

Your guide to making an account, logging in, and receiving a captioned relay call.

Kia Ora. Welcome to the New Zealand Relay Service. In this video we'll show you how to create an account, log in and receive a captioned relay call using the new NZ Relay app.

Please note: There are two ways that you can set up the new captioned relay service, depending on what works best for you.

1. You can speak and listen on one device, while reading captions on another. For example, speak and listen on a landline and read captions on a tablet.
2. You can speak, listen and read captions on the same device. For example, a mobile phone or tablet. If you choose this option, we recommend using loudspeaker, headphones or a Bluetooth hearing aid.

You will need to download the free NZ Relay app from the App Store or Google Play Store.

Once you have downloaded it on to your mobile phone or tablet, tap on the NZ Relay app to open it.

The first time you use the app, you will need to follow the on-screen prompts to read and accept the Terms and Conditions.

To be able to receive calls, you will first need to create an account.

To do this, tap on 'My Account' at the bottom of your screen.

Tap on 'Create an account'

Enter your details.

Select 'Captioned Relay' as your preferred call type.

Enter the number where you want to receive captioned relay calls. This can be a mobile or landline number.

Tap 'Create Account'.

You will receive an email confirming your registration with NZ Relay. This email will ask you to activate your account by tapping a link.

You are now registered and can log in to access your personal NZ Relay phone number.

This is available under 'My Account'.

A Relay phone number is unique to you.

You can give this number out to businesses, government services, friends and whānau so they can contact you through the NZ Relay service.

You will need to be logged in to the NZ Relay app to receive a call.

To do this, open the NZ Relay app on your mobile phone or tablet.

Tap on 'My Account' at the bottom of your screen.

You will be taken to the login page.

Enter your email and password, then tap on 'Log in'.

Your account will stay logged in so you can receive calls.

When a contact dials your NZ Relay number, you will receive a notification from NZ Relay on your mobile phone or tablet.

Tap the notification to accept.

This will take you to the captions screen and your contact's call will be transferred to you.

You will receive the call on the mobile or landline number that you specified when you created the account.

You can change your preferred number in your account settings.

Answer the call.

Once answered, you will receive a notification to take you back to the captions screen.

Tap on the notification.

You can now speak, listen and read captions.

When you're ready to hang up, tap the 'Hang up' button.

You will be given the option to save your conversation. If you want to do this, tap 'Save conversation' and choose from the options available on your device.

Once you close the captions screen, this option will no longer be available.

If you don't want to save your conversation, simply close the captions screen.

Nau mai haere mai ki New Zealand Relay.

HELP DESK

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