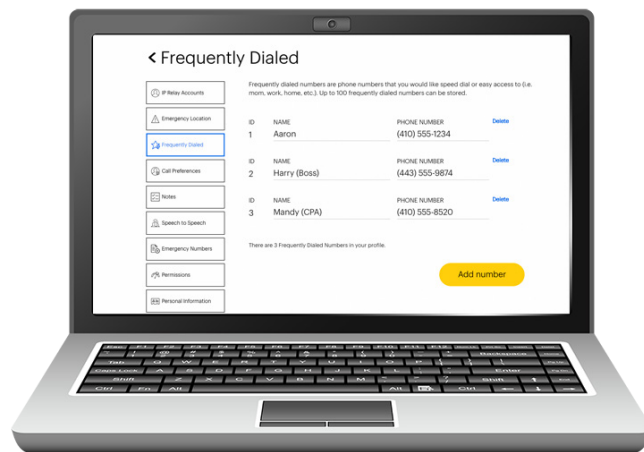# Alabama Relay Customer Profile

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 **alabamarelay.com/customer-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**
- 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:

- (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)
- 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.

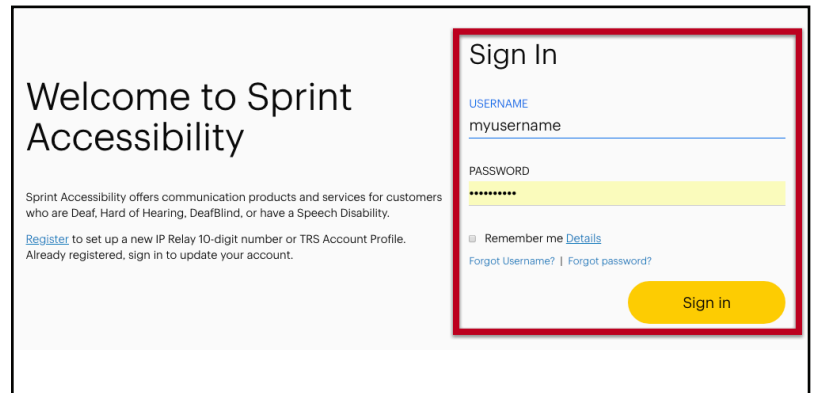They are also available to answer any questions you may have.

Alabama Relay Customer Profile

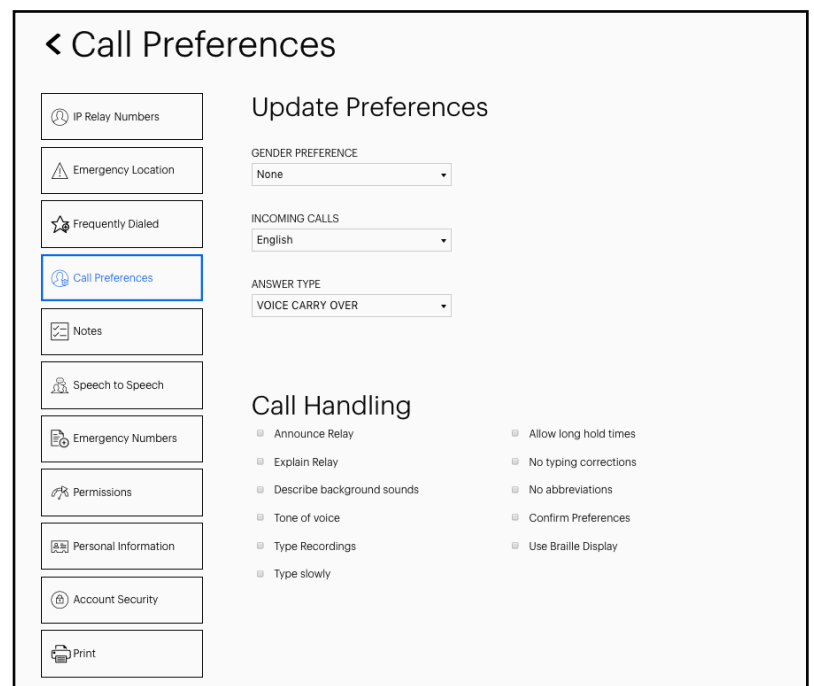## How do I get in my Customer Profile?

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.

Sign Out

Care   911 Info   FAQ   Display Settings   Customer Profile
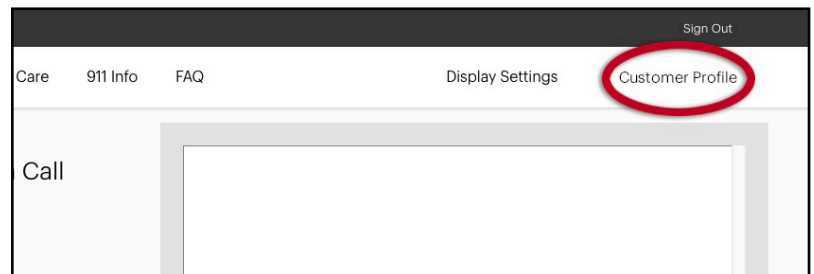
Call

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

For more information, visit **alabamarelay.com/customer-profile**

‹ 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   ☐ Allow long hold times
☐ Explain Relay   ☐ No typing corrections
☐ Describe background sounds ☐ No abbreviations
☐ Tone of voice   ☐ Confirm Preferences
☐ Type Recordings   ☐ Use Braille Display
☐ Type slowly