

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

Kia Ora. Welcome to the New Zealand Relay Service.

In this video we'll show you how to create an account and log in so that you can receive a text relay call using the new NZ Relay app.

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.

If this is the first time you are using the app, you will see a welcome screen. Follow the on-screen prompts to read and accept the Terms and Conditions.

In order to receive calls, you first need to create a NZ Relay account.

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

Tap 'Create an account'

Enter your details.

Select 'Text Relay' as your preferred call type.

Tap 'Create Account'.

You will then receive an email asking you to verify your account.

Click on the link in the email and we will provide you with your own NZ Relay phone number.

You can give this number to your friends, whānau and businesses, so they can call you.

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

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 'Log in'.

When someone calls your NZ Relay phone number, you will receive a notification that you have an incoming relay call.

Tap on the notification to accept the incoming call.

You will be taken to a chat screen in the NZ Relay app.

When you are finished typing your message, end with the letters 'GA.' This stands for 'go ahead,' and indicates to the Relay Assistant that your message is ready to be passed on.

The Relay Assistant will voice your message to the person on the other end of the phone call.

They will listen and type the response of our contact back to you, which will appear on your screen.

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 chat screen, this option will no longer be available.

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

Nau mai haere mai ki New Zealand Relay.

HELP DESK

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