



Prepare to make a Video Relay Call



Step by Step Instructions

1.

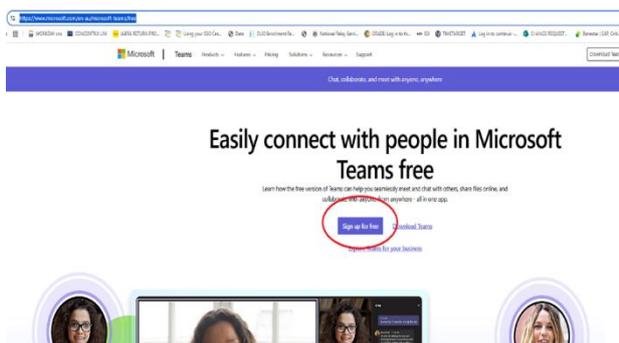


To make Video Relay calls you will need a program called **Microsoft Teams** installed on your device and an **NRS Microsoft Teams login and password** from the **NRS Helpdesk** to get access to the Video Relay services

2.

If you need an Interpreter to connect via video relay, you can contact us via Teams.

3.



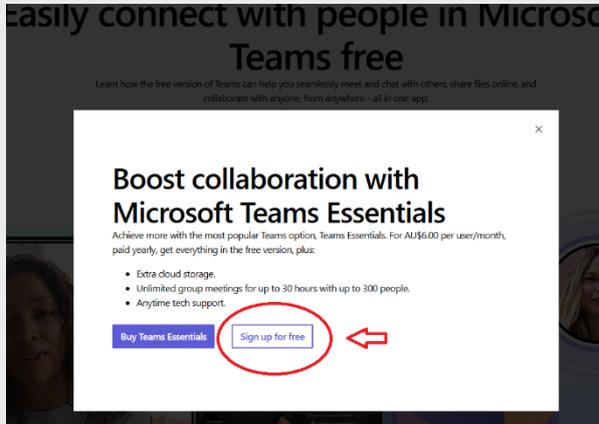
Use your Teams Free Trial account when you converted your Skype account to Teams FREE.

Access this URL:

<https://www.microsoft.com/en-au/microsoft-teams/free>

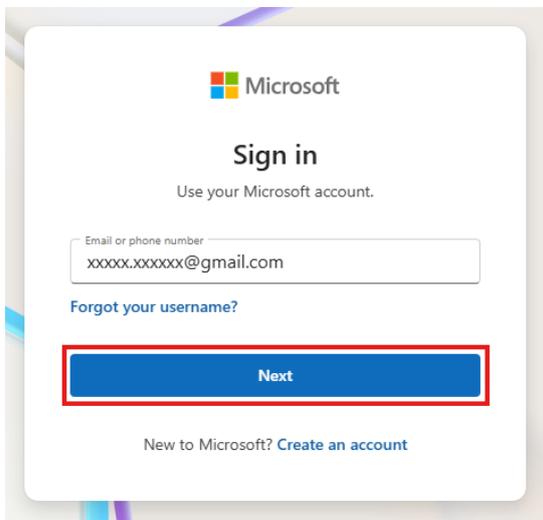
Click on “Sign up for Free” button

4.



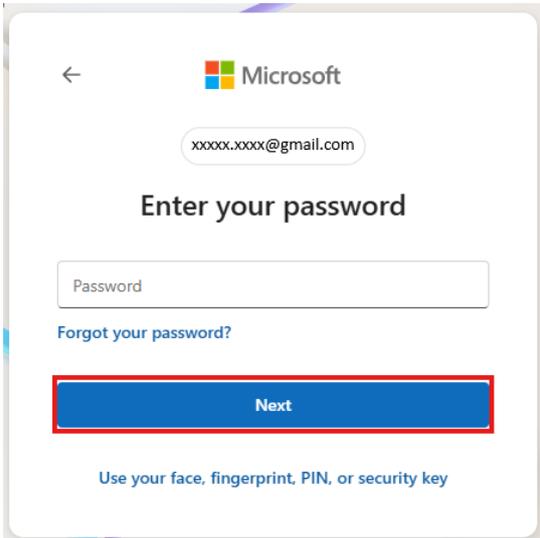
Another window will pop up on your screen, you will need to select the “Sign up for Free”

5.



Then another window pops up asking for your email linked to your Microsoft account. If you have one, type it in and click Next. You will then be asked to type in your password for the account. Then click Next

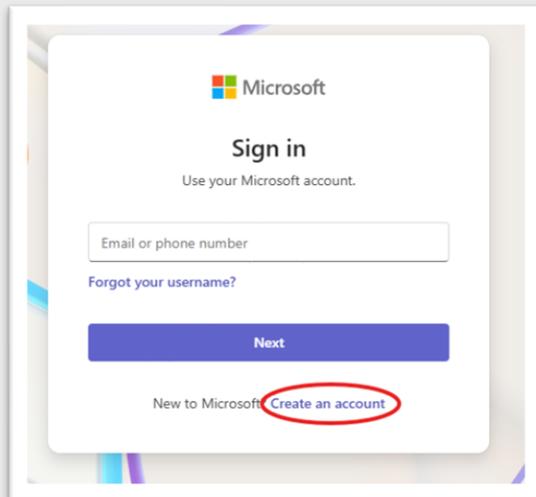
6.



A screenshot of the Microsoft account password entry screen. At the top, there is a back arrow, the Microsoft logo, and the email address 'xxxxx.xxxx@gmail.com'. The main heading is 'Enter your password'. Below this is a text input field labeled 'Password'. Underneath the field is a link that says 'Forgot your password?'. A blue button labeled 'Next' is highlighted with a red rectangular border. At the bottom, there is a link that says 'Use your face, fingerprint, PIN, or security key'.

You will then be asked to type in your **password** for the account. Then click **Next**.

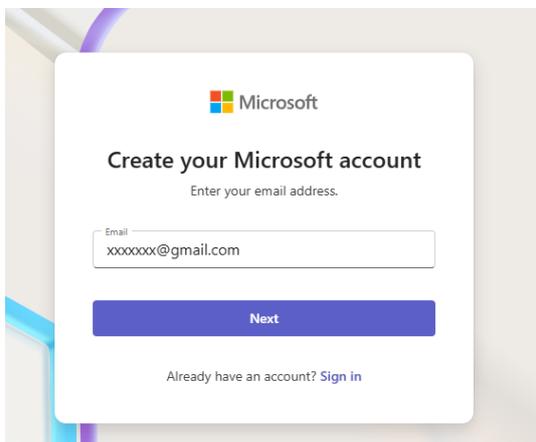
7.



A screenshot of the Microsoft sign-in screen. At the top, there is the Microsoft logo and the heading 'Sign in'. Below the heading is the text 'Use your Microsoft account.'. There is a text input field labeled 'Email or phone number'. Below the field is a link that says 'Forgot your username?'. A blue button labeled 'Next' is visible. At the bottom, there is a link that says 'New to Microsoft? Create an account', which is circled in red.

No Microsoft account? No problem, click on the link at the bottom “**Create an account**”

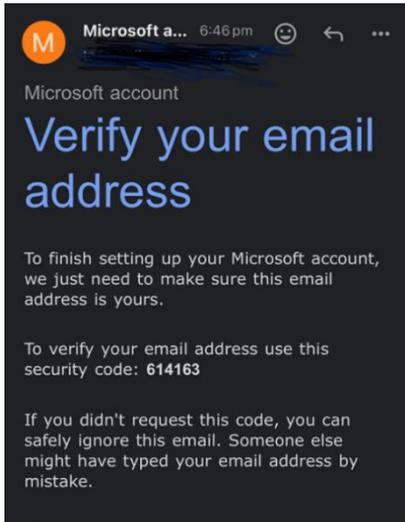
8.



A screenshot of the Microsoft account creation screen. At the top, there is the Microsoft logo and the heading 'Create your Microsoft account'. Below the heading is the text 'Enter your email address.'. There is a text input field labeled 'Email' with the address 'xxxxxxx@gmail.com'. Below the field is a blue button labeled 'Next'. At the bottom, there is a link that says 'Already have an account? Sign in'.

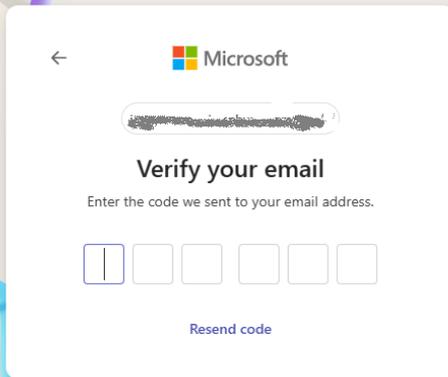
When you have clicked on “**Create an account**” type in your personal email address. And click on **Next**.

9.



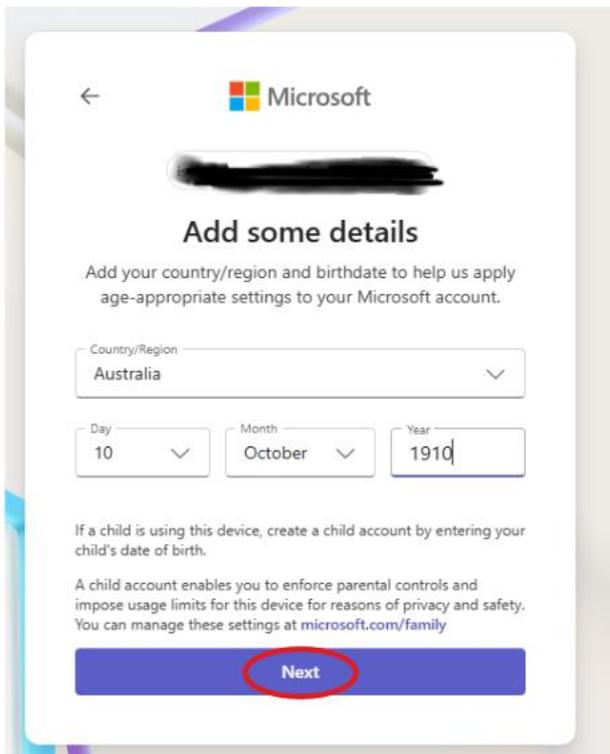
Microsoft will send a **6-digit code** to your **inbox** to verify your email address.

10.



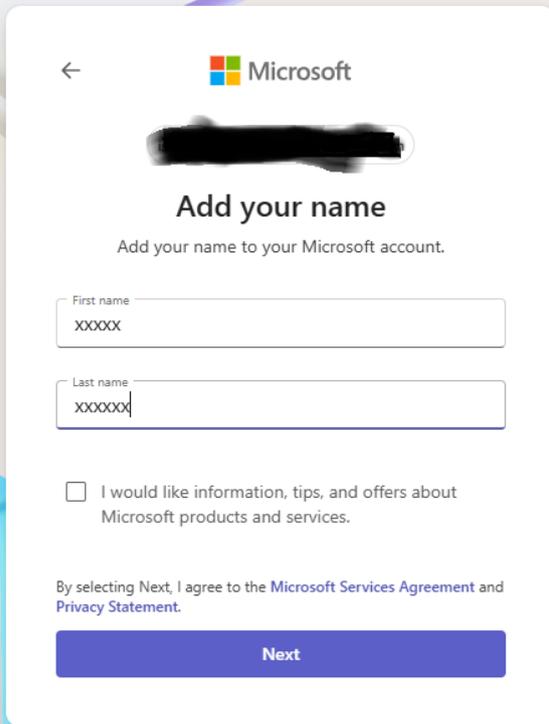
You will be asked to type the **code** to proceed.

11.



Then you will be asked to **add your birthday**. Click **Next** to proceed

12.



The screenshot shows a Microsoft account setup screen. At the top left is a back arrow, and at the top center is the Microsoft logo. Below the logo is a blurred profile picture. The main heading is "Add your name" with the subtext "Add your name to your Microsoft account." There are two input fields: "First name" containing "XXXXX" and "Last name" containing "XXXXXX". Below these is a checkbox labeled "I would like information, tips, and offers about Microsoft products and services." At the bottom, there is a link for "Microsoft Services Agreement and Privacy Statement" and a blue "Next" button.

Then type in your **First Name and Last Name**. Click **Next** to Proceed

13.

Let's prove you're human



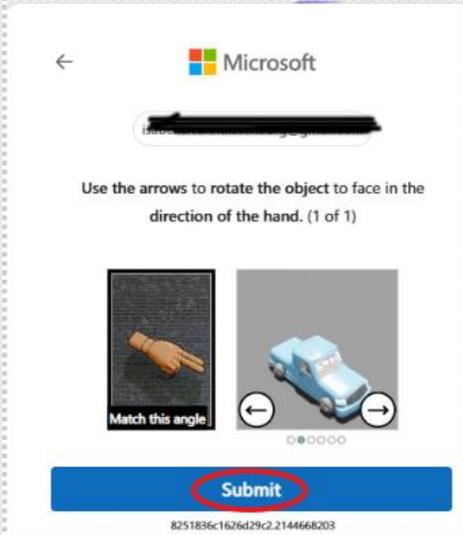
Solve a puzzle so we know you're not a robot.

Solve puzzle

You will need to **solve a puzzle** to prove you're real. Click on the "**Solve puzzle**" button below to start the puzzle.

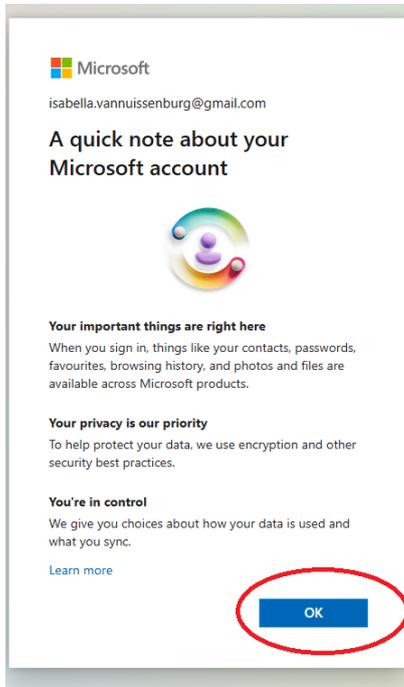


14.



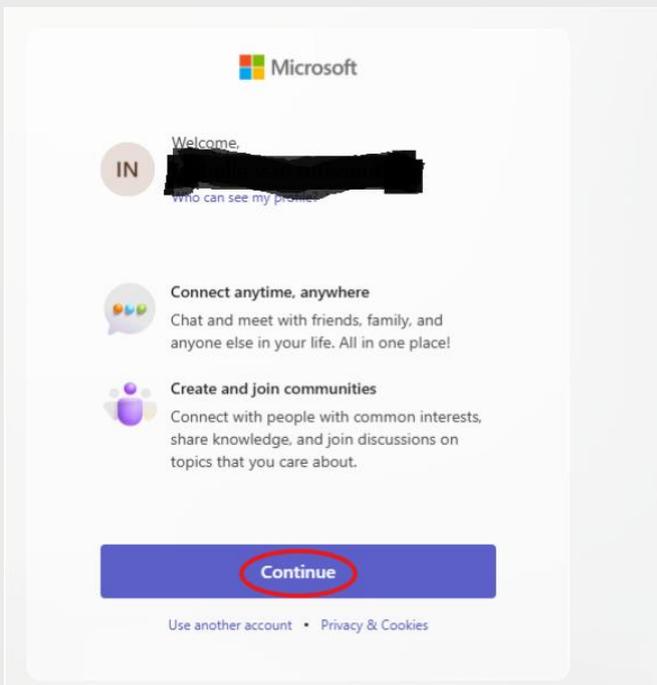
Then click **“Submit”** after completing the puzzle.

15.



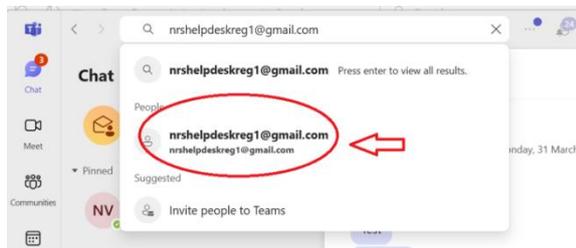
This window will pop up next after the puzzle, click the **“OK”** button

16.



This window will pop up next. Click on the “Continue” button and you have finished setting up Teams Free Trial account!

17.



Once you are in your Microsoft Teams Free Trial Account or your personal account, you will be able to contact NRS Helpdesk.

To do this, type one of the following two Helpdesk Profile emails in your search bar:

- NRSHELPDESKREG1@gmail.com
- NRSHELPDESKREG2@gmail.com

It will look like this when you start typing the NRS Helpdesk email address

18.

Press “ENTER / Return” on the keyboard after you have finished typing one of the email addresses and message them with “hello”. Once the Interpreter responds, you will be able to video call them.

19.

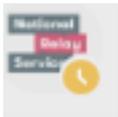


Busy on a call



Available to take a call

Please pay attention to whether the Interpreter is available before starting a call.



Away – Lunch
