

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 relaync.com/profile.

Emergency Location	ID NAME 1 Aaron	PHONE NUMBER (410) 555-1234	Delete
Call Preferences	D NAME 2 Harry (Boss)	PHONE NUMBER (443) 555-9874	Delete
Notes	ID NAME 3 Mandy (CPA)	PHONE NUMBER (410) 555-8520	Deinte
Speech to Speech	There are 3 Frequently Dialed Numbers in	n your profile.	
of Permissions		Add	number
Renoral Information			

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.

Español	
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?

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-Mobile USERNAME Accessibility MyUserNa T-Mobile Accessibility offers communication products and services for customers who are Deat, Hard of Hearing, DeafBlind, or have a Speech Disability. PASSWORD Registrer to set up a new UP Relay 10-digit number of TRS Customer Profile. Already registered, sign in to update your account. nemember	me	
2 Click Customer Profile.	Welcome back to T-Mobile Ac Display Mobile Accessibility offers come the products and services for customers who are Get a new IP Relay phone number the your Customer Profile Get IP number Customer Profile PCC Advisory Displaymer Acceptable Use Policy at Using screen re	Setti s Customer Profile Save Preferences	
3 You are now on the Customer	< Call Preferences		
Profile. There are tabs on the left side that include:	Update Preferences		
- IP Relay Numbers	Emergency Location Male		
- Emergency Location	Frequently Dialed INCOMING CALLS		
- Frequently Dialed	Call Preferences ANSWER TYPE		
- Call Preferences - Notes	VOICE CARRY OVER •		
- Speech to Speech	AGENT TYPING SPEED Standard •		
- Emergency Numbers - Permissions	Emergency Numbers		
- Personal Information	Call Handling	w long hold times	
- Account Security	[특별] Personal Information Explain Relay 🗧 No	typing corrections	
- Print		abbreviations nfirm Preferences	
or more information, visit		Braille Display	

For more information, visit relaync.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.

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