

User's Guide: Sprint Relay Customer Profile

www.mysprintrelay.com/login



■ Log-in

Sprint Relay Customer Profile / Call Now Registration (10 Digit Local Number)
Create a login ID and password

Login ID * Login ID must be 8-50 characters, and can use letters, numbers, or an email address.
Password * Password must be 4-10 letters or numbers.
Retype Password *
Security Question *
Security Answer * Security answer must be 4-30 characters.

[More Information](#)

Go to www.mysprintrelay.com/login.

If you don't have a username or password, click the gray menu button **Customer New Profile/Call Now Number Registration**.

Type **login ID, password, retype password and security question/answer**.

Then click **Submit**.

Sprint Relay Customer Profile / Call Now Registration (10 Digit Local Number)
Login below to access or update your Sprint Relay registration information

Login ID (IP/IM users enter login ID. Primary household users in California need to put their phone number here.)
Password

[Forgot Password click here](#)

[More Information](#)

If you already have **login ID and password**, type both in and then click **Log In**.

If you forgot your login ID or password, click **Forgot Password**.

■ Sprint Relay Customer Profile homepage

Sprint Relay Customer Profile / Call Now Registration (10 Digit Local Number)

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After a successful log-in, you will see the **Sprint Relay Customer Profile homepage**.

In the instruction guide on the page, you can find out how to create and update your profile. If you have questions or need assistance, please call **1-800-676-3777** or send an email to **Sprint Relay Customer Service at Sprint.TRSCustServ@sprint.com**.

Customer Service Representatives are available to assist you 24/7.

■ Personal Information

Edit Profile
Personal Information

This address will be given to emergency services when you place a 911 call through Sprint Relay. **Important:** Update your address whenever you move to a new address so emergency services can locate you.

* Required field.

Please provide your legal name. We will need to verify your identity for some services.

First Name * MI Last Name *
Address 1 * No PO Boxes
Address 2
City * State * Zip *
Email * Do Not Receive Info
Emergency LEC Not Required for Sprint IP or IM

Type in your name, address, city, state, zip code and email address. Then click on **Submit**.

Note: The address is required when registering for an IP Relay number. Your address will be given to emergency services when you place a 911 call through Sprint Relay (Sprint IP, AOL Instant Messenger, Google Talk or Federal Relay IP). It is important to update your address whenever you move to a new address so emergency services can locate you.

Addresses

Edit Profile

Personal Information Add the addresses where you use relay services.
 ** Your address will be provided to emergency services when you make a 911 call through Sprint Relay.

> **Addresses** Current Location: Profile Address Set Location

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Address Information

Location	Address
Profile Address	633 Cedar Place Edit your Personal Information

Add Address

Your address will be provided to emergency services when you make a 911 call through Sprint Relay.

Important Note:

Whenever you move to a new address, click the **Add Address** button to update your new address where emergency services can locate you.

Contact Numbers/IP Relay Number Info

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State Service Sprint IP AOL Instant Messenger Google Talk Federal Relay

Add New Number >

[More Information](#)

On the **State Service** screen, type your home number that is necessary to use Sprint Relay and then click the **Add New Number** button.

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State Service **Sprint IP** AOL Instant Messenger Google Talk Federal Relay

You are not currently signed up for Sprint IP service. If you wish to use this service, please click the button below:

Sign Up

[More Information](#)

On the **Sprint IP** screen, click the yellow **Sign Up** button and then follow the instructions. This allows you to register for your free **Sprint IP Relay Call Now 10-digit number** to make and receive Internet relay calls.

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State Service Sprint IP **AOL Instant Messenger** Google Talk Federal Relay

AOL Instant Messenger Service Account Information

Screen Name: mybuddyname
 Phone Number: 5557773214

I want to change my screen name
 New Screen Name:

I want to cancel the phone number associated with this service

I want to port an existing phone number

On the **AOL Instant Messenger** screen you will see an example of a completed registration. You will be able to update and change your AIM information.

The **Sprint IP using AIM** number allows you to be able to make or receive relay calls through AIM.

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State Service Sprint IP AOL Instant Messenger **Google Talk** Federal Relay

You are not currently signed up for Google Talk service. If you wish to use this service, please click the button below:

Sign Up

[More Information](#)

On the **Google Talk** screen, there is an example of an incomplete registration. Click **Sign Up** and then follow the instructions.

The **Sprint IP using Google Talk** number allows you to make or receive relay calls through Google Talk.

■ Contact Numbers/IP Relay Number Info (cont.)

The **Federal Relay** screen is only for federal government employees who want to make and receive Internet calls through Federal Relay IP.

■ Frequently Dialed Numbers

In the **Frequently Dial Number**, you can store up to 30 names and numbers. When you want to make a call you give the Relay Operator the name rather than typing the 10-digit number every time, "Pls call Home GA"

Click **Add New Number** to type in names and phone numbers.

■ Emergency Numbers

In most emergency situations, you should dial 9-1-1 first for emergency help. However, your database can list additional emergency phone numbers. You can choose up to 10 emergency contacts, such as a police station, a fire department, a doctor, and the local/state poison control center.

Click **Add New Number** to type in the emergency contacts and numbers.

■ Caller Preferences: Call Setup

Gender Preference: You can select the Relay Operator's gender to handle your relay calls.

Answer Type: You can specify how you want to be connected to relay. Options include TTY, Turbo code, ASCII, Voice, VCO, HCO, Blind/Deaf ASCII, or Blind/Deaf TTY.

Language: You can choose English or Spanish.

Reduced Typing Speed: If selected, you will receive slower typing from the Relay Operator.

■ Caller Preferences: Call Handling

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Call Setup

Gender Preference: None

Answer Type: TTY

Language: ENGLISH

Reduce Typing Speed

Preferred Billing Options

Payment Method: CREDIT CARDS

Number: [] Exp Date: [] / []

Submit Reset

Call Handling

- Do Not Announce Relay
- Do Not Explain Relay
- Do Not Relay Background Noise
- Do Not Relay Tone of Voice
- Do Not Type Recordings
- Do Not Allow Long Hold Times

Call Handling offers six options that the relay user can choose from to send alternate call handling instructions to the Relay Operator. Check the box if you do **not** want the Relay Operator to do the following:

- announce relay
- explain relay service
- describe background noises during conversation; e.g., baby crying
- describe tone of voice; e.g., sounds angry
- automatically type voice recordings
- remain on hold for a long time when the called party puts the relay user on hold.

■ Caller Preferences: Preferred Billing Options

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Call Setup

Gender Preference: None

Answer Type: TTY

Language: ENGLISH

Reduce Typing Speed

Call Handling

- Do Not Announce Relay
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- Do Not Relay Background Noise
- Do Not Relay Tone of Voice
- Do Not Type Recordings
- Do Not Allow Long Hold Times

Preferred Billing Options

Payment Method: CREDIT CARDS

Number: [] Exp Date: [] / []

Submit Reset

Payment Method: You can enter your preferred billing method, including billed to phone number, calling cards, credit cards and third party billing.

Payment Number: You can store your calling card or other billing information in your profile which will be automatically used when making long distance calls through relay.

■ Outdial Restrictions: Blocked Numbers

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Current Blocked Numbers

There are currently no blocked numbers saved.

Add New Number >

Outdial Restrictions

- No Long Distance
- No 800 Calls
- No 900 Calls
- No 976 Calls
- No Directory Assistance
- No International Calls
- No Marine Calls
- No Operator Assistance

Submit Reset

You can select up to 30 numbers that you do not want called from your phone number (outgoing calls).

Click the blue **Add New Numbers** button to type in phone numbers that you want blocked.

■ Outdial Restrictions: Type of Calls

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Outdial Restrictions

Current Blocked Numbers

There are currently no blocked numbers saved.

Add New Number >

Outdial Restrictions

- No Long Distance
- No 800 Calls
- No 900 Calls
- No 976 Calls
- No Directory Assistance
- No International Calls
- No Marine Calls
- No Operator Assistance

Submit Reset

You can select any of the following that you want blocked through relay:

- No long distance
- No 800 calls
- No 900 calls
- No 976 calls
- No directory assistance
- No international calls
- No marine calls
- No operator assistance.

Carrier of Choice: Carrier Selections

You can select your preferred carrier of choice for any calls through relay, such as:

- Local-toll calls
- State-to-state long distance calls
- In-state long distance calls
- International calls.

Carrier of Choice: Outdial Billing Restrictions

You can select any of the following billing that you want to block:

- No carrier of choice (all calls will be processed over the Sprint network)
- No collect calls
- No FON card / Sprint cards
- No LEC / local telephone calling company cards
- No optional other calling cards
- No third party

Notes

You can select from a list of standard preferences or specify in free-form text how you would like the Relay Operator to handle your call. This could be anything from different call announcements to instructions on how to retrieve voice mail messages.

Click **Add a New Note** to type in up to 60 characters per note. Then click **Submit**.

Notes: Examples

For example

- Announce my call saying, "Hello. This is Jane calling." (announcement instructions)
- I use FD numbers (information for the Relay Operator)
- Voice mail pin is 1234, delete all messages after typing. (voice mail retrieval instructions)
- 50 WPM (call handling instructions)

Speech-to-Speech Contacts

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Speech to Speech Contacts

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> STS Contacts

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Print Form

There are currently no speech to speech contact times saved.

[Add New Contact Time >](#)

This screen is specifically designated for Speech-to-Speech (STS) users. With Sprint's system, persons calling STS users who have difficulty sharing telephone numbers can be automatically connected to the STS user at the STS user's registered locations.

For STS users only:

Select and enter a personal STS User ID and then click **Add New Contact Time** to enter the next screen – see the next page.

Speech-to-Speech Contacts

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Add new Speech to Speech Contact Time

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Description

Phone Number

Days of the Week S M T W T F S

Start

Stop

Time Zone

[Submit](#) [Clear](#)

For STS users only:

Type in the description of your phone call and phone number you want to connect to other callers.

Enter your day and hours of availability.

Then click on **Submit**.

Temporary Speech-to-Speech Messages

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Print Form

There are currently no speech to speech messages saved.

[Add New Message >](#)

This allows STS users to prepare a temporary short message before the Relay Operator dials the number. When requested, the Relay Operator can retain this message in the STS user's profile for up to 24 hours. This is especially helpful when the line is busy and the STS user does not have to repeat the information on a call.

Print Form

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[Print Page](#)

Profile for 555-995-5511
Printed on: 10/25/2009

Personal Information

First Name: David MI: Last Name: Martin

Address 1: 6300 Main Street

Address 2:

City: Smallville State: MD Zip: 23830

Email Address: david@email.com
 Do Not Receive Email

Notes

No notes saved.

10-Digit Internet Accounts

Service Type	Screen Name	Phone Number
AOL Instant Messenger	N/A	
Federal Relay Service		

After you finished adding/updating your information in the customer profile, you can click the yellow **Print Page** button to print your profile.

Change Password

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* Required information.
Enter your current password, and then you may choose a new password, new security question/answer, or both. If you don't want to update something blank.

Current Password*
New Password Password must be 4-10 characters.
Re-Type New Password
Security Question
Security Answer Security answer must be 4-30 characters.

[More Information](#)

If you want to change your password, you will need to enter your current password, create a new password, and complete the security question/answer. Click **Submit** when you are done.

Change Household Password

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Change Household Password

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Change Household Password

The household password is used by the head-of-household when calling the relay operator to make changes to household preferences on the account. This separate from your web account password.

* Required information.
New Household Password* Password must be 4-10 characters.
Re-Type New Household Password*

[More Information](#)

The **household password** is used by the person who is the head of the house who can contact the Relay Operator to make changes to household preferences on the account. This password is not the same as the web account password.

Log Off

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Log Off



Click **Log Off** to exit your customer profile.

If you have questions or need assistance, contact Sprint Relay Customer Service:

Phone: 1-800-676-3777 Voice/TTY
1-800-676-4290 Spanish

Email: Sprint.TRSCustServ@sprint.com

Fax: 1-877-877-3291