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		Go to www.communications.gov.au/accesshub/nrs. Click the **make a NRS Relay call** link (the call page can be bookmarked for future use).
2		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		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		A chat window will automatically open. Keep this window open to receive a call.
5		When someone calls there will be a message received in the chat window. Respond to the message to start your chat session.
6		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		Wait for the caller's greeting. Wait to read 'GA' before replying.

Step number	Image	Instruction
8		Type a message and type 'GA' when you want the caller to respond. Press **enter** or click **send**.
9		Read the other person's messages on the screen. Wait to read 'GA' before replying each time.
10		To end the call, type 'goodbye SKSK' (Stop Keying. Stop Keying).
11		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
- Phone   1800 555 660
- SMS   0416 001 350
- Online contact form.