
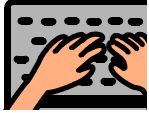











# Instruction sheet 5.3—web browser Captioned Relay—call to emergency services

## Step-by-step instructions

Step number	Image	Instruction
1		Go to <a href="http://www.communications.gov.au/accesshub">www.communications.gov.au/accesshub</a> . Click the <b>make a Captioned Relay call</b> link (the call page can be bookmarked for future use).
2		Click in the <b>my phone number</b> box. Type the phone number being used for this call.
3		Click in the <b>telephone number I want to call</b> box. Type Triple Zero ( <b>000</b> ).
4		Type the four character security code into the <b>verify it's you</b> box. Click <b>connect now</b> . The call will be given priority in the relay service call answer queue.
5		Watch the computer screen. Pick up your phone when it rings. The call is now connected to the National Relay Service, with a relay officer (RO) converting the words of the other person to the captions seen on your computer screen.
6		Wait to be connected to the Emergency Services Officer (ESO). Watch the screen for captions and let the ESO know the address and which emergency service is needed.
7		Listen to the ESO. Watch the computer screen for captions. There will be a short delay between hearing the ESO and captions appearing.
8		Speak directly to the ESO. Answer all questions and do not hang up until the ESO tells you the call is finished.
9		To end the call, say 'goodbye' and hang up the phone. Click <b>end call</b> on the computer screen.

## 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.