

WardWalk Guide: Common Troubleshooting Guide

Step-by-step support for campaign users

Latest support
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Best for	All users
Guide number	10.1
Keywords	troubleshooting, sign in problem, map issue, save issue, invitation issue, support

Who This Guide Is For

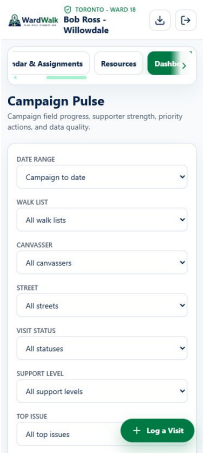
This guide is for all users who need to complete this WardWalk task.
Provides general troubleshooting steps for common WardWalk issues.

What You Will Learn

- Sign-in problems
- Missing invitation
- Expired invitation
- Map not loading
- Address not found
- Cannot save visit

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.



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

Step-By-Step Instructions

1. Sign-in problems

Confirm the email, password, email confirmation status, and invite/authorization status before escalating.

2. Missing invitation

Check spam, junk, promotions, and any campaign forwarding inbox. If the email is still missing, ask your campaign Admin to confirm the spelling and resend the invite.

3. Expired invitation

Ask your campaign Admin or WardWalk Support for a fresh invitation. Do not forward old invite links to other users.

4. Map not loading

Refresh the browser or PWA, confirm internet access, and try again. If other users see the same issue, contact support.

5. Address not found

Refresh the map, check spelling, search with municipality/town, and report persistent location issues with the address and what you expected to see.

6. Cannot save visit

Check required fields, internet connection, and whether your account still has the correct role.

7. Cannot see expected tools

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

8. Export problems

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

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

- 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.

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.