Member Guide

HamClubOnline — K6VEC Amateur Radio Group, Inc.

Last Updated: November 13, 2026

> This guide is for members of amateur radio clubs that use HamClubOnline to manage their membership. It explains how the platform works from a member's perspective, what you can do, and how your information is handled. HamClubOnline makes every effort to keep this guide and all published policies accurate and current. However, the platform, its features, and applicable laws change over time and this document may not always reflect the most current state of the platform or legal requirements. This guide may contain errors or omissions. If you encounter information that appears incorrect or outdated, or if you have questions about a specific feature or policy, contact your club's membership director or HamClubOnline support at support@hamclubonline.com. For definitive policy positions, refer to the published Terms of Service and Privacy Policy.

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1. What Is HamClubOnline?

HamClubOnline is a free, web-based membership management platform for amateur radio clubs, operated by K6VEC Amateur Radio Group, Inc., a California 501(c)(3) nonprofit corporation. The platform is provided at no charge as a public service to the amateur radio community, supported by voluntary donations from participating clubs. Clubs that donate to support platform operations are recognized as **HamClubOnline Supporting Clubs**. Donations are entirely voluntary and have no effect on any club's access to or use of the platform.

If your amateur radio club uses HamClubOnline, the platform allows you to:

- View and manage your membership profile and contact information
- Renew your membership and make dues payments online
- View the club roster and member directory
- Check the club calendar and RSVP for events
- Receive club newsletters, event reminders, and communications
- Participate in club elections with anonymous voting
- View and update your amateur radio skills and certifications
- Receive SMS and voice text-to-speech activation alerts (if enrolled)

You do not need to create a HamClubOnline account to remain a member of your club. Many members are added by their club administrator and never log in. However, activating your account gives you direct control over your profile, privacy settings, and communications preferences.

2. Your Account

2.1

Do You Need an Account?

Your club administrator can manage your membership record, process your renewal, and handle most club functions on your behalf without you needing to log in. You only need an

account if you want to manage your own profile, pay dues directly online, view the members-only roster, or participate in club elections online.

2.2

Creating a HamClubOnline Account

If you hold an FCC amateur radio license, you can create your own HamClubOnline account by self-registering. You will need your **FCC callsign** and your **FCC Registration Number (FRN)**. Self-registration creates a blank account tied to your FCC license record — it does not automatically add you to any club.

To self-register, go to hamclubonline.com and click **Register New**. Your name and address will be pre-populated from the FCC Universal Licensing System and cannot be edited in HamClubOnline.

> **No FCC license?** Self-registration requires a valid FCC callsign and FRN. If you do not hold an FCC amateur radio license, you cannot self-register. Your club administrator can add you to the roster directly — contact your club's membership director to be added.

2.3

Applying to Join a Club

Once you have a HamClubOnline account, you can apply to join a club from the **Main Menu** by clicking **Apply for Membership with a HamClubOnline Club**. Online applications are only available for clubs that have enabled this feature. To apply, you will need either the club's **application code** (provided by the club) or the club's **callsign**.

The application form is configured by your club and may include a description of the club, custom questions relevant to the club's activities, and a footer with your club's code of conduct or membership terms. Fill in all required fields and click **Submit**.

If your club requires dues payment before submitting, you will be prompted to pay through PayPal or Square. Payment goes directly to your club's account.

After submitting, your application is reviewed by a club administrator. You will receive an email notification when your application is approved and you have been added to the roster.

> **Not all clubs accept online applications.** If your club has not provided an application code, or if online applications are not enabled for your club, contact your club's membership director directly to be added to the roster.

2.4

Activating Your Account (Administrator-Added Members)

If your club administrator has added you to HamClubOnline rather than you self-registering, you may already have a record on the platform but no password set. To activate your account, go to hamclubonline.com and click the **Forgot Password** link. Enter the email address your club's membership director or administrator has on file for you, and you will receive a link to set your password.

> **Important:** The email address must match the one your club administrator entered when adding your record. If you are not sure which email address is on file, contact your club administrator or membership director before attempting to activate your account.

2.5

After You Activate Your Account

Once you have signed in and set a password, your account is activated. After activation:

- You control your email address — your club administrator can no longer change it
- You can update your profile, notification preferences, and privacy settings directly
- You can view your activity history and privacy logs

2.6

Password Security

Your HamClubOnline password must meet the following requirements:

- Between 12 and 50 characters long
- Contains at least one lowercase letter
- Contains at least one uppercase letter
- Contains at least one number

We recommend using a password manager to generate and store a strong, unique password. Do not reuse a password you use for other accounts. HamClubOnline will never ask for your password by email, phone, or support channel. If you receive such a request, treat it as unauthorized and report it to support@hamclubonline.com immediately.

If you forget your password, use the **Forgot Password** link on the login page. A reset link will be sent to your registered email address.

To protect accounts, repeated failed sign-in attempts are temporarily blocked. After too many failed attempts for your account, or from your network address, wait 15 minutes and try again, or use **Forgot Password**. A successful sign-in clears the count for your account.

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3. The Main Menu

After logging in, you will land on the Main Menu. This page shows your personal information, your FCC callsign details (if on file), and a list of every club you belong to on HamClubOnline with your role and membership status in each.

From the Main Menu you can:

- **Click a club name** — to enter that club's menu
- **Apply for Membership with a HamClubOnline Club** — apply to join a club that has online applications enabled, using the club's application code or callsign
- **Add My Club to HamClubOnline** — register a new US club on the platform (US clubs only; non-US clubs use the New Club Request form on hamclubonline.com)
- **Edit My Account** — update your personal information and notification preferences
- **Change My Password** — update your login password
- **View My History** — review your platform activity log
- **Help Center** — access help documentation and guides
- **Contact Support** — submit a support request

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4. Your Club Menu

Clicking a club name from the Main Menu takes you to that club's menu. Opening the Main Menu, in any browser tab or with the back button, closes the club you were in; if you then use a club page, you are returned to the Main Menu to click your club again. If your access was recently changed, click your club on the Main Menu to refresh it. This is where you access all of the features available for that specific club. The options you see depend on your role within the club.

Available to all members:

- Manage Your Club Profile
- Club Roster
- Club Calendar
- Send Message to Club Management
- Newsletters & Communications
- Files
- View Your Attendance
- View/Update Your Skills
- Elections & Surveys
- Add Membership Time / Make a Payment
- Make a Donation to your club (if your club accepts online donations)
- Purchase Club Items — *Coming Soon*
- Club Auction — *Coming Soon*
- View Coordinated Repeaters (if your club is a frequency coordinator)
- FCC Callsign Lookup

Members who have been assigned additional security roles by their club administrator will see additional options in the club menu.

4.1

Send Message to Club Management

The **Send Message to Club Management** link in your club menu lets you contact your club's administrators directly through HamClubOnline without needing to know anyone's personal email address. Use this for membership questions, address corrections, roster concerns, or any other matter you want to bring to your club's attention.

Messages sent through this feature are delivered to the email addresses of all club members who are configured to receive club management messages. You will typically receive a reply from your club's membership director or another club officer.

> **For time-sensitive matters**, note that club management email delivery depends on your club's administrator availability. If you need urgent assistance — for example, to resolve an account access issue before an election closes — contact HamClubOnline support directly at support@hamclubonline.com.

4.2

Files

The **Files** link in your club menu gives you access to documents and files your club administrators have made available to members. This may include meeting minutes, club bylaws, forms, net logs, training materials, or other club documents.

Files are organized by your club administrator into folders, and a folder can also hold web links your club wants to share. A folder can be limited to members who hold a particular skill, so you may not see every folder your club has. You can view and download any file or folder that is available to you. If you need a specific document that is not listed, contact your club's membership director or administrator.

4.3

FCC Callsign Lookup

The **FCC Callsign Lookup** link in your club menu provides a quick way to look up any amateur radio callsign in the FCC Universal Licensing System database without leaving HamClubOnline. Enter a callsign to view the licensee's name, license class, expiration date, and FCC address of record as they appear in the FCC database.

This is useful for verifying a prospective member's license details, looking up a callsign heard on the air, or confirming your own license information is current in the FCC database. Results reflect the FCC's public records and are the same data HamClubOnline uses to synchronize member license information.

4.4

Club Auctions (Coming Soon)

HamClubOnline is adding an auction system for clubs, planned to go live in the first quarter of 2027. Until then it appears in your club menu as *Club Auction (Coming Soon)*. Two kinds of auction are planned:

- **Live auctions** — held in person or by teleconference with a live auctioneer, who registers the winning bid and the winning bidder.
- **Silent auctions** — held entirely on HamClubOnline.

For both kinds, sellers register their items before the auction begins, and a seller can set a minimum bid. Your club decides how winning bidders pay. Many clubs collect payment in cash. If your club has online payments turned on, you may be able to pay online, and some clubs let the winning bidder and the seller pay each other directly. A club may keep a

percentage of each sale as a donation to the club, and it will tell sellers the percentage before they register an item.

Auction items are sold as is, and auction sales are final, so examine items and ask questions before you bid. Questions about an auction or a purchase should go to your club, not to HamClubOnline. More details will be added to this guide before launch.

4.5

Club Store (Coming Soon)

HamClubOnline is adding a club store, planned for release in the fourth quarter of 2026. Until then it appears in your club menu as *Purchase Club Items (Coming Soon)*. Your club will be able to sell physical items, such as merchandise, and non-physical items, such as tickets to a club event. The store is available to members of the club. You pay through your club's own online payments, and your club must have them turned on. Items that ship are sent to the address on your profile, so keep it current. Pick-up and electronic delivery, including delivery of tickets, are arranged by your club.

Each club sets its own prices and its own refund and return policy, and HamClubOnline is unable to assist with a refund or dispute for a store purchase (see Section 7.5). Contact your club with any question about an order.

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5. The Club Calendar

Your club's event calendar is accessible from the club menu by clicking **Club Calendar**. The calendar shows upcoming club events including meetings, nets, training sessions, and other activities.

5.1

Event Information

Each event shows the event name, date and time, location, and a description. Some events include virtual attendance options such as Zoom links. Events marked as public are visible to anyone on the public-facing calendar. Events not marked public are visible to club members only after logging in.

5.2

Event Participation

Depending on how your club has configured an event, you may be able to respond or sign up in one of the following ways:

- **RSVP** — you can indicate whether you plan to attend by responding Yes, No, or Maybe. You can also leave a short comment. RSVP links appear in the event reminder email and on the event page on the club calendar.
- **Sign-Up** — you can sign up to participate in the event without selecting a specific role. This is used for events where the organizer needs a headcount of participants or volunteers, such as a license exam session.
- **Specific Positions** — you can sign up for a named role or position on the event. Your club defines the available positions in advance (for example, Net Control, Race Start, Race End, or a specific location on a course) and you select the one you will fill. Once a position is taken it is no longer available to other members.

Some events have no participation tracking — they appear on the calendar for information only with no response option.

5.3

Event Reminders

If you are enrolled to receive club event notifications, HamClubOnline can send you up to two reminder emails before an event — typically a day before and a few hours before the start. Each reminder includes an **iCal attachment** you can use to add the event to your calendar application, and an **opt-in/opt-out link** specific to that event type, so you can manage reminders for that category of event without affecting your other email preferences. If you have opted out of club email communications you will not receive event reminders.

5.4

Self Check-In

Some events allow members to check themselves in using a self check-in link. The link is included in your event reminder email and is also available on the event details page in the club calendar. You can use the link from one hour before the event starts until 24 hours after the event ends.

Clicking the link opens a check-in page. If the event requires a check-in code, you will need to enter the two-character code to complete check-in. The code is provided at the event by your event manager.

5.5

Time Zones

When you are logged in, dates and times throughout HamClubOnline, including event times, are shown in your own time zone. HamClubOnline sets your time zone automatically from the location of your address, and updates it automatically whenever your address is updated. You do not need to set it yourself. Whenever your time zone is not available, such as when you view the public club calendar without logging in, times are shown in the club's time zone instead.

5.6

Viewing Your Attendance

You can view a record of the events you have attended by clicking **View Your Attendance** from the club menu. Your attendance history is also visible to club administrators through the Manage Member page.

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6. Managing Your Profile

To update your profile, click **Manage Your Club Profile** from the club menu. The profile page is divided into two areas: your personal and contact information at the top, and your club roster information below.

6.1

FCC-Managed Fields

Your **name** and **mailing address** are synchronized automatically from the FCC Universal Licensing System and are labeled *Managed by FCC* on your profile. These fields cannot be edited in HamClubOnline by you or your administrator. If this information is incorrect, update it with the FCC directly at wireless2.fcc.gov and allow time for synchronization to occur. Your callsign, FCC Registration Number (FRN), license operator class (for example, Technician, General, or Amateur Extra), and license expiration date are also FCC-synchronized.

6.2

Location Display

Your profile displays your GPS coordinates, Maidenhead grid square, UTM coordinates, and elevation, calculated automatically from your address. This information is informational only. It is visible to other members of your club unless you use the full roster opt-out, and it is never shown publicly. HamClubOnline also determines your time zone from your address; your time

zone is not displayed to anyone and is used only to show dates and times to you throughout the site (see Section 5.5).

6.3

Contact Information

- **Account E-Mail** — your personal login email address. Receives account security notifications such as password reset and password changed emails, as well as membership notifications such as renewal reminders and expiration notices. If you have not provided a Club Email, this address will be published on the club roster unless you have opted out of email display.
- **Club E-Mail** — a separate club-specific email address used for club communications and event notifications. When provided, this is the address published on the roster instead of your Account Email. Opting out of email display on the roster suppresses both your Club Email and Account Email from appearing on the roster.
- **Phone numbers** (optional) — a phone number is not required. You may have no phone number, or one or more phone numbers, on file. Only one number can be designated as primary at a time. Your primary number is the one published on the club roster, if you have not opted out of phone display. Use **Add New Phone Number** to add additional numbers. You can also list a Hamshack Hotline, HOIP or AREDN Mesh extension, or choose **Other** to type a number in any format you like; these are shown on your profile but cannot be your primary number and never receive activation alerts.

6.4

Addresses

Your mailing address cannot be updated by you directly in HamClubOnline. If you are a licensed amateur radio operator, your address is synchronized from the FCC Universal Licensing System and reflects your FCC address of record. To update it, make the change with the FCC at wireless2.fcc.gov and allow time for synchronization. If you do not have a callsign on file, contact your club's membership director or administrator to update your address. When your address is updated by any of these methods, HamClubOnline automatically recalculates your location information and updates your time zone.

6.5

Roster Information

The roster information section shows the details your club has on file for you:

- **Member Number** — assigned by HamClubOnline the first time you are added to a club roster and never changes. This number is unique to your membership in that club.
- **Roster Status** — maintained automatically by HamClubOnline based on your membership activity. See your membership director if you have questions about your status.
- **Expire Date** — maintained automatically by HamClubOnline based on your membership period. Updated when you renew.
- **Joined Club** — purely informational. Records the date you first joined the club and does not affect your membership status.
- **Club Rank and Club Position** — assigned by your club
- **Delegate** — any affiliated organization or delegate status
- **Birth Date** — month and day only, no year (optional, if your club collects it)
- **Emergency Contact** — optional contact information
- **Nickname** — if provided, replaces your first name on the club roster

If a club marks a member as deceased (Silent Key, or SK), HamClubOnline marks that person SK in every club they belong to, removes their amateur radio information, removes and deactivates their email address and inactivates the account. The account owner and the person's other clubs are notified by email. This can be done only for a person who has already been removed from the club's roster. If you are alive and ever receive such a notice, or see your account marked SK, contact HamClubOnline support at support@hamclubonline.com immediately.

6.6

Roster Privacy

The **Hide All Info on Club Roster?** checkbox is your full roster opt-out. Checking this box hides your entire profile — including your name, callsign, contact information, and location — from other members and the public. While it is checked, you appear on the roster only as a member number. Your club administrators can still see your full record for club management purposes. Click **Save Roster Changes** after making any updates to this section.

6.7

Membership History

Your profile shows your complete membership history for the club — every membership period with its type, start date, end date, and current status. Active memberships show the number of days remaining. Memberships that have been paid for but have not yet started — for example,

an early renewal that begins after your current membership expires — will also appear in the list with a future start date.

6.8

Skills and Relationships

Your profile also shows any skills or certifications assigned to you by your club or added by you, and any relationships recorded between you and other club members (such as spouse or family member designations). Your club may also record skills that are visible only to club administrators; these do not appear on your profile.

6.9

Financial History

Your complete dues payment history is displayed on your profile, showing every transaction processed through HamClubOnline including the payment method, amount, date, and transaction reference number.

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7. Membership and Renewals

7.1

Membership Expiration

If your club charges membership dues, your membership will have an expiration date. HamClubOnline memberships begin at 00:00 UTC on the start date and end at 23:59 UTC on the expiration date. The renewal reminder email is sent once, at the number of days before expiration configured by your club. The expiration notice is sent on the day your membership expires. If you do not renew within your club's grace period, a removal notice is sent when you are removed from the roster.

If you have opted out of email communications you will not receive these reminders — you will need to log in directly to check your membership status and renew.

7.2

Renewing Online

If your club has enabled online payment processing through PayPal or Square, you can renew your membership directly from the club menu by clicking **Add Membership Time / Make a Payment**. Your payment goes directly to your club's own PayPal or Square account —

HamClubOnline does not hold or process the funds. If your club has not set up online payments, no payment links are offered; contact your club to renew.

You can also renew as a different membership type: choose from the **Renew as a Different Membership Type** list. If you have held any earlier membership with the club, the initiation fee is waived. If your current membership is free or lifetime, there is no renew button, and the page explains why.

Donating to your club: If your club accepts online donations, the club menu also shows **Make a Donation to** your club. Enter any amount from $1.00 to $2,500.00 and pay with PayPal or Square. The donation goes directly to your club's own PayPal or Square account, does not change your membership, and you receive an e-mailed donation payment receipt. Whether a donation is tax-deductible depends on your club's tax status and your own tax situation, so consult an accountant or tax advisor. You can also add an optional donation when you renew.

7.3

Renewing Without an Online Account

You do not need to log in to renew. There are two ways to renew without an account:

- **Renewal link in email** — renewal links are included in the expiration reminder emails sent by HamClubOnline. Click the link to go directly to the payment page.
- **Pay My Club Dues** — go to hamclubonline.com, click **Pay My Club Dues**, and enter your callsign or account email address. This allows you to renew without needing to log in or remember your password.

You can also contact your club's membership director to renew by check, cash, or another method your club accepts.

7.4

Not All Clubs Charge Dues

Some clubs do not charge membership dues at all. If your club does not have a payment option available, dues collection may not be enabled for your club.

7.5

Refunds and Payment Disputes

Payments you make to your club through HamClubOnline, such as dues, event fees, donations and auction payments, go to the club, not to HamClubOnline. Each club sets its own refund policy. **HamClubOnline is unable to assist with any refund or financial dispute**

involving a payment made to a club, and does not control how clubs handle their finances. If you have a question about a payment, or want a refund, contact your club's treasurer or membership director. If a charge was unauthorized, you can also contact your bank or credit card issuer, or PayPal or Square.

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8. Email Communications and Opt-Out

8.1

Emails You May Receive

Depending on your club's configuration, HamClubOnline may send you the following types of emails:

- Welcome email when you are added to the roster
- Membership renewal reminders and expiration notices
- Dues payment confirmation
- Notification when you have been removed from the roster
- Club newsletters
- Event reminders — each reminder includes an **iCal attachment** so you can add the event to your calendar application, and an opt-in/opt-out link for that event type so you can manage reminders for that category of event
- Election ballot notifications and election results
- Skill expiration warnings and notices
- FCC license renewal reminder (60 days before your license expires) and FCC license expiration notice
- Notification when HamClubOnline updates your record from the FCC database (name, address, license class, or expiration date change)
- SMS alert enrollment confirmation

Two emails cannot be disabled: **password reset** and **password changed notification** emails. These are account security notifications sent only in response to account activity and do not include an unsubscribe link.

8.2

How to Opt Out

You can opt out of club email communications in three ways:

1. Click the **unsubscribe link** in the footer of any email
2. Log in to your HamClubOnline account and update your **notification preferences**
3. Contact HamClubOnline support at support@hamclubonline.com

> **Important:** If you opt out of club communications you may miss important notifications including election ballot availability, membership renewal reminders, and event reminders. You will need to log in to HamClubOnline directly to check for these. Only you or HamClubOnline staff can reinstate your subscription — your club administrator cannot override your opt-out.

8.3

Reporting Spam

Please do not use your email provider's spam report button as a substitute for using the unsubscribe link. Spam reports damage the email sending reputation of the platform for all clubs and members. If you have received an email in error, contact your club's membership director or support@hamclubonline.com instead.

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9. SMS and Voice Alerts

9.1

What Are Activation Alerts?

If your club participates in emergency communications programs such as ARES, RACES, or CERT, club coordinators can send SMS text messages and voice text-to-speech (TTS) calls to enrolled members when an activation occurs. Activations may include club exercises, drills, or notifications relayed from civil or governmental authorities. These messages are not promotional.

9.2

How to Enroll

Enrollment is entirely voluntary, requires your active consent, and is managed separately for each club you belong to. To enroll for a club:

1. Log in to HamClubOnline and go to your club profile for that club

2. Enter your mobile or landline phone number
3. Check the consent checkbox — it is unchecked by default and must be actively checked by you
4. Save your settings

If you belong to multiple clubs and want to receive alerts from each, you must enroll in each club's profile separately. SMS messages are delivered to mobile numbers only. Voice TTS calls are delivered to both mobile and landline numbers. Your consent, including the date, time, and IP address of your submission, is recorded in accordance with TCPA requirements.

9.3

How to Opt Out

You can opt out of SMS alerts at any time by replying **STOP** to any alert message, or through any other reasonable method that clearly expresses your intent to stop receiving messages — including contacting your club administrator or emailing HamClubOnline support at support@hamclubonline.com. Under FCC rules implementing the TCPA, any clear revocation request must be honored within 10 business days regardless of how it is submitted. Opting out removes you from SMS and voice alerting across every club you belong to within HamClubOnline, not only the club whose message prompted the opt-out. This applies regardless of the alert type and is required by TCPA regulations. To re-enroll, go to your club profile for each club you wish to receive alerts from and re-submit the consent checkbox. Replying STOP opts you out of both SMS messages and voice TTS calls. If you provided only a landline number, you cannot reply STOP; instead, contact your club's membership director or HamClubOnline support to opt out of all clubs. Removing your phone number from a club profile is different: it stops SMS messages and voice calls from that club only and does not affect alerts from your other clubs.

9.4

Message and Data Rates

Standard message and data rates may apply to SMS messages depending on your mobile carrier plan.

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10. The Club Roster and Your Privacy

10.1

Who Can See Your Information

Your club administrator configures which fields are visible to different groups. There are typically three visibility levels: public (visible to anyone), members-only (visible to logged-in club members), and administrators-only. Your club rank may also determine what you can see on the roster.

Regardless of how your club configures its roster, HamClubOnline **automatically prevents** the following fields from ever appearing on the public roster:

- Street address
- Email address
- Phone number
- Birth date

The public roster is hidden by default and must be explicitly enabled by your club administrator.

10.2

Your Roster Opt-Out Rights

You have the following opt-out rights for roster display. To exercise the phone or email opt-outs, contact your club's membership director:

- **Full roster opt-out:** Check the **Hide All Info on Club Roster?** checkbox on your profile page and click **Save Roster Changes**. This hides your entire profile, including your location, from other members and the public; you appear on the roster only as a member number. Your club administrators can still see your full record.
- **Phone number opt-out:** Use the opt-out control next to your phone number on your club profile page to suppress it from the roster regardless of rank-based visibility settings. You may also contact your club administrator for assistance.
- **Email address opt-out:** Use the Published/unpublished toggle next to each email address on your profile page, or contact your membership director

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11. Club Elections and Voting

11.1

Anonymous Voting

HamClubOnline's voting system is designed so that your vote is not linked to your identity. When you cast a ballot:

- A one-time token verifies your eligibility and prevents you from voting twice
- Your actual vote selection is stored in a completely separate database table with no link to your identity

Your club administrator can see **whether you voted** but **cannot see how you voted**. Election results are reported in aggregate only. The application provides no way for anyone, including HamClubOnline staff, to view how a specific member voted. Because votes and participation records are written at the same time, someone with direct access to the underlying database could potentially match them by timestamp or record order. Database access is limited to HamClubOnline system administrators, and HamClubOnline does not attempt to determine how any member voted.

While the technical architecture prevents any direct link between your vote and your identity, practical anonymity is not guaranteed in all circumstances. In elections with very low participation or with write-in responses, a club administrator may be able to infer how a member voted based on context or the content of write-in answers. Keep this in mind when voting in small or low-turnout elections.

11.2

Voting Requirements

Your club may require you to have been a member for a minimum number of days before you can vote in elections. Check with your club's membership director for your club's specific requirements. An election can also be limited to members who hold a particular skill; only members who hold that skill (and whose skill has not expired) receive a ballot.

11.3

If You Have Opted Out of Email

If you have opted out of club email communications, you will not receive a notification when a ballot is available. Log in to HamClubOnline and visit the **Elections & Surveys** section of your club menu to check for open elections during an election period.

11.4

Surveys

In addition to elections, your club may use the same **Elections & Surveys** feature to conduct member surveys. Surveys work similarly to elections but are used for gathering member input

or feedback rather than binding votes — for example, gauging interest in a new club activity, collecting opinions on a proposed bylaw change, or polling members on meeting times.

When a survey is available, it will appear in the **Elections & Surveys** section of your club menu. Participation in surveys is voluntary unless your club specifies otherwise. Check with your club's membership director for details on how your club uses surveys.

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12. Skills and Certifications

Your club can track amateur radio skills, emergency communications certifications, and organizational roles through the skills system. Examples include ARES, RACES, CERT, Net Control qualifications, or club committee memberships.

To view or update your skills, click **View/Update Your Skills** from the club menu. Each skill in your club's system is configured individually. Some skills are **member editable** — meaning you can add or remove them yourself directly from your profile. Others can only be assigned or removed by your club's administrator or a member with the Skills Manager role. If a skill you hold cannot be updated through your profile, contact your membership director.

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13. Your Activity History

HamClubOnline maintains a log of security and account activity events associated with your account. You can review your own activity log at any time by clicking **View My History** from the Main Menu.

Your activity log records events including:

- Successful and failed login attempts
- Profile and account changes
- Payment events
- SMS alert consent submissions
- Membership events — dues payments, membership additions, renewals, and cancellations
- FCC auto-updates — license data changes synchronized automatically from the FCC, such as name, address, license class, or expiration date changes

Activity logs are retained indefinitely. If you notice login activity you do not recognize, contact your club's membership director and HamClubOnline support at support@hamclubonline.com immediately.

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14. Your Personal Data and Privacy Rights

14.1

What HamClubOnline Stores About You

HamClubOnline stores the personal information your club administrator entered when adding you to the roster, plus any information you have provided directly. This may include your name, address, email, phone number, callsign, license data, membership status, skills, event attendance records, and activity logs. For the complete list, see the Privacy Policy.

14.2

Your Privacy Rights

Regardless of where you live, HamClubOnline honors the following rights for all users:

- **Access:** You may request a copy of the personal information we hold about you
- **Correction:** You may request that inaccurate information be corrected. You can also update most information directly through your account profile
- **Deletion:** You may request deletion of your personal information, subject to data retention obligations and your club's right to maintain membership records
- **Opt out of data sales:** HamClubOnline does not sell personal information
- **Non-discrimination:** Exercising any privacy right will not result in any penalty or change to your club membership status

14.3

Data Retention

Different types of data are retained for different periods. Your membership records and financial transaction history are retained indefinitely by your club as part of their club records. Your activity logs are also retained indefinitely. For the complete retention schedule, see the Privacy Policy.

14.4

To Exercise Your Rights

Contact your club's membership director first for questions specific to your club's membership records. For privacy rights requests involving HamClubOnline's data practices, contact:

> Privacy Compliance Officer
> K6VEC Amateur Radio Group, Inc.
> 10 Sage Hill
> Laguna Hills, CA 92653
> United States
> support@hamclubonline.com

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15. Getting Help

15.1

Your Membership Director Is Your First Contact

In most clubs, the person you will interact with for membership-related questions is your club's **membership director** — the club officer responsible for managing membership. In some clubs this role may be called membership secretary, membership chair, or a similar title. Your membership director may or may not be the same person as the club's HamClubOnline administrator.

When HamClubOnline documentation or communications refer to a **"club administrator,"** this means any club member who has been authorized and assigned the ability to perform a specific function on behalf of the club — not necessarily one specific person. Your membership director, treasurer, events coordinator, and other club officers may each be a club administrator for their area of responsibility.

Your membership director can help you with:

- Helping you select the right membership type when joining
- Helping you fill out the club membership application if required
- Updating your membership record or contact information
- Processing a renewal or payment
- Roster display and opt-out requests
- Questions about club elections, events, and activities
- General questions about using HamClubOnline for your club

> **HamClubOnline support is intended for club administrators, not individual members.** If you contact HamClubOnline support directly about a general membership question, you will generally be directed back to your club's membership director or administrator. HamClubOnline support will help you directly with account security concerns, privacy rights requests, and communication opt-outs.

15.2

HamClubOnline Support

If your concern cannot be resolved by your club's membership director or administrator, or if it involves HamClubOnline's systems directly, contact:

> K6VEC Amateur Radio Group, Inc.
> 10 Sage Hill
> Laguna Hills, CA 92653
> United States
> support@hamclubonline.com

Support tickets can also be submitted through the HamClubOnline Support Center.

15.3

Full Policy Documents

- Terms of Service
- Privacy Policy
- Refund Policy

HamClubOnline is operated by K6VEC Amateur Radio Group, Inc., a California 501(c)(3) nonprofit corporation. The platform is provided free of charge to amateur radio clubs and their members as a service to the amateur radio community.