



Australian Government

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



Preparing to Make a Video Relay Call through the National Relay Service (NRS)



Step by Step Instructions

Step 1:



Microsoft

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

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

Step 2:

Hello [redacted]

Thank you for registering to use the NRS Video Relay Service.

To use the Video Relay Service, we will be providing you with a fully funded paid version of a MS Teams account at no charge to you.

You will need to download it from here:

<https://www.microsoft.com/en-au/microsoft-teams/download-app?msocid=2c972e3498156e8605233622929608>

Your new login credentials for Microsoft Teams are:

Login ID: [redacted]@nrsaa.com

Password: [redacted]

It is important that you log in using the details above, otherwise you will not be able to properly access the Video Relay Service. You will need to change your password after you log in for the first time. Please make sure you save your password or write it down to use again later.

Please note that your new MS Teams account can take up to 6 hours from creation to activate.

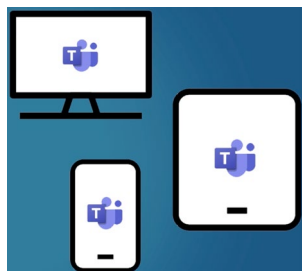
Once you are logged in you can use Microsoft Teams to make Video Relay Calls. We have worked hard to make the new Teams experience as familiar and as user-friendly as we can.

If you have trouble with your Microsoft Teams account, you can contact the NRS Help Desk via the below details for further assistance.

Kind regards,
National Relay Service Helpdesk

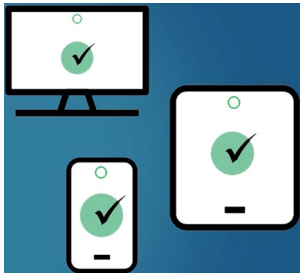
The NRS Helpdesk can send you an email with your **NRS Microsoft Teams login and password**.

Step 3:



If you have your login details, you will need a computer, tablet or smartphone to make a Video Relay Call.

Step 4:



It is important to have a good camera and internet connection.

Step 5:



You need to install Microsoft Teams

You can download the NRS Microsoft Teams by clicking this link:

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

If you need help installing Microsoft Teams, watch our video called “NRS Microsoft Teams User Sign In.”

Step 6:

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 are lost or did not get your email and password from Helpdesk, or if you have trouble connecting, please click the link below **to book an Interpreter:**

<https://nrschat.nrscall.gov.au/nrs/contactus>

You need to contact Helpdesk for help. The NRS Helpdesk is open 8:00 AM to 6:00 PM, Monday to Friday, EST.

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

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

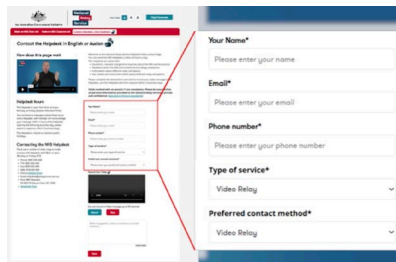
Step 7:



Click on the link below and watch the Auslan video titled “How does this page work.” Then follow the steps to book an Interpreter.

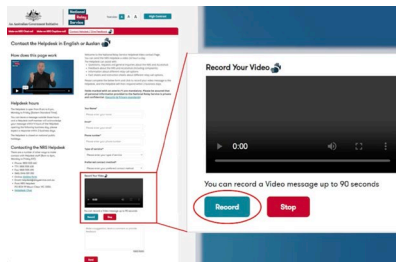
<https://nrschat.nrscall.gov.au/nrs/contactus>

Step 8:

A screenshot of the NRS registration form. On the left is a sidebar with navigation links. The main area contains a form with fields for 'Your Name*', 'Email*', 'Phone number*', 'Type of service*', and 'Preferred contact method*'. Red lines and boxes highlight the 'Type of service' and 'Preferred contact method' dropdown menus, which are both set to 'Video Relay'.

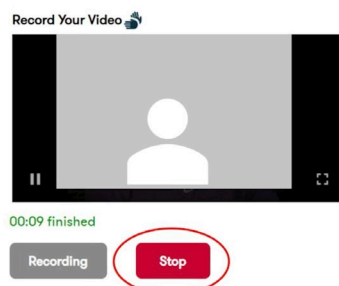
Fill in the form with your personal contact details. Remember to select **“Video Relay”** in the drop-down menus for both **“type of service”** and **“preferred contact method.”**

Step 9:

A screenshot of the 'Record Your Video' screen. It features a video player with a play button and a timer showing '0:00'. Below the player, a message states 'You can record a Video message up to 90 seconds'. At the bottom, there are two buttons: a green 'Record' button and a red 'Stop' button. The 'Record' button is circled in red.

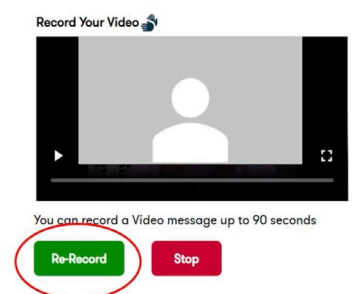
Click the green **“Record”** button below the video screen to start recording your message. Then, begin signing your message.

Step 10:

A screenshot of the 'Record Your Video' screen during recording. The video player shows a grey silhouette of a person. Below the player, the timer shows '00:09 finished'. At the bottom, there are two buttons: a grey 'Recording' button and a red 'Stop' button. The 'Stop' button is circled in red.

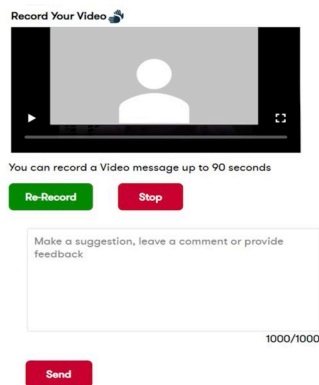
When you finished signing your message, click the red **“Stop”** button.

Step 11:

A screenshot of the 'Record Your Video' screen after recording. The video player shows a grey silhouette of a person. Below the player, a message states 'You can record a Video message up to 90 seconds'. At the bottom, there are two buttons: a green 'Re-Record' button and a red 'Stop' button. The 'Re-Record' button is circled in red.

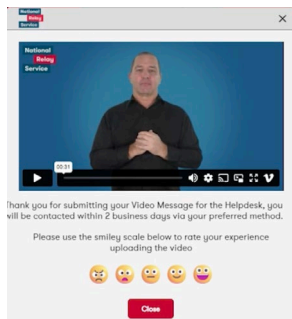
If you want to record your message again, click the green **“Re-Record”** button.

Step 12:



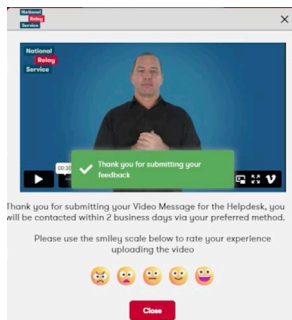
When you are ready to send your video message, click the red **“Send”** button.

Step 13:



A confirmation message from the Helpdesk will pop up on your screen. It will say you will be contacted in 2 business days using your preferred method.

Step 14:



You will see a message saying you can rate your experience if you want to.

Step 15:

Helpdesk Contact Details:

Phone 1800 555 660
TTY 1800 555 630
Fax 1800 555 690
SMS 0416 001 350
Email helpdesk@relayservice.com.au
<https://www.accesshub.gov.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 16:

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

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