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

communications.gov.au/accesshub

# Instruction sheet 1.1—NRS Chat—making a call

## Step-by-step instructions

| Step number | Image | Instructions |
| --- | --- | --- |
| 1 | Cartoon image of a laptop computer.  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. | Go to [www.communications.gov.au/accesshub](http://www.communications.gov.au/communicationsaccessibility)/nrs.  Click the [**make an NRS Chat**](https://nrschat.nrscall.gov.au/) 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 | 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.  Not registered – click on the ‘not registered’ link to register and follow the prompts. |
| 3 | Make a call.  Screenshot of left hand side of NRS Chat call page. Contains from top to bottom—heading Make a Call, space to add the phone number to be called, a Captcha code and a red Connect Now button.  Screenshot of the  Welcome to the National Relay Service screen on the nrs app after call type NRS Chat is selected. the bottom of the screen features a red area marked Enter your phone number. The field to enter the number is immedaitely above this. It has a navy blue background with a pricture of a white phone handet and nine zeroes. | Go to **Make a call**. Type the area code and number to call into the **phone number** box.  If you are using the app, you can enter the area code and phone number you want to call, then skip to Step number 5. |
| 4 | Enter Captcha.  Section of call page where Captcha code needs to copied into the verify it's you box. | Type the Captcha code on the screen into the **verify it’s you** box. |
| 5 | Cartoon of two eyes with two arrows pointing downwards. | If dialling a number starting with 1800, 1300 or 13, look at the dropdown box and choose the state where you are calling from. |
| 6 | Image of red Connect Now button.  Cartoon image of relay officer typing on a computer and using a phone with a headset. | Click **connect now** and wait to be transferred to a relay officer (RO) who will place the call to the number given. |
| 7 | Cartoon of two eyes with two arrows pointing downwards. | Wait for the other person’s greeting. Wait to read ‘GA’ (Go ahead) before replying. |
| 8 | Cartoon image of a computer keyboard with two hands typing on the keys. | Type your message and type ‘GA’ when you’re finished.  Press **enter** on the keyboard or click send. |
| 9 | Cartoon of two eyes with two arrows pointing downwards. | Read the other person’s messages on the screen and remember to wait until you see ‘GA’ before replying. |
| 10 | Cartoon of a person waving goodbye. | To end the call, type ‘goodbye SKSK’ (Stop Keying. Stop Keying) |
| 11 | Cartoon image of relay officer typing on a computer and using a phone with a headset. | Wait to read ‘RO here, would you like to make another call? GA’. |
| 12 | Cartoon image of a computer keyboard with two hands typing on the keys. | To make another call, type the area code and phone number into the phone number box. To finish, 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).

## Hints

* You can download the NRS app from the Google Play store Google Play logo. Multicoloured triangle play symbol and the words 'Google Play' with the slogan 'Get it on'. (for android phones and tablets) or the Apple App Store Apple App store logo. Background with an image of a white apple and the words 'Download on the 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: 
* If you need to send a message directly to the RO, put the words in brackets so the RO knows not to relay those words on:

(RO, I am a very slow typist, please ask my caller to be patient while I type a message.)

* If you need more time to read and respond, you can copy and paste a message at the start of your call:

(‘RO, I need time to respond, please ask my caller to be patient while I read their words and type a reply’.)