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

National Relay Service

Frequently Asked Questions

National Relay Service (NRS) Video Relay

Moving to the New NRS Video Relay Platform

This page answers questions about moving from Microsoft Teams to the New NRS Video Relay Platform. The new platform has an NRS Video Relay website and an NRS Video Relay app.

About the change

Why is Video Relay changing?

Video Relay is moving from Microsoft Teams to a new platform made for Video Relay. It is designed for Deaf and Hard of Hearing people who use Auslan.

The new platform has a Video Relay website and a Video Relay app. It also has accessible design features, better support for emergency calls, and new features made for Deaf users.

What is staying the same?

- You still use qualified Auslan interpreters.
- You still communicate in Auslan.
- You can still make and receive Video Relay calls.
- Video Relay is still free.
- NRS Chat and Captions are not changing. You keep the same login for them.

The service is not changing. The way you get to the service is changing.

What is changing?

- Microsoft Teams will no longer be used for Video Relay calls.
- You will get new login details.
- You will use a new Video Relay website.
- There is a new Video Relay app for phones and tablets.
- You can get a personal Virtual Number. Hearing people can use it to call you.

Does the new platform cost anything?

No. Video Relay is free. Your own internet or mobile data costs may still apply.

Important dates

Date	What happens
16 November 2026	The New Video Relay Platform goes live. You can start using it from this date.
16 November to 13 December 2026	Teams and the new platform both work. You can switch at any time in this period.
13 December 2026	This is the last day to use Teams for Video Relay. Make sure you have switched by this date.
14 December 2026	Teams is switched off for Video Relay. All Video Relay calls use the new platform.

Can I still use Teams?

Yes, until 13 December 2026. Teams and the new platform both work until then. After that, Video Relay calls only work on the new platform.

If you try to use Teams after that date, contact the NRS Helpdesk. They will help you switch.

Getting started

How do I get to the new service?

You can use the Video Relay website on a computer, or the Video Relay app on a phone or tablet.

- **Website:** select the “NRS Video Relay Call” button on the NRS portal, or on Access Hub.
- **App:** search for “NRS Video Relay” in your app store, then download the app. The app is free.

Do I need to register again?

No. If you are registered with the NRS and made a Video Relay call in the past year, you were sent an email with your new login details. You do not need to fill in a new registration form.

I have not received my login details. What do I do?

Check your junk or spam folder first. If you still cannot find the email, contact the NRS Helpdesk. They will check your registration and send your details again.

If you do not use Video Relay often, the Helpdesk can also help you get set up. Please make sure the email address linked to your NRS account is up to date.

How do I log in?

Use the email address and password from your login email. The first time you log in, you need to change your temporary password. Select “Forgot Password?”, then follow the link we email you to set a new password.

After that, you stay logged in. Next time, the app opens straight to the service.

What devices can I use?

- Windows computers and Mac computers
- iPhones and Android phones
- Tablets

You need an internet connection and a camera. You only need a microphone if you want to use your voice.

Can I use more than one device?

Yes. You can be logged in on the website and the app at the same time. You can only make one request at a time.

Making and receiving calls

How do I make a Video Relay call?

1. Log in to the website or app.
2. Choose a saved contact, or type in the number. You can add a note or a file for the interpreter if you want.
3. Start the call. You will be asked if you want the call recorded.
4. Wait for an interpreter. You can see your place in the queue.
5. The interpreter joins you on video and phones the other person. You sign. The interpreter speaks to the other person, and signs their replies to you.

How long until an interpreter joins?

You can see your place in the queue while you wait. We cannot give an exact time because it depends on how many people are waiting.

If you cannot wait, you can ask for a callback. You keep your place in the queue.

Can hearing people call me?

Yes. You can get a personal Virtual Number from your Profile. Give your number to family, friends, doctors and others. They can call it from any phone. They do not need an app.

To get calls, stay logged in, keep notifications turned on, and keep your device on and connected to the internet. Your device rings like a normal call, even if the app is closed.

What if I miss a call?

The caller may be able to leave a message. An interpreter turns it into an Auslan video message for you.

Find it with the missed call. On the app, go to Recents. On the website, go to Requests history. Look for the video message icon. Select Call Back to call the person back.

Can I send pictures or files during a call?

Yes. You can send pictures and files, like documents or PDFs, in the chat.

How do I make an emergency call?

Select the red Call 000 button. It is on every screen, and you do not need to log in first. Emergency calls are put ahead of other calls, so you connect as fast as possible.

An interpreter helps you contact Police, Fire or Ambulance. Always tell the interpreter your address, including the suburb.

Are my calls recorded?

Standard calls are not recorded. Emergency calls are recorded automatically.

Is my information safe?

Yes. The platform uses encrypted connections and encrypted storage. It follows recognised security and privacy standards. Your calls are handled confidentially.

Your contacts

Can I keep my Teams contacts?

Teams contact names do not move to the new platform. Before Teams is switched off, collect a phone number for each family member, friend or service you call. Then save them in the new platform.

Where are my contacts on the new platform?

- **Website:** go to the “My contacts” tab. You add and manage your own contacts.
- **App:** the app shows the contacts on your phone when you allow it to.

Phone contacts do not show on the website. Use the app to call them.

Help and support

Where can I find guides and videos?

Access Hub has step-by-step guides, FAQs and Auslan videos about the new platform. Visit www.accesshub.gov.au and look for the Video Relay transition resources.

When is Video Relay available?

Video Relay is available 24 hours a day, 7 days a week.

When is the NRS Helpdesk open?

Monday to Friday, 8:00 am to 6:00 pm (AEST). The Helpdesk is closed on national public holidays.

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

How do I contact the NRS Helpdesk?

How to contact the NRS Helpdesk	Details
Phone	1800 555 660
TTY	1800 555 630
SMS	0416 001 350
Fax	1800 555 690
Email	helpdesk@relayservice.com.au
Online form	https://accesshub.gov.au/about-the-nrs/nrs-helpdesk/enquiries
Helpdesk chat	https://nrschat.nrscall.gov.au/nrs/helpdeskchat
Auslan video message	https://nrschat.nrscall.gov.au/nrs/contactus
More ways to contact us	www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

Updating your NRS account details

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

This is to make sure your contact details are up to date, in case we ever need to contact you. Your email is also used as your login to your NRS account. It is also 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 you want to update are accurate. Any documents you give us are securely destroyed after the Helpdesk team has checked them.

How do I update my details?

To update the personal and contact details on your NRS account, contact the NRS Helpdesk using the way you prefer. The contact details are in the table above.

- If you are updating your full name or home address, we need a support document that shows the new full name and address.
- If you are updating other details, like your phone number or email address, we will ask you the security question you created when you registered.

If you need a password reset link after updating these details, we can send one to you.

Why can’t I update the details myself?

The NRS Helpdesk updates these details as part of our internal processes. We need to confirm your identity before we talk about any of your personal details with you.