



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 verify 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
- Phone 1800 555 660
- SMS 0416 001 350.