Understanding Shift Statuses

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

Overview

In the KARE Heroes App, every shift is an opportunity to work, and each shift status helps you understand exactly where you are in the process.

The shift statuses provide clear insights into the entire lifecycle of a shift, from New to Paid. This helps track the shift's progress, whether it is completed successfully, verified, paid or canceled.

This guide outlines the meaning of each shift status in the KARE HERO app. Whether you are reviewing the progress of a shift or confirming its completion and payment, this guide will help you easily interpret the key information about your shifts.

Active Shifts

Active Shifts are shifts that are in progress of being worked.

- These shifts start in the **Search Shift** screen until you apply.
- After you apply, you can find these shifts on the **My Shift** screen under the Active tab.

Statuses Before the Shift Starts

These statuses occur **before the shift begins**.
Some of them may require you to take action:

BEFORE THE SHIFT STARTS	
STATUS	DESCRIPTION
New	The community has posted a shift and you can apply for it through the App.
Applied	You have applied for the posted shift and may be selected by the community once they review your profile.
Accepted	The Community selected you! Please confirm that you will attend the shift as soon as possible.
Upcoming	You are confirmed to work the shift. Next step is to tap "Ready to Go" 2 hours before the shift starts.
Not Ready	You did not tap "Ready to Go" 2 hours before the shift starts. The community may be worried that you will not arrive on time and your reliability score may be impact. Remember to always tap "Ready to Go".

Statuses During the Shift

Below are all the statuses that happen during the shift.

Some statuses will require action by you.

DURING THE SHIFT	
STATUS	DESCRIPTION
On the Way	You tapped "Ready to Go" on your shift and your distance from the community location will be displayed based on your GPS. The community is confident that you will arrive soon.
Ongoing	You have checked into the shift. Please be aware that the app tracks your location and, if you leave the community, you will be prompted to either confirm that you are on a break or to check out.
Not Checked Out	The shift end time has passed and you have not checked out of the shift. You must check out of your shift for the community to verify your time and for you to be paid. You can modify your times and breaks before the community verifies your time. PLEASE NOTE: if a community needs to modify your time after you check out, you will have a reduced Reliability Score for the shift.

Statuses After the Shift Ends

Below are all the statuses that happen after the shift end time when you have worked the shift. *Some statuses will require action by you.*

AFTER THE SHIFT	
STATUS	**DESCRIPTION**
Check-Out	You have check out at the end of the shift. The community can now VERIFY your time so you can be paid. You can modify your times and breaks before the community verifies your time. PLEAST NOTE: if a community needs to modify your time after you check out, you will have a reduced Reliability Score for the shift.
Payment Approval	Your shift times or bonus amount exceeded typical shifts and KARE must verify with the community to ensure that they are agreeing to the payment.
Time Changed	The community has adjusted your final shift time and is waiting for you to confirm the new time in the system. Once you click the "Agree" button in your app, the shift will be verified by the community, and payment can be processed.
Payment Bounce-back	The payment had an issue reaching your bank, often due to typos or incorrect banking details. Please update your banking information.
Stop Payment	KARE was requested to stop the payment to you for some reason. If you believe this is in error, you can contact KARE through our Messages in the app.
Reissued	The payment is being processed.
Verified	The community has completed the verification of your check our and the payment will now be processed.
Paid	The shift has been paid.

Past Shifts

Past Shifts are shifts in which you had applied at some point. In addition to shift statuses that are Verified or Paid, the shift might have been canceled by yourself or the community. These shifts can be found in **My Shifts** under the Past tab.

HERO Cancellation Statuses

These are shifts in which you had applied, were approved by the community, and then you confirmed. However, you were not able to work the shift.

SPECIAL STATUSES - HERO CANCELLATIONS	
STATUS	**DESCRIPTION**
HERO Canceled	You canceled a confirmed shift 12 to 48 hours before the shift started. There is no suspension, but it will affect your Reliability Score, and no exceptions apply.
HERO LM Cancel	You canceled a confirmed shift less than 12 hours before the shift started or during the shift times. Your account will be suspended for 1 week. You must notify the community and provide KARE with proper documentation to justify the cancellation.
No Show	You did not check in or cancel a confirmed shift and the shift start time has elapsed. The community must confirm a "No Show" to verify you are not on-site and did not work the shift. If you did attend to the shift but did not check in, the community must communicate to KARE to check you in. You will need to check out as normal.

Community Cancellation Statuses

These are shifts in which you had applied, were approved by the community, and then you confirmed. However, the community canceled the shift.

SPECIAL STATUSES - COMMUNITY CANCELLATIONS	
STATUS	DESCRIPTION
Sup Canceled With Applicants	You applied to a shift but the community supervisor decided to cancel the shift.
Not Filled	You applied to a shift but the community did not select you or any other applicant and the shift time has elapsed.
System Canceled	When the community does not pay on time, it will be suspended by the system, and some shifts will be canceled. Once the community pays, the suspension is lifted, and the system will automatically repost those shifts.
Supervisor LM Cancel	A community user cancels a shift less than 4 hours before the shift start time. If this was because of the community's processes and you were confirmed to work the shift, the community may be required to compensate you for a couple of hours.

Provided shift statuses on the shift cards and details provides transparency, allowing you to track progress and understand your required next steps.

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