











Instruction sheet 1.1—NRS Chat—making a call

Step-by-step instructions

Step number	Image	Instructions
1		<p>Go to www.communications.gov.au/accesshub/nrs.</p> <p>Click the make an NRS Chat call link (the call page can be bookmarked for future use).</p> <p>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.</p>
2		<p>Go to Make a call. Type the area code and number to call into the phone number box.</p> <p>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.</p>
3		<p>Type the Captcha code on the screen into the verify it's you box.</p>
4		<p>If dialling a number starting with 1800, 1300 or 13, look at the dropdown box and choose the state where you are calling from.</p>



Step number	Image	Instructions
		
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 you see 'GA' before replying.
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 into the phone number box. To finish, click hang up .

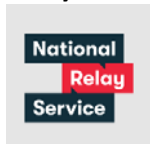
NRS Helpdesk

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
- Phone 1800 555 660
- SMS 0416 001 350
- [Online contact form](#).

Hints

- You can download the NRS app from the Google Play store  (for android phones and tablets) or the Apple 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 are registered and logged in, you don't have to enter 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 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'.)