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

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# Instruction sheet 3.6—NRS app (web browser Captioned Relay)—call to emergency services

## Step-by-step instructions

| Step number | Instructions |
| --- | --- |
| 1 | Open the NRS app. |
| 2 | Tap **make a call.** |
| 3 | Tap **make a captioned relay call**. Go to: **I want to make a call**. |
| 4 | Tap in the **my phone number** box. Type the **area code** and **phone number** you will be using to make this call. |
| 5 | Tap in the **number I want to call** box. Type **000**. |
| 6 | Type the security code into the v**erify it’s you** box. |
| 7 | Tap **connect now**.  The call will be given priority in the relay service call answer queue. |
| 8 | Answer your phone when it rings. Watch your device screen.  Be ready to tell the Emergency Services Operator (ESO) which emergency services you need (police, fire or ambulance). |
| 9 | Read and listen to the ESO’s greeting.  Say ‘hello’ and reply to the ESO’s questions.  You will need to provide the location of the emergency. |
| 10 | Listen to the ESO.  Watch your device screen for captions.  There will be a slight delay between you hearing the ESO and captions appearing |
| 14 | Speak directly to the ESO.  Answer all questions, and do not hang up until the ESO tells you the call is finished. |

## 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.