

USER'S GUIDE: SPRINT RELAY CUSTOMER PROFILE

www.mysprintrelay.com/Login



■ Log-in

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

Create New Profile / Call Now Number Registration

Login * Required field.

About

Login ID * Login ID must be 8-50 characters, and can use letters,

Password * Password must be 4-10 letters or numbers.

Retype Password *

Security Question * Security answer must be 4-30 charac

Security Answer *

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 Number)

Create New Profile / Call Now Number Registration

Login

About

Login below to access or update your Sprint Relay registration information

Login ID (IP/IM users enter login ID. Primary household users in Call 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 Number)

Home

Edit Profile

- Personal Information
- Addresses
- Contact Numbers / IP Relay Number Info
- Freq Dialed Numbers
- Emergency Numbers
- Preferences
- Outdial Restrictions
- Carriers of Choice
- Notes
- STS Contacts
- STS Messages
- Print Form
- Change Password
- Change Household Password
- Log Off

Please use the links in the menu on the left to navigate through the site, and access your profile.

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 **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

Home **Personal Information**

Edit Profile

Personal Information

Addresses

Contact Numbers / IP Relay Number Info * Required field.

Freq Dialed Numbers

Emergency Numbers

Preferences

Outdial Restrictions

Carriers of Choice

Notes

STS Contacts

STS Messages

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Change Password

Change Household Password

Log Off [More 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.

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 * AK 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, Sprint IP Mobile, 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

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

Edit Profile

Personal Information

Addresses

Contact Numbers / IP Relay Number Info

Freq Dialed Numbers

Emergency Numbers

Preferences

Outdial Restrictions

Carriers of Choice

Notes

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.**

Current Location:

Address Information

Location	Address
Profile Address	633 Cedar Place

[Edit your Personal Information](#)

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

Home **Contact Numbers**

Edit Profile

Personal Information

Addresses

Contact Numbers / IP Relay Number Info

Freq Dialed Numbers

Emergency Numbers

Preferences

Outdial Restrictions

Carriers of Choice

Notes

STS Contacts

STS Messages

Contact Numbers

* 4439955513

4439955513

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

Home **Contact Numbers**

Edit Profile

Personal Information

Addresses

Contact Numbers / IP Relay Number Info

Freq Dialed Numbers

Emergency Numbers

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STS Contacts

STS Messages

Sprint IP Service Account Information

Phone Number: 443-438-1177

I want to cancel the phone number associated with this service

I want to port an existing phone number to Sprint Relay from another relay provider

Number:

Carrier:

Account #: (opt)

To proceed with the porting process, please complete this form: [<CLICK HERE>](#)

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.

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

Home

Contact Numbers

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

Sprint Mobile IP Account Information

Cell Phone Number: 720-335-1487
Phone Number: 443-529-0440

I want to cancel the phone number associated with this service
 I want to port an existing phone number to Sprint Relay from another relay provider

Number:
Carrier:
Account #: (opt)

To proceed with the porting process, please complete this form:
<CLICK HERE>
Fax completed forms to 877-877-3291.

Home | Edit Profile | Personal Information | Addresses | **> Contact Numbers / IP Relay Number Info** | Freq Dialed Numbers | Emergency Numbers | Preferences | Outdial Restrictions | Carriers of Choice | Notes | STS Contacts | STS Messages | Print Form | Change Password

On the **Sprint Mobile IP** screen you will see an example of a completed registration including two phone numbers. The first number is your cell phone number (or wireless device). The second phone number is your Sprint Mobile IP number that allows you to be able to make or receive relay calls through Sprint Mobile IP app.

Home

Contact Numbers

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

Register for AOL Instant Messenger Service

AOL Instant Messenger screen name: @aol.com

Provide me a new phone number
 I want to port an existing phone number

Number:
Carrier:
Account #: (opt)

To proceed with the porting process, please complete this form:
<CLICK HERE>
Fax completed forms to 877-877-3291.

Home | Edit Profile | Personal Information | Addresses | **> Contact Numbers / IP Relay Number Info** | Freq Dialed Numbers | Emergency Numbers | Preferences | Outdial Restrictions | Carriers of Choice | Notes | STS Contacts | STS Messages | Print Form | Change Password

On the **AOL Instant Messenger®** screen, there is an example of an incomplete registration. Click **Sign Up** and then follow the instructions.

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

Home

Contact Numbers

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

Register for Google Talk Service

Google Talk User ID:

Provide me a new phone number
 I want to port an existing phone number

Number:
Carrier:
Account #: (opt)

To proceed with the porting process, please complete this form:
<CLICK HERE>
Fax completed forms to 877-877-3291.

Home | Edit Profile | Personal Information | Addresses | **> Contact Numbers / IP Relay Number Info** | Freq Dialed Numbers | Emergency Numbers | Preferences | Outdial Restrictions | Carriers of Choice | Notes | STS Contacts | STS Messages | Print Form | Change Password

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.

Home

Contact Numbers

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

Federal Relay Service Account Information

Phone Number: 443-986-9417

I want to cancel the phone number associated with this service
 I want to port an existing phone number to Sprint Relay from another relay provider

Number:
Carrier:
Account #: (opt)

To proceed with the porting process, please complete this form:
<CLICK HERE>
Fax completed forms to 877-877-3291.

Home | Edit Profile | Personal Information | Addresses | **> Contact Numbers / IP Relay Number Info** | Freq Dialed Numbers | Emergency Numbers | Preferences | Outdial Restrictions | Carriers of Choice | Notes | STS Contacts | STS Messages | Print Form | Change Password | Change Household Password | Log Off

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

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

The screenshot shows the 'Preferences' page with a sidebar on the left containing links like 'Home', 'Edit Profile', 'Personal Information', 'Addresses', 'Contact Numbers / IP Relay Number Info', 'Freq Dialed Numbers', 'Emergency Numbers', 'Preferences', 'Outdial Restrictions', 'Carriers of Choice', 'Notes', 'STS Contacts', 'STS Messages', and 'Print Form'. The main content area is titled 'Preferences' and includes sections for 'Call Setup' (Gender Preference: None, Answer Type: TTY, Language: ENGLISH, Reduce Typing Speed checkbox) and 'Call Handling' (checkboxes for Do Not Answer, Do Not Forward, Do Not Ring, Do Not Transfer, Do Not Answer After Ringing). The 'Preferred Billing Options' section is highlighted in orange and contains a 'Payment Method' dropdown set to 'CREDIT CARDS', a 'Number' input field, and an 'Exp Date' dropdown. 'Submit' and 'Reset' buttons are at the bottom.

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

The screenshot shows the 'Outdial Restrictions' page with a sidebar on the left containing links like 'Home', 'Edit Profile', 'Personal Information', 'Addresses', 'Contact Numbers / IP Relay Number Info', 'Freq Dialed Numbers', 'Emergency Numbers', 'Preferences', 'Outdial Restrictions', 'Carriers of Choice', 'Notes', 'STS Contacts', 'STS Messages', and 'Print Form'. The main content area is titled 'Outdial Restrictions' and includes a section for 'Current Blocked Numbers' (highlighted in orange) stating 'There are currently no blocked numbers saved.' with a blue 'Add New Number >' button. To the right, there are checkboxes for various restrictions: No Long Distance, No 800, No 900, No 976, No Directory Assistance, No International, No Marine, and No Operator Assistance. A 'Submit' button is at the bottom right.

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

The screenshot shows the 'Outdial Restrictions' page with a sidebar on the left containing links like 'Home', 'Edit Profile', 'Personal Information', 'Addresses', 'Contact Numbers / IP Relay Number Info', 'Freq Dialed Numbers', 'Emergency Numbers', 'Preferences', 'Outdial Restrictions', 'Carriers of Choice', 'Notes', 'STS Contacts', 'STS Messages', and 'Print Form'. The main content area is titled 'Outdial Restrictions' and includes a section for 'Current Blocked Numbers' (highlighted in orange) stating 'There are currently no blocked numbers saved.' with a blue 'Add New Number >' button. To the right, there is a section for 'Outdial Restrictions' (highlighted in orange) with checkboxes for: No Long Distance, No 800 Calls, No 900 Calls, No 976 Calls, No Directory Assistance, No International Calls, No Marine Calls, and No Operator Assistance. 'Submit' and 'Reset' buttons are at the bottom.

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

The screenshot shows the 'Carrier of Choice' page with a sidebar on the left containing links like 'Home', 'Edit Profile', 'Personal Information', 'Addresses', 'Contact Numbers / IP Relay Number Info', 'Freq Dialed Numbers', 'Emergency Numbers', 'Preferences', 'Outdial Restrictions', 'Carriers of Choice', 'Notes', 'STS Contacts', 'STS Messages', and 'More Information'. The main content area is titled 'Carrier of Choice' and includes a section for 'Carrier Selections' (highlighted in orange) with the text 'If your provider of choice is not listed, please call Customer Service.' and four dropdown menus for: Local Toll Provider, State to State Long Distance Provider, In State Long Distance Provider, and International Provider. To the right, there are checkboxes for 'Billing Restrictions': No Carrier of Choice Override, No Collect, No FON Card, No LEC Card, No Local Override, No Optional, No Sent Paid, and No Third Party. 'Submit' and 'Reset' buttons are at the bottom.

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

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

Home **Add new Speech to Speech Contact Time**

Edit Profile

Personal Information Description

Addresses Phone Number

Contact Numbers / IP Relay Number Info

Freq Dialed Numbers

Emergency Numbers

Preferences

Outdial Restrictions

Carriers of Choice

Notes

> STS Contacts

STS Messages

Print Form

Days of the Week S M T W T F S

Start

Stop

Time Zone

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

Home **Speech to Speech Messages**

Edit Profile

Personal Information There are currently no speech to speech messages saved.

Addresses

Contact Numbers / IP Relay Number Info

Freq Dialed Numbers

Emergency Numbers

Preferences

Outdial Restrictions

Carriers of Choice

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STS Contacts

> STS Messages

Print Form

Change Password

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

Home

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	N/A	

Frequently Dialed Numbers

No frequently dialed numbers saved.

Home

Edit Profile

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Contact Numbers / IP Relay Number Info

Freq Dialed Numbers

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Outdial Restrictions

Carriers of Choice

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STS Contacts

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Print Form

Change Password

Change Household Password

Log Off

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

Edit Profile	
Personal Information	* Required information.
Addresses	Enter your current password, and then you may choose a new password, new security question/answer, or be blank.
Contact Numbers / IP Relay Number Info	Current Password* <input type="text"/>
Freq Dialed Numbers	New Password <input type="text"/> Password must be 4-10 characters.
Emergency Numbers	Re-Type New Password <input type="text"/>
Preferences	Security Question <input type="text" value="What is your pets name?"/>
Outdial Restrictions	Security Answer <input type="text"/> Security an
Carriers of Choice	<input type="button" value="Submit"/> <input type="button" value="Reset"/>
Notes	
STS Contacts	More Information
STS Messages	
Print Form	
Change Password	

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

Edit Profile	
Personal Information	The household password is used by the head-of-household when calling the relay operator to make changes to h separate from your web account password.
Addresses	
Contact Numbers / IP Relay Number Info	* Required information.
Freq Dialed Numbers	New Household Password* <input type="text"/> Password must be 4-10 characters.
Emergency Numbers	Re-Type New Household Password* <input type="text"/>
Preferences	<input type="button" value="Submit"/> <input type="button" value="Reset"/>
Outdial Restrictions	More Information
Carriers of Choice	
Notes	
STS Contacts	
STS Messages	
Print Form	
Change Password	
Change Household Password	
Log Off	

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

Home	
Edit Profile	
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STS Messages	
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Change Password	
Change Household Password	
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**