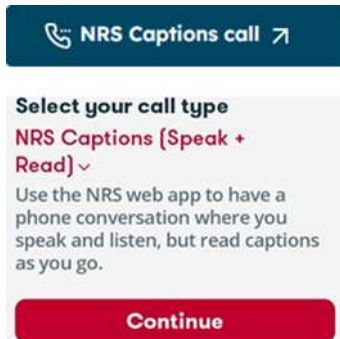




Make an NRS Captions call

Step-by-step instructions

1.



NRS Captions call →

Select your call type
NRS Captions (Speak + Read) ▾

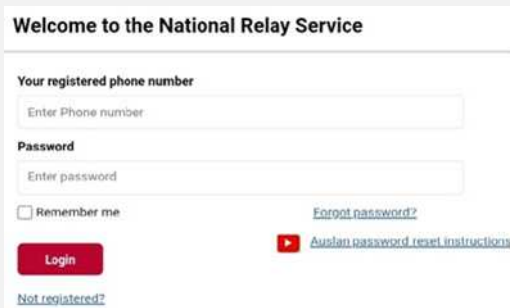
Use the NRS web app to have a phone conversation where you speak and listen, but read captions as you go.

Continue

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 each page in accesshub.gov.au

Or, you can make an NRS Captions call using the NRS app. Just open the app and select **NRS Captions (Speak + Read)** from the **Select your call type** menu, then tap **Continue**.

2.



Welcome to the National Relay Service

Your registered phone number
Enter Phone number

Password
Enter password

Remember me [Forgot password?](#)

[Australian password reset instructions](#)

[Not registered?](#)

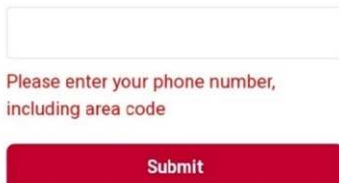
Log in using the phone number and password you set up during registration.

If you need to register for the NRS then click on the [Not registered?](#) link. Follow the prompts and register.

3.

My telephone number

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



Enter your phone number

Please enter your phone number, including area code

Submit

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.

4. **I want to make a call**

My phone number

The telephone number I want to call

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

You will then need to complete the area code and phone number you want to call.

5. **The telephone number I want to call**

The state I am calling from

If you are entering a number to call starting with 1800, 1300 or 13. A dropdown box will appear. Choose the state where you are calling from.

6.



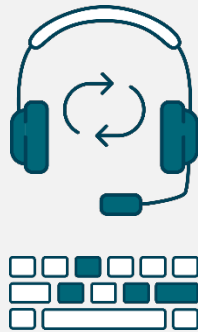
After you have completed this section, click **Connect now**.

7.



Watch the screen and answer your phone when it rings.

8.



Your call will soon be connected to the NRS, with a Relay Officer converting the words of the other person to the captions seen on your screen.

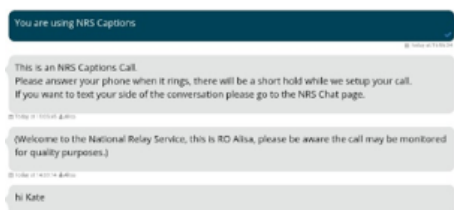
If you are listening as well, there will be a short delay between hearing the other person and the captions appearing on your screen.

9.



Listen to the other person.

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



10.



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

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