Ohio Relay Customer Profile

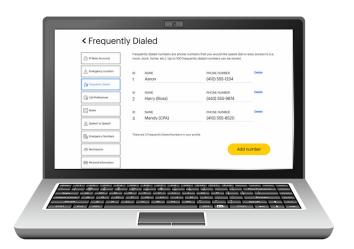


The Customer Profile form allows you to list your preferences for calls, such as:

- 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 **ohiorelay.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.



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

Register New Account		
Address Information		
LEGAL FIRST NAME	LEGAL LAST NAME	
HOME ADDRESS 1* (NO P.O. Boxes)		
HOME ADDRESS 2		
спу	STATE ZIP CODE*	
email address' youremail@email.com		
DATE OF BIRTH MM/DD/YYYY		
CONTACT PHONE NUMBER* (000) 123-4567		

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.

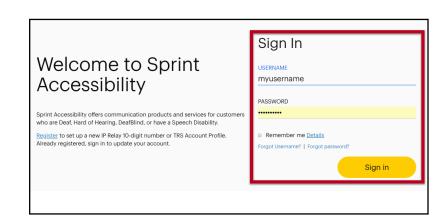
Ohio Relay Customer Profile



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
- Click Sign In.

back of this flver.



2

 Click Customer Profile in the upper right corner of the Sprint IP screen.



- 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 **ohiorelay.com/customer-profile**

① IP Relay Numbers	Update Preference	S
M Emergency Location	GENDER PREFERENCE None •	
Frequently Dialed	INCOMING CALLS English	
Call Preferences	ANSWER TYPE	
Notes	VOICE CARRY OVER ▼	
Speech to Speech	Call Handling	
Emergency Numbers	Announce Relay	Allow long hold times
PR Permissions	Explain RelayDescribe background sounds	No typing correctionsNo abbreviations
Personal Information	Tone of voiceType Recordings	Confirm PreferencesUse Braille Display
Account Security	Type slowly	