

# Relay North Carolina Customer Profile

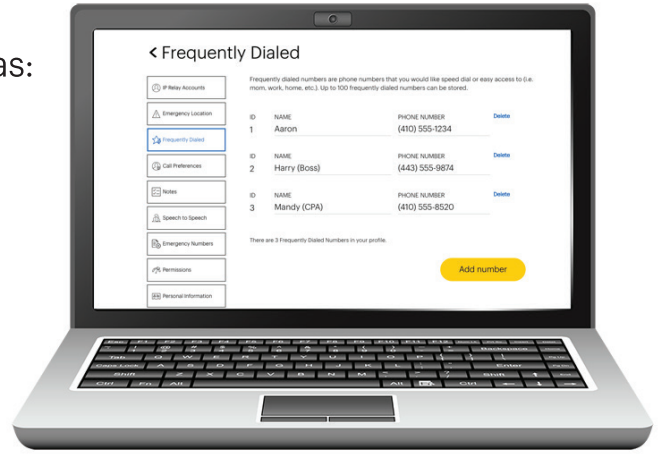


The Relay North Carolina Customer Profile form allows you to list your preferences for calls, such as:

- 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 [relaync.com/profile](https://relaync.com/profile)



## How to Set Up your Customer Profile

If you already have a Customer Profile, see “How do I get in my Customer Profile?” on the back of this flyer.

Below are **two options** of filling out your Customer Profile.

### 1 Customer Profile Online

- Go to [mysprintrelay.com](https://mysprintrelay.com)
- 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

### 2 Contact Customer Care

You can set up your Customer Profile by contacting Sprint Accessibility Care at:

- (888) 256-5647 (TTY/Voice)
- (800) 676-4290 (Español - TTY/Voz)
- (877) 787-1989 (Speech-to-Speech only)
- [accessibility@sprint.com](mailto:accessibility@sprint.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.

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

DATE OF BIRTH\*  
MM/DD/YYYY

# Relay North Carolina Customer Profile

## How do I get in my Customer Profile?

- 1**
  - Go to **mysprintrelay.com**
  - Log in with your **username** and **password**  
*If you haven't registered, read "How to Set Up your Customer Profile?" on the back of this flyer.*
  - Click **Sign In**.

Welcome to Sprint Accessibility

Sprint Accessibility offers communication products and services for customers who are Deaf, Hard of Hearing, DeafBlind, or have a Speech Disability.

[Register](#) to set up a new IP Relay 10-digit number or TRS Account Profile. Already registered, sign in to update your account.

**Sign In**

USERNAME  
myusername

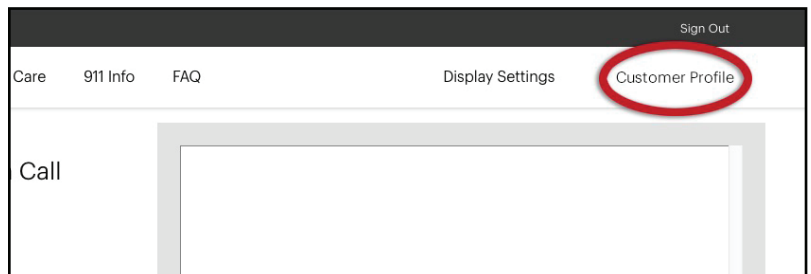
PASSWORD  
\*\*\*\*\*

Remember me [Details](#)

[Forgot Username?](#) | [Forgot password?](#)

Sign In

- 2**
  - Click **Customer Profile** in the upper right corner of the Sprint IP screen.



- 3**
  - You are now on the Customer Profile. There are tabs on the left side that include:
    - Emergency Location
    - Frequently Dialed
    - Call Preferences
    - Notes
    - Speech to Speech
    - Emergency Numbers
    - Permissions
    - Personal Information
    - Account Security
    - Print User Account

### < Call Preferences

IP Relay Numbers

Emergency Location

Frequently Dialed

**Call Preferences**

Notes

Speech to Speech

Emergency Numbers

Permissions

Personal Information

Account Security

Print

#### Update Preferences

GENDER PREFERENCE  
None

INCOMING CALLS  
English

ANSWER TYPE  
VOICE CARRY OVER

#### Call Handling

Announce Relay

Explain Relay

Describe background sounds

Tone of voice

Type Recordings

Type slowly

Allow long hold times

No typing corrections

No abbreviations

Confirm Preferences

Use Braille Display

For more information,  
visit [relaync.com/profile](https://relaync.com/profile)