What Happens if a Community Disputes my Time

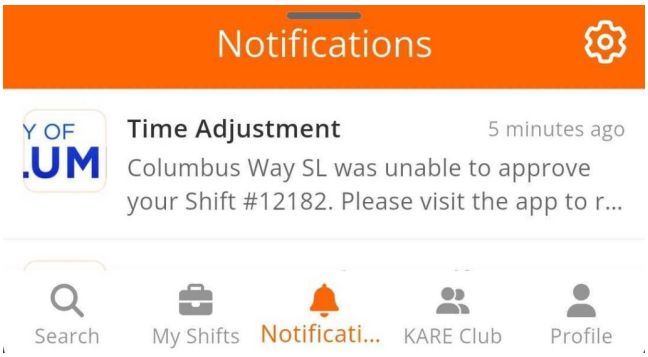
How to Manage Shifts in KARE Heroes · https://doyoukare.com/docs/heroes/using-kare-hero/what-happens-if-a-community-disputes-my-time/

Overview

Sometimes, your check in and check out time or break times are not agreed upon by the community. When a community disagrees to your shift time information, they can modify the times before they verify the shift. In order to get paid, you MUST review the changes. This guide walks you through the process so your payment is processed correctly.

Community Modified your Shift

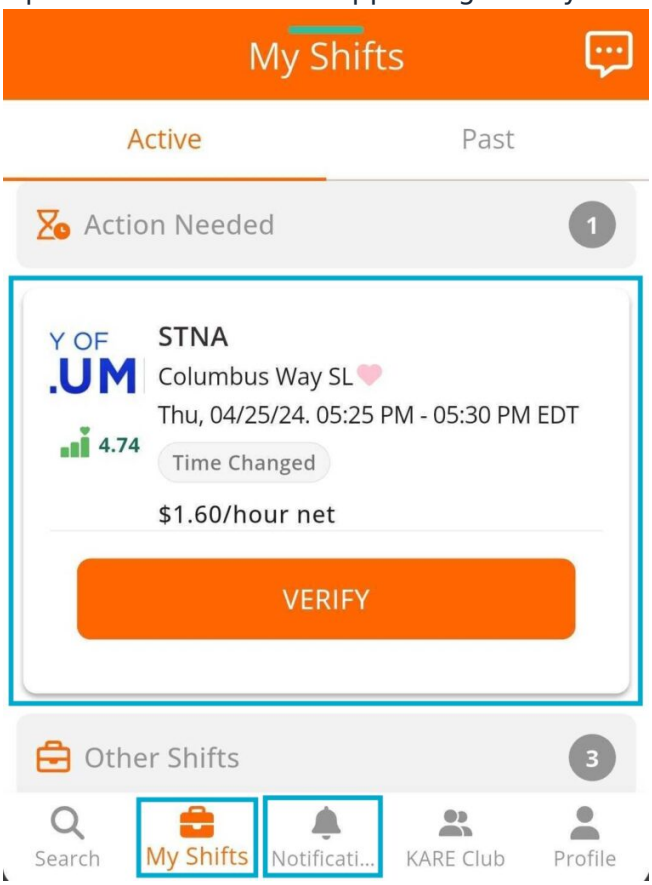
When you checked out of a shift, your shift times are stored and shown to the community to verify. Sometimes, they disagreed with the information based on a variety of reasons. For example they asked you to stay more time, change or add your break times or a special request on your side that need modification. If a community modifies any of your time information for the shift, you will be notified and the shift will move into the **Action Needed** section on the My Shifts screen.





Steps to Verify a Shift

1. Open the KARE Heroes App and go to My Shifts tab or Notifications.

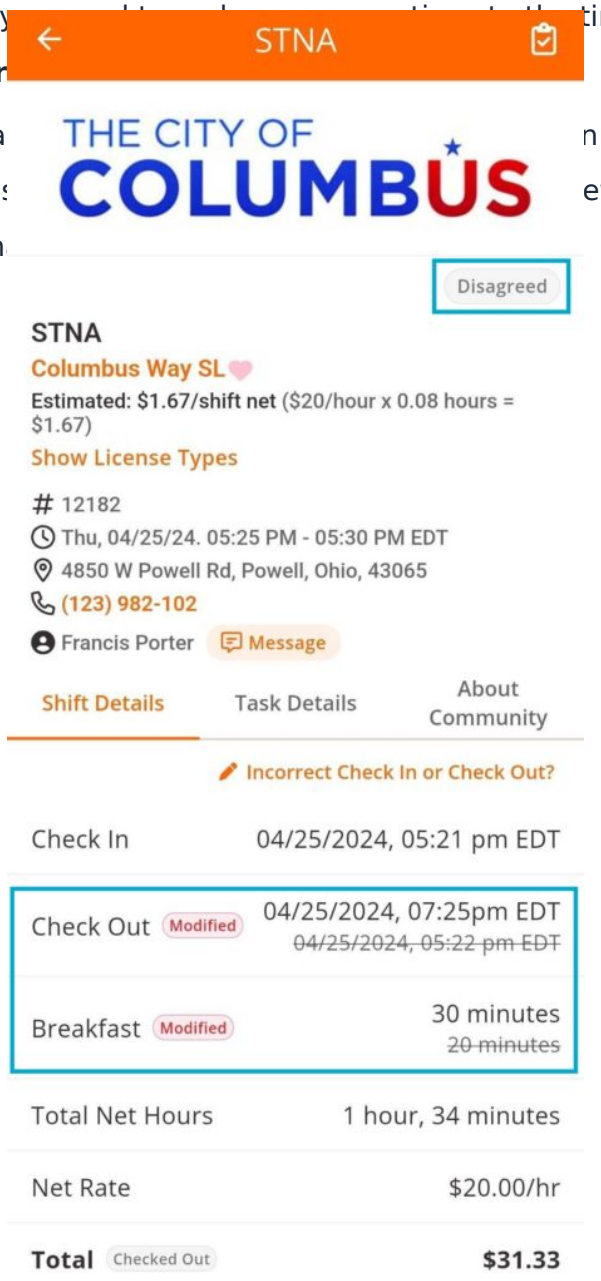


2. Tap on the **Shift** to view the details, where you will see:
    1. Check In (Start Time)
    2. Check Out (End Time)
    3. Break Time
    4. Any Bonus (if applicable)

3. If everything is correct with the Community modifications, tap **Verify** at the bottom of the screen.

1. If y time, you can edit the **Start Time**, **End Time**, or **Br**

2. Ta n to the Community and the status will change to Dis ew it an Approve if they agree with your last ch



Important

- **Only verify once,** you cannot make further edits after submission.
- If you made changes to your shift (like adjusting the time), the Community must **review and approve them** before the payment can be finalized.
- Do **not verify a shift if the time or bonus shown is incorrect**. Contact the KARE Support Team if needed.

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