

WardWalk Guide: Install WardWalk on iPhone or Android

Step-by-step support for campaign users

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Best for	All users
Guide number	01.3
Keywords	install, iPhone, Android, home screen, Safari, Chrome, mobile app, web app

Who This Guide Is For

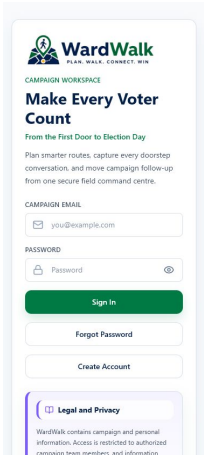
This guide is for all users who need to complete this WardWalk task.
Explains how to add WardWalk to a phone home screen.

What You Will Learn

- What it means to install WardWalk
- Install on iPhone using Safari
- Install on Android using Chrome
- Open WardWalk from your home screen
- Troubleshooting install 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.
- Use Safari on iPhone or Chrome on Android for the smoothest install experience.



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

Step-By-Step Instructions

1. What it means to install WardWalk

Follow the on-screen WardWalk controls for what it means to install wardwalk. Pause and ask your campaign Admin if the task affects users, voter data, exports, or campaign setup.

2. Install on iPhone using Safari

On iPhone, open WardWalk in Safari, tap Share, choose Add to Home Screen, then tap Add.

3. Install on Android using Chrome

On Android, open WardWalk in Chrome, open the browser menu, choose Add to Home screen or Install app, then confirm.

4. Open WardWalk from your home screen

After installation, open WardWalk from the home-screen icon. If the app looks stale after a deploy, close and reopen it.

5. Troubleshooting install issues

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

Common Issues

- Install option missing: use Safari on iPhone or Chrome on Android.
- Old version opens: close and reopen the PWA, or remove and reinstall it.

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)
- 01.4 - Understand Your User Access (wardwalk-01-understand-user-access.pdf)
- 02.1 - Volunteer Quick Start Guide (wardwalk-02-volunteer-quick-start.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.