

# Delaware Relay Customer Profile

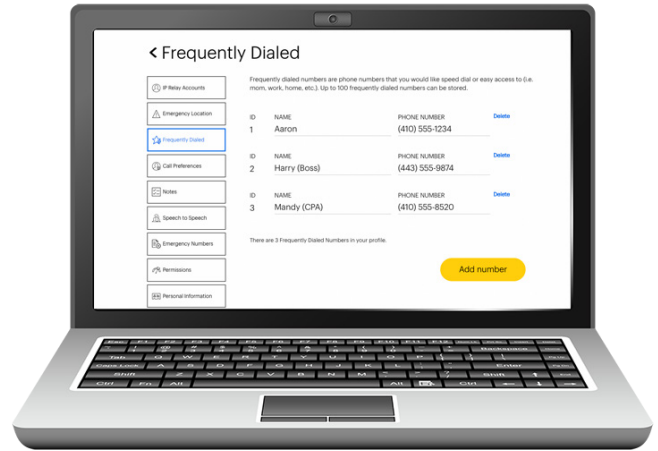


The Customer Profile form allows you to list your preferences for calls, such as:

- 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 [delawarerelay.com/customer-profile](http://delawarerelay.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](http://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](mailto: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\* \_\_\_\_\_

HOME ADDRESS 1\*  
(No P.O. Boxes) \_\_\_\_\_

HOME ADDRESS 2 \_\_\_\_\_

CITY\* \_\_\_\_\_ STATE\* \_\_\_\_\_ ZIP CODE\* \_\_\_\_\_  
State

EMAIL ADDRESS\*  
[youremail@email.com](mailto:youremail@email.com)

DATE OF BIRTH\* \_\_\_\_\_  
MM/DD/YYYY

CONTACT PHONE NUMBER\*  
(000) 123-4567 \_\_\_\_\_



# Delaware Relay Customer Profile

## How do I get in my Customer Profile?

- 1**
  - Go to [mysprintrelay.com](https://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

Sign In

USERNAME  
myusername

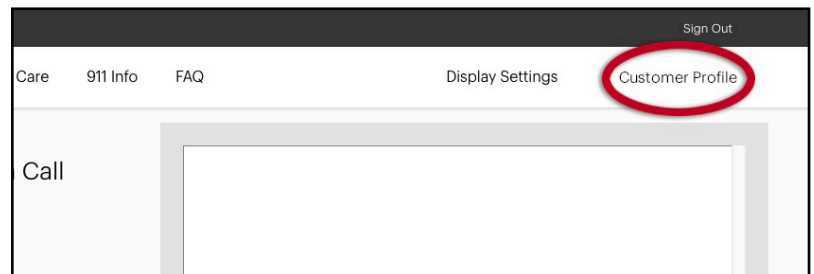
PASSWORD  
\*\*\*\*\*

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 [delawarerelay.com/customer-profile](https://delawarerelay.com/customer-profile)