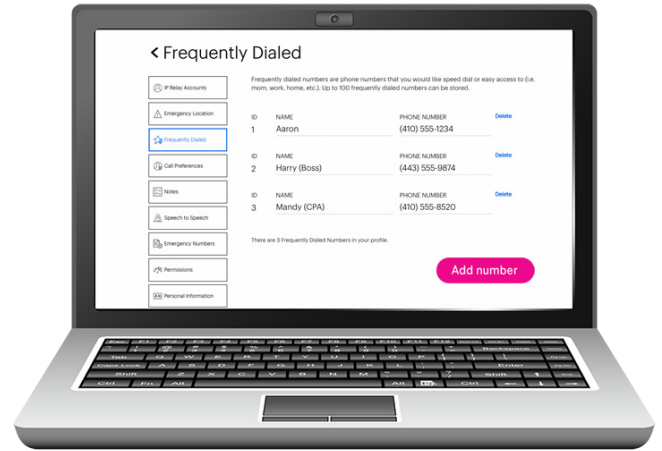# Customer Profile

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.**

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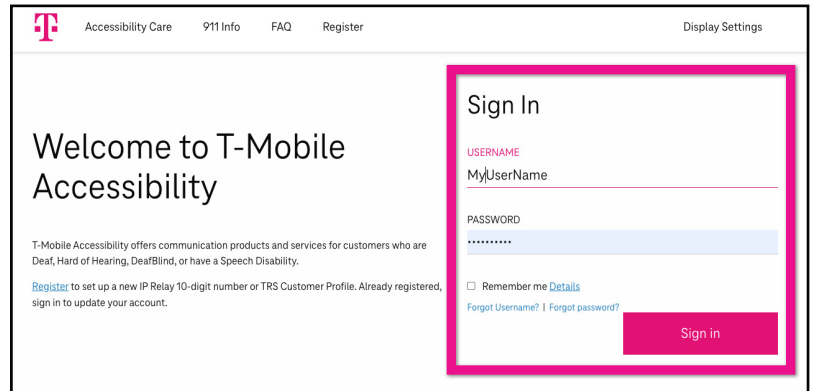
They are also available to answer any questions you may have.

Customer Profile

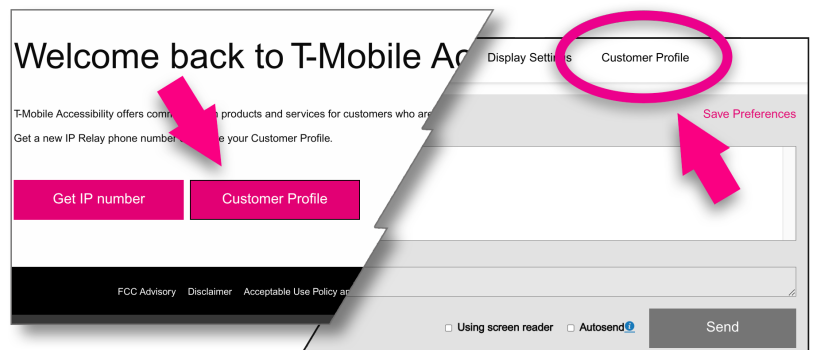## How do I get in my Customer Profile?

1
- Go to **t-mobile.com/trsprofile**.
- 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.
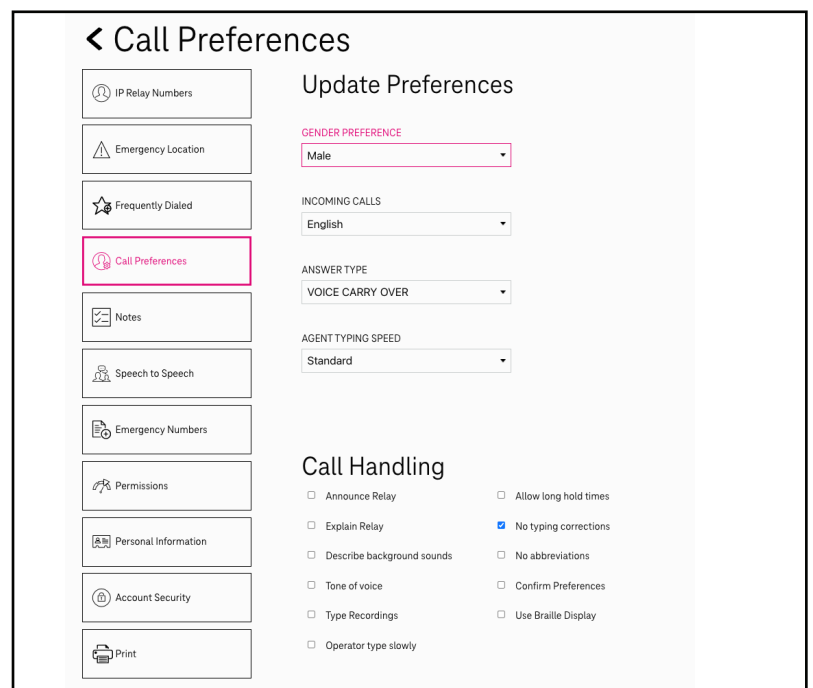- Click **Sign In**.

| | Accessibility Care | 911 Info | FAQ | Register | | Display Settings |

Welcome to T-Mobile Accessibility

T-Mobile 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 Customer 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**.

Welcome back to T-Mobile A... Display Settings Customer Profile

T-Mobile Accessibility offers comm... products and services for customers who are...
Get a new IP Relay phone number ... e your Customer Profile.

Save Preferences

Get IP number   Customer Profile

FCC Advisory   Disclaimer   Acceptable Use Policy an...

☐ Using screen reader   ☐ Autosend 🛈   Send

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
  - Emergency Numbers
  - Permissions
  - Personal Information
  - Account Security
  - Print

For more information, visit **wyomingrelay.com/profile.**

‹ Call Preferences

Tabs:
- IP Relay Numbers
- Emergency Location
- Frequently Dialed
- Call Preferences
- Notes
- Speech to Speech
- Emergency Numbers
- Permissions
- Personal Information
- Account Security
- Print

Update Preferences

GENDER PREFERENCE
Male

INCOMING CALLS
English

ANSWER TYPE
VOICE CARRY OVER

AGENT TYPING SPEED
Standard

Call Handling

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