

WardWalk Guide: Accept Your Invitation

Step-by-step support for campaign users

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Best for	All users
Guide number	01.1
Keywords	invitation, accept invitation, email invite, new user, create account, expired link, missing invitation

Who This Guide Is For

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

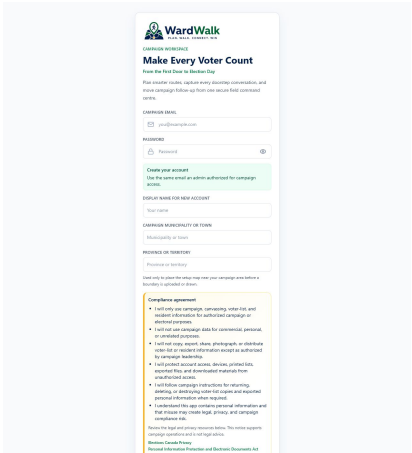
Explains how a new user accepts the invitation email and creates their account.

What You Will Learn

- What the invitation email looks like
- How to click Accept Invitation
- How to create your account
- What to do if the link does not work
- What to do if the email is missing

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. What the invitation email looks like

Follow the on-screen WardWalk controls for what the invitation email looks like. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

2. How to click Accept Invitation

Open the WardWalk invitation email and select Accept Invitation. The link should open the WardWalk app, not localhost or another unrelated website.

3. How to create your account

Enter your name, the same email address used for the invitation, and a password. Read and accept the privacy/compliance statement before continuing.

4. What to do if the link does not work

Ask your campaign Admin or WardWalk Support for a fresh invitation. Do not forward old invite links to other users.

5. What to do if the email is missing

Check spam, junk, promotions, and any campaign forwarding inbox. If the email is still missing, ask your campaign Admin to confirm the spelling and resend the invite.

Common Issues

- Invitation missing: check spam/junk and confirm the Admin used the correct email.
- Invite link expired or fails: ask the Admin to resend it.
- Wrong site opens: stop and contact support if the link does not open WardWalk.

Related Guides

- 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)
- 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.