



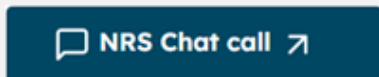
Receive an NRS Chat call



Step-by-step instructions

1. To receive an NRS Chat call, your caller will need to call the NRS on 1300 553 467 and:
 - provide the phone number you registered with and your name; and
 - ask to be connected to you

2.



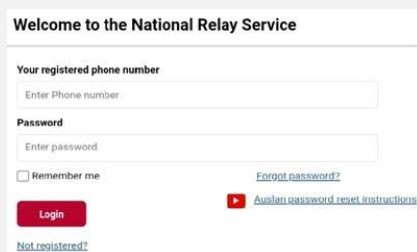
Go to the [Make an NRS Chat call page \(nrschat.nrscall.gov.au\)](https://nrschat.nrscall.gov.au) or click on the **NRS Chat call** link at the top of the page in accesshub.gov.au.

3.



Or if you are using the app, select NRS Chat (Type and Read) then click on **Receive a call** near the bottom of the screen.

4.



You need to log on first using the phone number you registered with and your password. If you are not registered – click the [not registered](#) link and follow the prompts.

5.

I am logged in and can receive calls


People calling you will need to:

1. Dial 1300 553 467 first
2. Enter your login number (including area code) then enter #



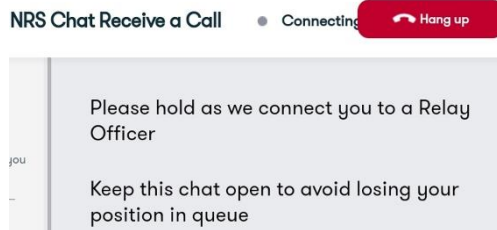
On the right-hand side of the next screen it will tell you that you are logged in and can receive calls.

6.



Click on the red **Receive a call** button.

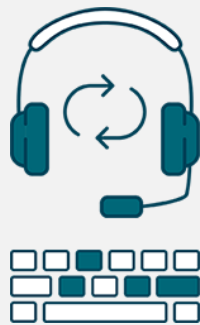
7.



A chat window will automatically open. Keep this window open to receive a call.

When someone calls there will be a message received in the chat window. Answer the message to start your chat session.

8.



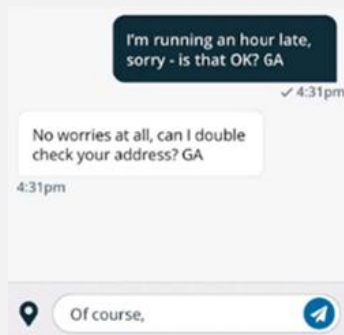
Type 'Hello GA' (Go ahead) and press **enter** or click **send**. Wait to be transferred to a Relay Officer who will let the caller know you have accepted the call.

9.



Wait for the caller's greeting. Wait to read 'GA' before replying.

10.



Type a message and type 'GA' when you want the caller to respond. Press **enter** or click **send**.

Read the other person's messages on the screen. Wait to read 'GA' before replying each time.

11.



To end the call, type 'goodbye SKSK' (Stop Keying. Stop Keying).

Read 'goodbye SKSK' from the caller. Click **hang up**.