



NRS Microsoft Teams User Sign In

Captions and voiceover	Visual (includes Auslan interpreter signing the spoken words to the right of the video frame)
	<p>Before the video plays, the following static images are shown:</p> <ul style="list-style-type: none">• An Auslan interpreter stands on the left side of the video frame.• A white “play” symbol is inside a red button in the middle of the video frame.
	<p>Visible in the video at all times from left to right at the top:</p> <ul style="list-style-type: none">• The National Relay Service (NRS) logo has three stacked rectangles in this order: navy blue, red, and navy blue again. The words “National Relay Service” are in white. The red rectangle is slightly to the right.• The heading says “NRS Microsoft Teams User Sign In”.
To make Video Relay calls you will need a computer, tablet or smartphone.	Navy blue images of a desktop computer, tablet and smart phone appear, each showing images of green hands signing on its screen.
It is important to have a good camera and internet connection.	A green circle appears at the top of each device to indicate a camera. A green circle with a dark blue checkmark appears on the screen of each image, replacing the picture of green hands making a sign on each screen.

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<p>Install Microsoft Teams on your Windows device.</p> <p>Access this URL to download Teams: https://www.microsoft.com/en-au/microsoft-teams/download-app#download-for-desktop1</p> <p>Click on the purple download button that says, “Download Microsoft Teams for Windows”.</p>	<p>An image of Microsoft Teams download page for Windows appears at the right of the screen:</p> <ul style="list-style-type: none"> • The background is purple with some shapes and a big plus sign. • At the top is the Microsoft logo. • In the middle, it says, "Download Microsoft Teams for Windows." • Below this, there's a purple button that says, "Download Microsoft Teams for Windows." • Below, shows the web address: https://www.microsoft.com/en-au/microsoft-teams/download-app#download-for-desktop1
<p>Install Microsoft Teams on your Mac device.</p> <p>Access this URL to download Teams: https://www.microsoft.com/en-au/microsoft-teams/download-app#download-for-desktop1</p> <p>Click on the purple download button that says, “Download Microsoft Teams for Mac”.</p>	<p>An image of Microsoft Teams download page for Mac appears at the right of the screen:</p> <ul style="list-style-type: none"> • The background is purple with some shapes and a big plus sign. • At the top is the Microsoft logo. • In the middle, it says, "Download Microsoft Teams for Mac." • Below this, there's a purple button that says, "Download Teams for Mac." • Below, shows the web address: https://www.microsoft.com/en-au/microsoft-teams/download-app#download-for-desktop1
<p>After you click on the download button you will see this, just wait.</p>	<p>The image shows a download screen for Microsoft Teams:</p> <ul style="list-style-type: none"> • In the middle is the Microsoft Teams logo. It is a blue and purple icon with a letter "T" on it. • Below the Teams logo, you can see the Microsoft logo, which has four colored squares. <p>Under the Microsoft logo, there is a message that says, "Downloading Microsoft Teams..." This means that the download is happening now.</p>

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Next, you will be asked to log in. Type in your Teams username – **xxxx.xxx@nrsau.com** and click on **Next**.

The image shows a Microsoft sign-in page:

- At the top, there is a Microsoft logo above the words "Sign in."
- Below, there is a box where you can type your email address. An example email is partially filled in as "nrsau.com."
- Under the box, there are links that say, "No account? Create one!" and "Can't access your account?"
- In the bottom right corner, there is a blue button that says "Next." This button is highlighted with a red circle.

At the lower part of the screen, there is an icon for "Sign-in options."

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.

At the top, there is a Microsoft logo:

- Below the logo, there is a box that shows a masked email address placeholder.
- The title "Enter password" is shown next.
- Below this title, there is a box where you can see a masked password.
- Below the password box, there are links that say, "Forgot my password" and "Sign in with another account."

At the bottom of the form, there is a blue button that says "Sign in." This button is highlighted with a red circle.

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

You will see three lines to fill in. 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.

The image shows a password update form with the Microsoft logo at the top for users signing in for the first time:

- Below the logo, there is a box that shows a masked email address placeholder.
- The title says "Update your password."
- A message explains that you need to change your password because it is either your first time signing in or your current password has expired.
- Below the message, there are three boxes labelled "Current password," "New password," and "Confirm password."

At the bottom of the form, there is a blue button that says "Sign in."

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<p>The next screen will help you secure your account.</p> <p>Click Next to continue.</p>	<p>The image shows a screen with the Microsoft logo at the top:</p> <ul style="list-style-type: none"> • Below the logo, it shows “@nrsau.com.” • In the middle, there is a message that says, “Let’s keep your account secure.” • Right below, another message says, “We’ll help you set up another way to verify it’s you.” • Below this, there is a link that says, "Use a different account." <p>In the bottom right corner, there is a blue button that says "Next."</p>
<p>Wait for it to load.</p>	<p>The image shows a white box:</p> <ul style="list-style-type: none"> • At the top, it says "Sign in to Microsoft Teams." • In the middle of the box, there is a small blue circle that is spinning. This means loading or waiting. <p>Below the circle, it says "One moment..." This means the system is processing, and you need to wait a little.</p>
<p>In the next window, Select No, this app only.</p>	<p>The image shows a white box with a message asking if you want to sign in automatically to all desktop apps and websites on the device:</p> <ul style="list-style-type: none"> • There is a question: "Selecting Yes, all apps will:" followed by a list of options. • These options explain that it will let you use your work or school account to sign in to other apps and websites, register the device with your organization, and help your organization see device information. • Below, there is a bold question: "Is this a shared device?" and a suggestion: "Consider signing in to this app only." • In the lower left corner, there is a link that says “Learn more.” <p>In the bottom right corner, there are two buttons. One button, highlighted with a red circle, says "No, this app only." The other button says "Yes, all apps."</p>
<p>Wait for it to load.</p>	<p>The image shows a white box:</p> <ul style="list-style-type: none"> • At the top, it says "Sign in to Microsoft Teams." • In the middle of the box, there is a small blue circle that is spinning. This means loading or waiting. <p>Below the circle, it says "One moment..." This means the system is processing, and you need to wait a little.</p>

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You can find the NRS Bot in the top left corner of the teams app.

The image shows a Microsoft Teams chat window.

- On the left side, there is a menu bar with icons labelled NRS Video..., Activity, Chat, Teams, Calendar, and Apps.
- On the right side, a chat window titled 'NRS VIDEO RELAY SERVICE' is open, showing a message with a card.
- The card features a video thumbnail with a play button. In the thumbnail, there is a man against a background with the NRS logo.
- Below, there is a message that says, "Hello. Welcome to the National Relay Service. Please make a selection below."

Below this message, there are two buttons: "Make a Call" and "More Information."

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 video.

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

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

On the right, the Helpdesk Contact Details are shown:

Phone	1800 555 660
TTY	1800 555 630
Fax	1800 555 690
SMS	0416 001 350
Email	helpdesk@relayservice.com.au

On the right, this web address is shown: <https://www.accesshub.gov.au/>