

# WardWalk Guide: Use the Campaign Knowledge Assistant

Step-by-step support for campaign users

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|              |                                                                                     |
|--------------|-------------------------------------------------------------------------------------|
| Best for     | All users                                                                           |
| Guide number | 08.3                                                                                |
| Keywords     | campaign knowledge assistant, assistant, ask questions, campaign documents, answers |

## Who This Guide Is For

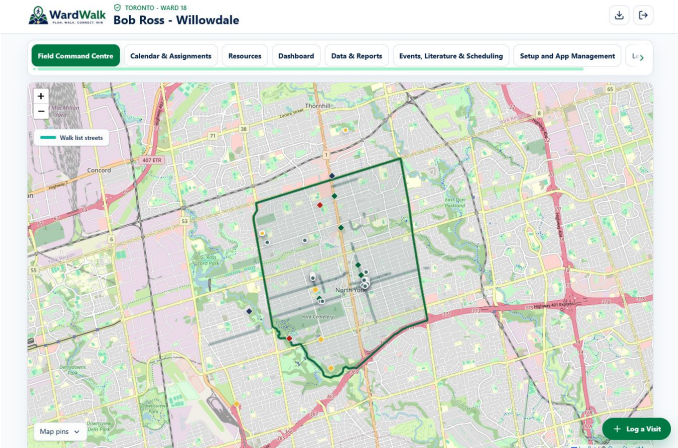
This guide is for all users who need to complete this WardWalk task.  
Explains how to ask questions using the Campaign Knowledge Assistant.

## What You Will Learn

- What the assistant does
- What it can answer
- What it cannot answer
- How to ask clear questions
- How to verify important answers
- When to ask a campaign lead

## 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 your campaign has approved the data, document, or export you are about to use.



Example WardWalk screen. Your campaign view may differ based on role and setup.

## Step-By-Step Instructions

### 1. What the assistant does

Ask clear questions based on approved campaign materials. Verify important answers with campaign leadership, especially before public use.

### 2. What it can answer

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

### 3. What it cannot answer

Follow the on-screen WardWalk controls for what it cannot answer. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

### 4. How to ask clear questions

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

### 5. How to verify important answers

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

### 6. When to ask a campaign lead

Follow the on-screen WardWalk controls for when to ask a campaign lead. 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

- Document missing: check role visibility and upload status.
- Assistant answer missing: confirm the material was uploaded and approved for use.
- Do not enter unnecessary personal or private voter data into assistant prompts.

## 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)

## Last Updated

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## Still Need Help?

Visit [www.wardwalk.ca/support](http://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.