

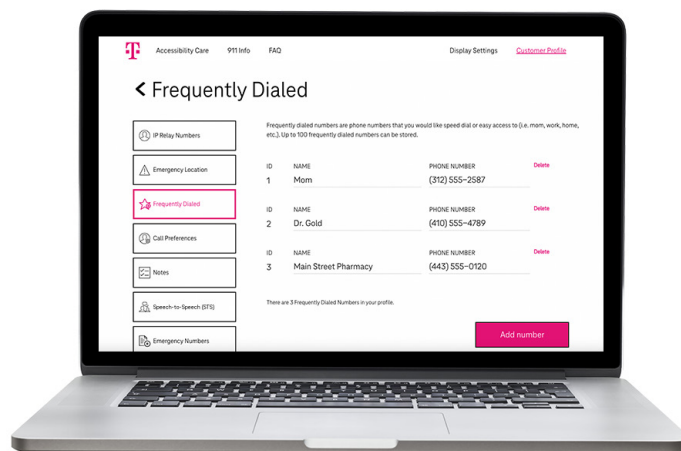
# Customer Profile

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 [wyomingrelay.com/profile](http://wyomingrelay.com/profile).



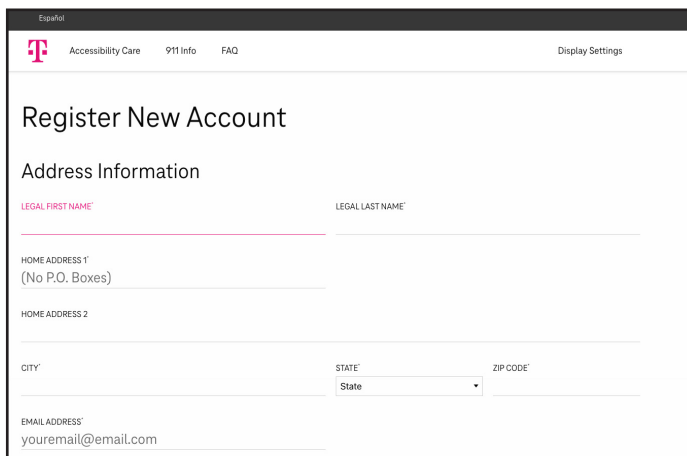
## How to Set Up your Customer Profile

*If you already have a Customer Profile, check the back of these instructions for “How do I get in my Customer Profile?”*

Below are **two options** of filling out your Customer Profile.

### 1 Customer Profile Online

- Go to [t-mobile.com/trsprofile](http://t-mobile.com/trsprofile).
- 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 Accessibility Care

You can set up your Customer Profile by contacting T-Mobile 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)
- [access@t-mobile.com](mailto:access@t-mobile.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.

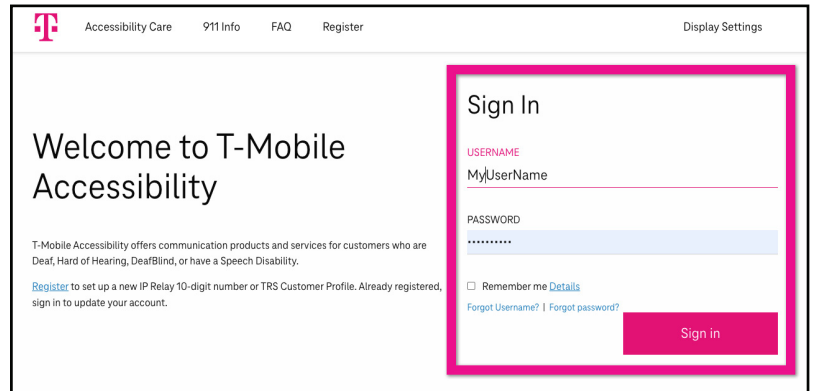
They are also available to answer any questions you may have.

# Customer Profile

## How do I get in my Customer Profile?

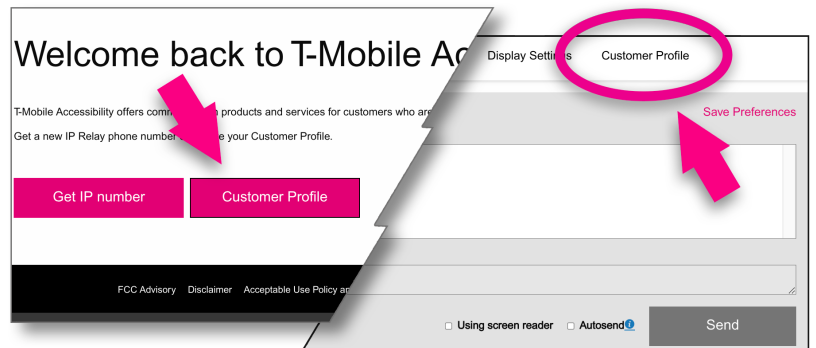
1

- Go to [t-mobile.com/trsprofile](https://t-mobile.com/trsprofile).
- Sign in with your **username** and **password**.  
*If you haven't registered yet, check the section "How to Set Up your Customer Profile?" at the back of these instructions.*
- Click **Sign In**.



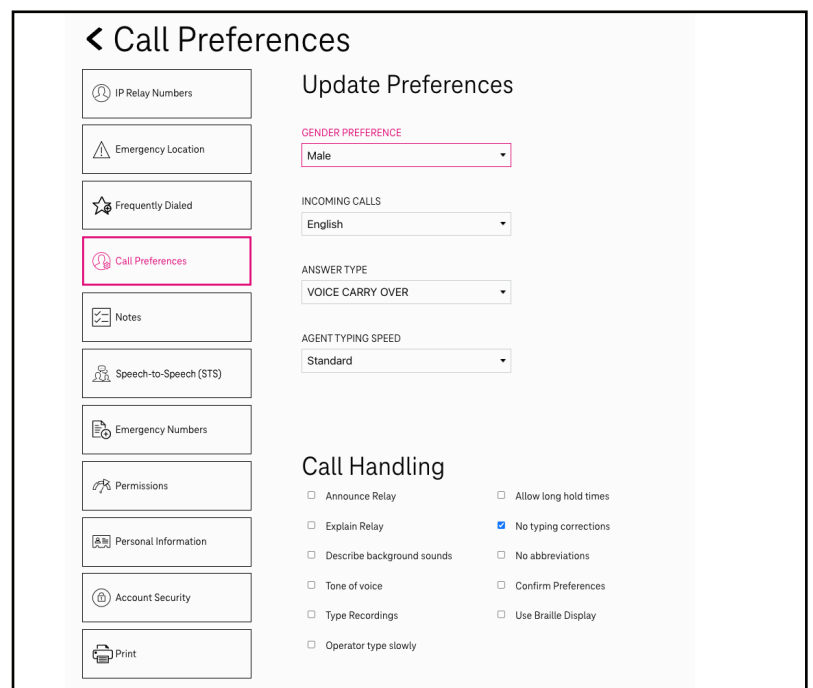
2

- Click **Customer Profile**.



3

- You are now on the Customer Profile. There are tabs on the left side that include:
  - IP Relay Numbers
  - Emergency Location
  - Frequently Dialed
  - Call Preferences
  - Notes
  - Speech-to-Speech (STS)
  - Emergency Numbers
  - Permissions
  - Personal Information
  - Account Security
  - Print



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