

WardWalk Guide: Sign In for the First Time

Step-by-step support for campaign users

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Best for	All users
Guide number	01.2
Keywords	sign in, login, first login, account access, email address, password, confirmation

Who This Guide Is For

This guide is for all users who need to complete this WardWalk task.

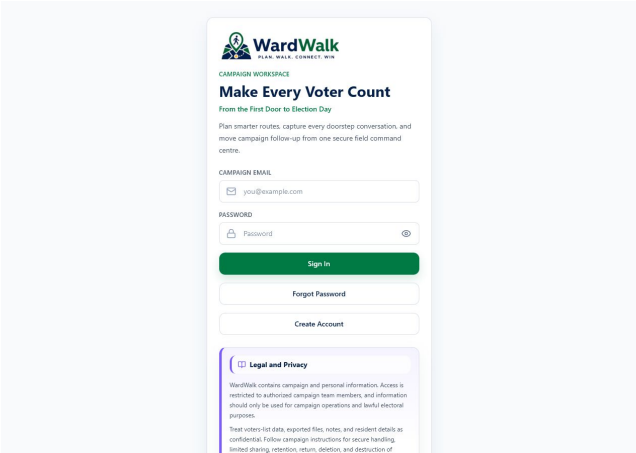
Explains how to sign in after accepting an invitation.

What You Will Learn

- Use the same email address
- Sign in from the WardWalk login page
- Confirm your email if required
- What to expect after signing in
- How to tell which access level you may have
- What to do if sign-in fails

Before You Begin

- Use the email address approved for your campaign.
- Use a current browser and a stable internet connection.
- Open the WardWalk app link provided in your setup or invitation email.



Example WardWalk screen. Your campaign view may differ based on role and setup.

Step-By-Step Instructions

1. Use the same email address

Always use the exact email address your campaign authorized. A different email may create a sign-in or permissions problem.

2. Sign in from the WardWalk login page

Open the WardWalk app link, choose Sign In, enter your approved email and password, then wait for your workspace to load.

3. Confirm your email if required

If WardWalk asks for confirmation, open the confirmation email from WardWalk and complete the link before trying again.

4. What to expect after signing in

Follow the on-screen WardWalk controls for what to expect after signing in. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

5. How to tell which access level you may have

Follow the on-screen WardWalk controls for how to tell which access level you may have. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

6. What to do if sign-in fails

Follow the on-screen WardWalk controls for what to do if sign-in fails. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

Privacy reminder

WardWalk may contain sensitive campaign, voter-list, resident, volunteer, and private campaign information. Do not share screenshots, exports, voter-list files, resident notes, or private campaign materials unless authorized by your campaign.

Common Issues

- Invalid credentials: use the same approved email and reset the password if needed.
- Email not confirmed: complete the confirmation email first.
- No expected tools: ask an Admin to verify your role.

Related Guides

- 01.1 - Accept Your Invitation (wardwalk-01-accept-your-invitation.pdf)
- 01.3 - Install WardWalk on iPhone or Android (wardwalk-01-install-on-phone.pdf)
- 01.4 - Understand Your User Access (wardwalk-01-understand-user-access.pdf)
- 02.1 - Volunteer Quick Start Guide (wardwalk-02-volunteer-quick-start.pdf)

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Still Need Help?

Visit www.wardwalk.ca/support or contact WardWalk Support through the Contact Us form. Please do not include sensitive voter-list data, resident notes, private campaign files, or exported data unless requested by WardWalk through an approved process.