



Frequently Asked Questions—National Relay Service (NRS) user registration

January 2021

About registration

What is NRS user registration?

NRS user registration means that everyone who uses the National Relay Service (NRS) to make calls will be required to provide basic details about themselves to register as a user. User registration will help the NRS provider know how many people are using the NRS and how they are using it. This information will help deliver a better NRS.

Why will I have to register to use the NRS now?

In 2016 the Department of Communications and the Arts undertook public consultation about delivery of the NRS. Following the consultation, it was agreed that NRS users should register to use the service.

Registration will help the NRS provider know how many people are using the NRS and how they are using it. This will help to plan how the NRS is resourced and help to deliver a better service.

Registration will also make sure that the NRS is only used by people who need it. It will help stop the NRS being used in scams and other criminal activity.

I am an NRS user. Do people calling me need to register too?

No. People calling you don't have to register to use the service.

I log in to the online NRS call pages to receive calls. Do I have to reregister?

Yes, you will still need to register. You will have to supply a few extra details, and provide the NRS with a copy of a document with your name and address on it. You will also need to reset your log in and password.

I am a TTY user and I have a User Profile lodged with the NRS, which contains a lot of my personal details. Do I have to register too?

If you are a TTY user and have filled in a User Profile, the NRS will have enough information to register you. The NRS will be in touch with you before April 2021 to confirm your registration.

If you are not sure whether you have a User Profile you should contact the [NRS Helpdesk](#). Contact details for the Helpdesk are listed at the end of this document.

I am hard to understand over the phone. I use Voice Relay through the NRS where the Relay Officer respeaks my side of the conversation to the person I am calling. I already have a User Profile lodged with the NRS which contains a lot of my personal details. Do I have to register too?

The NRS will need a few more details from Voice Relay users to register them. You will need to contact the NRS when registrations open on 20 January 2021. From 20 April 2021 you will need to be registered to use the NRS, so you will need to register before then.

What if I don't register?

If you don't register before 20 April 2021 you won't be able to make and receive calls through the NRS. However, you will still be able to make calls to emergency services without registering.

Updates on the registration process

How can I receive updates and reminders about the registration process?

Sign up to [Accesshub News and Alerts](#) to receive updates in your inbox about communication options for people who are deaf, hard of hearing and/or have a speech impairment including news about the NRS and reminders about registration.

Updated information about registration will also be posted online at communications.gov.au/accesshub.

What are the benefits to NRS Users of registering?

A better service for all users

Registration will allow the NRS provider to know how many people are using the NRS, and how they are using it. This will help to deliver better services.

Registration will also make sure that the NRS is only used by people who need it. This will help reduce unnecessary delays in the service for genuine NRS users and will help stop the NRS being used for scams and other criminal activity.

Better features for individual users

When users are registered, there are a number of ways to add details and update your NRS records. Two new features, 'My Details' and 'My Contacts', are described in the Special features available to registered NRS users section below.

How and when to register

How do I register?

It is free and easy to register and you only need to register once.

To register, you will need to fill in a form and provide a copy of a document (known as a support document) that includes your name and address matching the details you are registering with. This could be a copy of a driver's license or utility bill, such as an electricity or gas bill. There will be a number of ways to register as a NRS user from 20 January 2021.

Users can register the following ways:

- Online:
 - An online registration form will be available from 20 January 2021 at <https://nrschat.nrscall.gov.au/nrs/registration>.
 - Users of NRS Chat and NRS Captions can also register from the NRS call pages from 20 January 2021.
- By post:
 - From 20 January 2021, you can download a registration form from <https://www.communications.gov.au/accesshub/nrs> page, complete it, and post it with a copy of your support document to:

National Relay Service
PO Box 691
Ballarat VIC 3353
 - The NRS Helpdesk can also post the form to you if you if needed.
- By email:
 - Download and print the form, complete it, then scan and email this along with your support document to helpdesk@relayservice.com.au.

The [NRS Helpdesk](#) can talk to you about the easiest way for you to lodge your registration form and the support document. Different ways to contact the Helpdesk are included at the Help with registering section at the end of this document.

I use the NRS in a number of different ways. For example, sometimes I use the NRS Chat through the internet and sometimes I text using SMS Relay on my mobile phone. Do I need to register for each type of NRS?

No. You will only need to register as an NRS user once. But it’s important to include all the phone numbers and other identifiers you use to make calls through the NRS when you complete the registration form. Here is a list of the numbers and identifiers needed:

NRS call types used	NRS Chat	NRS Captions	SMS Relay	SMS Text and Listen	TTY Type and Read	TTY Type and Listen	TTY Speak and Read	Voice Relay	Video Relay
									
Include in the registration form ...	A mobile or fixed line telephone number	The phone numbers (mobile or fixed) you use to speak on these calls	The mobile phone number you use to make these calls from	The mobile phone number you use to make these calls from	The phone number of your TTY	The phone number of your TTY	The phone number of your TTY	The numbers of the phones you use to make these calls from	Your Skype ID

When do I need to register?

You need to be registered before 20 April 2021 to ensure you can make your NRS calls from that date. You can register at any time from 20 January 2021.

How long will it take to be able to use the NRS after I register?

If you register before 20 April 2021, you'll be able to make and receive calls straight away.

After 20 April 2021, you won't be able to make or receive calls until you register and your registration is confirmed which may take up to 2 business days. However, you will still be able to make calls to emergency services.

How will I know if my registration has been accepted?

If you provide your email address when you fill in your details, confirmation of registration will be emailed to you within 2 business days.

If you do not provide an email address, a confirmation of registration will be mailed to you.

What do I need a log on and password for?

From the time your registration is confirmed, you will need to use your log on and password to make NRS Chat and NRS Captions calls. You will also need a log on and password to check or update your details or contacts.

How and when will I get a log on and password?

When you receive the confirmation of your registration by post or email, your log on (which is your main registered phone number) will be confirmed and you will also be provided with a link to set your password. Your log on is also your NRS ID. You can use this number to identify yourself when you contact the NRS with any queries.

My personal details and registration

What information do I need to provide to register and why?

1. Your details

You will be asked to provide very basic personal details such as:

- Your name
- Address
- Phone number(s)
- Email address
- Skype name (for Video Relay users only)
- A security question and answer (which you can set yourself).

These details will help the NRS create a unique record of you as a user. Each time you contact or make a call using the NRS these details will be matched to your record. The NRS can check these details to verify that it's talking to you. If the NRS needs to contact you in future, it can use the contact details you have provided.

2. Confirming you need to use the NRS to communicate

When you complete your registration details you will need to confirm that you:

- are Deaf
- have a hearing impairment and/or
- have a speech impairment which requires the use of the NRS to make standard telephone calls.

You can confirm your need to use the NRS by ticking a box provided on the registration form.

The NRS is asking users to make this statement to make sure that only people who need to use the NRS register to use the service.

3. Agreeing to the Terms and Conditions of the NRS

All NRS users are required to comply with the NRS Terms and Conditions when they use the service. The Terms and Conditions are set out in a document which describes how the NRS provider will deliver the service and what users can and can't do. The current terms and conditions are here:

www.communications.gov.au/documents/nrs--national-relay-service--terms-and-conditions.

From 20 January 2021 the terms and conditions will be updated to add user registration as a condition of use.

You can confirm your agreement to the NRS terms and conditions by ticking a box provided on the registration form.

4. Giving the NRS a copy of a support document

As well as filling in the registration form, NRS users will need to provide a copy of a document that has your name and address on it (a support document). The name and address on the document must match the details you have provided to the NRS. This could be a copy of a driver's license or utility bill (such as an electricity bill or gas bill). The copy of the document will be securely destroyed after the NRS checks the details match with what you have provided. Do not send original documents to the NRS.

You are being asked to provide a copy of this document so we can make sure that only genuine users are registering to use the NRS.

How can I provide a copy of my support document to the NRS for registration purposes?

Online—The online registration form provides instructions on how to upload a scanned copy of your support document.

By email—You can email a scanned copy of your support document to: helpdesk@relayservice.com.au.

By post—You can post a copy of your support document (do not send originals) with your registration form to:

National Relay Service
PO Box 691
Ballarat VIC 3353

The copy of the support document you provide will be securely destroyed once your details are checked.

Why am I being asked to provide an email address?

If you provide your email address the NRS can send confirmation of your registration to you electronically. It can also contact you via email in future if required.

What if I don't have an email address?

If you do not have an email address, the NRS will send the confirmation of your registration to your postal address.

What will my personal details be used for?

Each time you use the NRS, the phone number you are calling on or use to log in with, will be automatically checked to make sure that you are registered to use the NRS.

Your other personal details, such as your address, might be used to contact you in the future.

What if I need to check or change my personal details after I have registered?

Online

- If you make NRS Chat or NRS Captions calls you can find the option to check or update your details on the call pages. Just click on the **My Details** tab.
- For other users, log in at <https://nrschat.nrscall.gov.au/nrs/internetrelay> using your main registered phone number and your password, then click **My Details**.

Not Online?

Contact the NRS Helpdesk, where staff will be able to check and update your details for you. Ways to contact the Helpdesk are listed at the end of this document.

Your security question and answer will help the NRS confirm your identity before any of your personal details are discussed with you.

How will my personal details be protected?

Your personal details will be securely stored by the NRS provider, Concentrix, in accordance with the *Australian Privacy Act* and *Australian Privacy Principles*.

Your security question and answer will help the NRS confirm your identity before any of your personal details are discussed with you.

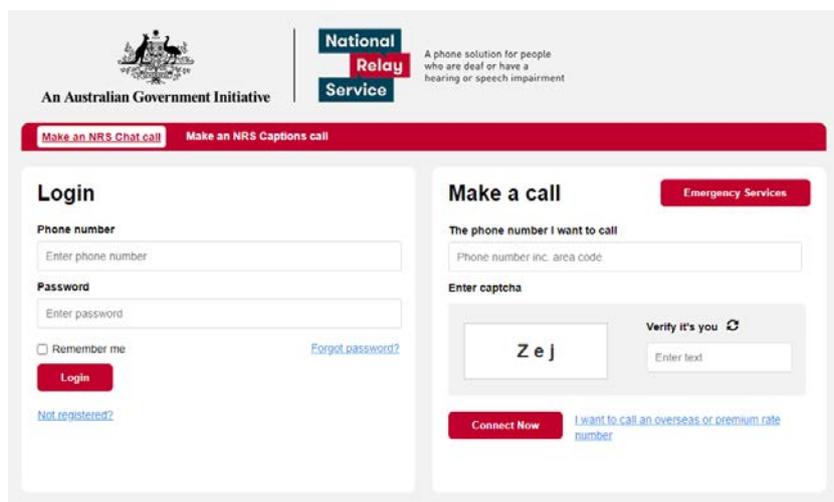
The copy of your support document will be securely destroyed after your registration details are confirmed.

Making NRS calls after registration

How will making a call through the NRS change after I have registered?

Using the Internet (NRS Chat and NRS Captions)

If you use the NRS call pages to make NRS Chat or NRS Captions calls over the internet, the way you start these calls will change slightly. On the call page, you will need to log in with the main phone number you registered with and your password on the right hand side of the page before you enter the phone number you want to call on the left hand side of the page.



The screenshot shows the NRS website interface. At the top left is the Australian Government logo and the text 'An Australian Government Initiative'. To the right is the 'National Relay Service' logo with the tagline 'A phone solution for people who are deaf or have a hearing or speech impairment'. Below this is a red navigation bar with two buttons: 'Make an NRS Chat call' and 'Make an NRS Captions call'. The main content area is split into two columns. The left column is titled 'Login' and contains fields for 'Phone number' (with a placeholder 'Enter phone number') and 'Password' (with a placeholder 'Enter password'). There is a 'Remember me' checkbox, a 'Forgot password?' link, a red 'Login' button, and a 'Not registered?' link. The right column is titled 'Make a call' and has a red 'Emergency Services' button. It contains a field for 'The phone number I want to call' (with a placeholder 'Phone number inc. area code'), an 'Enter captcha' section with a 'Z e j' image and a 'Verify it's you' button, and an 'Enter text' field. At the bottom of this section is a red 'Connect Now' button and a link 'I want to call an overseas or premium rate number'.

If you leave this screen open you can remain logged in and continue to make and receive calls regularly. However, you will be logged out automatically if you don't make a call for 30 days even if the screen remains open.

Using a phone for Voice Relay

There will be no change to making a Voice Relay call. Make sure that you include all the phone numbers of the phones you use to make Voice Relay calls when you complete your registration. If you do this, the NRS will recognise that you are registered and your call will go smoothly.

If you make a call from a phone using a phone number different to the phone numbers you registered, before your call is connected, you'll be asked to enter the number you registered with on your telephone keypad.

Using a TTY

If you use a TTY, there will be no change to the way you make calls.

Using Skype for Video Relay calls

There will be no change to making a Video Relay call. Make sure you include your Skype name when you fill in your registration details. If you do this, the NRS will recognise that you are registered and your calls will go smoothly.

SMS Relay

There will be no change to making an SMS Relay call. Make sure you include your mobile phone number when you fill in your registration details. If you do this, the NRS will recognise that you are registered and your calls will go smoothly.

If you use a phone with a different mobile number than the number you registered with, before you are connected, you will be asked to enter the mobile number you registered with on your telephone keypad.

I use a phone or TTY to contact the NRS. I have Caller ID disabled on my phone. How does this affect my contacting the NRS after registration?

If you have Caller ID disabled, that is, you don't display your phone number to the person you call, the NRS won't recognise your incoming number as that belonging to a registered user. If you don't want to enable your Caller ID, you'll need to enter your registered phone number on your keypad each time you want to make a call through the NRS.

If you want to enable Caller ID to help your NRS calls go more smoothly after 20 April 2021, you will need to contact your phone provider.

Special Features available to registered NRS users

Recording and Updating your Details with 'My Details'

When you register, you can add information about your call preferences in the section **Caller Notes**. This information will help the relay officer in relaying your call. For example, this information might include that you are a slow typist, or like to discuss your call with the relay officer first before the call to the other person is made. Having this information recorded saves you having to explain things each time you use the NRS.

You can also change your details such as your address and phone number when you need to.

To view or change your details you can either:

- Click on the **My Details** tab when visiting the NRS Chat or NRS Captions call pages.
- Log in at <https://nrschat.nrscall.gov.au/nrs/internetrelay> using your main registered phone number, your password and then clicking **My Details**.
- Contact the NRS Helpdesk—see contact options at the end of this document.

'My Contacts'

Once you are registered, you can create your list of frequently used contact numbers—**My Contacts**. When using NRS Chat and NRS Captions you can click on these numbers to quickly connect instead of typing the number each time you want to call.

To add or change details in **My Contacts**:

- Click on the **My Contacts** tab when visiting the NRS Chat or NRS Captions call pages
- Log in at <https://nrschat.nrscall.gov.au/nrs/internetrelay> using your main registered phone number, your password and then clicking **My Details**.

Contact the NRS Helpdesk—see contact options at the end of this document.

Help with registering

Where can I get help with registering?

The NRS Helpdesk can help you.

The [NRS Helpdesk](#) is open Monday to Friday from 8am to 6pm (AEST, excluding national public holidays). You can also leave a message outside these hours and a Helpdesk staff member will get back to you.

There are a number of ways to make contact with Helpdesk staff:

Phone: 1800 555 660

TTY: 1800 555 630

Fax: 1800 555 690

SMS: 0416 001 350

Online: [Online form](#)

Email: helpdesk@relayservice.com.au