

WardWalk Guide: Change a User's Access

Step-by-step support for campaign users

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Best for	Admin users
Guide number	03.3
Keywords	change role, user access, permissions, admin, update user

Who This Guide Is For

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

Explains how to update a user's role.

What You Will Learn

- Who can change access
- Find the user
- Change the role
- Save the change
- Ask the user to sign out and back in
- When to remove access instead

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. Who can change access

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

2. Find the user

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

3. Change the role

Find the user in Add/Manage Users, change the role, and save. Ask the user to sign out and back in if the change does not appear immediately.

4. Save the change

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

5. Ask the user to sign out and back in

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

6. When to remove access instead

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

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.