



Australian Government

Department of Infrastructure, Transport, Regional Development and Communications



An Australian Government Initiative



Frequently Asked Questions

National Relay Service (NRS) Video Relay

Why do I need to contact the NRS Helpdesk to have my email address and/or phone number updated?

This is to ensure that contact details are up to date if we ever need to contact you in future. Your phone number is also used as your login to your NRS account. Also, as an added layer of security for your NRS account.

Why do I need to provide a support document to update my full name or address?

This is to confirm the personal details that you have requested to update are accurate. Any documents you provide to us will be securely destroyed after the Helpdesk Team have verified them.

How do I update my details?

To update your personal and contact details on your NRS account you will need to reach out to the NRS Helpdesk using your preferred contact method.

If you're updating your full name or home address, we do require a support document showing the new change, full name and address details.

If you're updating other details such as phone number or email address, we will ask you your security question which you created when registering. If you do require a password reset link sent to you after updating these details one can, be sent to you.

Contact details to connect to the NRS Helpdesk:

Phone: 1800 555 660

TTY: 1800 555 630

Fax: 1800 555 690

SMS: 0416 001 350

Online: Online form

NRS Helpdesk Chat

Email: helpdesk@relayservice.com.au



Why can't I update the details myself?

It is a part of our internal processes that the NRS Helpdesk updates these details as we need to confirm your identity before we discuss any of your personal details with you.

Why do I need to move from Skype to NRS Microsoft Teams for Video Relay?

On Saturday, 1st March 2025, Microsoft announced that they will close Skype on 5th May 2025. You can still use Video Relay Service on Skype until it closes.

Will the change to teams cost anything?

No, the NRS will be providing all users of the Video Relay Service, both existing and new with access to a fully funded NRS Microsoft Teams account at no charge to you the user.

How do I make a video relay call through the NRS?

To use the Video Relay Service, follow these steps:

1. Ensure you have the new NRS Microsoft Teams account.
2. If you registered with the NRS and made a call using Video Relay in the past year, check your email for your new login details.
3. If you don't use Video Relay often or need assistance, you can get help from the NRS Helpdesk.

Is NRS Microsoft Teams the same as Microsoft Teams Free?


No, NRS Microsoft Teams is not the same as Microsoft Teams Free.

NRS Microsoft Teams is designed for NRS Video Relay users. It has special features for video relay calls. Microsoft Teams Free is for anyone to use for meetings, collaboration, or contacting friends and family.

Do I need Microsoft Teams Free to use the NRS video relay service?

No, you do not need Microsoft Teams Free to use the NRS video relay service.

But it can help if you have problems setting up your NRS Microsoft Teams account. With Microsoft Teams Free, you can reach the NRS Helpdesk and connect with Interpreters for Video Relay services.



Also, if you are moving from Skype to Microsoft Teams Free, you can keep your Skype contacts, like friends and family. This helps you stay in touch without any problems.

When is the NRS Video Relay Services available?

Video Relay Services are available:

Monday to Friday: 7:00 AM to 6:00 PM (AEST)

Saturday: 8:00 AM to 12:00 PM (AEST)

Sunday: Closed

When is the NRS Helpdesk available?

The NRS Helpdesk is open during these hours:

Monday to Friday: 8:00 AM to 6:00 PM (AEST)

If you call outside these hours, you can leave a message. A Helpdesk staff member will get back to you within 4 hours when they reopen.

The Helpdesk is closed on national public holidays."