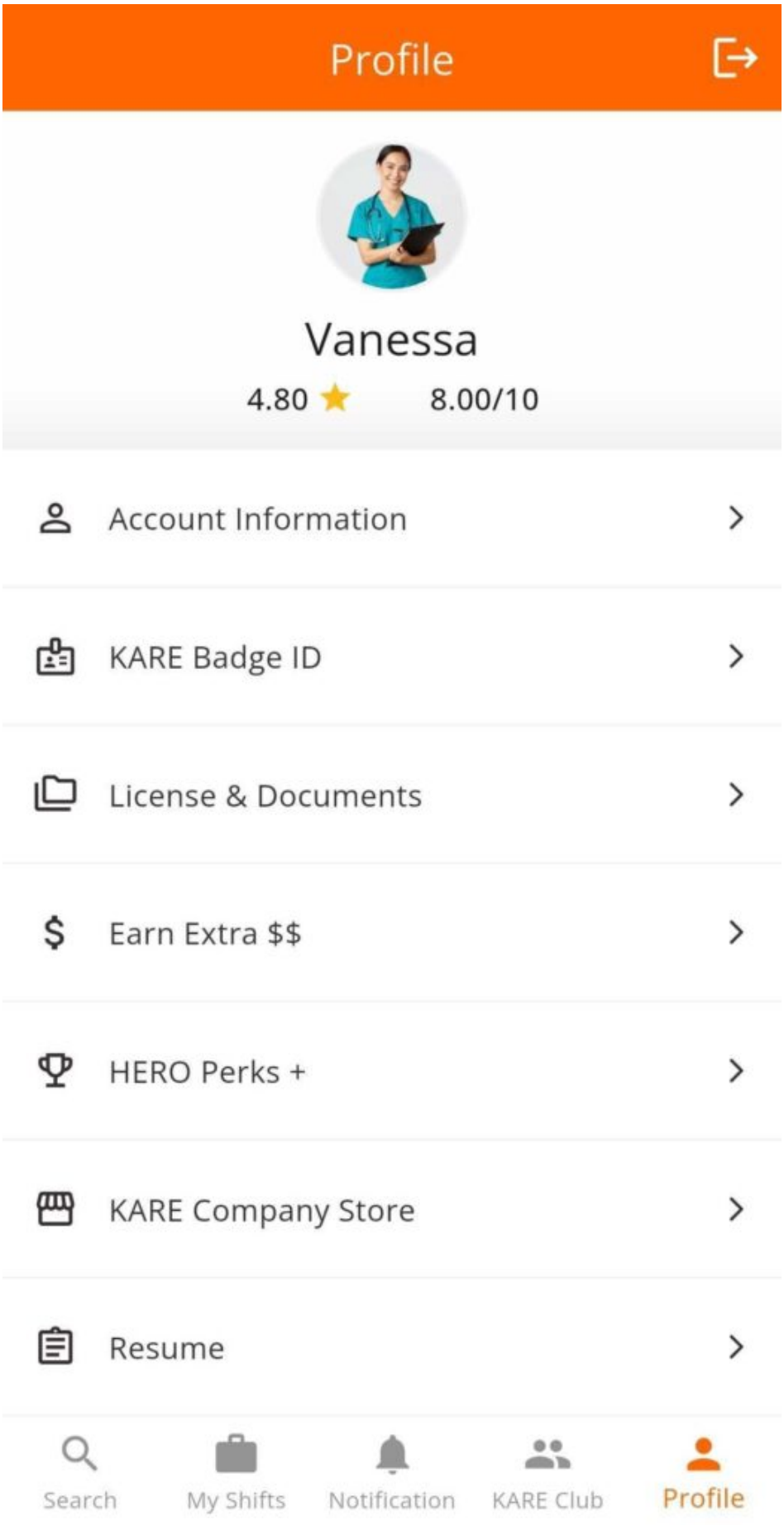
Navigating My Profile and Settings

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

Overview

Getting familiar with your profile settings is key to making the most of your experience on the KARE Heroes mobile app. Whether you are updating your information, accessing exclusive perks, or reviewing policy details, your Profile section brings everything together in one place. This guide walks you through each section available in the app, explaining what it does, how to control your data, customize settings, and how it helps you manage your HERO journey effectively.


Profile
Vanessa
4.80
8.00/10
Account Information
KARE Badge ID
License & Documents
Earn Extra $$
HERO Perks +
KARE Company Store
Resume
Search
My Shifts
Notification
KARE Club
Profile

Account Information

Here you can update personal details like your phone number, address, and password. You can also delete your account if you no longer wish to be a KARE HERO.

Account Information



Edit Picture or Avatar

Full Name

Vanessa Bailey

Email

TexasHero@kare.com

Cell Phone

(210) 555-1234

SSN

205-55-5123

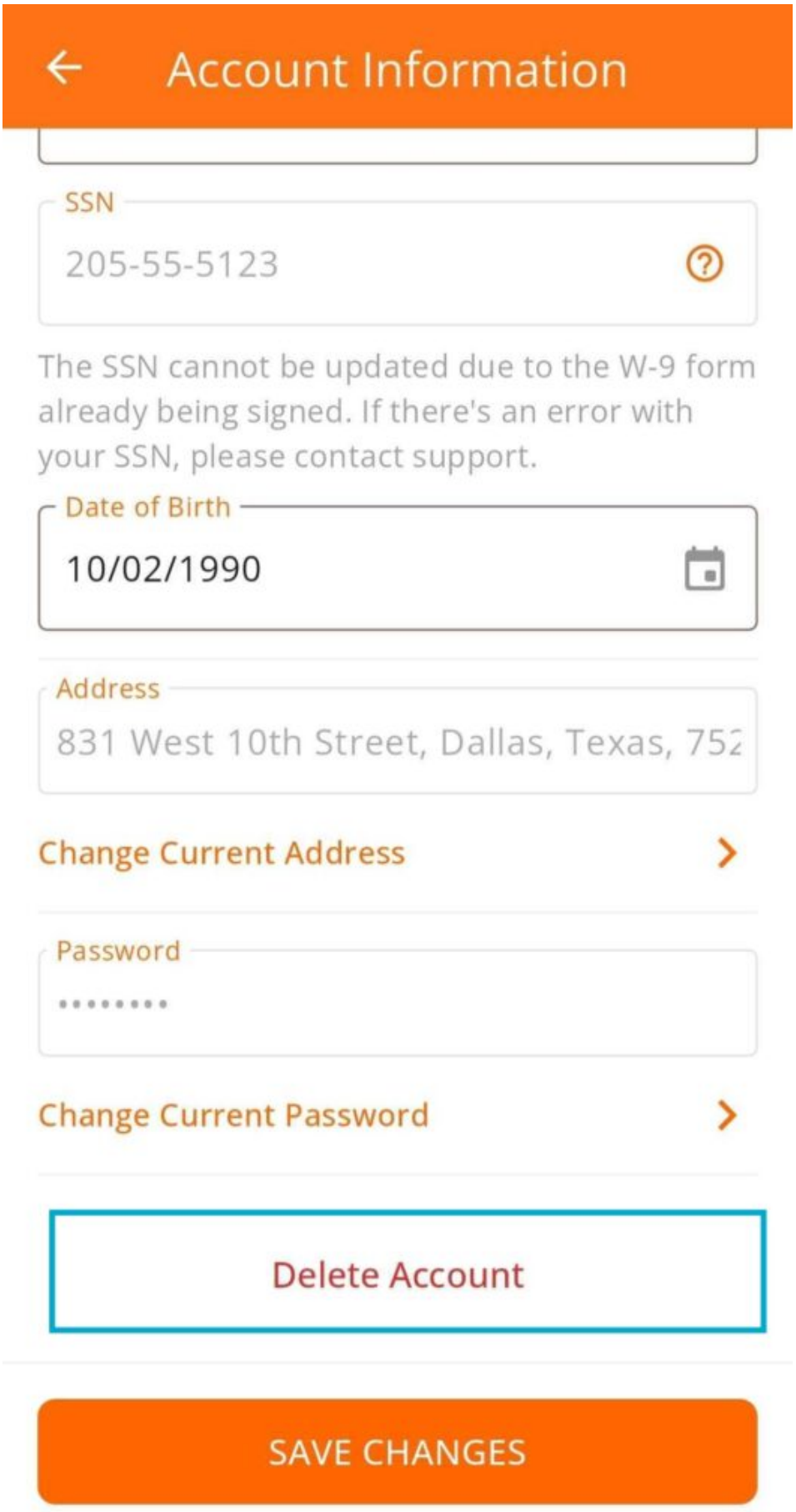
The SSN cannot be updated due to the W-9 form already being signed. If there's an error with your SSN, please contact support.

SAVE CHANGES

Deleting your Account

If you need to delete your account, you will find that option at the bottom of this section. Please note:

- Account deletion is permanent
- Rejoining **KARE** will require repeating the onboarding process
- All KARE Club history and promotions will be lost
- Shift data must be retained by KARE for 10 years
- Tax receipts will still be issued at year-end as per your W-9 form


Account Information
SSN
205-55-5123
The SSN cannot be updated due to the W-9 form already being signed. If there's an error with your SSN, please contact support.
Date of Birth
10/02/1990
Address
831 West 10th Street, Dallas, Texas, 752
Change Current Address
Password
Change Current Password
Delete Account
SAVE CHANGES

While we don't want you to go, we understand if you need to delete your account. A few questions need to be answered regarding feedback and troubleshooting before deletion.

← Delete Account Reasons

Before we delete your account, there may be something we can do to you help you.

We are sorry to see you go. Before you delete you account, please let us know why you are deleting your account. We may be able to help troubleshoot common issues with your feedback.

Select reasons of deactivation below:

- ☐ The Communities do not usually choose me to work shifts.
- ☐ The bonuses are small.
- ☐ I was removed from **KARE.**
- ☐ I was removed from **KARE.**
- ☐ **KARE** suspends me constantly.
- ☐ I am not interested in the Senior Living sector.
- ☐ I do not have time to apply to shifts.
- ☐ Few promotions for extra income.
- ☐ Earning per hour is low.
- ☐ **KARE** Club rules are very rigid.
- ☐ The support team has not solved my

There will be a grace period of 2 days where you can decide to keep your KARE account open. After 2 days, we will delete your account and all your data unless you have worked shifts. If you have worked shifts in our platform, we will keep your data for 10 years to assist in auditing the system.

KARE Badge ID

Your **KARE Badge ID** is a digital credential available in your profile. It displays your name, photo, license type, and verified credentials. Communities may request to see your badge before or during a shift to verify your identity. KARE will send a physical badge after you have worked 2 shifts, so make sure that you keep your address up to date.

KARE Badge ID

This is your KARE Badge ID. Make sure to save it at your convenience or show it while waiting for your physical badge to arrive (after your 2nd worked shift).



HERO PLEDGE

As a KARE HERO, I acknowledge that I am obligated to safeguard the health and well-being of the elderly. Once the senior care community has called me for help, I must show up to my shift on time with a positive attitude. The principles of respect, kindness, and empathy will guide every interaction I have with the senior care community member, and at this moment, I accept my responsibility as a HERO who is committed to the care of the elderly.

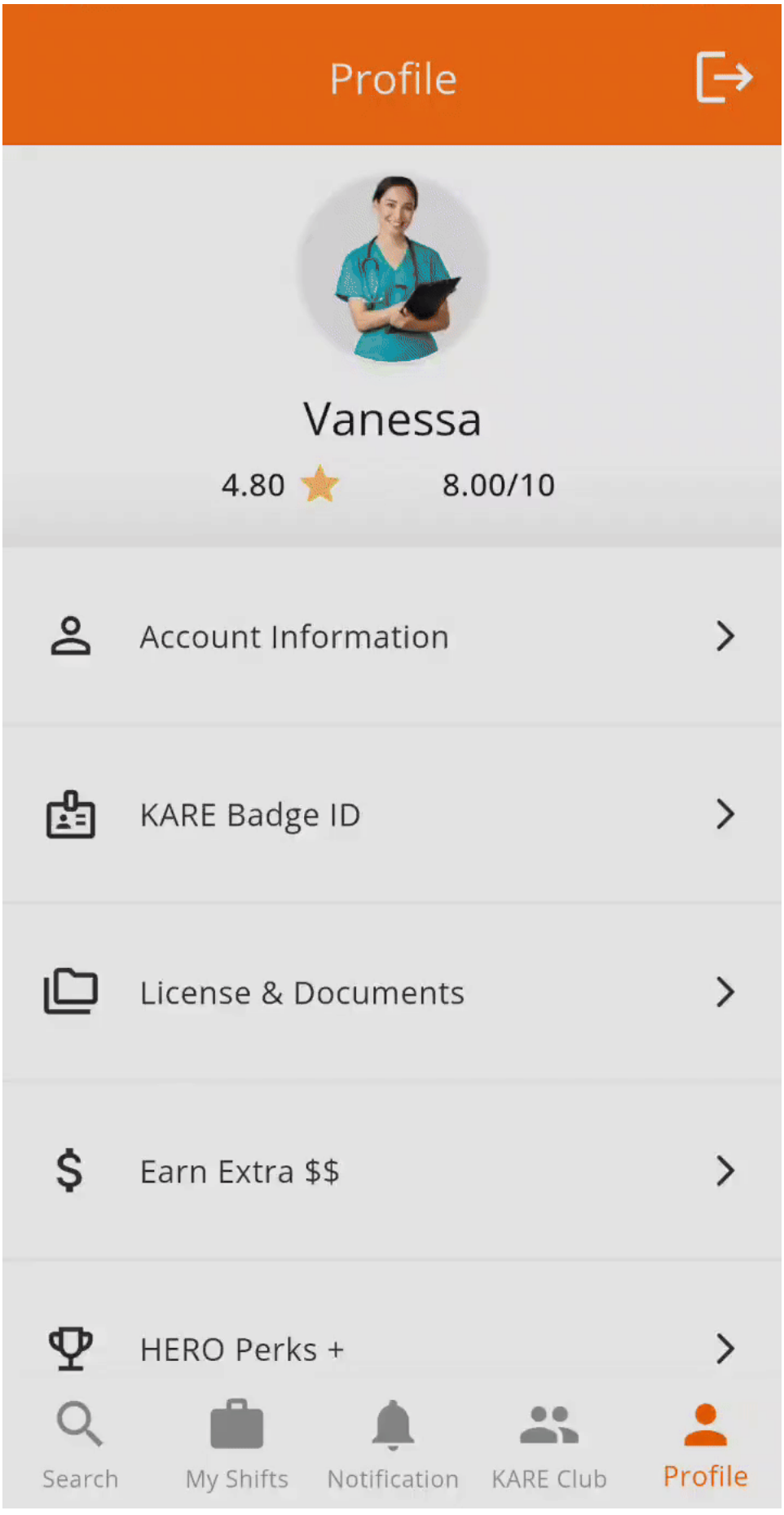
Communities can call 832-483-3098 to verify if this HERO is active.

KARE Badge Information

KARE HERO Name	Vanessa Bailey

License & Documents

Use this section to upload or update your healthcare license(s) and supporting documents. You can also add licenses for additional states. Keep in mind that any new license or state will require a brief re-onboarding, although previously submitted information can be transferred to your new license and/or state.


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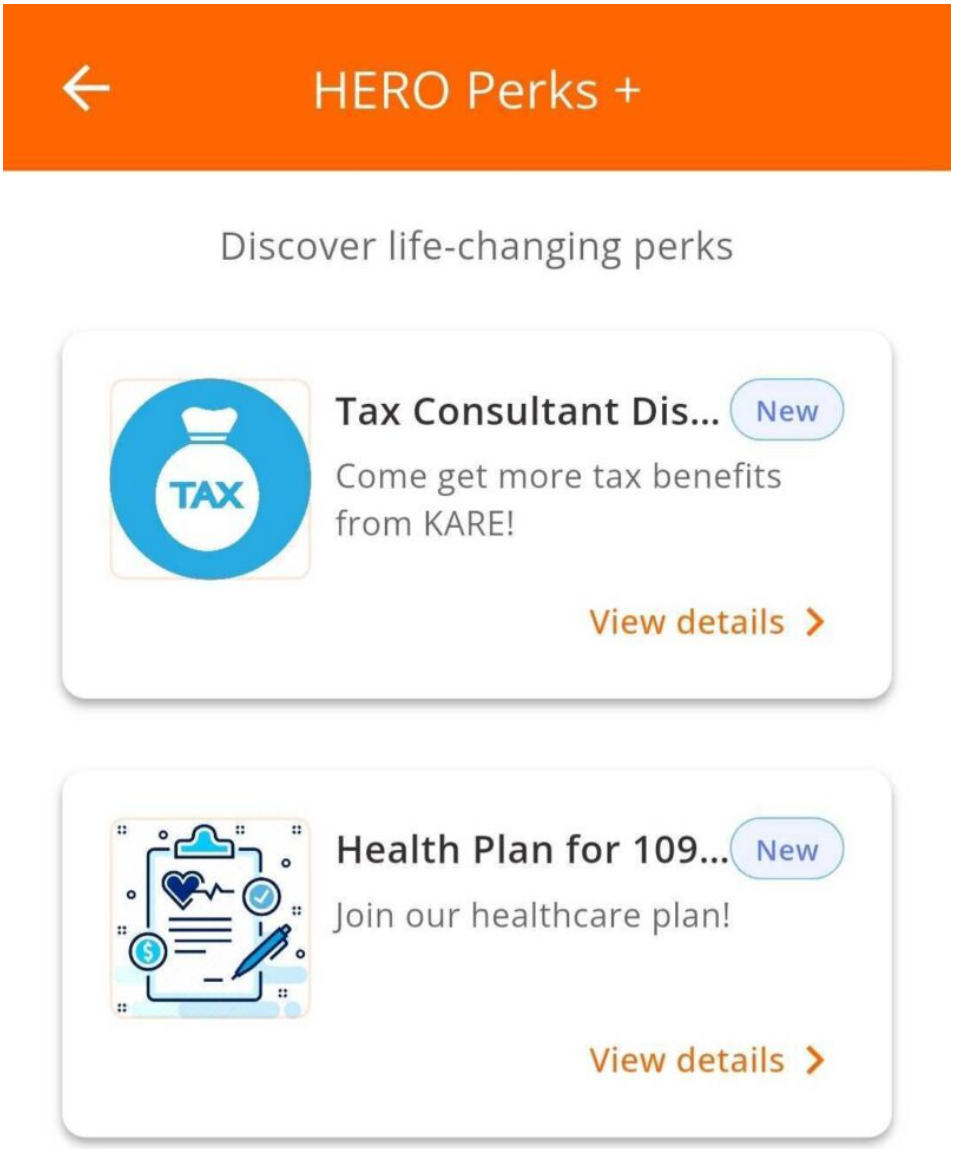
Earn Extra

Tap **Earn Extra $$** to see special promotions in your area. These may include sign-on bonuses, limited-time incentives, or region-specific rewards. New promotions are added often, so check this section regularly to boost your earnings, they will appear here once available:


Earn Extra $$
At the moment there are no promotions to show
SEARCH SHIFTS

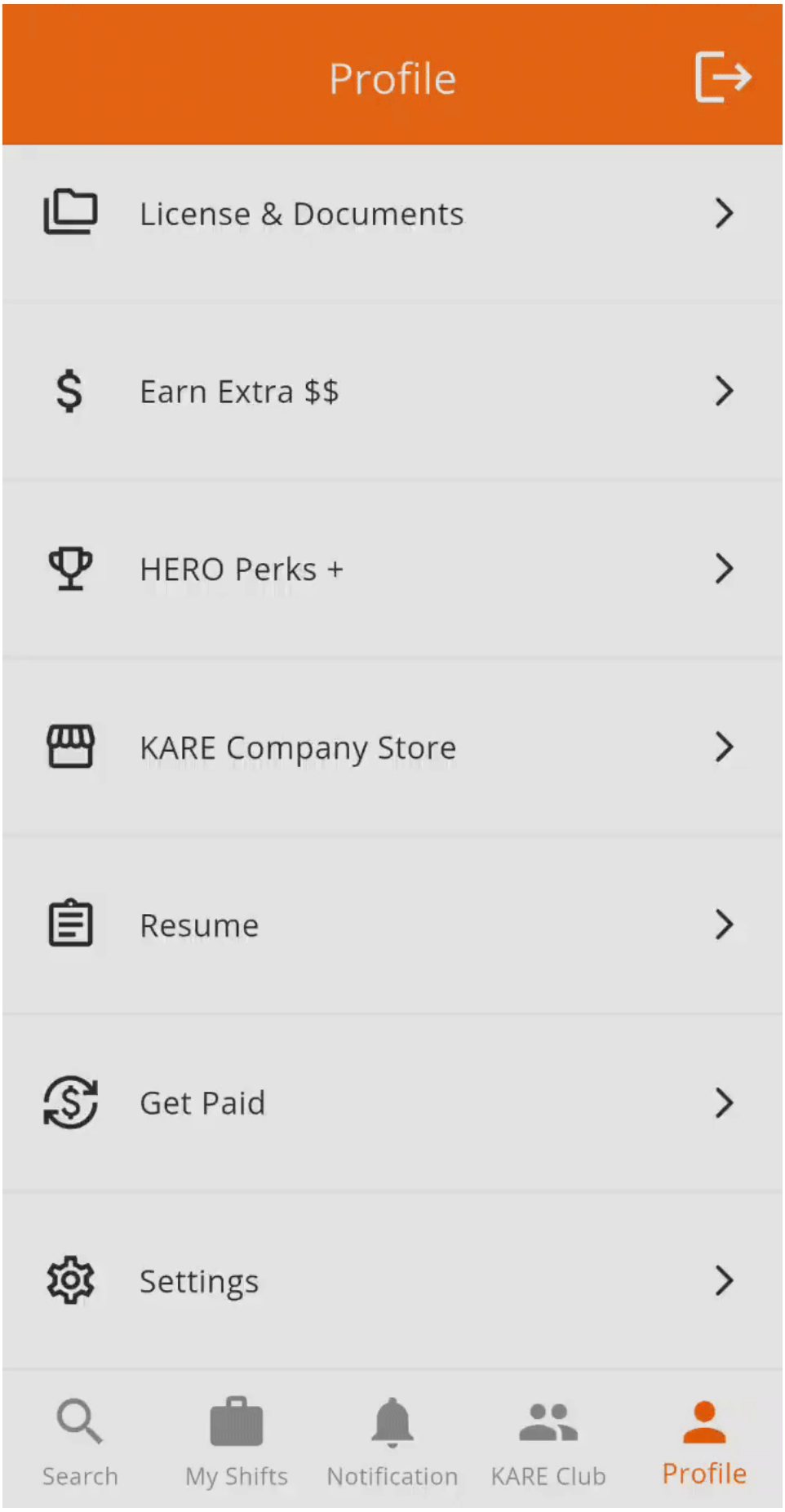
HERO Perks +

Explore exclusive discounts and deals through **HERO Perks**. KARE partners with various vendors to offer savings on food, services, travel, and more—all curated for hardworking HEROES like you.



KARE Company Store

Visit the **KARE Company Store** to shop for official KARE merchandise where you can order shirts and other swag to show your KARE pride. Tapping this section will redirect you to our online store.


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Resume

Need to update your resume? No problem. Upload your resume or use the built-in resume builder to create one directly in the app. You can add your work experience, education, and skills.



Please upload your latest resume

ADD RESUME

Prefer to build your resume? Try our resume builder

Resume Builder

Work Experience

ADD WORK EXPERIENCE

Education

ADD EDUCATION

Skills

ADD SKILL

DONE

Prefer to upload your resume? Upload a resume picture

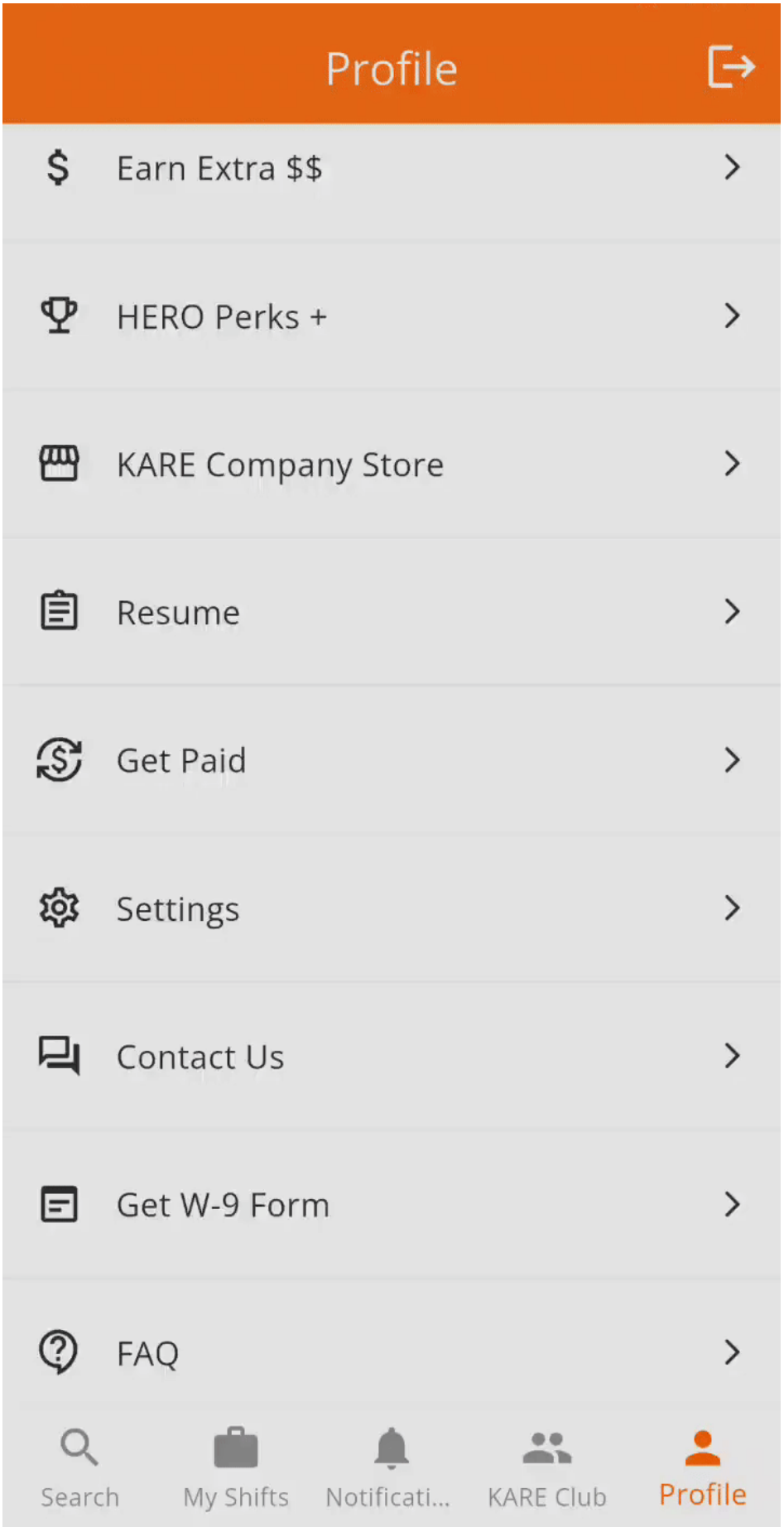
ℹ Having a complete resume increases your chances of getting selected for shifts by communities.

Get Paid

This section gives you access to your current and past earnings. You can:

- Update or change your bank account information
- View your pay history
- Check eligibility for **HERO Real-Time Pay™**

Details about **HERO Real-Time Pay™** are available within the bank account view.

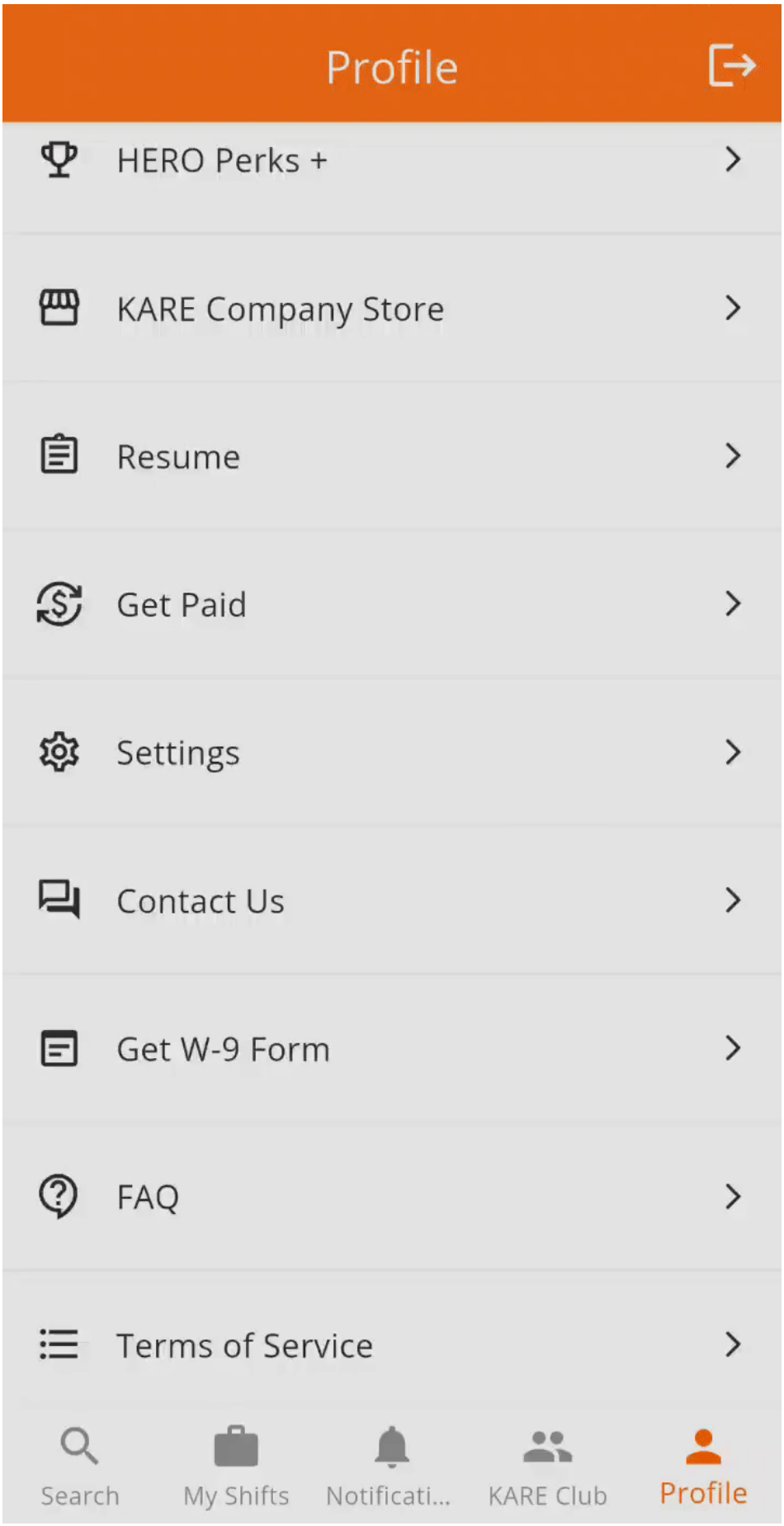

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Settings

This area is divided into two key sections:

- **Market Settings** – Add or remove cities and states where you want to see shifts.
- **Notification Settings** – Customize how you receive updates via email, text, or app notifications.

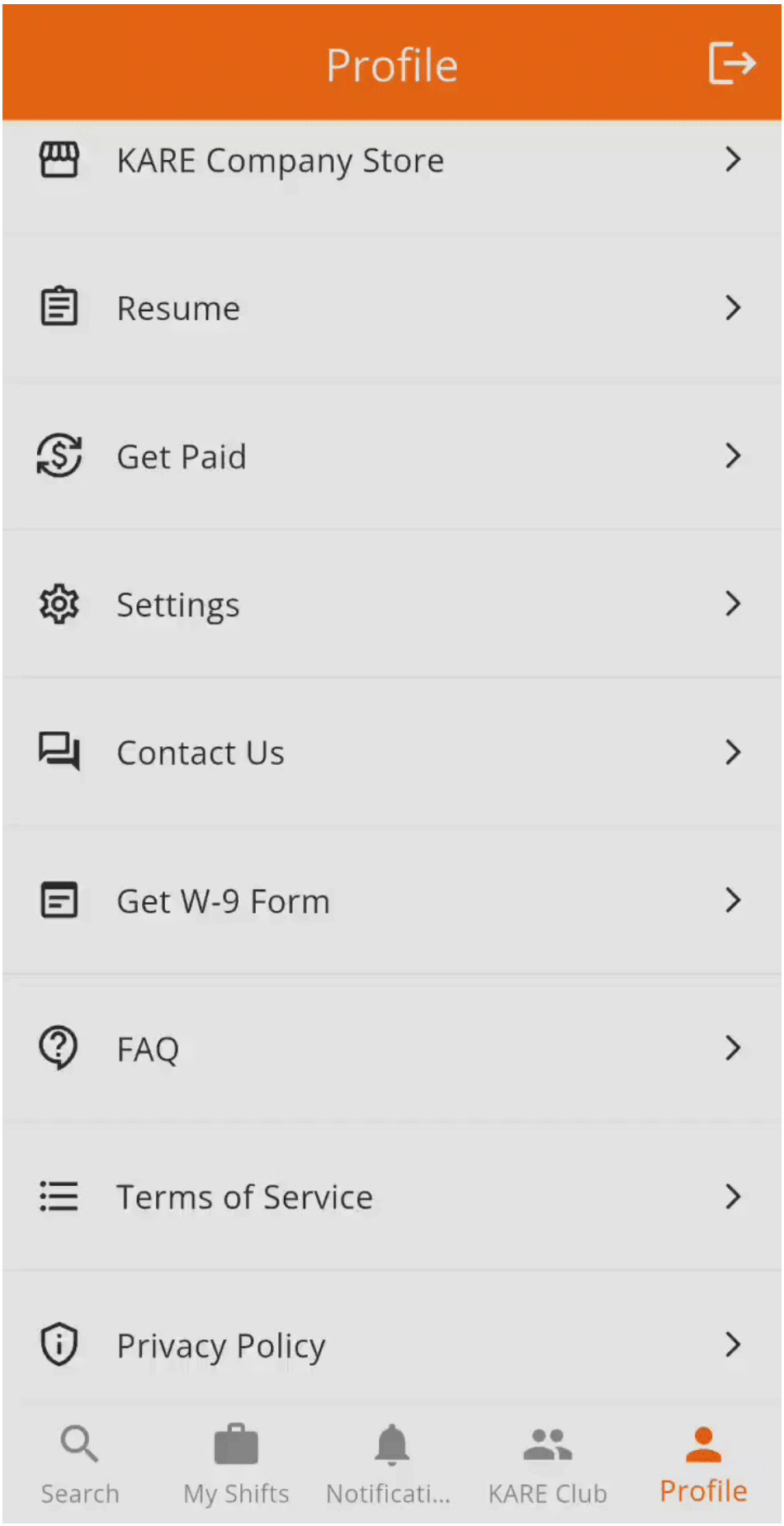
In **Market Settings,** Heroes are able to add or remove markets in which they want to see shifts. If you are a HERO who likes to work in different cities or states, make sure you select multiple markets. By tapping the **Notification Settings** option, you can customize how you receive notifications through email and text.


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Contact Us

Getting in touch with KARE is easy, tap the **Contact Us** section and call or message us. Our hours of operation are:

- **Messaging** - 5 AM - 11 PM Central Time
- **Calls** - 8 AM - 8 PM Central Time


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Access Your W-9 Form

We require that all **HEROES** complete a **W-9 form** during onboarding. This allows **KARE** to send out tax receipts at the end of the fiscal year.

If you ever need to access the W-9 you submitted, simply tap the **W-9 Form** section in your profile.

1

Form **W-9** (Rev. October 2018) Department of the Treasury Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Texas Hero

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☑ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

Print or type. See Specific Instructions on page 3.

5 Address (number, street, and apt. or suite no.) See instructions.

831 West 10th Street

Requester's name and address (optional)

6 City, state, and ZIP code

Dallas Texas 75208

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

2	0	5	–	5	5	–	5	1	2	3

or

Employer identification number

		–							

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶ _____ Date ▶ **10/02/2024**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting*, later, for further information.

Note: If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7)

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 24% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat

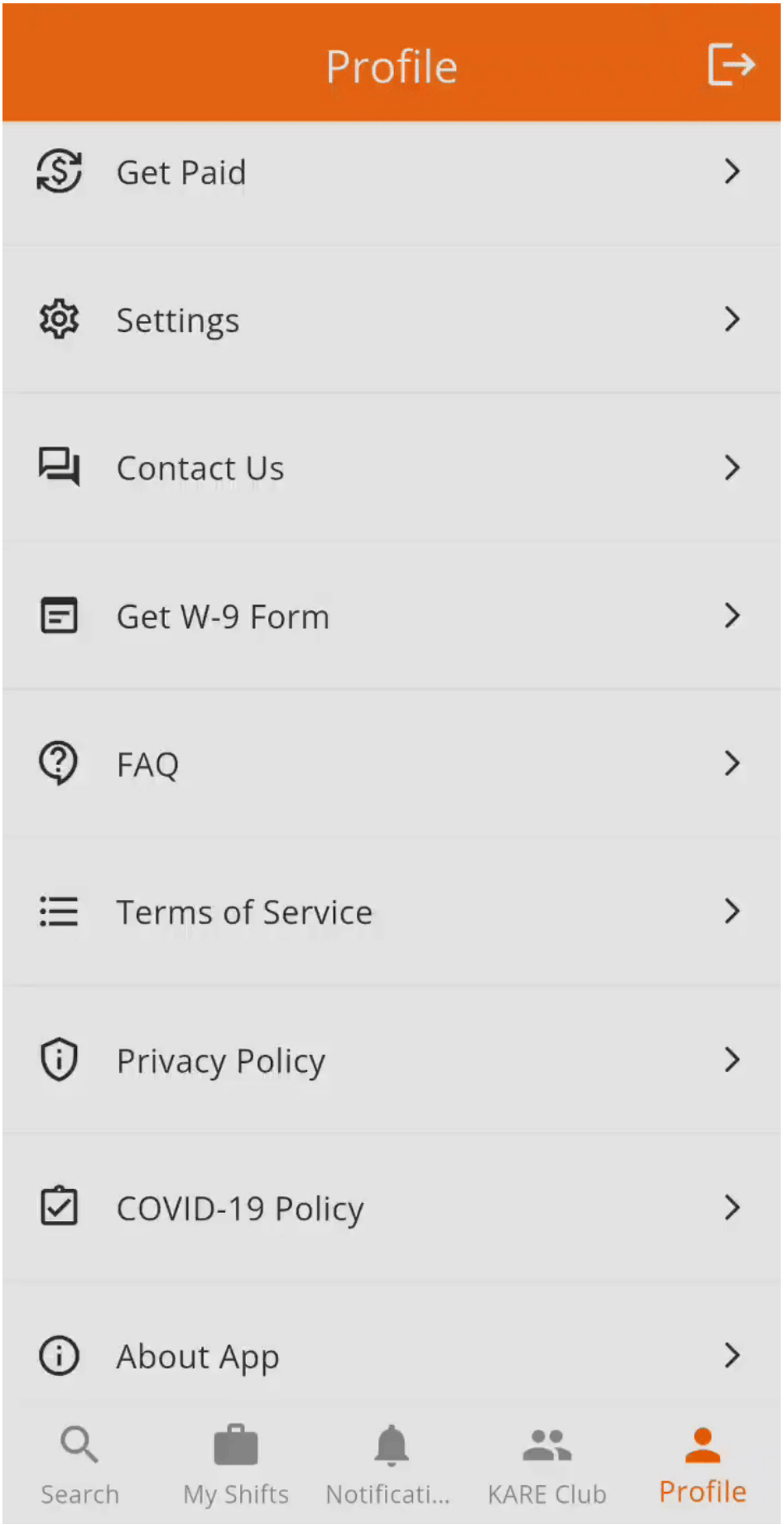
If any of your personal details such as address, Social Security Number, or legal name have changed, please contact **KARE Support** so we can provide you with a new form to complete and keep your records up to date.

FAQ

This section links to the full **Frequently Asked Questions** page on our website. You will find helpful answers about:

- What is KARE?
- Onboarding process
- Pay and tax info
- Shift procedures
- Employment status

Start here before reaching out, your question may already be answered!

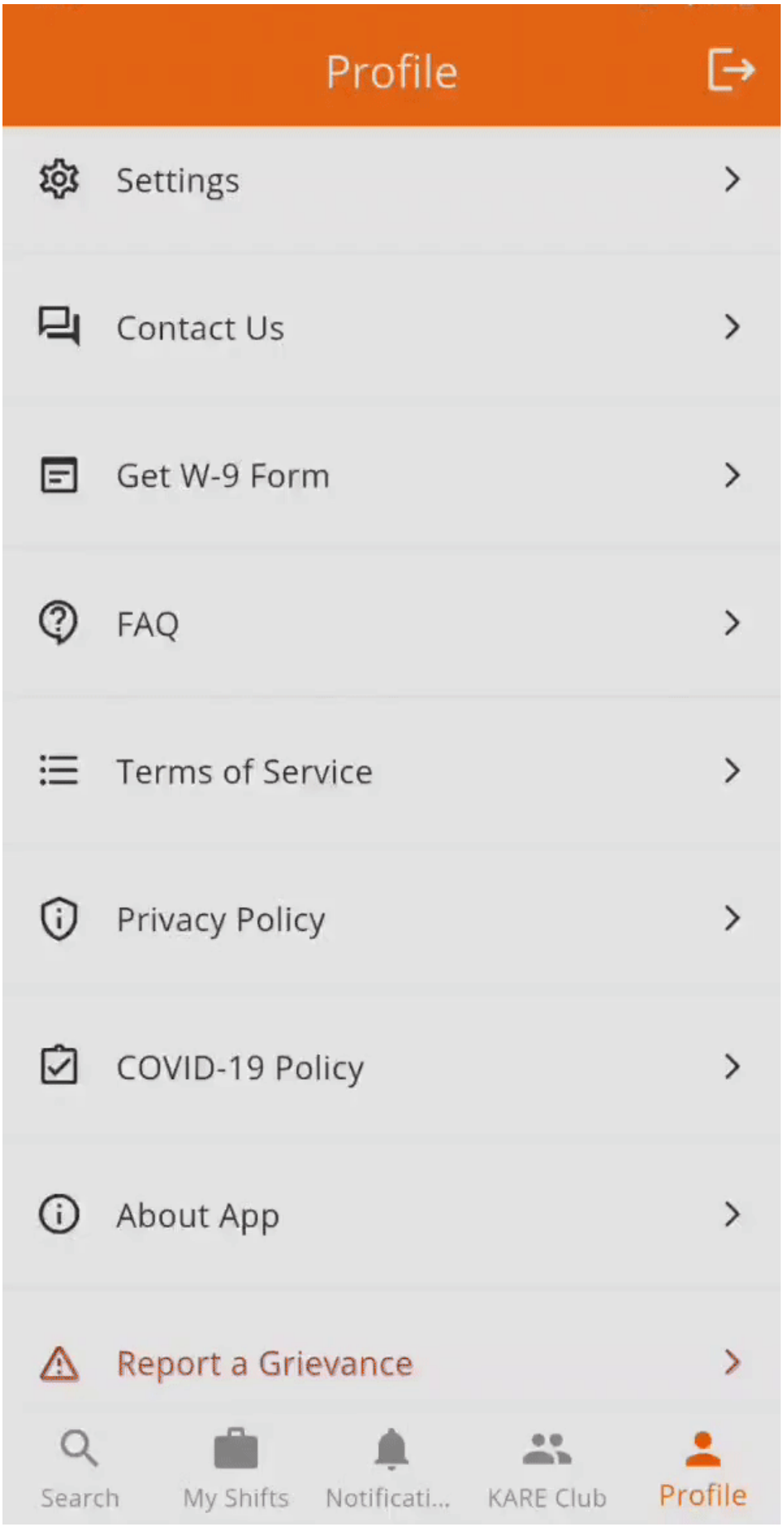

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Terms of Service

The **Terms of Service** outline the rules, responsibilities, and expectations for all users of the **KARE** platform. By using **KARE**, you agree to the terms that guide how we operate and support both HEROES and communities.

Topics covered include (but are not limited to):

- What policies apply to all users of KARE
- How the KARE platform works — and what it is not intended for
- Account registration and user responsibilities
- Content and conduct guidelines
- Payment terms and invoicing
- HIPAA compliance and data privacy
- Suspension or termination from the platform
- The professional relationship between **KARE** and registered **HEROES**
- How personal and registration information is used and stored


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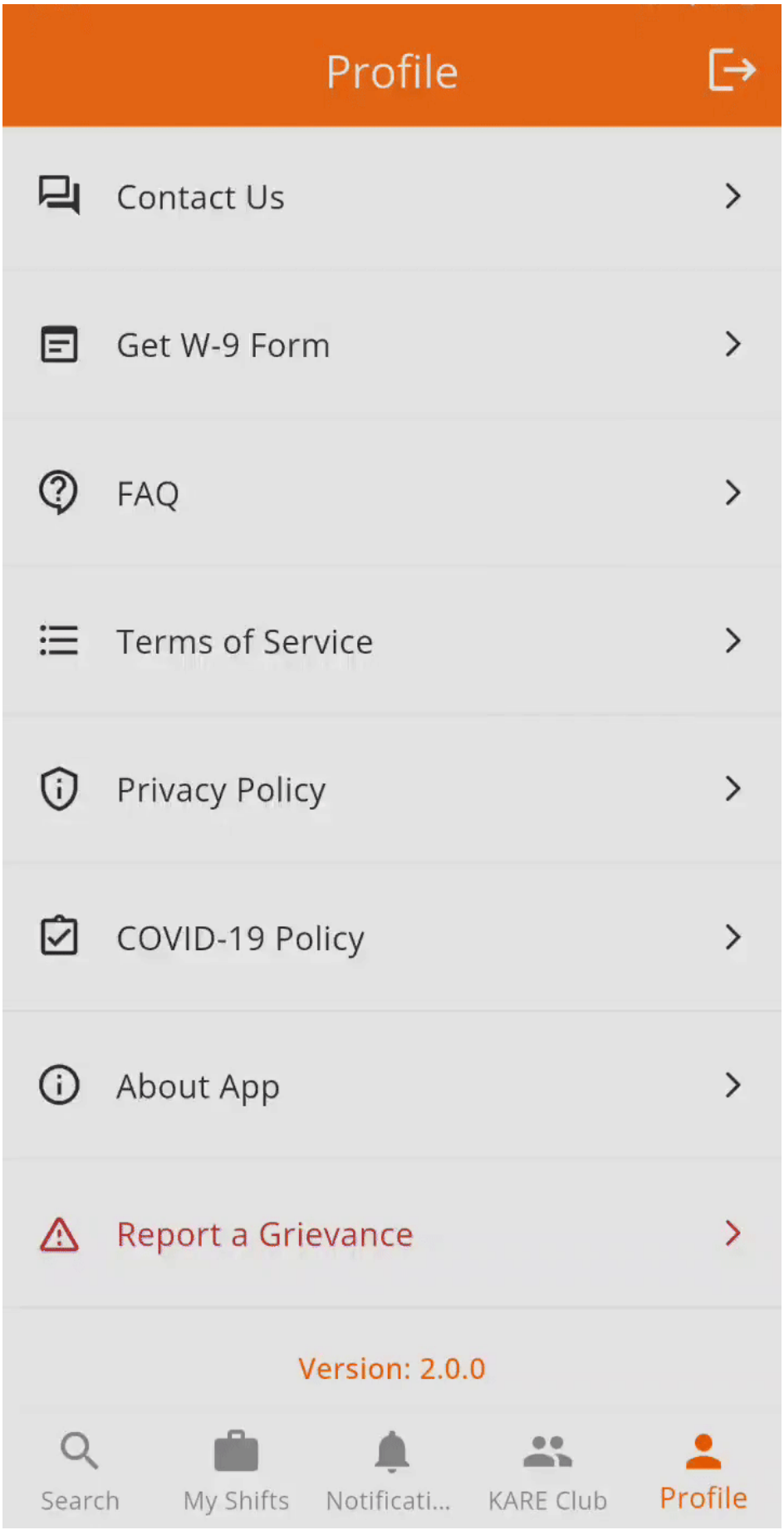
We recommend reviewing this section to fully understand your rights and responsibilities while using the app.

Privacy Policy

The **Privacy Policy** explains:

- What personal data **KARE** collects
- How it is stored, processed, and used
- Your rights regarding your data
- How to update or delete your information

Your privacy and data security are important to us.

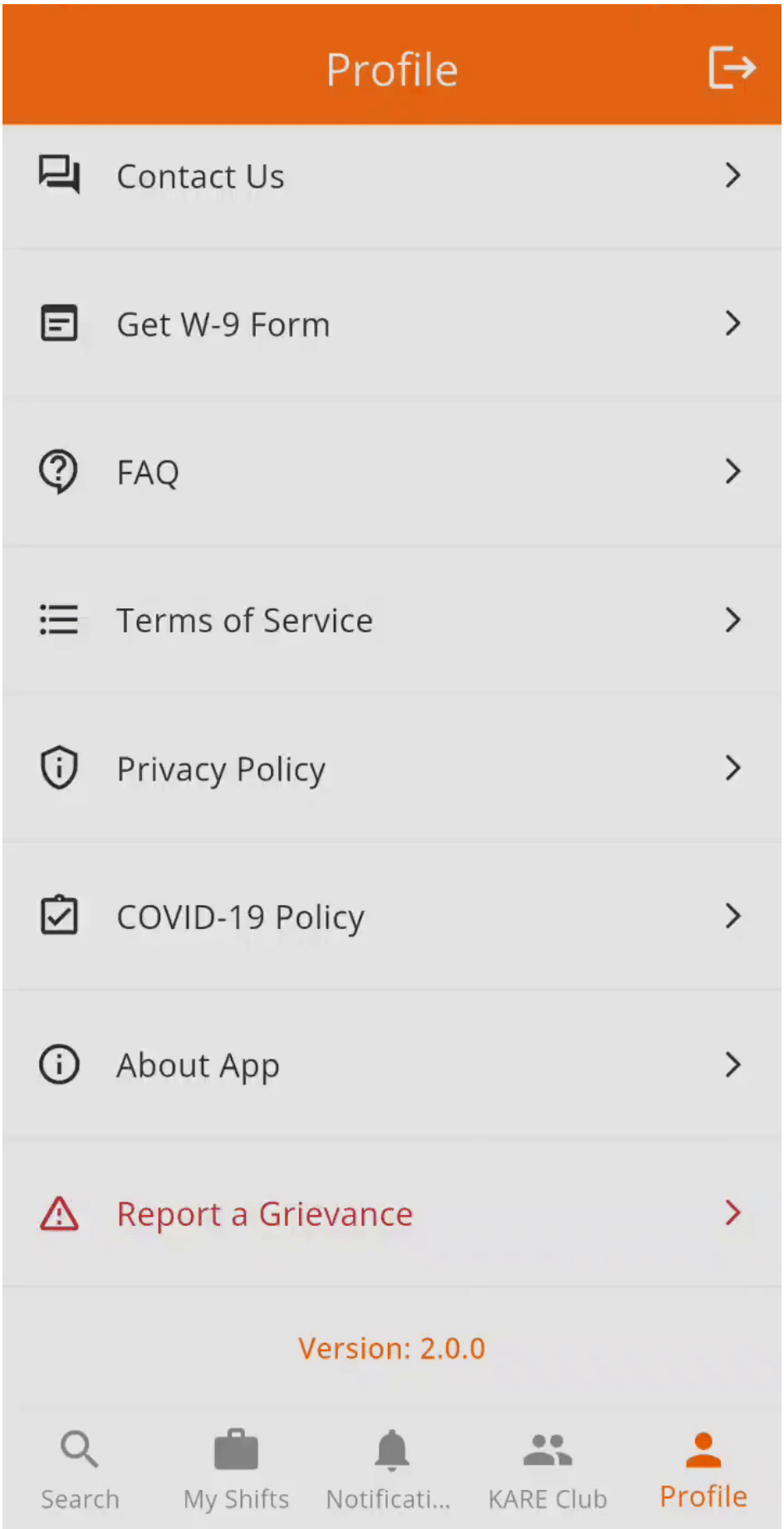

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COVID-19 Policy

This section includes:

- **KARE**'s position on mandates and exemptions
- Health and safety policies
- Community compliance expectations

Policies may evolve based on public health guidance, so please review this regularly.


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Report a Grievance

If you experience an issue at a community or need to report a concern, use this section to submit a grievance here. This helps our team investigate and resolve problems fairly and efficiently.



First name *

Last name *

Email *

Mobile phone number

Describe the incident *

Shift ID

Community Name *

Grievance Incident Category *

- [ ] Abuse
- [ ] Neglect
- [ ] Theft
- [ ] Drug Diversion
- [ ] Medication Error

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