

Your guide to creating a NZ Relay account



If you want to receive relay calls, you will need to create an account. You will be given a personal NZ Relay phone number. You can give this number to your friends, whānau and businesses, so they can call you.

You can create an account using the NZ Relay app or at www.nzrelay.co.nz:

- To create an account on the NZ Relay app go to page 1
- To create an account at www.nzrelay.co.nz go to page 3

You can find steps to log in to the NZ Relay app on your mobile phone or tablet on page 5.

Steps to creating an account on the NZ Relay app

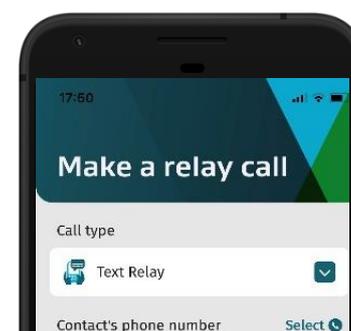
You need to download the NZ Relay app on your device before creating an account. Our guide to downloading the NZ Relay app is available to support you at www.nzrelay.co.nz.

Please ensure you have your email address available. You will need this to create an account.

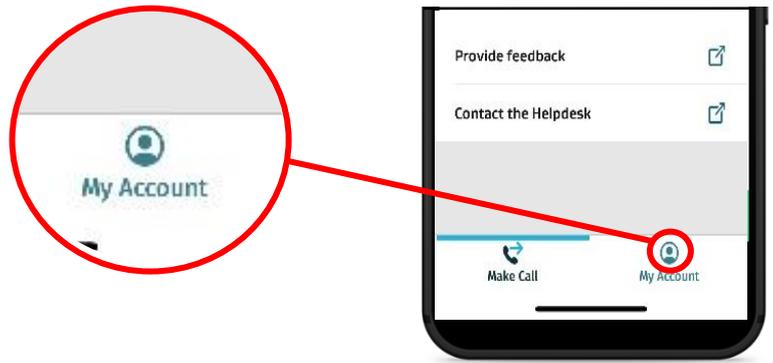
- 1 Tap on the NZ Relay app on your home screen to open it.

The first time you use the app, you will need to follow the on-screen prompts to read and accept the Terms and Conditions.

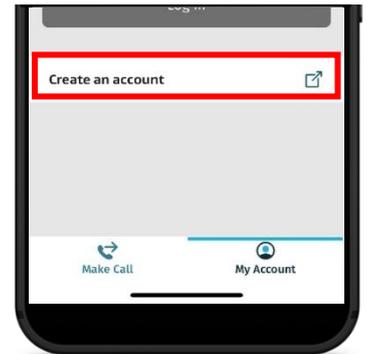
You will then be taken to the 'Make a relay call' screen.



2 Tap on 'My Account'.



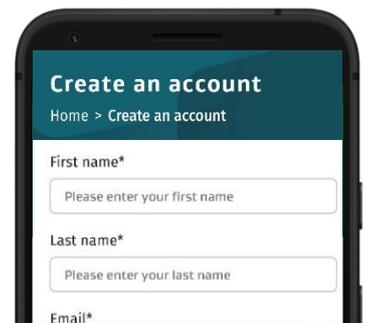
3 Tap on 'Create an account'.



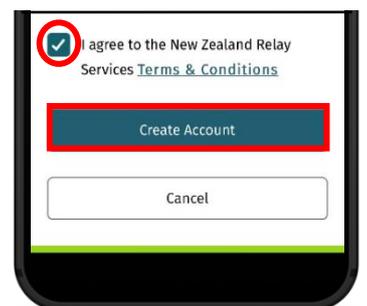
4 Enter your details.

Fields marked with an asterisk (*) are mandatory.

Please be assured that all personal information provided to the NZ Relay Service is private and confidential.

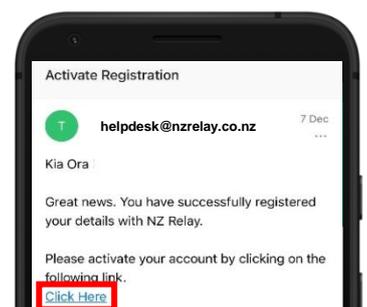


5 Read the NZ Relay Service's Terms and Conditions, and agree by tapping the tick box.



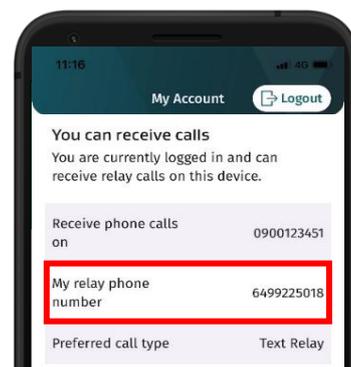
6 Tap 'Create Account'.

You will receive an email confirming your registration with NZ Relay. This email will ask you to activate your account by tapping a link.



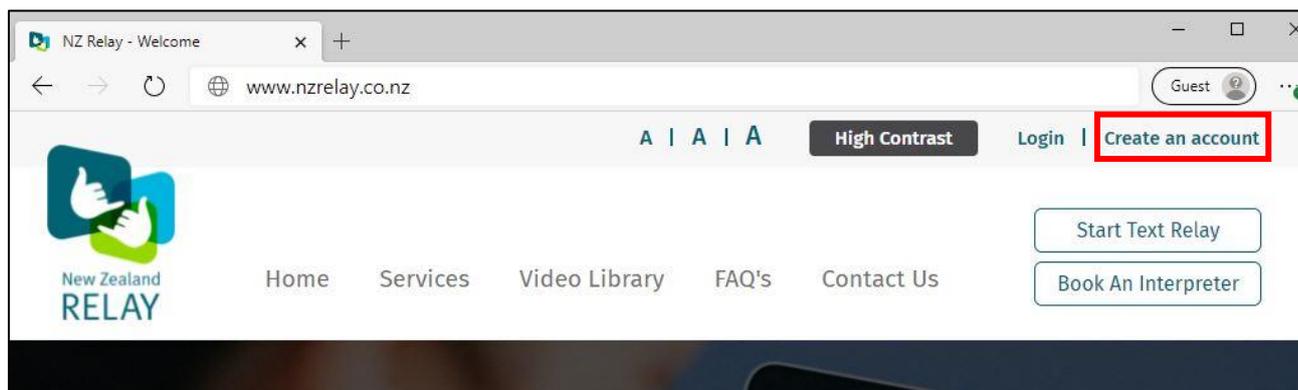
You are now registered and can log in to access your NZ Relay phone number.

This is available under my 'My Account'.

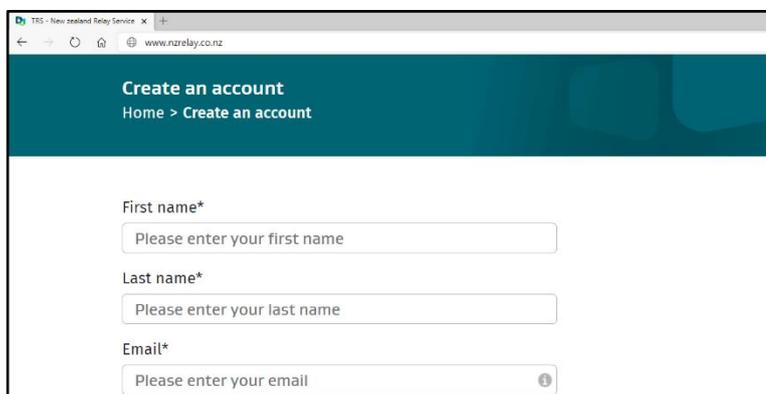


Steps to creating an account on the NZ Relay website

- 1 Go to www.nzrelay.co.nz.
- 2 Click on 'Create an account' at the top of the home page.



- 3 Enter your details.
Fields marked with an asterisk (*) are mandatory.
Please be assured that all personal information provided to the NZ Relay Service is private and confidential.

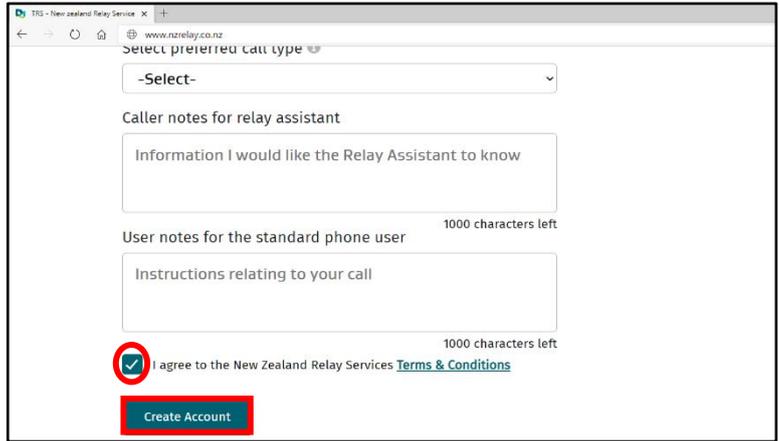


4 Read the NZ Relay Service's Terms and Conditions, and agree by clicking the tick box.

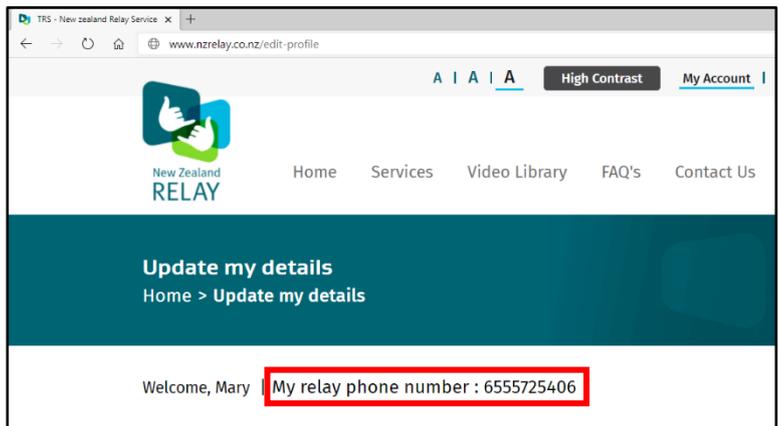
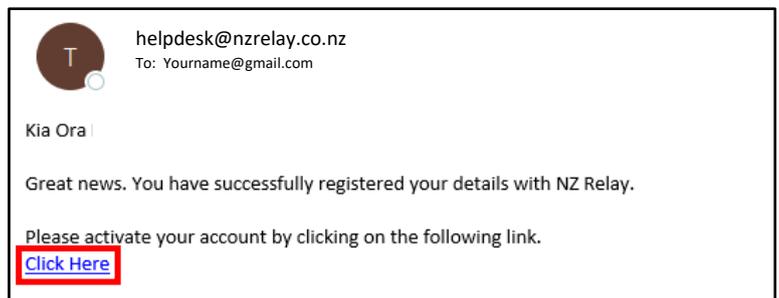
5 Click 'Create account'.

You will receive an email confirming your registration with NZ Relay. This email will ask you to activate your account by clicking a link.

You are now registered and can log in to access your NZ Relay phone number.



The screenshot shows a web browser window at www.nzrelay.co.nz. The page title is "Select preferred call type". There is a dropdown menu for "Select preferred call type" with "-Select-" as the current selection. Below this are two text input fields: "Caller notes for relay assistant" with the placeholder "Information I would like the Relay Assistant to know" and "User notes for the standard phone user" with the placeholder "Instructions relating to your call". Both fields have a "1000 characters left" indicator. At the bottom, there is a checked checkbox with the text "I agree to the New Zealand Relay Services [Terms & Conditions](#)". A red box highlights the "Create Account" button.

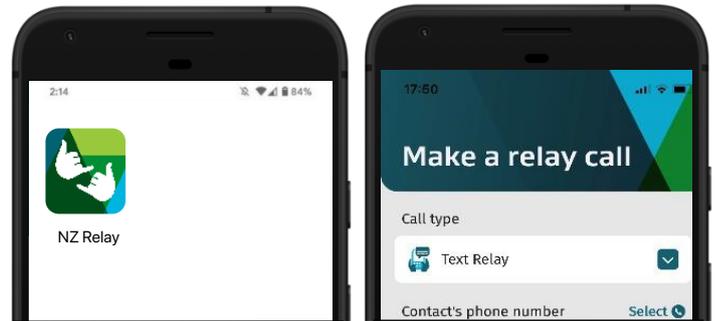


Steps to log in to the NZ Relay app

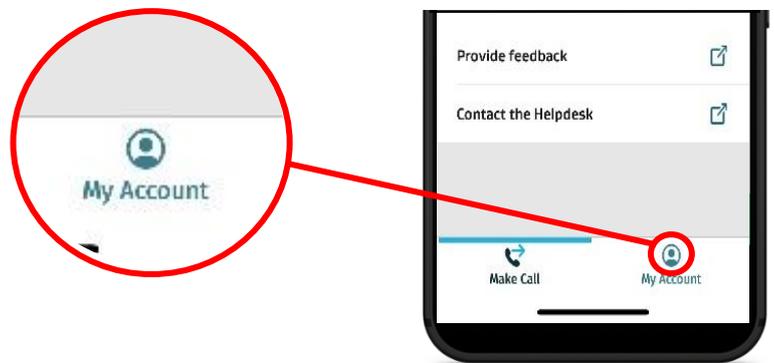
You need to be logged in to your account to receive calls.

- 1 Tap the NZ Relay icon on your home screen to open the app.

You will be taken to the 'Make a relay call' screen.

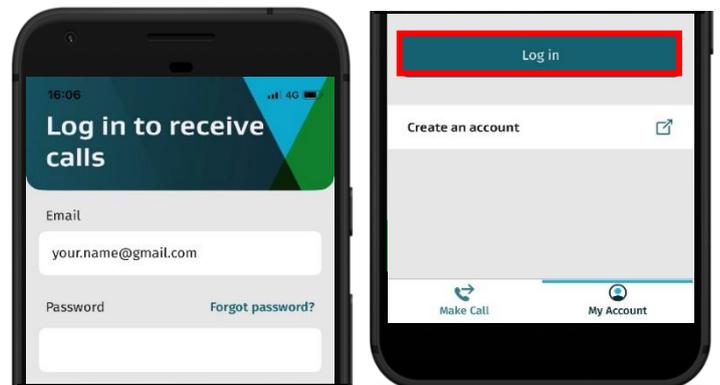


- 2 Tap on 'My Account'.



- 3 Enter your email address and password.

Tap on 'Log in'.



Your account will stay logged in so you can receive calls.

Check out www.nzrelay.co.nz for more information and resources.

If you are concerned about following this guide on your own, please contact our Help Desk team. We are here to help and will provide the tailored support and assistance that you need to feel confident using this service.



Contact us

TTY 0800 4 713 713 Voice 0800 4 715 715 Fax 0800 4 329 697
Help Desk email helpdesk@nzrelay.co.nz

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**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

New Zealand Government