

WardWalk Guide: Fix Duplicate or Address Issues

Step-by-step support for campaign users

Latest support

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Best for	All users
Guide number	04.4
Keywords	duplicates, duplicate voters, address issue, bad address, import errors, street name

Who This Guide Is For

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

Explains how to review duplicate records and address issues.

What You Will Learn

- Why duplicates may appear
- Review possible duplicates
- Review incomplete addresses
- Fix street names or unit numbers
- Confirm import
- When to stop and review the source file

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.

Step-By-Step Instructions

1. Why duplicates may appear

Review duplicate warnings before import. Stop and clean the source file if duplicates or incomplete addresses look widespread.

2. Review possible duplicates

Review duplicate warnings before import. Stop and clean the source file if duplicates or incomplete addresses look widespread.

3. Review incomplete addresses

Follow the on-screen WardWalk controls for review incomplete addresses. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

4. Fix street names or unit numbers

Follow the on-screen WardWalk controls for fix street names or unit numbers. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

5. Confirm import

Follow the on-screen WardWalk controls for confirm import. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

6. When to stop and review the source file

Follow the on-screen WardWalk controls for when to stop and review the source file. 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

- Refresh or reopen WardWalk if the screen looks stale.
- Confirm you are using the correct campaign email.
- Contact support if the issue repeats after checking your role and connection.

Related Guides

- 01.1 - Accept Your Invitation (wardwalk-01-accept-your-invitation.pdf)
- 01.2 - Sign In for the First Time (wardwalk-01-sign-in-first-time.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)

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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.