

# Enhancements 1.1 – NRS Chat and Captions

**October 2022**

# Changes to NRS Chat and Captions

## Step-by-step instructions

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| **Step number** | **Image** | Instruction |
| 1 | The Welcome to the National Relay Service app screen features a box to select your call type. NRS Chat is the first call type on the list.The National Relay Service Page on Accesshub.  The page features a box to select your call type.  NRS Chat is the first call type on the list.  | Go to [www.infrastructure.gov.au/accesshub/nrs](https://www.infrastructure.gov.au/accesshub/nrs)Click the [**make an NRS Chat or NRS Caption**s](https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service) call link (the call page can be bookmarked for future use).Or you can make an NRS Chat call using the NRS app. Just open the app and select **NRS Chat (Type + Read)** from the **Select your call type** menu. |
| 2 | The Emergency call feature on the login page of the National Relay Service. The login page for making a NRS Chat or Captions call.  The page also features a link to 'Forgot Password?', Auslan password reset instructions and a link for users to register to use the service. | To make a NRS Chat call or NRS Captions call, log in using your registered phone number and password. Alternately, if it is an emergency call, please proceed to the bottom of the website and select "Call 000" |
| 3 | The Make A Call page for NRS Captions Call.  The page features the emergency option, the space to input phone number and a link to information on overseas or premium rate calls.The Make A Call page for NRS Chat Call.  The page features the emergency option, the space to input phone number and a link to information on overseas or premium rate calls.  | Once logged in, you can select if you would like to make a Chat call or Captions call from the top of the screen by selecting "Make an NRS Chat call" or "Make an NRS Captions call".**Make an NRS Chat Call:** Once you have made your selection, you can input the phone number you want to call and select "Connect Now" to initiate the process. Alternately, if it is an emergency call, please proceed on selecting "Call 000" **Make an NRS Captions Call:** Once you have made your selection, you can input your phone number and the telephone number you want to call and then select "Connect Now" to initiate the process. Alternately, if it is an emergency call, please proceed on selecting "Call 000" Overseas calls and premium-rate numbers using the NRS Chat Call or Captions Call is currently unavailable. |
| 4 | The Receive a call section for NRS Captions Call.  The page displays the user's phone number, the instructions and the button to proceed with receiving a call. The Receive a call section for NRS Chat Call.  The page displays the instructions and the button to proceed with receiving a call.  | **Receive an NRS Chat Call:**The person calling you would have to dial 1300 553 467 and enter your login number (including area code) then enter #**Receive an NRS Captions Call:**Confirm the phone number you want to receive calls through.If you would like to change the phone number, you can select "Change phone number" and input the phone number you wish to receive calls through. Other people would have to dial 1300 018 342 first and enter your number (including area code) then enter # |
| 5 | My Settings on the Chat Interface.   There are three different types of customizations to the chat screen that the user can choose from: Default, Dark and High Contrast. | You can customise the colour scheme of the chat window by clicking on "Colour themes" under "My Settings" on the left-hand side of the screen, or by selecting the settings icon on your mobile. You can then select the colour theme of your choice from the three options: Default, Dark or High Contrast |
| 6 | My Settings on the Chat Interface.   There are three different types of customizations to the chat screen that the user can choose from: Regular which is 16pt, Medium which is 24pt and Large which is 32pt. | You can adjust the text size of the chat window by clicking on "Text size" under "My Settings" on the left-hand side of the screen or by selecting the settings icon on your mobile. You can then select the text size of your choice from the three options: Regular (16pt), Medium (24pt) or Large (32pt) |
| 7 | The Chat Screen with the chat shortcuts highlighted in red.   The three chat shortcuts that are highlighted are 'I'm still typing', 'GA' and 'SKSK' | **GA-** "GA" refers to "Go Ahead". Add "GA" if you want the other person to respond**SK-** “SKSK” refers to stop keying, stop keying. Use this when you have finished your call"**I'm still typing-** Need more time to finish sending your message? Click "(I'm still typing)" to immediately let the Relay Officer know without disrupting your typing. If you need to talk directly to the relay officer at any time, you can use brackets. For e.g. (Please wait, I am a slow typist) |
| 8 | The Chat Screen with the emergency call information highlighted in red.   | You can let our Relay Officer know if you're already connected. If not, you can hang up and select Emergency Call instead.  |
| 9 | The chat refreshed screen.   This is the screen that the user will view once chat has been successfully refreshed.The Chat Screen with the refresh chat link highlighted in red.   This feature allows users to refresh the chat. | If you don't see messages appearing, you can try clicking on the link and the chat will be refreshed. If the messages are still not appearing, check your internet connection. Alternatively, you can hang up and try reconnecting to make a call.  |
| 10 | The Hang Up Prompt.  A prompt appears on the screen once the user clicks on Hang up to ask if the user wishes to end the call. The user is provided two options -  'Yes, hang up the call' and 'No, not yet' The Chat Screen with the Hang Up button highlighted in red.   This feature allows users to exit the chat. | To end the call, you can select the Hang up button on the top right of the screen. You will be prompted by the system if you are sure you wish to end the call, to avoid accidental clicks. You can select "Yes, hang up the call" to proceed ending the call.  |
| 11 | A screenshot of the Helpdesk page.   The page features an instructional video on how the page works.  The page also features information on how Helpdesk can assist and the operating hours. Cartoon image of relay officer typing on a computer and using a phone with a headset.  | Need more help? Our Helpdesk is available between 8am and 6pm AEST Monday to Friday. To contact Helpdesk, click on the link here: [Contact Helpdesk/Give Feedback](https://nrschat.nrscall.gov.au/nrs/contactus) and you will be redirected to the Helpdesk website. |

# NRS Helpdesk

The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

* Email helpdesk@relayservice.com.au
* Phone 1800 555 660
* SMS 0416 001 350
* Fax 1800 555 690
* [Contact Helpdesk/Give Feedback](https://nrschat.nrscall.gov.au/nrs/contactus)
* [Online contact form](https://www.infrastructure.gov.au/media-technology-communications/phone/services-people-disability/accesshub/national-relay-service/contact-nrs-helpdesk/nrs-helpdesk-enquiries)

# Hints

* You can download the NRS app from the Google Play store  (for android phones and tablets) or the Apple App Store  (for iPhones and iPads). Just search for **NRS** or **National Relay Service** in the search field, select the app and tap to install.

The app will look like this: 