

WardWalk Guide: Add or Invite a User

Step-by-step support for campaign users

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Best for	Admin users
Guide number	03.1
Keywords	add user, invite user, invitation, role, email, resend invite

Who This Guide Is For

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

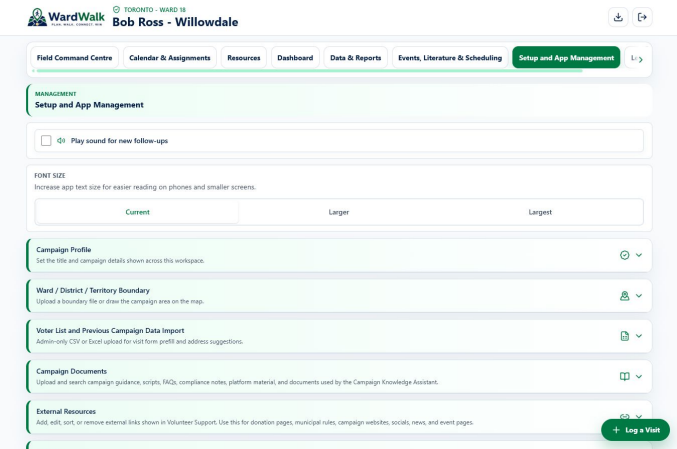
Explains how Admin Users invite additional users.

What You Will Learn

- Who can invite users
- Add a new user
- Choose the correct role
- Send the invitation
- What the invited user receives
- Resend an invitation

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. Who can invite users

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

2. Add a new user

Admins can open Add/Manage Users, enter the person's email and display name, choose a role, and authorize the user.

3. Choose the correct role

Choose the lowest access level that gives the person the tools they need. Use Admin only for people who truly manage setup, imports, users, or exports.

4. Send the invitation

After authorizing the user, WardWalk sends an invite email when email delivery is available. If it fails, confirm SMTP/Postmark and resend after checking the address.

5. What the invited user receives

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

6. Resend an invitation

After authorizing the user, WardWalk sends an invite email when email delivery is available. If it fails, confirm SMTP/Postmark and resend after checking the address.

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.
- User cannot see tools: confirm role and ask them to sign out/in.
- Invite email failed: confirm email delivery settings and resend.

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)

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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.