

DoorDash Dasher Support

Ask a question...



SafeDash

Overview

We're committed to the safety of our community, so we teamed up with the security professionals at ADT and created SafeDash™, a new safety toolkit in the Dasher app that gives you fast, on-demand help whenever you need it.

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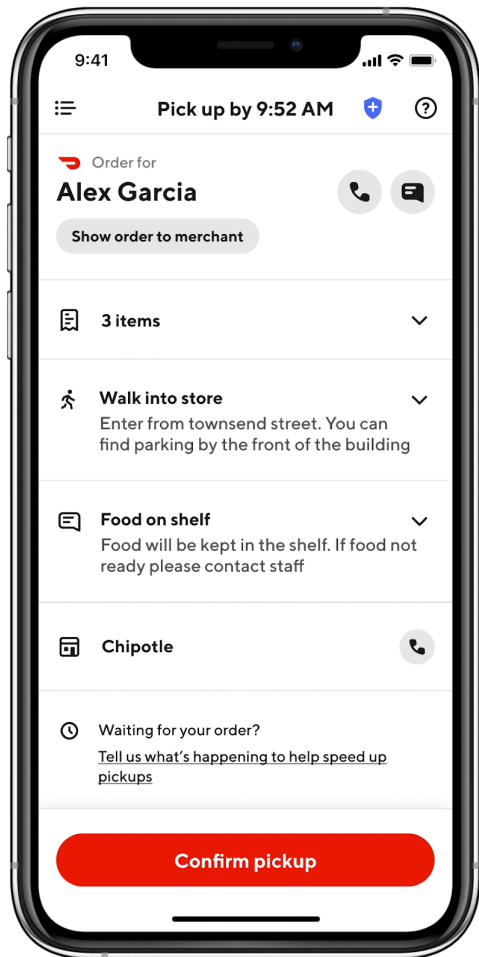
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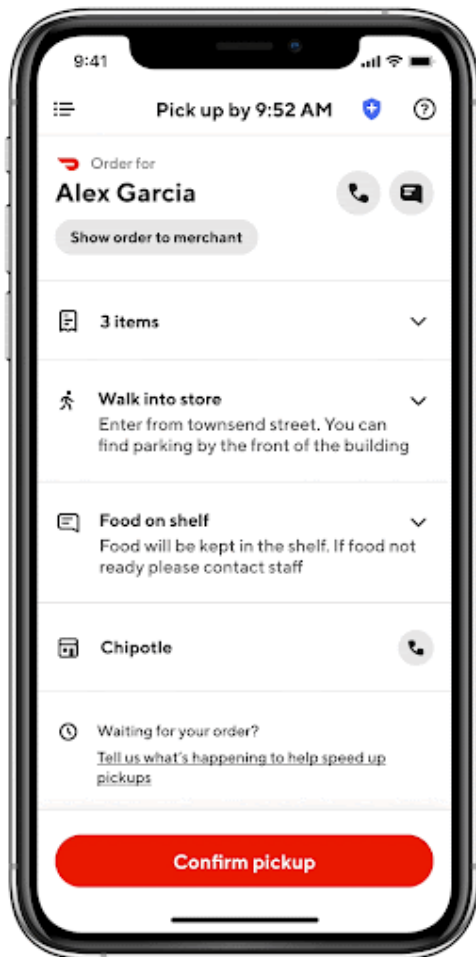
How SafeDash™ works

SafeDash is a new in-app toolkit for Dasher safety and peace of mind.

- **Safety Reassurance Call**—Get in touch with an ADT agent who will stay on the phone with you or send 911 services.



- **Emergency Assistance Button**—Swipe to silently request emergency assistance and have your location info shared with 911 services.



Frequently Asked Questions

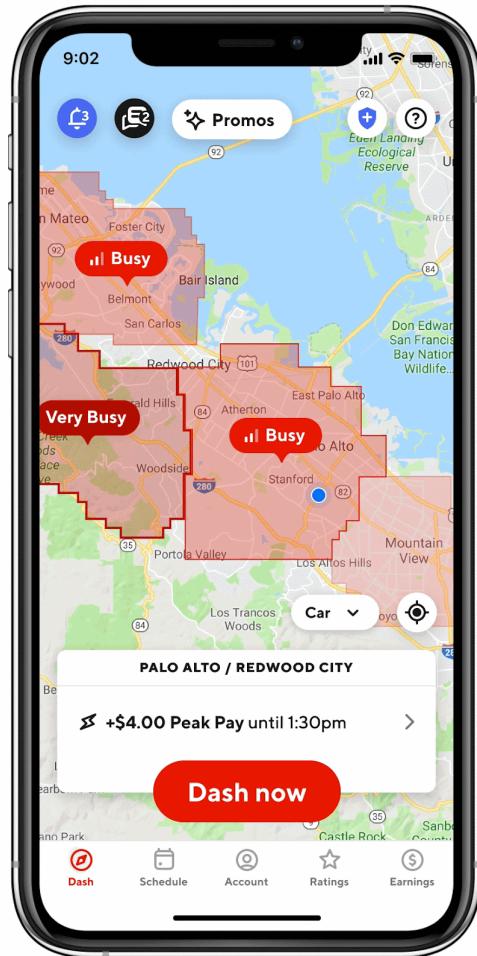
The following are some of the most frequently asked questions we've gotten regarding this feature.

Q: When should I use SafeDash?

A: Use SafeDash if you ever need a little safety help while dashing. SafeDash and ADT agents are

both available 24/7—simply tap the blue shield icon to start.

We hope every dash goes smoothly, but if you ever need an assist, SafeDash lets you quickly get in touch with ADT and/or allows you to share your location with emergency services, all with a touch of a button.



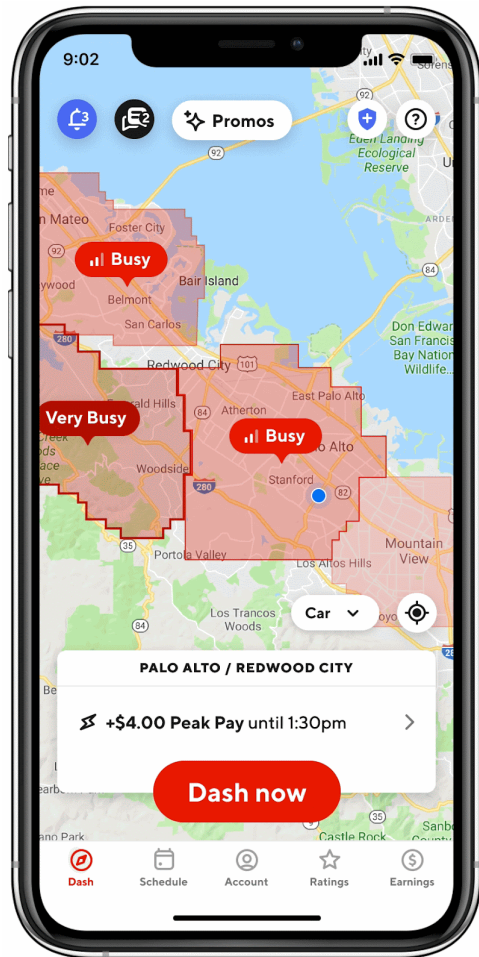
Q: Why should I use SafeDash instead of calling or texting for help?

A: Using SafeDash means you don't need to leave the app to call 911 or text someone for help.

There may also be times where making a call may not be an option—with just a tap or swipe, SafeDash can help discreetly share your location to request help in seconds.

Q: I don't see SafeDash or the safety features—where are they in the Dasher app?

A: You can easily find SafeDash before, during, or after a dash. Simply tap the blue shield icon in the top right corner of the home screen (next to the help button), or on the top right corner of your app.



Please note you'll need to have the latest version of the Dasher app, which is available in [Google Play](#) and in the [Apple App Store](#).

SafeDash will be launching in more cities in the next few weeks. If you don't see this icon, then it means we're coming to your city soon—we'll reach out to let you know when **SafeDash** is available.

We're working hard to make this feature available to all U.S. Dashers.

Q: Who is ADT?

A: ADT is the leading security company in the U.S. with over 146 years of experience helping keep people safe. They have hundreds of trained security monitoring professionals standing by 24/7 to provide help when you need it.

SafeDash is powered by ADT and we're proud to have their expertise as part of our commitment to Dasher safety. ADT terms of use for this program can be found [here](#).

Q: How does each in-app safety tool work?

A: While dashing, click on the blue shield icon in the top right corner, next to the help button. A box will pop up, giving you two options:

- 1. Safety Reassurance Call:** Tap this button to receive a call from an ADT security professional who will remain on the line with you or share your location with emergency services as needed. ADT will also send you a text message if you are unable to pick up their call.
- 2. Emergency Assistance Button:** If you need help fast, swipe right, and ADT will silently send police, fire, or ambulance services to your location.

Keep your phone close by after you swipe, ADT will immediately send a text message so you can provide updates directly to an agent.

All calls are confidential, and nothing will be shared with anyone outside of ADT or DoorDash (and 911 services, if they are requested).

Q: Are there times when I *shouldn't* use SafeDash?

A: You should only use **SafeDash** for safety-related help, particularly when on a dash. For all other issues, please contact [DoorDash Support](#). Our 24/7 Support team will be happy to assist you with any non-emergency issues.

Please note: misusing **SafeDash** may lead to the deactivation of your Dasher account.

Q: My location changed after emergency help was sent out—will they still be able to find me?

A: Your location when you pressed “Safety Reassurance Call” is what ADT will send to 911. If you have a new location, use the text message ADT sent you to update their agents. They’ll immediately share your new location with emergency responders.

Q: What languages does ADT offer support in?

A: ADT agents are currently only able to assist Dashers in English, but we’re in the process of expanding **SafeDash** services in more languages to better meet your needs.

Q: Is SafeDash available 24/7?

A: Yes—**SafeDash** runs 24 hours a day, 365 days a year. Whenever you need help, **SafeDash** is ready to provide it.

Q: How quickly will I receive help?

A: SafeDash gets you the right help fast—just use any of the following options:

1. **Safety Reassurance Call:** Tap this button to receive a call from an ADT security professional within seconds.
2. **Emergency Assistance Button:** If you need help fast, swipe right and ADT will silently alert police, fire, or ambulance services of your request within seconds. The arrival time of emergency responders to your location will vary (just like when dialing 911).

Q: What happens if I no longer need assistance after using SafeDash?

A: If you no longer need help, simply call ADT or use the text message they sent to let them know.

Q: Should I just call ADT directly when I need help?

A: While you can call ADT directly, using SafeDash gets you that same help faster. You can initiate a call with just a tap, rather than leaving the Dasher app to find and call their number.

Q: Do you share my personal information with ADT?

A: To get you the right help while you're using **SafeDash**, DoorDash will only share the following essential information with ADT (and 911, if they are requested):

- Your name
- Your phone number
- Your location at the time of contact (text ADT if this location changes)

To understand more about how your information may be used, please see our [Privacy Policy](#).

Q: Where is SafeDash available?

A: Currently, **SafeDash** will only be available in select U.S markets. Dasher safety is one of our top priorities, and we're working to launch this feature in more markets in the near future. We'll provide updates as we have them.

Q: Will I be charged for using SafeDash?

A: **SafeDash** is free to use, but many emergency services, such as ambulances, have separate costs, which Dashers are required to cover. Your phone's carrier rates may also apply.

If you get injured while dashing, you may be eligible for coverage (see details [here](#)).

Q: I see an error message when using SafeDash—what do I do?

A: If you need emergency help but are having issues with **SafeDash** for any reason, leave the app and dial 911 directly from your phone.

Q: Will DoorDash be alerted if I use SafeDash?

A: Yes—DoorDash gets automatically notified by ADT whenever **SafeDash** is used.

Q: If I lose connection while on a call, will I get a call back?

A: Yes—if your call gets disconnected while on the phone with ADT, the agent will make additional attempts to contact you. You can also call ADT using the same number they called you from.

Didn't see your question? We'd love to hear from you if you have any questions that we haven't been able to answer. Please fill out this [form](#) with any comments or suggestions for the team.

Was this article helpful?

Yes

No

Still Need Help?

Not a DoorDash Dasher? Check out your help site below!

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