



# Frequently Asked Questions – National Relay Service (NRS) User Registration

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## Why do I need to register?

Everyone who uses the NRS to make calls needs to register as an NRS user. User registration helps us know how many people are using the NRS and how they are using it. This information helps to deliver a better NRS.

## I am an NRS user. Do people calling me need to register too?

No. People calling you don't have to register to use the service.

## What if I don't register?

If you're not registered the only calls you'll be able to make through the NRS are emergency services calls.

## Do I need to register for each type of NRS call / service?

No, the same registration can be used for different NRS call types. For example, you may use NRS Chat most of the time, but then sometimes text using SMS Relay on your mobile phone. **But**, it's important to include the phone numbers and other identifiers you use to make calls through the NRS when you complete the registration form. Here's a list of the numbers and identifiers needed:

- **NRS Chat** — Your mobile or landline number
- **NRS Captions** — The numbers you'll use for these calls
- **SMS Relay** — The mobile number you'll use for these calls
- **SMS Relay (Text and Listen)** — The mobile number you'll use for these calls
- **TTY (Type and Read)** — The number of your TTY
- **TTY (Speak and Listen)** — The number of your TTY
- **TTY (Speak and Read)** — The number of your TTY
- **Voice Relay** — The phone numbers you'll use for this calls
- **Video Relay** — Your Skype ID

## How long do I have to wait after registering to use the NRS?

You won't be able to make or get calls until you register and your registration is confirmed. This can take up to 2 business days. During this time you'll still be able to make calls to emergency services.

## How will I know if my registration has been accepted?

If you provide your email address on the form, you'll receive a registration confirmation email. If you do not provide an email address, a registration confirmation will be mailed to you.

## Why do I need a log in and password?

Once your registration is confirmed, you'll need to use your login details to make NRS Chat and NRS Captions calls. You'll also need a log on and password to check or update your details or contacts.

## How and when will I get a log in and password?

When you receive the confirmation of your registration by post or email, your login details (which is your main registered phone number) will be confirmed and you'll be given a link to set your password. Your login is also your NRS ID. You can use this number to identify yourself when you contact the NRS with any queries.

## What information do I need to provide to register and why?

### Your details

You'll need to provide very basic personal details such as:

- Your name
- Address
- Phone number(s)
- Email address
- Skype name (for Video Relay users only)
- A security question and answer (which you can set yourself).

These details will help the NRS create a unique record of you as a user. Each time you contact or make a call using the NRS these details will be matched to your record. The NRS can check these details to verify that we're talking to you. If the NRS needs to contact you in future, we can use the contact details you've provided.

### Confirming you need to use the NRS to communicate

When you complete your registration details you'll need to confirm that you:

- are d/Deaf
- hard of hearing or
- have a speech communication difficulty that means you need to use the NRS to make standard telephone calls.

You can confirm your need to use the NRS by ticking a box provided on the registration form.

The NRS is asking users to make this statement to make sure that only people who need to use the NRS register to use the service.

## Agreeing to the NRS terms and conditions

All NRS users must comply with the NRS terms and conditions when they use the service. The terms and conditions cover how the NRS delivers the service and what users can and can't do. [View terms and conditions.](#)

You can confirm your agreement to the NRS terms and conditions by ticking a box provided on the registration form.

## Giving the NRS a copy of a support document

As well as filling in the registration form, NRS users will need to provide a copy of a document that has your name and address on it (a support document). The name and address on the document must match the details you've provided to the NRS. This could be a copy of a driver's license or utility bill (such as an electricity bill or gas bill). The copy of the document will be securely destroyed after the NRS checks the details match. **Do not send original documents to the NRS.**

You're being asked to provide a copy of this document so we can make sure that only genuine users are registering to use the NRS.

## How can I provide a copy of my support document to the NRS for registration purposes?

- Online — The [online registration form](#) provides instructions on how to upload a scanned copy of your support document.
- By email — You can email a scanned copy of your support document to: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
- By post — You can post a copy of your support document (do not send originals) with your registration form to:

**National Relay Service**  
**PO Box 99**  
**Mount Clear VIC 3350**

The copy of the support document you provide will be securely destroyed once your details are checked.

## Why am I being asked to provide an email address when registering?

If you provide your email address the NRS can send confirmation of your registration to you electronically. It can also contact you via email in future if required.

## What if I don't have an email address?

If you don't have an email address, the NRS will send the confirmation of your registration to your postal address.

## **What will my personal details be used for?**

Each time you use the NRS, the phone number you're calling on or use to log in with, will be automatically checked to make sure that you're registered to use the NRS. Your other personal details, such as your address, might be used to contact you in the future.

## **What if I need to check or change my personal details after I have registered?**

To check or update your personal details, contact the [NRS Helpdesk](#).

If you want to change your name or address you will need to provide the Helpdesk with another support document that has your new name and address on it.

Your security question and answer will help the NRS confirm your identity before any of your personal details are discussed with you.

## **How will my personal details be protected?**

Your personal details are securely stored by the NRS provider, Concentrix, in accordance with the *Australian Privacy Act and Australian Privacy Principles*.

Your security question and answer helps the NRS confirm your identity before any of your personal details are discussed with you.

The copy of your support document will be securely destroyed after your registration details are confirmed.