

WardWalk Guide: Frequently Asked Questions

Step-by-step support for campaign users

Latest support

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Best for	All users
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Who This Guide Is For

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

Provides general answers to common WardWalk questions.

What You Will Learn

- What is WardWalk?
- Do I need to install it?
- Which email should I use?
- How do I know my role?
- Can I change my own role?
- Can I use WardWalk offline?

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. What is WardWalk?

WardWalk is a campaign workspace for maps, canvassing, visit logging, walk lists, signs, follow-ups, documents, resources, reports, and campaign coordination.

2. Do I need to install it?

No. WardWalk works in a browser. Installing it on a phone home screen is optional, but it makes the app easier to open during canvassing.

3. Which email should I use?

Use the exact email address your campaign Admin authorized or the address that received your invitation. A different email may not have access.

4. How do I know my role?

Your role controls what you can see. Volunteers usually see field tools, Core Leadership sees coordination and reporting tools, and Admins see setup and user-management tools.

5. Can I change my own role?

No. A campaign Admin must update roles. This helps protect campaign data and prevents accidental permission changes.

6. Can I use WardWalk offline?

WardWalk is designed for connected use. If your connection drops, wait until you are back online before relying on saves, exports, map updates, or account changes.

7. Is the data sensitive?

Yes. WardWalk may contain voter-list data, resident notes, campaign strategy, private documents, contact details, exports, and volunteer information. Treat it as confidential.

8. Where do I get help?

Start with your campaign Admin for role or campaign-specific questions. For product support, visit www.wardwalk.ca/support or use the Contact Us form.

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](#))

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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.