

WardWalk Guide: Volunteer Comments Guide

Step-by-step support for campaign users

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Best for	Volunteer users
Guide number	05.6
Keywords	volunteer, comments, notes, visit notes, follow-up, privacy, resident details

Who This Guide Is For

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

Explains how volunteers should read, add, and handle comments or notes in WardWalk during canvassing and follow-up work.

What You Will Learn

- Where comments appear
- Read existing comments first
- Add a useful comment
- Keep comments factual and respectful
- Avoid private or unnecessary information
- Save and confirm the comment

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. Where comments appear

Comments and notes may appear on visit records, follow-up records, resident/address records, signage workflows, or other campaign coordination areas depending on your role.

2. Read existing comments first

Before adding a new comment, review existing notes so you do not duplicate information or miss important context from another team member.

3. Add a useful comment

Use comments for short, clear information that helps the campaign take action, such as follow-up context, access notes, sign details, or a brief resident preference.

4. Keep comments factual and respectful

Keep comments factual, respectful, and campaign-related. Avoid jokes, opinions about residents, sensitive assumptions, or anything you would not want reviewed by campaign leadership.

5. Avoid private or unnecessary information

Do not add private details unless they are needed for campaign work and your campaign is authorized to record them. Keep medical, family, financial, and unrelated personal details out of comments.

6. Save and confirm the comment

After saving, confirm the comment appears on the correct record. If you added it to the wrong address or visit, tell your campaign lead so it can be corrected.

7. Ask a lead before editing sensitive notes

If a comment seems inaccurate, sensitive, or inappropriate, ask a campaign lead before editing or deleting it. Some campaigns may need to preserve the history of what was recorded.

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

- Comment saved to the wrong record: notify your campaign lead before adding another correction.
- Comment is too sensitive or personal: stop and ask a campaign lead what should be retained.
- Existing notes conflict: record only what you know and flag the conflict for follow-up.

Related Guides

- 05.1 - Open a Walk List (wardwalk-05-open-walk-list.pdf)
- 05.2 - Search for a Voter or Address (wardwalk-05-search-voter-address.pdf)
- 05.3 - Log a Visit (wardwalk-05-log-a-visit.pdf)
- 05.4 - Mark No Answer or Follow-Up (wardwalk-05-no-answer-follow-up.pdf)

Last Updated

June 2026

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.