

# Your guide to receiving a text relay call



You can receive a text relay call using the NZ Relay app. This is where you can type a message which will be passed on to another person by a Relay Assistant. The Relay Assistant will then type their response for you to read.

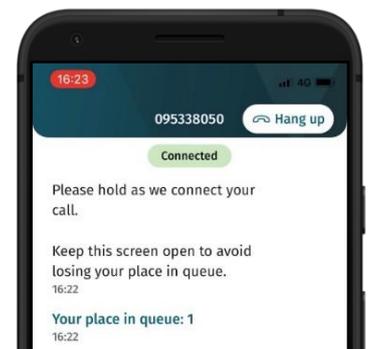
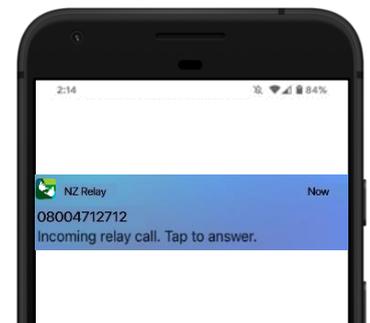
Please note that all text relay calls are confidential.

## Steps to receiving a text relay call

To receive text relay calls, you first need to create a NZ Relay account and get your personal NZ Relay phone number. You can give this number to your friends, whānau and businesses, so they can call you.

Our guide to creating an account is available to support you at [www.nzrelay.co.nz](http://www.nzrelay.co.nz).

- 1** When a contact dials your NZ Relay number, you will receive a notification from NZ Relay on your mobile phone or tablet.
- 2** Tap the notification to accept.  
This will take you to the chat screen.
- 3** You will now be connected to NZ Relay. Follow the instructions on your chat screen.



**4** Once you have been greeted by the Relay Assistant, you can begin typing your message.

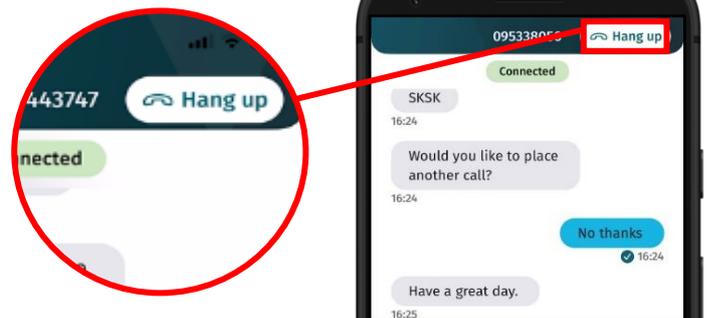
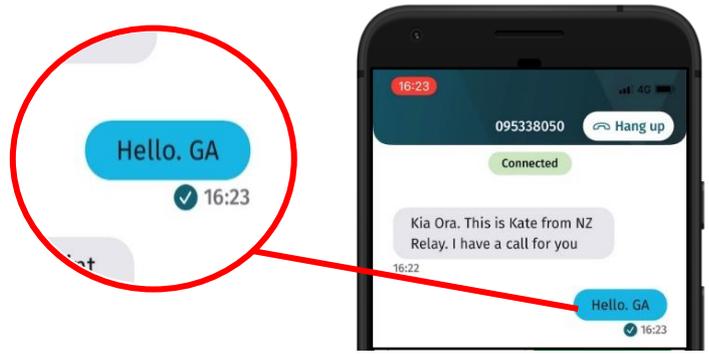
**5** When you are finished typing your message, end with the letters 'GA.'

This stands for 'go ahead,' and indicates to the Relay Assistant that your message is ready to be passed on.

The Relay Assistant will voice your message to the person calling you and type their reply back to you.

This will appear on the chat screen.

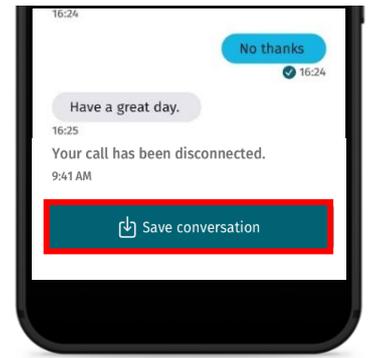
**6** When you're ready to hang up, tap the 'Hang up' button.



**7** You will be given the option to save your conversation. If you want to do this, tap 'Save conversation' and choose from the options available on your device.

Once you close the chat screen, this option will no longer be available.

If you don't want to save your conversation, simply close the chat screen.



Check out [www.nzrelay.co.nz](http://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](mailto:helpdesk@nzrelay.co.nz)**

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