



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications, Sport and the Arts



NRS Microsoft Teams User Sign In



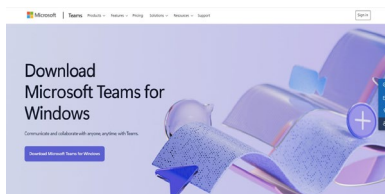
Step by Step Instructions

Step 1:



To make Video Relay calls, you need a program called **Microsoft Teams** installed on your device.

Step 2:



For Windows Devices:

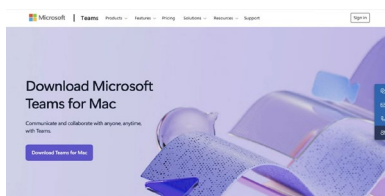
Install Microsoft Teams on your **Windows** device.

Access this URL to download teams:

<https://www.microsoft.com/en-au/microsoft-teams/download-app#download-for-desktop1>

Click on the purple download button that says, **“Download Microsoft Teams for Windows”**

Step 3:



For Mac Devices:

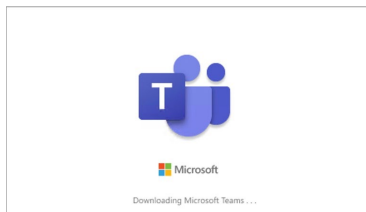
Install Microsoft Teams on your **Mac** device.

Access this URL to download teams:

<https://www.microsoft.com/en-au/microsoft-teams/download-app#download-for-desktop1>

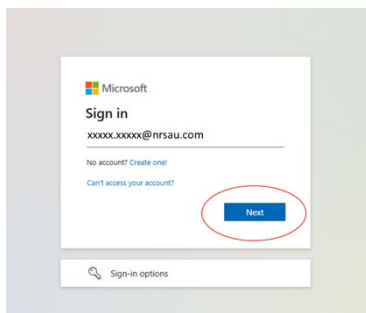
Click on the purple download button that says, **“Download Microsoft Teams for Mac”**

Step 4:



After you click on the download button you will see this, just wait.

Step 5:

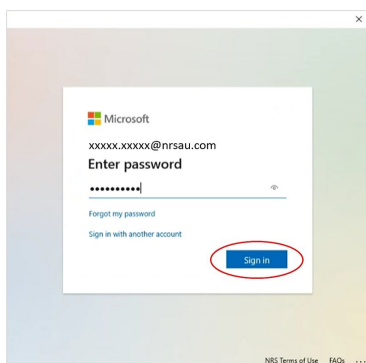


Next, you will be asked to log in.

You need the **NRS Microsoft Teams login and password** from the NRS Helpdesk to get access to the Video Relay services.

Type in your **Teams username** – xxxx.xxx@nrsau.com and click on **Next**

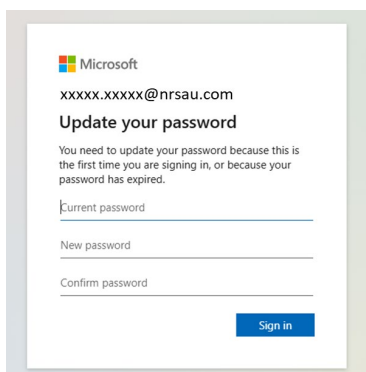
Step 6:



When you sign in, you need to enter your password.

If this is your first time signing in, use the password that the NRS Help desk team emailed to you.

Step 7:

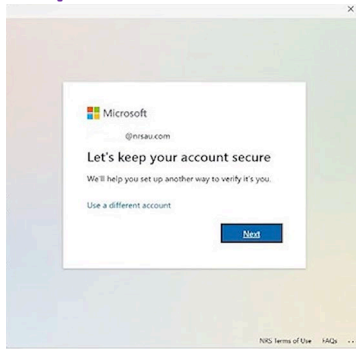


If you are signing in for the **first time**, you will need to **change your password**.

In the first line. Enter the password we emailed you.

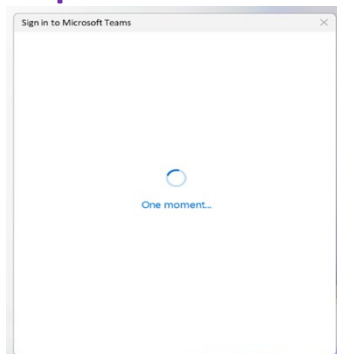
In the second line, create a new password. In the third line, type your new password again to confirm it click on the **Sign in** button.

Step 8:



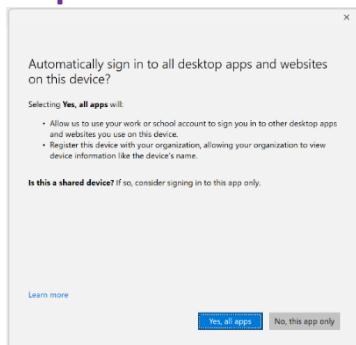
The next screen will help you secure your account.
Click **Next** to continue.

Step 9:



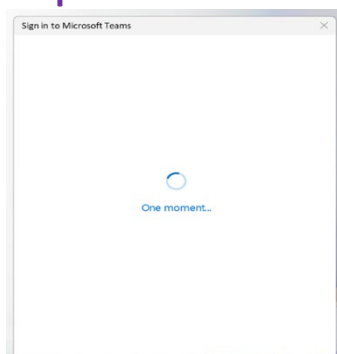
Wait for it to load.

Step 10:



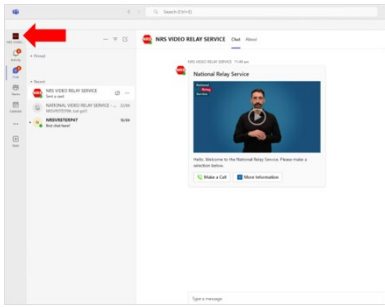
In the next window, Select **No, this app only**.

Step 11:



Wait for it to load.

Step 12:



You can find the **NRS Bot** in the **top-left corner** of the Teams app.

Step 13:

Helpdesk Contact Details:

Phone 1800 555 660

TTY 1800 555 630

Fax 1800 555 690

SMS 0416 001 350

Email helpdesk@relayservice.com.au

If you need help making Video Relay calls, watch our other video called “**Making a Video Relay call through the NRS.**”

The NRS Helpdesk can help with the steps shown in this document.

The NRS Helpdesk is open 8:00 AM to 6:00 PM, Monday to Friday, EST.

Step 14:

<https://www.accesshub.gov.au/>

There are also English instructions available on the Service Features page of Access Hub.
