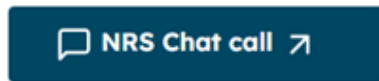




# Make an NRS Chat call

## Step-by-step instructions

1.



### Select your call type

- NRS Chat (Type + Read)
- NRS Captions (Speak + Read)
- Voice Relay

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

Or, you can make an NRS Chat call using the NRS app. Just open the app and select **NRS Chat (Type + Read)** from the **Select your call type** menu.

2.

**Welcome to the National Relay Service**

Your registered phone number

Enter Phone number

Password

Enter password

Remember me [Forgot password?](#)

[Auslan password reset instructions](#)

[Not registered?](#)

Log in using the phone number and password you set up during registration.

If you need to register for the NRS then click on the 'not registered' link. Follow the prompts and register.

3.

### Make a call



The phone number I want to call

Phone number inc. area code

[I want to call an overseas or premium rate number](#)

Go to **Make a call**. Type the area code and number to call into the **phone number** box.

4.

### Select your call type

NRS Chat (Type + Read) v

000000...

If you are using the app, you can enter the area code and phone number you want to call, then skip to Step number 7.

5. **Make a call**

**Call 000**

The phone number I want to call

1300975709 

The state I am calling from

--Select-- 

**Connect Now**

[I want to call an overseas or premium rate number](#)

If dialling a number starting with 1800, 1300 or 13, look at the dropdown box and choose the state where you are calling from.

6.



Click **connect now**.

7.



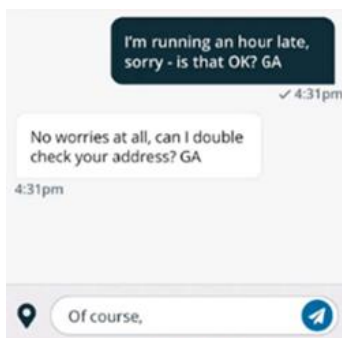
Wait to be transferred to a Relay Officer (RO) who will place the call to the number given.

8.



Wait for the other person's greeting. Wait to read 'GA' (Go ahead) before replying.

9.



Type your message and type 'GA' when you're finished.

Press **enter** on the keyboard or click send.

Read the other person's messages on the screen and remember to wait until you see 'GA' before replying.

10.



To end the call, type 'goodbye SKSK' (Stop Keying. Stop Keying).

11.




Wait to read 'RO here, would you like to make another call? GA'.

12.

**Make a call** Call 000

The phone number I want to call

Phone number inc. area code 

Connect Now [I want to call an overseas or premium rate number](#)

To make another call, type the area code and phone number into the phone number box. To finish, click **hang up**.