

Food Delivery: Skip the Dishes/Uber Eats

Compiled by Tech Safe BC



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Symbols and What They Mean in This Guide:



Course of action may be visible to your former or current partner.

You may want to consult with a staff of an [anti-violence program in your community](#) before removing your former or current partner's access.



Evidence documentation checkpoint. Take [screenshots](#), pictures from a different device, or [screen recordings](#) of your former or current partner's unauthorized access.

Often, we share food delivery accounts when in a relationship. It is important to consider whose account it is, whose email or personal information is linked, and whose credit card is stored.

If somebody has access to these accounts, it will give them updated personal information if you have changed your phone number and address. It can also compromise your location by showing your order history and destinations of deliveries. Access to these accounts may also result in spending on your accounts without your knowledge.

If this is happening, know that it's not your fault and there are steps you can take to protect your information. Before taking any steps such as removing access to suspicious accounts or turning off location sharing, it is important to consider collecting evidence and discussing any potential safety concerns as a result of these changes with your support worker. Please note that Skip the Dishes and Uber Eats do not endorse nor sponsor this resource.

If something in this guide is no longer up to date, or difficult to understand, please reach out to techsafe@bcsth.ca with your concerns.

Skip the Dishes

☐ Check Stored Address Information

To check stored address information on the website:

1. Go to <https://www.skipthedishes.com/> and sign in.
2. In the top right corner, click your **profile icon** (profile avatar). 
3. Click **Account**.
4. Click **Order history**.
5. Check what information is viewable on your account.

To check stored address information on the app:

1. Open the Skip the Dishes app.
2. In the top right corner, tap your **profile icon** (profile avatar). 
3. Tap **Account Settings**.
4. Tap **Saved addresses**.
5. Review saved addresses on file.

Source: [Skip the Dishes FAQ](#)

☐ Change Password

Safety Tip:



Before making any changes to your info, consider discussing any safety concerns with your support worker.

To change your password on the website:

1. Go to <https://www.skipthedishes.com/> and sign in.
 - If you forgot your password and cannot sign in, click **Forgot Password** link on the login screen to send the connected email account a reset password email.
2. If you're signed in, click your **profile icon** (profile avatar) in the top right corner. 
3. Click **Account**.
4. Below the 'Account Settings' heading, click the Profile dropdown menu icon (i.e., a south-facing triangle on the right side).
5. In the dropdown menu, click **Password**.
6. Type your desired email address under 'Email' then click **Reset Password**.
7. Open your email and follow the prompts to change the password to a new, secure password.

To change your password in the app:

1. Open the Skip the Dishes app and sign in.
 - If you forgot your password and cannot sign in, tap **Forgot Password** link on the login screen to send the connected email account a reset password email.
2. In the top right corner, tap your profile icon (profile avatar). 
3. Tap **Account settings**.
4. Tap **Set Password**.
5. Tap **Set Password** again to send an email to your connected email account.
6. Open your email and follow the prompts to change to a new, secure password.

Source: [Skip the Dishes FAQ](#)

Uber Eats

☐ Check Stored Address Information

To check your stored address information on the website and app:

1. Go to ubereats.com or open the Uber Eats app and sign in.
2. At the top-center of the webpage, click/tap the **address bar with the location icon** 
3. Review the list of saved addresses.

☐ View Sign-in Activity

Safety Tip:



Before making any changes to your info, consider discussing any safety concerns with your support worker.



Be sure to take [screenshots/recordings](#) and [documentation](#) of the unauthorized log-ins.

To view sign-in activity on the website:

1. Go to ubereats.com and sign in.
2. On the top left, click on the **menu icon** (triple bar). 
3. Under your name, click **Manage account**.
4. On the left side of the screen, click **Security**.
5. Scroll down to the 'Login activity' heading and review.

To view sign-in activity in the app:

1. Open the Uber Eats app and sign in.
2. On the bottom right of the screen, tap **Account** (profile avatar). 
3. On the top right of your screen beside your username, tap your **profile icon**.

4. In the bar of options below 'Uber Account', tap **Security**.
5. Scroll down to the 'Login activity' heading and review.

☐ Check Your Recovery Phone Number

Safety Tip:



Before making any changes to your info, consider discussing any safety concerns with your support worker. Changing your password will log out all active sign-ins.



Be sure to take [screenshots/recordings](#) and [documentation](#) of the unauthorized phone numbers.

To check your recovery phone number on the website:

1. Go to ubereats.com and sign in.
2. On the top left, click on the **menu icon** (triple bar). 
3. Under your name, click **Manage account**.
4. On the left side of the screen, click **Security**.
5. Under the 'Logging in to Uber' heading, click **Recovery phone**.
6. Check any phone number associated with the account.

To check your recovery phone number in the app:

1. Open the Uber Eats app and sign in.
2. On the bottom right of the screen, tap **Account** (profile avatar). 
3. On the top right of your screen beside your username, tap your **profile icon**.
4. In the bar of options below 'Uber Account', tap **Security**.
5. Under the 'Logging in to Uber' heading, tap **Recovery phone**.
6. Check any phone number associated with the account.

□ Change Your Password

To change your password on the website:

1. Go to ubereats.com and sign in.
2. On the top left, click on the **menu icon** (triple bar). 
3. Under your name, click **Manage account**.
4. On the left side of the screen, click **Security**.
5. Under 'Logging in to Uber', click **Password**.
6. Change your password to a new, secure password then click **Update**.

To change your password in the app:

1. Open the app and sign in.
2. On the bottom right of the screen, tap **Account** (profile avatar). 
3. On the top right of your screen beside your username, tap your **profile icon**.
4. In the bar of options below 'Uber Account', tap **Security**.
5. Under the 'Logging in to Uber' heading, tap **Password**.
6. Change your password to a new, secure password then click **Update**.

□ Turn On 2-Step Verification

To turn on 2-step verification on the website:

1. Go to ubereats.com and sign in.
2. On the top left, click on the **menu icon** (triple bar). 
3. Under your name, click **Manage account**.
4. On the left side of the screen, click **Security**.
5. Under 'Logging in to Uber', click **2-step verification** and follow prompts.

To turn on 2-step verification in the app:

1. Open the app and sign in.
2. On the bottom right of the screen, tap **Account** (profile avatar). 
3. On the top right of your screen beside your username, tap your **profile icon**.
4. In the bar of options below 'Uber Account', tap **Security**.
5. Under the 'Logging in to Uber' heading, click **2-step verification** and follow prompts.

If you are experiencing tech abuse, you are not alone. Find support in your community by connecting with a [BC Society of Transition Houses Member Program](#) or check out our other safety resources at techsafebc.bcsth.ca.

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