



# Frequently Asked Questions – Using the National Relay Service (NRS)

## Why do I need to register?

Everyone who uses the NRS to make calls needs to register as an NRS user. User registration helps us know how many people are using the NRS and how they are using it. This information helps to deliver a better NRS.

## Why can't I download a transcript or copy and save from NRS Chat?

Our objective is to provide our users with a similar experience to a voice phone call. Australian Privacy regulations prohibit the recording of a phone conversation without consent. As such, being able to copy and save conversation text is not possible.

## Why are my calls recorded?

When making calls through the NRS, no records are kept of any NRS conversations, except for training purposes with the caller's consent, or where it's legally required, such as calls to emergency services. Any records that are kept for training purposes are only retained for 30 days.

## Why does my call get timed out?

To avoid long wait times, Relay Officers (ROs) will only continue a call if you are active and responding. If you do not respond for more than 3 minutes after receiving a ga and additional prompt, your call will be disconnected.

## Why can't I opt out of certain recorded messages?

While a Relay Officer (RO) can stop relaying non-critical messages at your request, they are still required to relay critical messages.

For example, messages that are meant to advertise may be stopped (**Have you heard about our new product?**) however any updates related to your call cannot (**You are caller number 7. Please remain on hold**).

## I have forgotten my password, can I reset it myself?

To If you need to reset your password and prefer to do it yourself or it is outside of the NRS Helpdesk hours, you can do this on the [NRS website](https://www.accesshub.gov.au). Click on '[NRS Chat call](#)' then on 'Forgot password?' below the log in screen. You will need to enter your email for a password reset link to be sent.

## Can I update my details on my NRS profile?

Yes, you can contact the [NRS Helpdesk](#) during their open hours (8:00am – 6:00pm AEST excluding public holidays) for help with updating your details. To update your address or name, you will be required to provide a new ID document with both your current name and address.

## How do I use GA/GA to SK/SKSK?

- **GA: (Go Ahead)** When you are ready for the other person to respond, you send GA. This lets both the Relay Officer (RO) and person you have called know that you have finished responding.
- **GA to SK: (Go Ahead to Stop Keying)** When you are ready to end the call, but are waiting to make sure the other person has no further responses, you send GA to SK.
- **SKSK: (Stop Keying Stop Keying)** When you are finished and want the call disconnected, you send SKSK. This means there will be no further responses.

## My NRS registration has been approved. When can I make calls?

As soon as you have followed the emailed link to set a password, you can use the NRS to make calls. You can make a test call to the NRS Helpdesk on your preferred call type to learn more about the NRS and making calls.

## I have just registered; how do I make an NRS Chat call?

NRS Chat can be used both on the website or through the NRS App available on most smart phones.

### To use NRS Chat on the website

1. Click on “[NRS Chat call](#)” and log in using your registered number and password
2. Provide the number to call in the box and click on ‘Connect Now’
3. You will be connected to a Relay Officer (RO) who will type what is said during your call verbatim (word for word)

### To use NRS Chat on the NRS App

1. Download the NRS App from the App Store/Google Play Store on your device
2. Log in using your registered number and password
3. Select NRS Chat (Type + Read) call type from the drop-down menu
4. Type the number you’d like to call and click ‘Connect now’
5. You will be connected to a Relay Officer (RO) who will type what is said during your call verbatim (word for word)

[Printable step-by-step instructions for making an NRS Chat Call](#)

## I have just registered; how do I make an SMS Relay call?

To make a call through SMS Relay, send the number you want to call to 0423 677 767. You will be connected to a Relay Officer (RO) who will type what is said during your call verbatim. SMS Relay is a great alternative if you do not have access to the internet to use NRS Chat.

[Printable step-by-step instructions for making an SMS Relay Call](#)

## Do you have instruction sheets for the different call types?

Yes, instruction sheets and step by step instructions can be found on Access Hub on the page for each call type:

- [NRS Chat](#)
- [NRS Captions](#)
- [SMS Relay](#)

- [SMS Relay \(Text and Listen\)](#)
- [Voice Relay](#)
- [Video Relay](#)
- [TTY \(Speak and Read\)](#)
- [TTY \(Type and Listen\)](#)
- [TTY \(Type and Read\)](#)

Alternatively, you can contact the NRS Helpdesk to request that they are sent via email or post.

### Who do I contact if I have a compliment or complaint?

The National Relay Service welcomes all feedback. You can contact the NRS Helpdesk to provide feedback on any of the following channels:

- **Phone:** 1800 555 660
- **TTY:** 1800 555 630
- **Fax:** 1800 555 690
- **SMS:** 0416 001 350
- **Online:** [Online Form](#)
- **Email:** [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
- **Post:** NRS Helpdesk PO BOX 99 Mount Clear VIC 3350
- **Helpdesk Chat:** Available on both the [NRS Website](#) and NRS App