Viewing and Managing my Shifts

How to Manage Shifts in KARE Heroes · https://doyoukare.com/docs/heroes/using-kare-hero/my-shifts/

Overview

This guide explains how to navigate the **My Shifts** screen in the **KARE Heroes App**.
You will learn how to track your current and past shifts, view shift statuses, and find important shift details.

My Shifts

The shifts that you apply for become part of the **My Shifts** part of KARE Heroes app. To get there, tap the **My Shifts** icon in the app menu at the bottom of the screen.

At the **top right corner**, you will see a message icon. Use this to contact **KARE Support** or your assigned Community

Below the title, you will find two tabs:

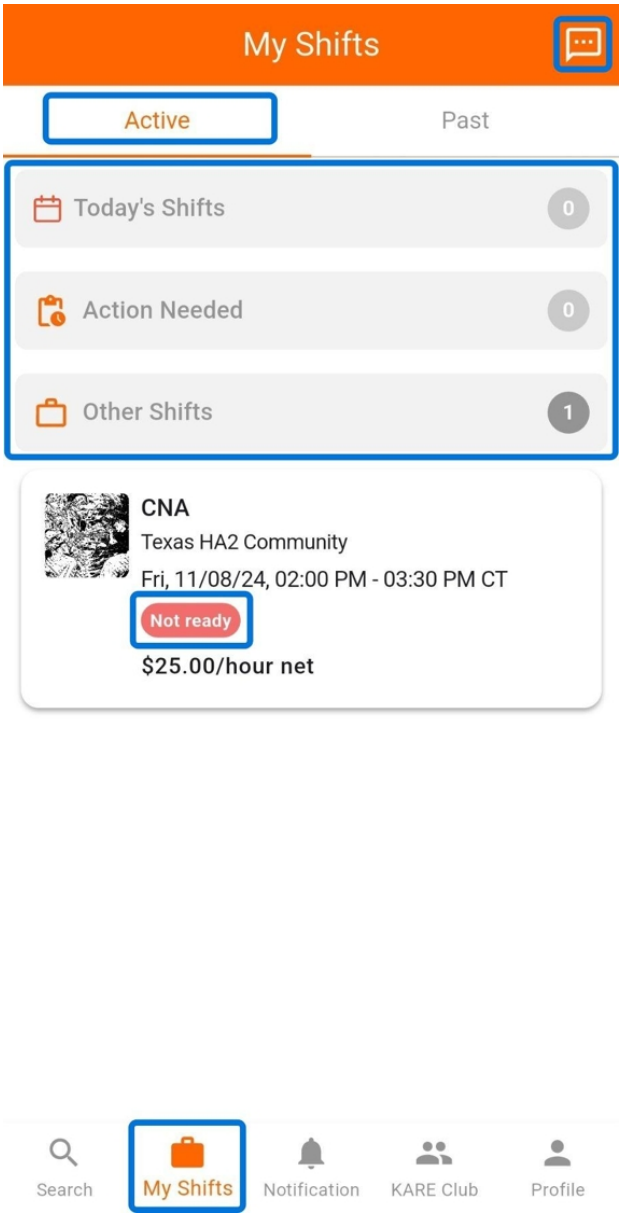
- **Active Shifts**
- **Past Shifts**

Active Shifts

Active shifts are shifts that either have not been worked yet or are still needing action from you or the community to close out the shift. In the **Active** tab, shifts are grouped into three categories:

- **Today's Shifts** – Displays shifts scheduled for today

- **Action Needed** – Lists shifts that require you to take action (e.g., confirm, ready to go, agree to modified times)
- **Other Shifts** – Shows upcoming shifts scheduled for a future date in chronological order

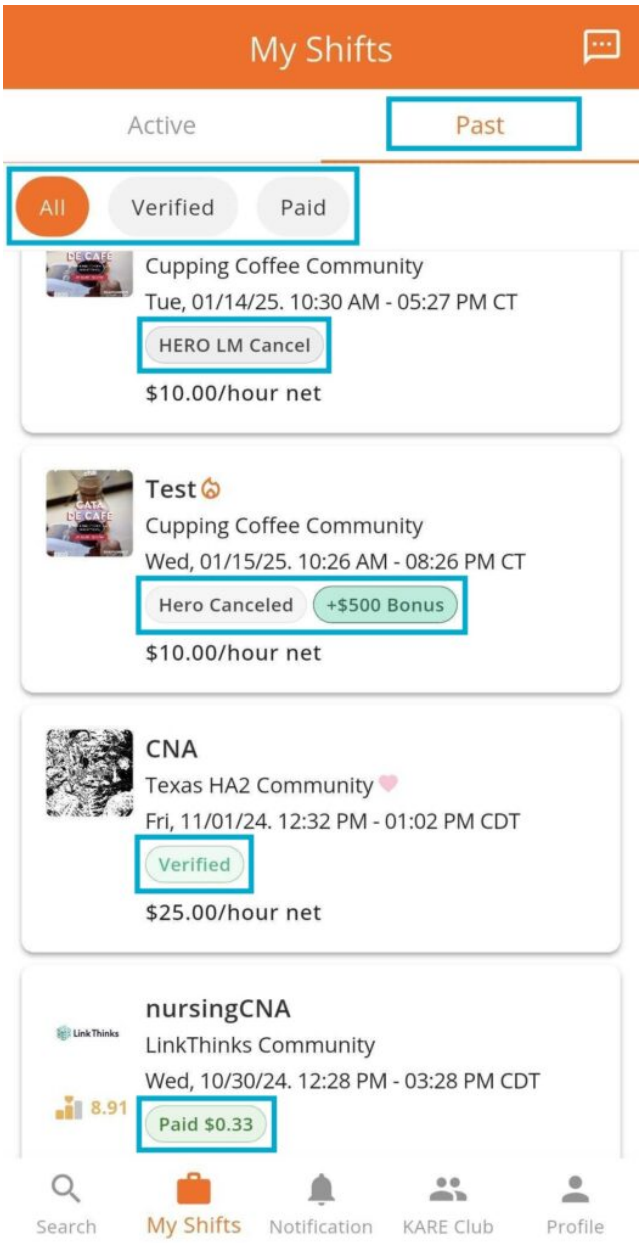


Tap any shift card to see details or change your status of the shift.

Past Shifts

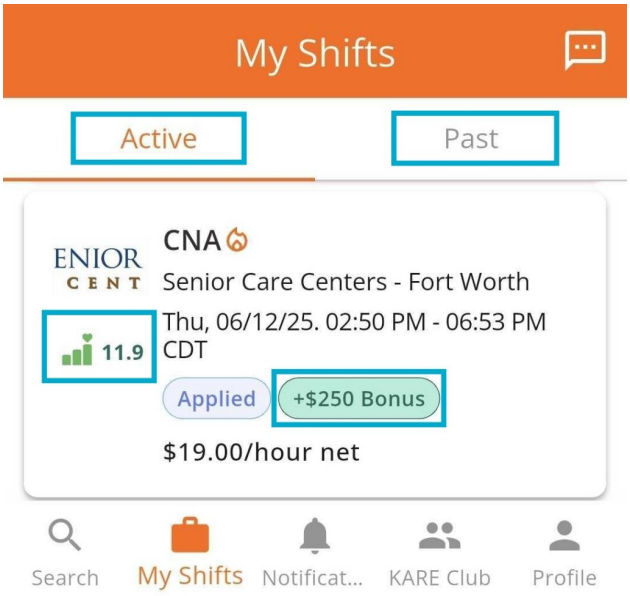
Past shifts are shifts in which you were confirmed and that are now closed or completed. In the **Past** tab, shifts are categorized by their statuses:

- **All** – Displays all shifts, whether completed, canceled, or missed
- **Verified** – Shifts that have been verified by the **Community** but not yet paid
- **Payment Approval** – This status appears when the payment amount is **lower or higher** than the original rate posted in the shift or the bonus is above $300 and requires additional investigation by the KARE team.
- **Paid** – Shows shifts that have been successfully paid



Additional Shift Indicators

- If a shift includes an **extra bonus**, it will be clearly marked.
- **Communities** that meet the **Heart Score** criteria will display a **badge** below their name or image for quick identification.



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 Support Hours