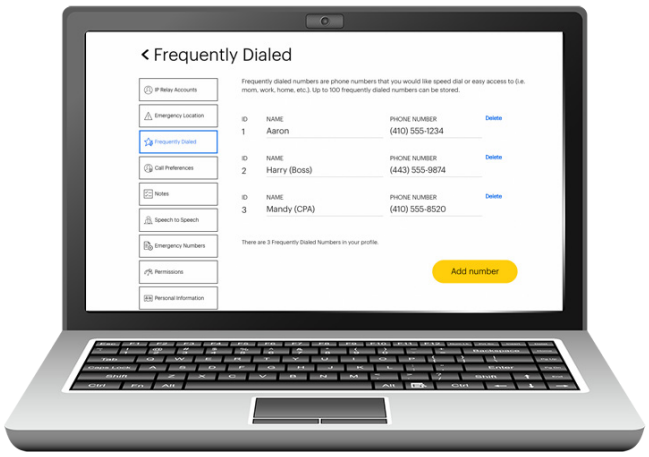
Ohio Relay Customer Profile

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 **ohiorelay.com/customer-profile**



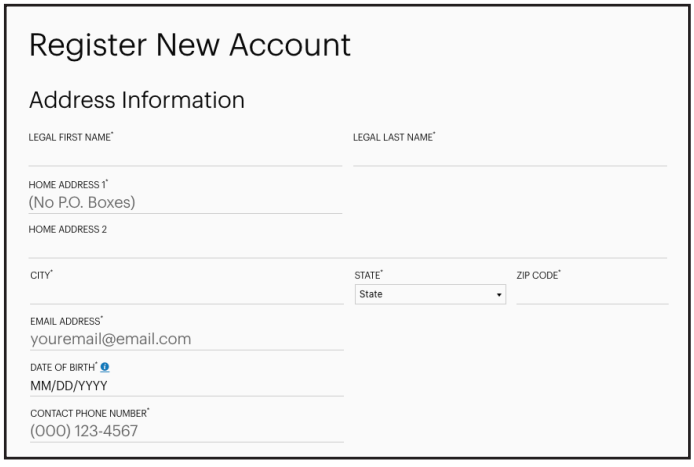
How to Set Up your Customer Profile

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.

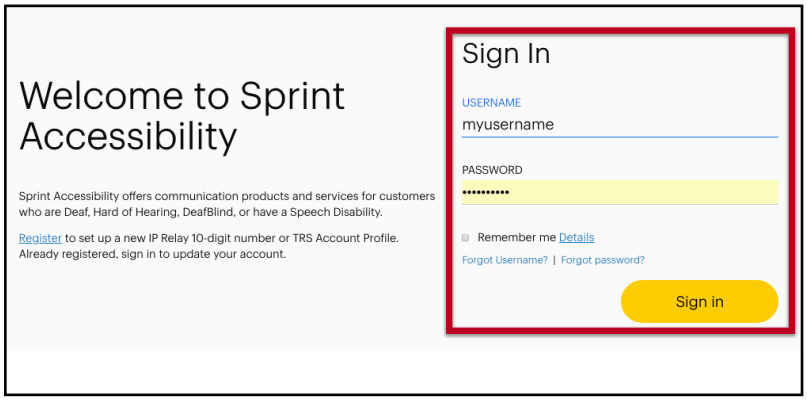
Ohio Relay Customer Profile

How do I get in my Customer Profile?

1

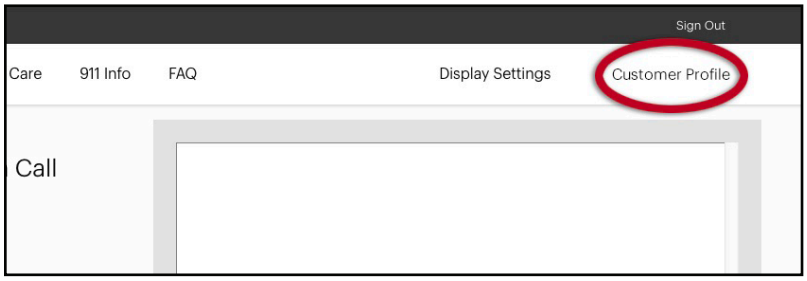
- Go to **mysprintrelay.com**
- Log in with your **username** and **password**

  If you haven't registered, read "How to Set Up your Customer Profile?" on the back of this flyer.
- Click **Sign In**.



2

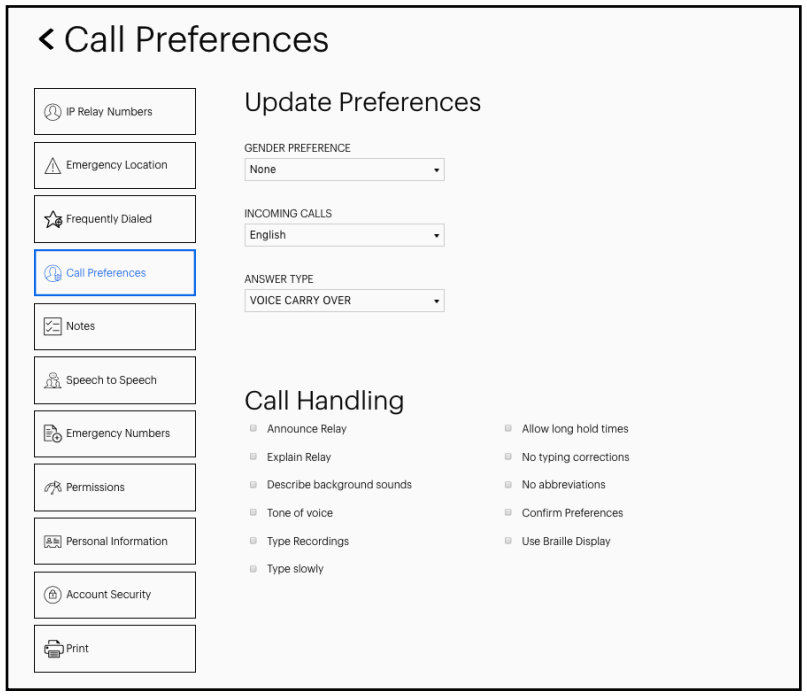
- Click **Customer Profile** in the upper right corner of the Sprint IP screen.



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



For more information, visit **ohiorelay.com/customer-profile**