Customer Profile



The Customer Profile form allows you to list your preferences for calls, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred gender of operator
- Announcing relay service

As a consumer, you have flexibility in updating your preferences at any time.

For more information, visit **arkansasrelay.com/profile.**

	Emergency Location	1D 1	NAME Aaron	PHONE NUMBER (410) 555-1234	Delete
	Call Preferences	1D 2	NAME Harry (Boss)	PHONE NUMBER (443) 555-9874	Delete
	Notes	10 3	NAME Mandy (CPA)	PHONE NUMBER (410) 555-8520	Delete
	Speech to Speech	There	are 3 Frequently Dialed Numbers in yo	a profile.	
	19. Permissions			Add	number
	Personal Information				
F		12			

How to Set Up your Customer Profile

If you already have a Customer Profile, check the back of these instructions for "How do I get in my Customer Profile?"

Below are two options of filling out your Customer Profile.



Customer Profile Online

- Go to t-mobile.com/trsprofile.
- Click **Register** on the top menu bar.
- Fill out your information and follow instructions.
- Make sure that you write down your new username and password.
- A confirmation email will be sent to you.

Copenoi Copenoi Accessibility Care 911 Info FAQ		Display Settings
Register New Account		
Address Information		
LEGAL FIRST NAME	LEGAL LAST NAME	
home address 1' (No P.O. Boxes)		
HOME ADDRESS 2		
CITY'	STATE' ZIP	CODE'
	State •	
email.address' youremail@email.com		

2 Contact Accessibility Care

You can set up your Customer Profile by contacting T-Mobile Accessibility Care at:

- (800) 676-3777 (TTY/Voice)
- (800) 676-4290 (Spanish TTY/Voz)
- (877) 787-1989 (Speech-to-Speech only)
- (866) 931-9027 (Voice Carry-Over only)
- access@t-mobile.com (Email)

Representatives will take your request and can set up your profile while you are on the phone or send you a form to complete.

They are also available to answer any questions you may have.



Customer Profile

How do I get in my Customer Profile?

1	Go to t-mobile.com/trsprofile.	Accessibility Care 911 Info FAQ Register Display Settings				
	 Sign in with your username and password. If you haven't registered yet, check the section "How to Set Up your Customer Profile?" at the back of these instructions. Click Sign In. 	Welcome to T-I Accessibility offers communication prod Deaf, Hard of Hearing, DeafBlind, or have a Speech Register to set up a new IP Relay 10-digit number of sign in to update your account.	My/Use PASSWC Disability. or TRS Customer Profile. Already registered,	ME rName		
2	Click Customer Profile.	T-Mobile Accessibility offers commune product Get a new IP Relay phone number the your C		lay Settin s Customer Profile Save Preferences		
5	You are now on the Customer Profile. There are tabs on	Call Prete	Call Preferences Update Preferences			
	the left side that include:	Emergency Location	GENDER PREFERENCE	•		
	- IP Relay Numbers - Emergency Location	Frequently Dialed	INCOMING CALLS English	•		
	- Frequently Dialed	Call Preferences	ANSWER TYPE			
	- Call Preferences - Notes	Vie Notes	VOICE CARRY OVER	•		
	- Speech to Speech	页 Speech to Speech	Standard	•		
	- Emergency Numbers - Permissions	Emergency Numbers				
	- Personal Information	プ予 Permissions	Call Handling	Allow long hold times		
	- Account Security - Print	[윤희] Personal Information	Explain Relay Describe background sounds	 No typing corrections No abbreviations 		
	- 1 (11)	(f) Account Security	Tone of voice	Confirm Preferences		
For mo	re information, visit		Type Recordings Operator type slowly	Use Braille Display		

arkansasrelay.com/profile.

Although IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 svc. By using IP Relay for emergency calling, you agree that T-Mobile is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency service through IP Relay whether caused by the negligence of T-Mobile or otherwise. Registration and Internet connection required. Devices and screen images simulated. Restrictions apply. See t-mobile.com/access for details. T-Mobile, the T logo, Magenta and the magenta color are registered trademarks of Deutsche Telekom AG. © 2025 T-Mobile USA, Inc.