Profile Review

Compliance and Accounts · https://www.doyoukare.com/docs/heroes/compliance-accounts-hero/profile-review/

Overview

Thank you for submitting your documentation! You are now just one step away from becoming an approved **HERO**. This is the Boss Level and we're excited to bring you on board.

Profile Review Process and Results

Once you've submitted all required documents, your profile enters the **final review** stage of the onboarding process. Our team carefully reviews each submission to ensure that everything is complete and accurate. Based on the outcome, here’s what may happen:

If Your Profile is Approved

- You are identified as a HERO and can start searching for and applying to shifts.
- We will attempt to contact you for a **Welcome Call** to help you find the best shifts and set your profile up for success.
- If we cannot reach you, that's ok! You can start exploring the app, setting your filters, and applying for shifts yourself!

If Something is Missing or Needs Attention

- Your profile will be flagged, and our team will try to reach out to get the missing document(s).

- If we don not receive a response or if the required documentation is not available, your profile will be **rejected**.

Important Notes

For New Candidates

- If you are a **new applicant**, your profile will be reviewed in the order it was received.
- We commit to giving you an answer within **24 hours max** from the moment you've sent everything required.

For Re-Approvals (Returning HEROES)

If you are a returning HERO with **confirmed shifts**, your profile will be **prioritized** so you can continue working without interruption.

We know how important your time and dedication are, thank you for being patient during this process. Our mission is to get you ready to serve as soon as possible.

You're almost there. Keep an eye on your notifications, your HERO journey is about to begin!

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 get back to you as quickly as possible.

Additional Resources

KARE Support Hours

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