

WardWalk Guide: Troubleshoot Reports

Step-by-step support for campaign users

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Best for	Core Leadership and Admin users
Guide number	09.4
Keywords	report issue, export issue, missing records, wrong columns, file will not open

Who This Guide Is For

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

Explains common report and export issues.

What You Will Learn

- Export is missing expected records
- Filters may be applied
- File will not open
- Columns look wrong
- Report the issue to support

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.

Step-By-Step Instructions

1. Export is missing expected records

Open Data & Reports, choose the action list or export type, apply any filters, download the CSV, and store it securely.

2. Filters may be applied

Check active filters before assuming data is missing. Clear filters or adjust date/status/location filters if results look too narrow.

3. File will not open

Follow the on-screen WardWalk controls for file will not open. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

4. Columns look wrong

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

5. Report the issue to support

Follow the on-screen WardWalk controls for report the issue to support. 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

- File will not open: download again and open with Excel or Google Sheets.
- Expected records missing: check filters and date ranges.
- Sensitive data concern: stop sharing and ask an Admin before sending the file.

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.