

WardWalk Guide: Understand Your User Access

Step-by-step support for campaign users

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Best for	All users
Guide number	01.4
Keywords	role, user access, volunteer, core leadership, admin, permissions, dashboard, tools

Who This Guide Is For

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

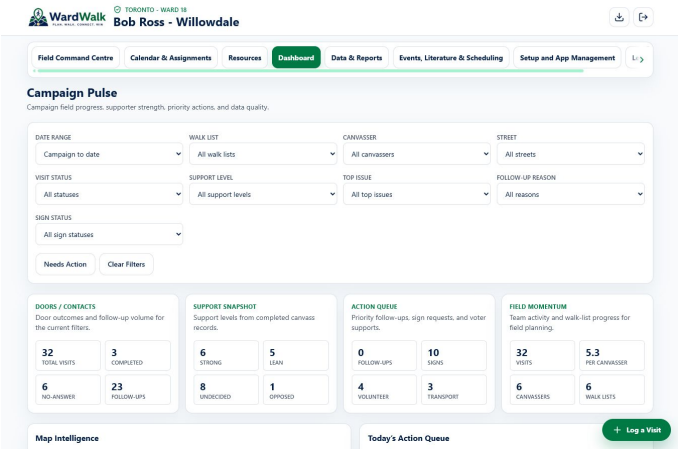
Helps users identify their role based on what they can see.

What You Will Learn

- Why access levels are different
- What volunteers usually see
- What Core Leadership users usually see
- What Admin Users usually see
- What to do if access seems incorrect

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.



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

Step-By-Step Instructions

1. Why access levels are different

Follow the on-screen WardWalk controls for why access levels are different. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

2. What volunteers usually see

Volunteers usually see field tools such as map access, walk lists, visit logging, and role-approved resources.

3. What Core Leadership users usually see

Core Leadership users usually have volunteer tools plus progress review, action lists, exports, documents, calendar, and coordination tools.

4. What Admin Users usually see

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

5. What to do if access seems incorrect

Follow the on-screen WardWalk controls for what to do if access seems incorrect. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

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)
- 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.