






# 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 <a href="http://www.communications.gov.au/accesshub/nrs">www.communications.gov.au/accesshub/nrs</a> . Click the <a href="#">make a NRS Relay call</a> link (the call page can be bookmarked for future use).
2		Go to <b>receive a call</b> on the <b>Make an NRS Chat call screen</b> and log in to receive calls. Type the phone number you registered with. Type in your password and click <b>login</b> .
3		You will be taken to this window which will tell you that you are logged in and can receive a call. Click on the red <b>Receive a call</b> button. Clicking this button will let you receive calls for the next 18 hours.
4		A chat window will automatically open. Keep this window open to receive a call.
5		When someone calls there will be a message received in the chat window. Respond to the message to start your chat session.
6		Type 'Hello GA' (Go ahead) and press <b>enter</b> or click <b>send</b> . Wait to be transferred to a relay officer who will let the caller know you have accepted the call.
7		Wait for the caller's greeting. Wait to read 'GA' before replying.
8		Type a message and type 'GA' when you want the caller to respond. Press <b>enter</b> or click <b>send</b> .

Step number	Image	Instruction
9		Read the other person's messages on the screen. Wait to read 'GA' before replying each time.
10		To end the call, type 'goodbye SKSK' (Stop Keying. Stop Keying).
11		Read 'goodbye SKSK' from the caller. Click <b>hang up</b> .

## 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
- [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.