# TRS Customer Profile



The TRS 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 **njrelay.com/profile** 

< Frequent	Frequently dialed numbers are phone numbers etc.). Up to 100 frequently dialed numbers can		to (i.e. morri, work, home,
Emergency Location	ID NAME 1 Mom	PHONE NUMBER (312) 555-2587	Delete
Frequently Dialed	ID NAME 2 Dr. Gold	PHONE NUMBER (410) 555-4789	Delete
Call Preferences	ID NAME 3 Main Street Pharmacy	PHONE NUMBER (443) 555-0120	Delete
Speech to Speech	There are 3 Frequently Dialed Numbers in your profil	a.	
Emergency Numbers	]	Ac	d number

### How to Set Up your Customer Profile

If you already have a TRS 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.



#### **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

Espanoi		
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.

## TRS Customer Profile



#### How do I get in my Customer Profile?

Go to t-mobile.com/trsprofile	Accessibility Care 911 Info FAQ Register Display Settings		
<ul> <li>Sign in with your username and password</li> <li>If you haven't registered, read "How to Set Up your Customer Profile?" on the back of this flyer.</li> <li>Click Sign In.</li> </ul>	Welcome to T-Mobile         Accessibility         T-Mobile Accessibility offers communication products and services for customers who are         Deaf, Hard of Hearing, DeafBilind, or have a Speech Disability.         Registrer to set up an well PRelay 10-digit number or TRS Customer Profile. Already registered.         sign in to update your account.		
2 Click <b>Customer Profile</b> in the upper right corner of the T-Mobile IP Relay screen.	Sign Out Care 911 Info FAQ Display Settings Customer Profile		
<ul> <li>You are now on the Customer Profile. There are tabs on the left side that include:</li> <li>IP Relay Numbers</li> <li>Emergency Location</li> <li>Frequently Dialed</li> <li>Call Preferences</li> <li>Notes</li> <li>Speech to Speech</li> <li>Emergency Numbers</li> <li>Permissions</li> <li>Personal Information</li> <li>Account Security</li> <li>Print</li> </ul>	Image: Speech to Speech     Image: Speech to Speech to Speech     Image: Speech to Speech		
For more information, visit <b>njrelay.com/profile</b>	Account Security                Tone of voice                Confirm Preferences                 Vype Recordings               Use Braille Display                 Print               Operator type slowly		