

STS North Carolina Customer Profile

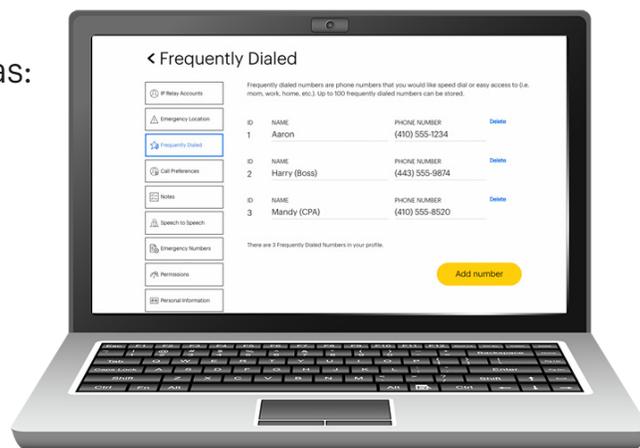


The STS North Carolina Customer Profile form allows you to list your preferences for calls, such as:

- 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 nc-sts.com/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

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* _____

EMAIL ADDRESS* youremail@email.com

DATE OF BIRTH* MM/DD/YYYY _____

2 Contact Customer Care

You can set up your Customer Profile by contacting Sprint Accessibility Care at:

- (888) 256-5647 (TTY/Voice)
- (800) 676-4290 (Español - TTY/Voz)
- (877) 787-1989 (Speech-to-Speech 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.

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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**.

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

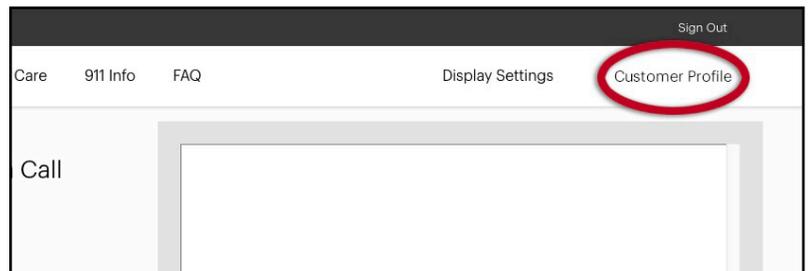
PASSWORD

Remember me [Details](#)

[Forgot Username?](#) | [Forgot password?](#)

Sign in

- 2**
 - Click **Customer Profile** in the upper right corner of the Sprint IP screen.



- 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

< Call Preferences

Update Preferences

GENDER PREFERENCE
None

INCOMING CALLS
English

ANSWER TYPE
VOICE CARRY OVER

Call Handling

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

For more information,
visit sts-nc.com/profile