

WardWalk Guide: Deactivate a User

Step-by-step support for campaign users

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Best for	Admin users
Guide number	03.4
Keywords	deactivate user, remove user, disable access, security, volunteer left campaign

Who This Guide Is For

This guide is for admin users who need to complete this WardWalk task.
Explains how to remove or disable access when someone no longer needs WardWalk.

What You Will Learn

- When to deactivate a user
- How to find the user
- How to deactivate or remove access
- What happens to their past activity
- Security best practices

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.
- Confirm you have Admin access before managing users or setup items.

Step-By-Step Instructions

1. When to deactivate a user

Remove access when a person leaves the campaign or no longer needs WardWalk. Their historical activity remains in campaign records.

2. How to find the user

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

3. How to deactivate or remove access

Remove access when a person leaves the campaign or no longer needs WardWalk. Their historical activity remains in campaign records.

4. What happens to their past activity

Follow the on-screen WardWalk controls for what happens to their past activity. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

5. Security best practices

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

Common Issues

- User cannot see tools: confirm role and ask them to sign out/in.
- Invite email failed: confirm email delivery settings and resend.
- Seat limit reached: upgrade package or remove inactive users first.

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.