



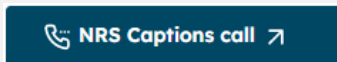
Receive an NRS Captions call



Step-by-step instructions

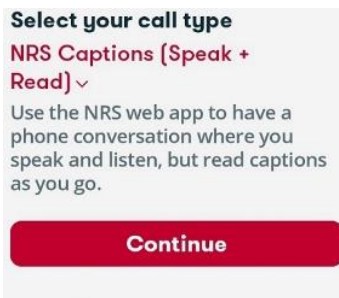
1. To receive an NRS Captions call, your caller will need to call the NRS on 1300 018 342 and:
 - provide the phone number you registered with and your name; and
 - ask to be connected to you.

2.



Go to the [Make an NRS Captions call page \(nrscaptions.nrscall.gov.au\)](https://nrscaptions.nrscall.gov.au) or click on the **NRS Captions call** link at the top of the page in accesshub.gov.au.

3.



Or if you are using the app, select **NRS Captions (Speak + Read)** then click on **Receive a call** near the bottom of the screen.

- Get help and support >
- Learn about emergency calls >
- Receive a call >

4.

You need to log on first using the phone number you registered with and your password. If you are not registered – click the **Not registered?** link and follow the prompts.

5.

My telephone number

What number do you want to use to make and receive calls?

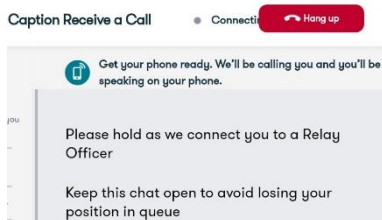
Please enter your phone number, including area code

After you click **Login** you will be asked what number you want to use to receive a call. Enter the phone number including the area code and click the **Submit** button.

6.

Then click on the red **Receive a call** button.

7.



The **Caption Receive a Call** window will then open up. To receive a call, you need to keep this page open on the device you are using.

8.



Answer the telephone when it rings to start the call.

9.



Say “hello” and give your name. The call is now connected to the NRS, with a Relay Officer (RO) converting the words of the other person to the captions you can see on your screen.

If you are listening as well, there will be a short delay between hearing the other person and the captions appearing on your screen.

10.



Listen to the other person.

Watch the screen for captions and speak directly to the other person.

11.



To end the call, say 'goodbye' and hang up the phone.

Click **Hang up** at top right-hand corner of the screen.