

# WardWalk Guide: Mark No Answer or Follow-Up

Step-by-step support for campaign users

**Latest support**

For the latest support resources, visit <https://www.wardwalk.ca/support>.

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| <b>Best for</b>     | Core Leadership and Admin users                                      |
| <b>Guide number</b> | 05.4                                                                 |
| <b>Keywords</b>     | no answer, not home, follow-up, return visit, callback, visit result |

## Who This Guide Is For

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

Explains how to mark no-answer and follow-up visits.

## What You Will Learn

- When to use no answer
- When to use follow-up
- Add a useful note
- Save the visit result
- How follow-ups may be reviewed later

## 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.

## Step-By-Step Instructions

### 1. When to use no answer

Use No One Home or no-answer status when no contact was made. Add a short note if it will help a future canvasser.

### 2. When to use follow-up

Use Follow-up Needed when someone should call, return, review an issue, deliver a sign, or complete another campaign action.

### 3. Add a useful note

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

### 4. Save the visit result

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

### 5. How follow-ups may be reviewed later

Use Follow-up Needed when someone should call, return, review an issue, deliver a sign, or complete another campaign action.

**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

- Refresh or reopen WardWalk if the screen looks stale.
- Confirm you are using the correct campaign email.
- Contact support if the issue repeats after checking your role and connection.

## 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.