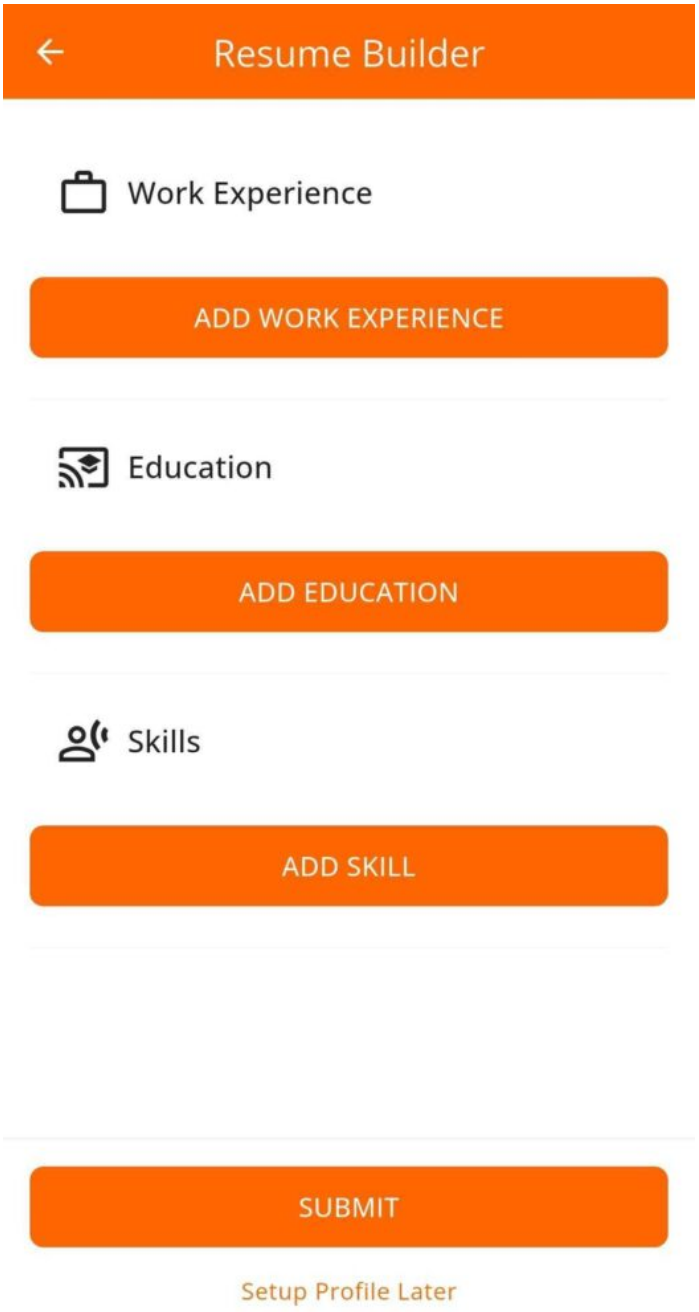
3. Tap **Submit** when ready.



Use the Resume Builder

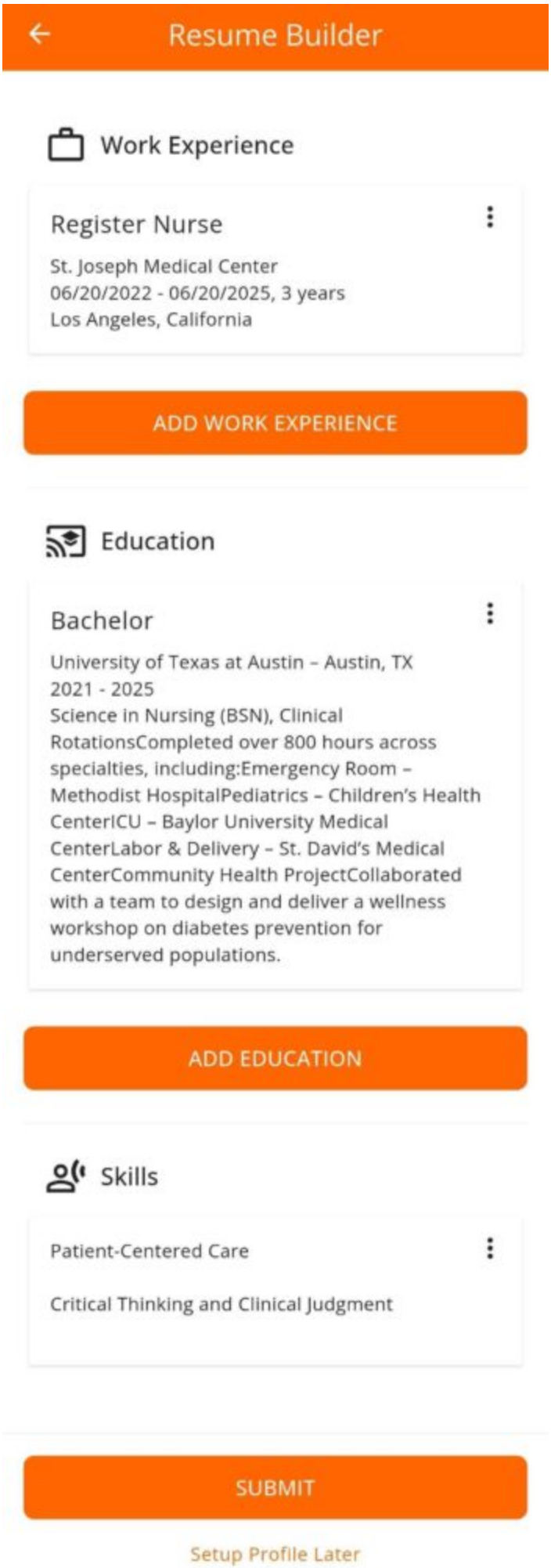
To build your resume in the app:

1. Tap **Add Work Experience**
2. Fill in your job history
3. Tap **Submit**
4. Repeat to add more work experience.



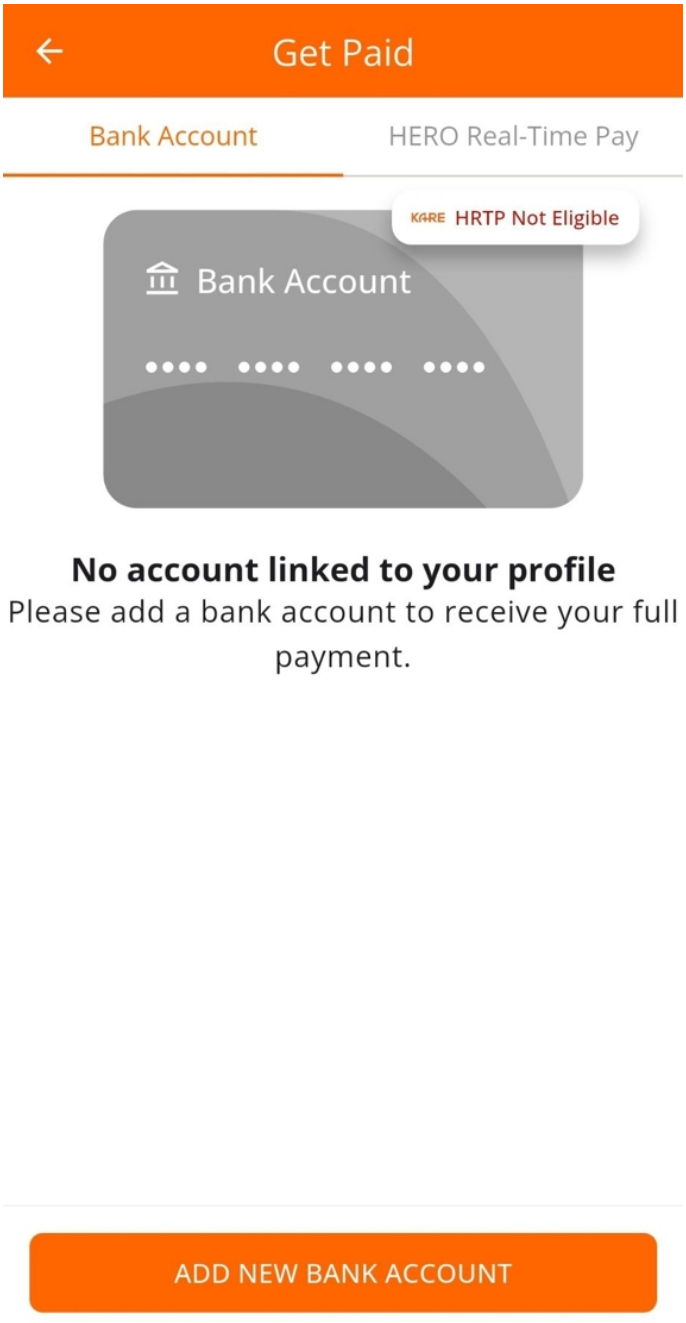
5. Tap **Add Education**
6. Fill in education information
7. Tap **Submit**
8. Continue these steps to add all education
9. Tap **Add Skill**
10. Enter relevant skills for senior living communities
11. Tap **Submit**

When you are done with your Experience, Education, and Skills section, tap **Submit** to finalize your resume.


Resume Builder
Work Experience
Register Nurse
St. Joseph Medical Center
06/20/2022 - 06/20/2025, 3 years
Los Angeles, California
ADD WORK EXPERIENCE
Education
Bachelor
University of Texas at Austin – Austin, TX
2021 - 2025
Science in Nursing (BSN), Clinical RotationsCompleted over 800 hours across specialties, including:Emergency Room – Methodist HospitalPediatrics – Children's Health CenterICU – Baylor University Medical CenterLabor & Delivery – St. David's Medical CenterCommunity Health ProjectCollaborated with a team to design and deliver a wellness workshop on diabetes prevention for underserved populations.
ADD EDUCATION
Skills
Patient-Centered Care
Critical Thinking and Clinical Judgment
SUBMIT
Setup Profile Later

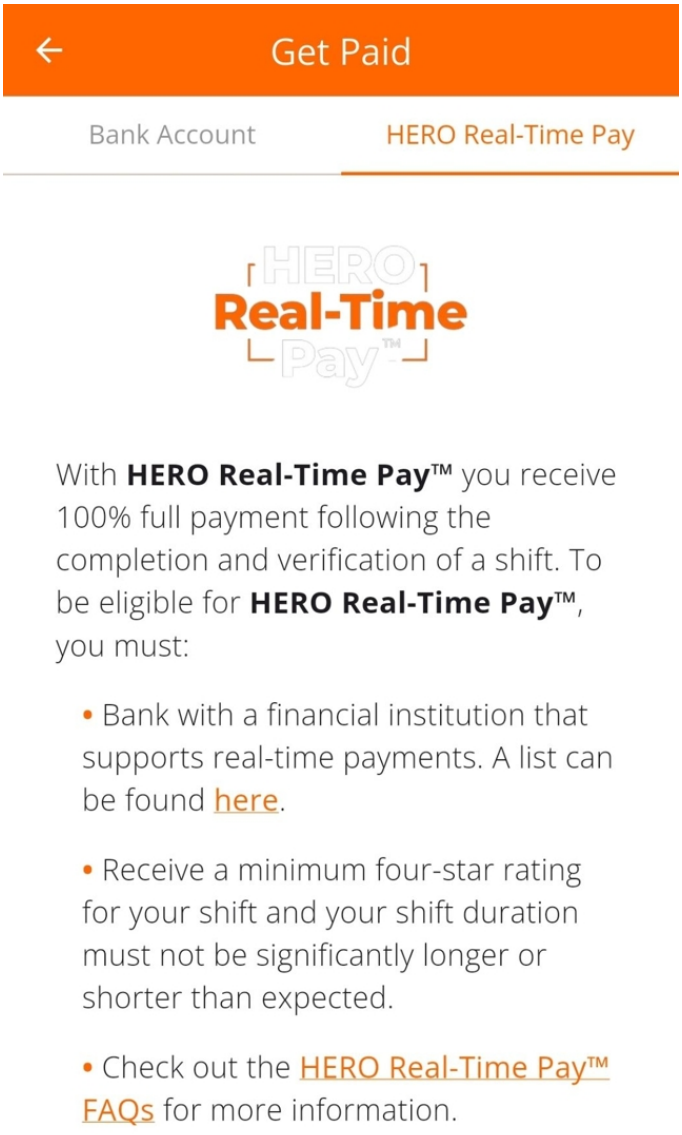
Bank Account

To receive payments, you must link a bank account.

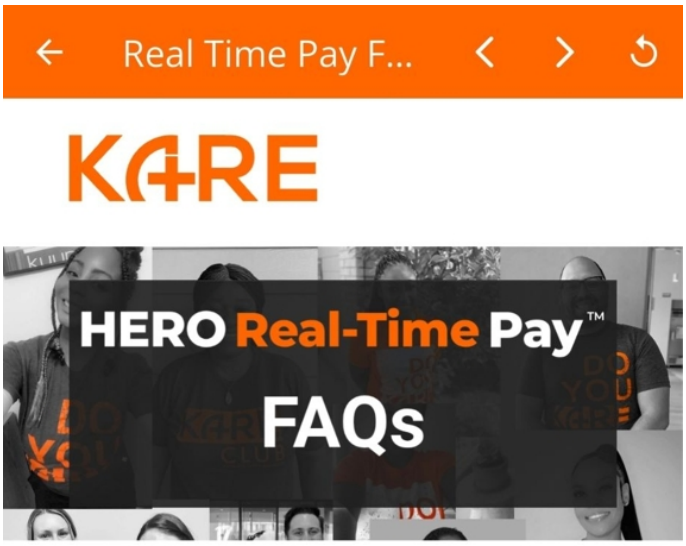


Some banks qualify for **HERO Real-Time Pay (HRTP)**, which means **you can get paid instantly**.

You will see a list of eligible banks inside the tab.



For more about **HRTP**, visit our **FAQ page**.



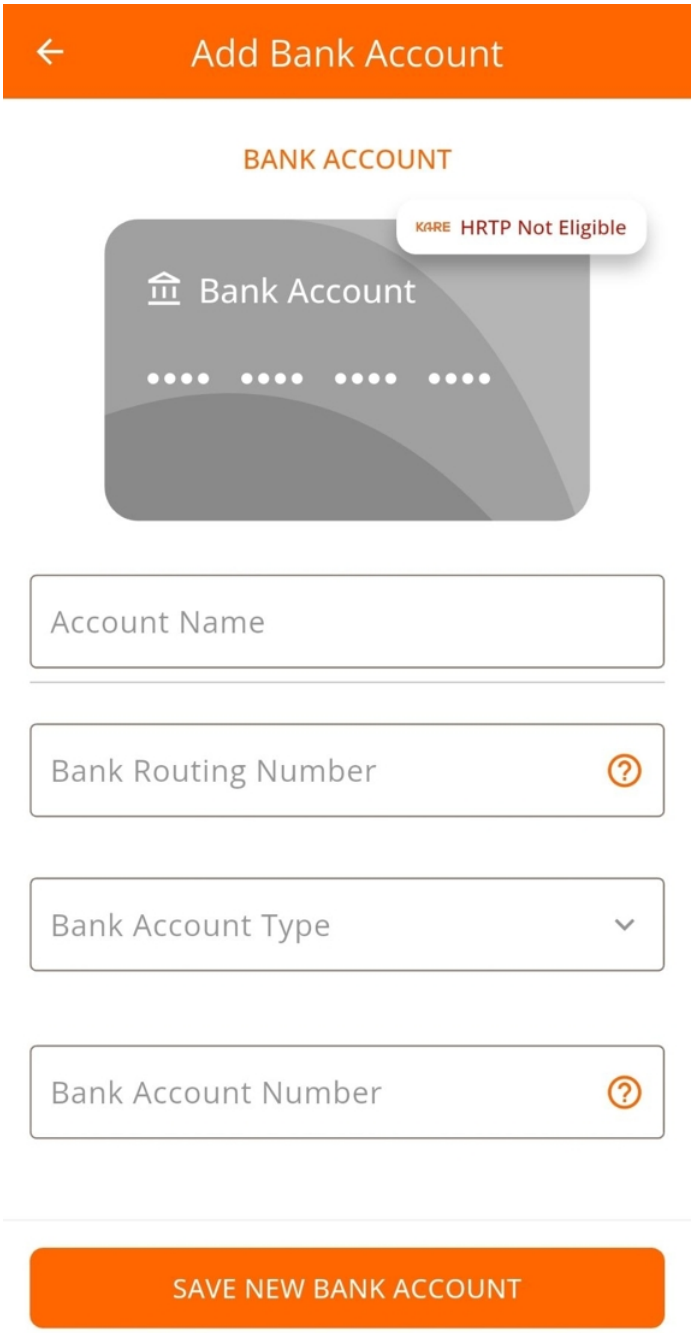
Q: What is HERO Real-Time Pay™?
A: **HERO** Real-Time Pay™ is a feature that allows eligible* Heroes to receive payment immediately after shifts are verified. This means **Heroes** will get paid at night, on the weekends, and even on holidays! **HERO** Real-Time Pay™ will be active 24/7.

Q: Will every HERO be eligible for HERO Real-Time Pay™?
A: No. Only **Heroes** who earn a minimum of four stars on their shifts and bank with financial institutions that participate in Real-Time Pay through The Clearing House are eligible for **HERO** Real-Time Pay™. The list of participating institutions can be found here.

Q: Will communities/facilities be able to see which Heroes are HERO Real-Time Pay™ eligible?
A: No. Only **KARE** staff members and the Heroes will be able to see eligibility status.

Q: What happens if I don't receive a four or five-star rating on my shift?
A: Just like now, if you receive less than a four-star rating for a shift, you will receive a payment within 7-10 days of your shift being verified. Communities reserve the right to rate Heroes based on performance. Show up and shine

When you are ready, enter your routing and account numbers.



Tap the **question mark icons** if you need help.

Then tap **Save New Bank Account**.

Tax Form

Since you are an independent contractor, you need to complete your **W-9 Form**.

- Make sure all your info is correct.
- Tap **Review and Sign** to add your signature and submit.

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:** karerecruiting@doyoukare.com

We will respond as quickly as possible.

Additional Resources

Becoming a KARE HERO

KARE Support Hours