

West Virginia Relay Customer Profile

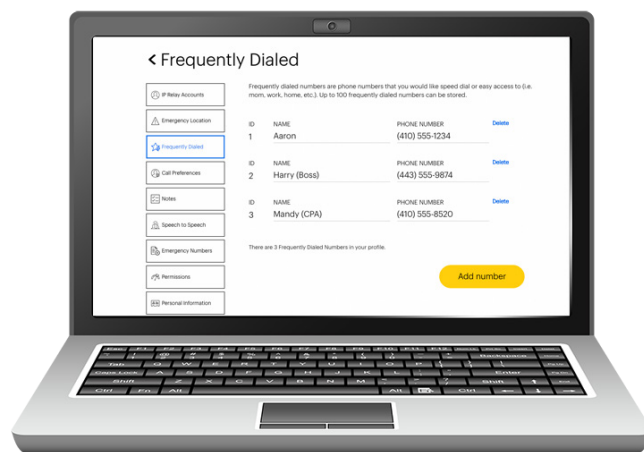


The Customer Profile form allows you to list your preferences for calls, such as:

- 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 westvirginiarelay.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.

Register New Account

Address Information

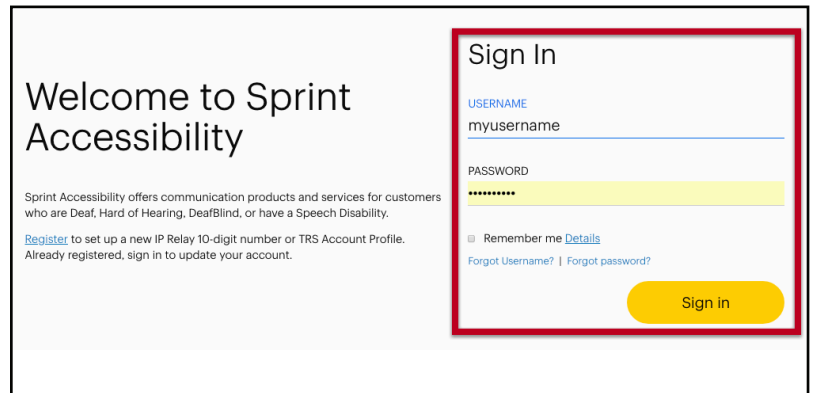
LEGAL FIRST NAME*	LEGAL LAST NAME*
<input type="text"/>	<input type="text"/>
HOME ADDRESS 1* (No P.O. Boxes)	
<input type="text"/>	
HOME ADDRESS 2	
<input type="text"/>	
CITY*	STATE* State <input type="text"/>
ZIP CODE*	<input type="text"/>
EMAIL ADDRESS* youremail@email.com	
DATE OF BIRTH* MM/DD/YYYY	
CONTACT PHONE NUMBER* (000) 123-4567	

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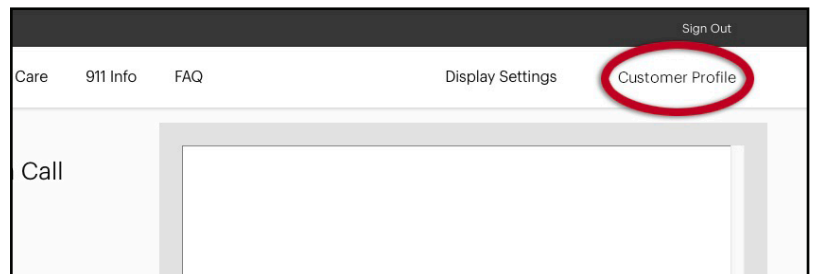


How do I get in my Customer Profile?

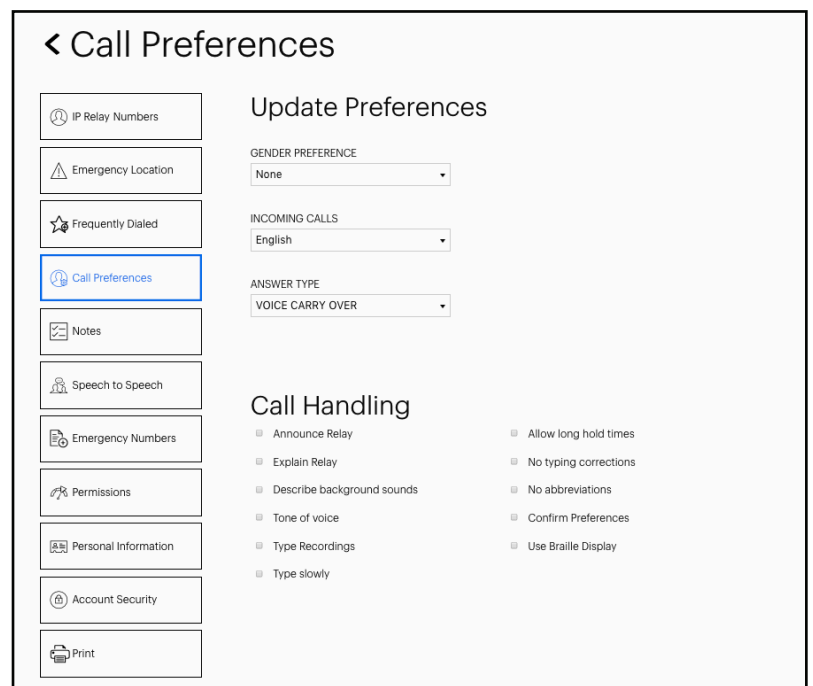
- 1**
 - Go to mysprintrelay.com
 - Log in with your **username** and **password**
If you haven't registered, read "How to Set Up your Customer Profile?" on the back of this flyer.
 - Click **Sign In**.



- 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



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