Commonwealth Crest and National Relay Service logo with the words 'An Australian Government Initiative'.

communications.gov.au/accesshub 

# Instruction sheet 1.2—NRS Chat—Answering a call

To receive a NRS Chat call through the NRS, a caller will need to call the NRS on 1300 553 467 and:

* provide the phone number you registered with and your name
* ask to be connected to you.

## Step-by-step instructions

| Step number | Image | Instruction |
| --- | --- | --- |
| 1 | Cartoon image of a laptop computer. | Go to www.communications.gov.au/accesshub/nrs.  Click the [**make a NRS Relay call**](https://nrschat.nrscall.gov.au/)link(the call page can be bookmarked for future use). |
| 2 | Log in to NRS Chat. You will find the fields to log in to NRS Chat on the left hand side of the screen after you open the 'Make and NRS Chat call' link. The fields from top to bottom read: Phone number, Password, a Remember me check box, a red Login button and a 'Not registered?' link. To the right of these fields is a "Forgot password?' link. | You need to log on first using the phone number you registered with and your password.  If you are not registered – click on the ‘not registered’ link to register and follow the prompts. |
| 3 | Image of 'I am logged in and can receive calls fields'. These fields appear to the right of the welcome screen once you have logged on to NRS Chat.  Contains instructions for caller to call NRS on 1300 553 467 and to provide the your log in number.  Red receive a call button at bottom  of window. | You will be taken to a welcome screen. On the right hand side of this screen it will tell you that you are logged in and can receive calls.  Click on the red **Receive a call** button. |
| 4 | Cartoon image of a laptop computer. | A chat window will automatically open.  Keep this window open to receive a call. |
| 5 | Cartoon image of a laptop computer. | When someone calls there will be a message received in the chat window. Respond to the message to start your chat session. |
| 6 | Cartoon image of relay officer typing on a computer and using a phone with a headset. | Type ‘Hello GA’ (Go ahead) and press **enter** or click **send.**  Wait to be transferred to a relay officer who will let the caller know you have accepted the call. |
| 7 | Cartoon of two eyes with two arrows pointing downwards. | Wait for the caller’s greeting.  Wait to read ‘GA’ before replying. |
| 8 | Cartoon image of a computer keyboard with two hands typing on the keys. | Type a message and type ‘GA’ when you want the caller to respond.  Press **enter** or click **send**. |
| 9 | Cartoon of two eyes with two arrows pointing downwards. | Read the other person’s messages on the screen.  Wait to read ‘GA’ before replying each time. |
| 10 | Cartoon of a person waving goodbye. | To end the call, type ‘goodbye SKSK’ (Stop Keying. Stop Keying). |
| 11 | Cartoon image of a computer keyboard with two hands typing on the keys. | Read ‘goodbye SKSK’ from the caller. Click **hang up.** |

## 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](mailto:helpdesk@relayservice.com.au)
* Phone 1800 555 660
* SMS 0416 001 350
* [Online contact form](https://www.communications.gov.au/node/19659).