



Instruction sheet 1.2—NRS Chat—answering a call

To receive a NRS Chat call through the NRS, a caller will need to call the NRS on 1300 553 467 and:

- provide the phone number you registered with and your name
- ask to be connected to you.

Step-by-step instructions

Step number	Image	Instruction
1		Go to www.communications.gov.au/accesshub/nrs . Click the make a NRS Relay call link (the call page can be bookmarked for future use).
2		Go to receive a call on the Make an NRS Chat call screen and log in to receive calls. Type the phone number you registered with. Type in your password and click login . Clicking this button will allow you to receive calls for the next 18 hours.
3		When someone calls there will be a message received in the chat window. Respond to the message to start your chat session.
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 type 'GA' when you want 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
- [Online contact form](#).

Hints

- If you want to receive a NRS Chat call you need to register first. To register:
 - Go to the [make a NRS Chat call](#) page.
 - Under “Receive a Call” click Not Registered?
 - Follow the prompts to register your number and set up a password.
 - When you log on to receive NRS Chat calls you can receive calls for the next 18 hours.
 - Remember if you want to receive calls continuously (including overnight) you need to click the receive call button at least every 18 hours.