

WardWalk Guide: Fix Map or Location Issues

Step-by-step support for campaign users

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Best for	All users
Guide number	06.3
Keywords	map issue, location issue, wrong pin, address not found, boundary issue

Who This Guide Is For

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

Explains what to do when map pins, addresses, or boundaries appear incorrect.

What You Will Learn

- Refresh the map
- Check the address
- Try searching with town or municipality
- Move location manually if available
- Report map issues

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. Refresh the map

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

2. Check the address

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

3. Try searching with town or municipality

Follow the on-screen WardWalk controls for try searching with town or municipality. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

4. Move location manually if available

Follow the on-screen WardWalk controls for move location manually if available. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

5. Report map issues

Follow the on-screen WardWalk controls for report map issues. 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

- Map appears stale: refresh or reopen the PWA.
- Address location looks wrong: check the address and report persistent issues.
- Boundary missing: ask an Admin to confirm boundary setup.

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.