



Instruction sheet 1.2—Internet Relay— answering a call

Step-by-step instructions

Step number	Image	Instruction
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 receive a call and log in to receive calls. Type the phone number you registered with. Type in your password and click login . Also pin the call page in the taskbar in order to receive notifications on your computer screen.
3		When someone calls there will be notification of an incoming call. Go to the Internet Relay browser window and click the green accept button.
4		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.
5		Wait for the caller's greeting. Wait to read 'GA' before replying.
6		Type a message and 'GA' when wanting the caller to respond. Press enter or click send .
7		Read the other person's messages on the screen. Wait to read 'GA' before replying each time.
8		To end the call, type 'goodbye SKSK' (Stop Keying. Stop Keying)
9		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.

Hints

- If you want to receive an Internet Relay call you need to register first. To register:
 - Go to the [make an Internet Relay call](#) page.
 - Under “Receive a Call” click Not Registered?
 - Follow the prompts to register your number and set up a password.