














Instruction sheet 1.1—Internet Relay—making a call

Step-by-step instructions

Step number	Image	Instructions
1		Go to www.communications.gov.au/accesshub . Click the make an Internet Relay call link (the call page can be bookmarked for future use).
2		Go to make a call . Type the area code and number to call into the phone number box.
3		Type the four character security code on the screen into the verify it's you box.
4		If dialling a number starting with 1800, 1300 or 13, choose the state where the call will go from the list.
5		Click connect now and wait to be transferred to a relay officer (RO) who will place the call to the number given.
6		Wait for the other person's greeting. Wait to read 'GA' (Go ahead) before replying.
7		Type your message and type 'GA' when you're finished. Press enter on the keyboard or click send.
8		Read the other person's messages on the screen and remember to wait until 'GA' before replying.

Step number	Image	Instructions
9		To end the call, type 'goodbye SKSK' (Stop Keying. Stop Keying)
10		Wait to read 'RO here, would you like to make another call? GA'.
11		To make another call, type the area code and phone number to call. 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
- Phone 1800 555 660
- SMS 0416 001 350.

Hints

- If you are registered and logged in, you don't have to enter the (the four letter security code) into the **verify it's you** box.
- If you are logged in, you can save phone numbers to your contacts list by clicking on the person icon next to the phone number box, and then 'Add new contact'. If you would like to make a call to a saved contact, click on 'My contacts' and then select the number of the person you would like to call.
- If you need to send a message directly to the RO, put the words in brackets so the RO knows not to relay them 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'.