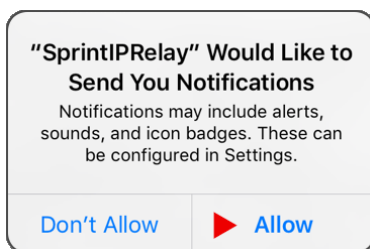


## Sprint IP Relay Mobile App: Registration Process

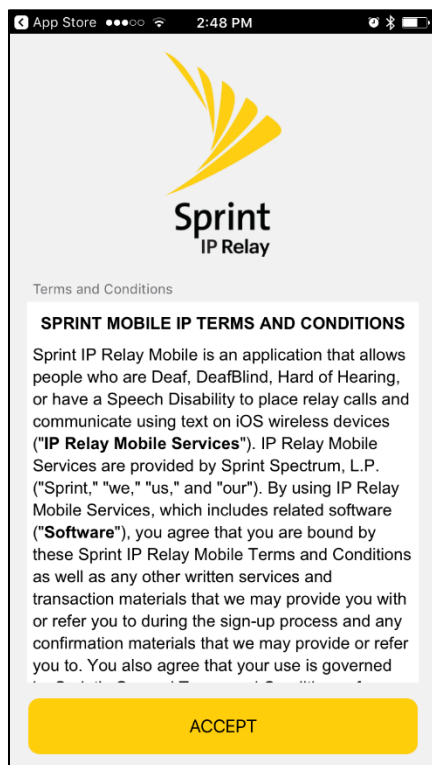
1. Download the Sprint IP Relay app from the Apple App Store or Google Play Store. Search for Sprint IP Relay.
2. Tap the Sprint IP Relay Mobile app to open.



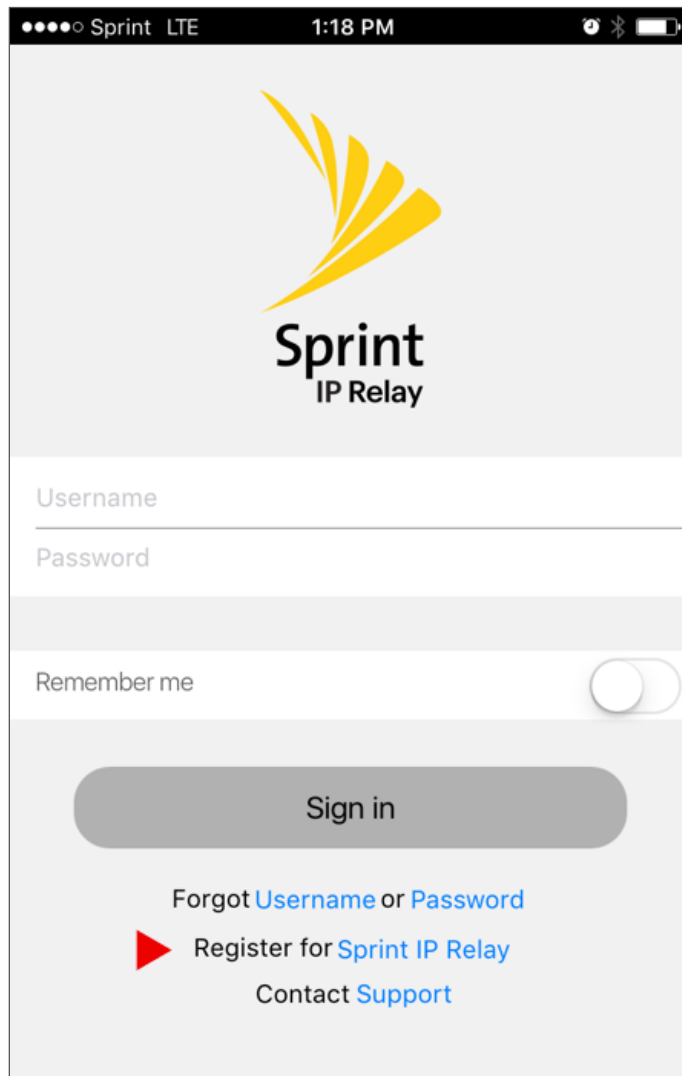
3. The pop-up screen appears and says: "SprintIPRelay would like to send you notifications. Notifications may include alerts, sounds, and icon badges. These can be configured in Settings." Tap ALLOW.



4. The next screen is Sprint IP Relay Mobile Terms and Conditions. Read and tap ACCEPT.



5. At the sign-up screen, tap “Register for Sprint IP Relay” at the bottom.



The screenshot shows the Sprint IP Relay mobile application interface. At the top, the status bar displays "Sprint LTE", the time "1:18 PM", and icons for signal strength, LTE, alarm, Bluetooth, and battery. The main header features the Sprint logo (a yellow swoosh) and the text "Sprint IP Relay". Below the header are two input fields: "Username" and "Password". A "Remember me" toggle switch is positioned below the password field. A large, rounded "Sign in" button is centered below the toggle. At the bottom, there are three links: "Forgot Username or Password", "Register for Sprint IP Relay" (preceded by a red right-pointing triangle), and "Contact Support".

6. Next is the Address screen. Tap to type as followed:

- Legal first name
- Legal last name
- Home Address
- Apartment/suite if any
- City, state, zip code
- Email address
- Date of birth
- Phone number.

The screenshot shows a mobile application interface for a 'Home Address' screen. At the top, the status bar displays 'Sprint', signal strength, time '4:23 PM', and battery level. Below the status bar is a dark header with a yellow back arrow and the title 'Home Address'. A progress bar is positioned below the header, with three steps: '1' (highlighted in yellow), '2', and '3'. Below the progress bar, the screen is divided into ten input fields, each with a label and a text entry line. The labels are: 'Legal First Name', 'Legal Last Name', 'Home Address', 'Apt/Suite', 'City', 'State', 'Zip', 'Email', 'Date of Birth', and 'Phone Number'.

Step	Field Label
1	Legal First Name
1	Legal Last Name
1	Home Address
1	Apt/Suite
1	City
1	State
1	Zip
1	Email
1	Date of Birth
1	Phone Number

7. Read and tap to check on; “I have read and understand the advisory regarding 10 digit phone numbers.”
8. Read and tap again to check on; “I certify I am eligible for a 10 digit relay number because I am deaf, hard of hearing, deafblind, or have a speech disability.”

Sprint LTE 1:21 PM

< Address

1 Address 2 Security 3 Identity Verification

City ROUND ROCK ✓

State TX ✓

ZIP 78664 ✓

Email yourname@email.com ✓

Date of Birth 02/05/1962

Phone Number 5125554706

▶ ☒ I have read and understand the [advisory](#) regarding 10 digit phone numbers.

▶ ☒ I certify I am eligible for a 10 digit relay number because I am deaf, hard of hearing, deafblind, or have a speech disability.

Next

9. Tap NEXT.

10. A pop-up screen shows your full address. If the address is correct, tap OK. If not, tap EDIT to correct your address.

The screenshot shows a mobile app interface with a status bar at the top displaying 'Sprint LTE', '1:21 PM', and battery level. The app's title bar is 'Address' with a back arrow. Below the title bar is a progress indicator with three steps: '1 Address' (highlighted), '2 Security', and '3 Identity Verification'. The main form contains fields for 'ZIP' (78664), 'Email' (yourname@email.com with a green checkmark), 'Date of Birth' (02/05/1962), and 'Phone' (4706). A white pop-up dialog titled 'Confirm your Address' is centered over the form, displaying the address '2468 MAIN STREET, AUSTIN, TX' and '78664-6218'. The dialog has two buttons: 'Edit' and 'OK'. Below the pop-up is a large yellow 'Next' button. At the bottom of the form, there are two checkboxes, both of which are checked: 'I am at least 18 years old' and 'I am deaf, hard of hearing, deafblind, or have a speech disability'.

Sprint LTE 1:21 PM

< Address

1 Address 2 Security 3 Identity Verification

ZIP 78664

Email yourname@email.com ✓

Date of Birth 02/05/1962

Phone 4706

**Confirm your Address**  
2468 MAIN STREET, AUSTIN, TX  
78664-6218

Edit OK

Next

☒ I am at least 18 years old

☒ I am deaf, hard of hearing, deafblind, or have a speech disability.

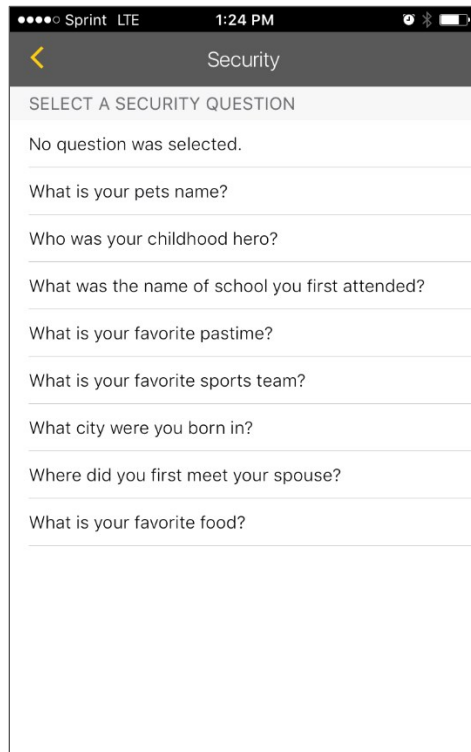
11. Tap to create your username and password.

The screenshot shows the 'Address' screen with a progress bar at the top indicating three steps: Address (completed), Security (current), and Identity Verification. The 'Username' field is filled with 'myname2017' and has a green checkmark. The 'Password' and 'Confirm Password' fields are filled with dots and have green checkmarks. Below these fields is the 'SECURITY QUESTIONS' section, which includes a dropdown menu for '<Security Question>' and an 'Answer' field. A 'Next' button is located below the 'Answer' field. A keyboard is visible at the bottom of the screen.

12. On the Security Questions area, tap <SECURITY QUESTIONS>.

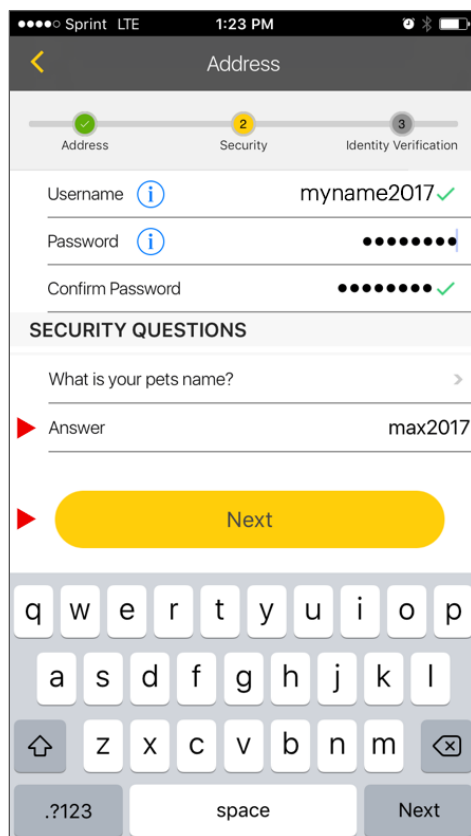
This screenshot is identical to the one above, showing the 'Address' screen with the 'Security' step active. The 'Username' field contains 'myname2017' and the 'Password' and 'Confirm Password' fields are filled with dots. The 'SECURITY QUESTIONS' section is visible, with a dropdown menu for '<Security Question>' and an 'Answer' field. A 'Next' button is located below the 'Answer' field. A keyboard is visible at the bottom of the screen.

13. Select a security question of your choice from the list.



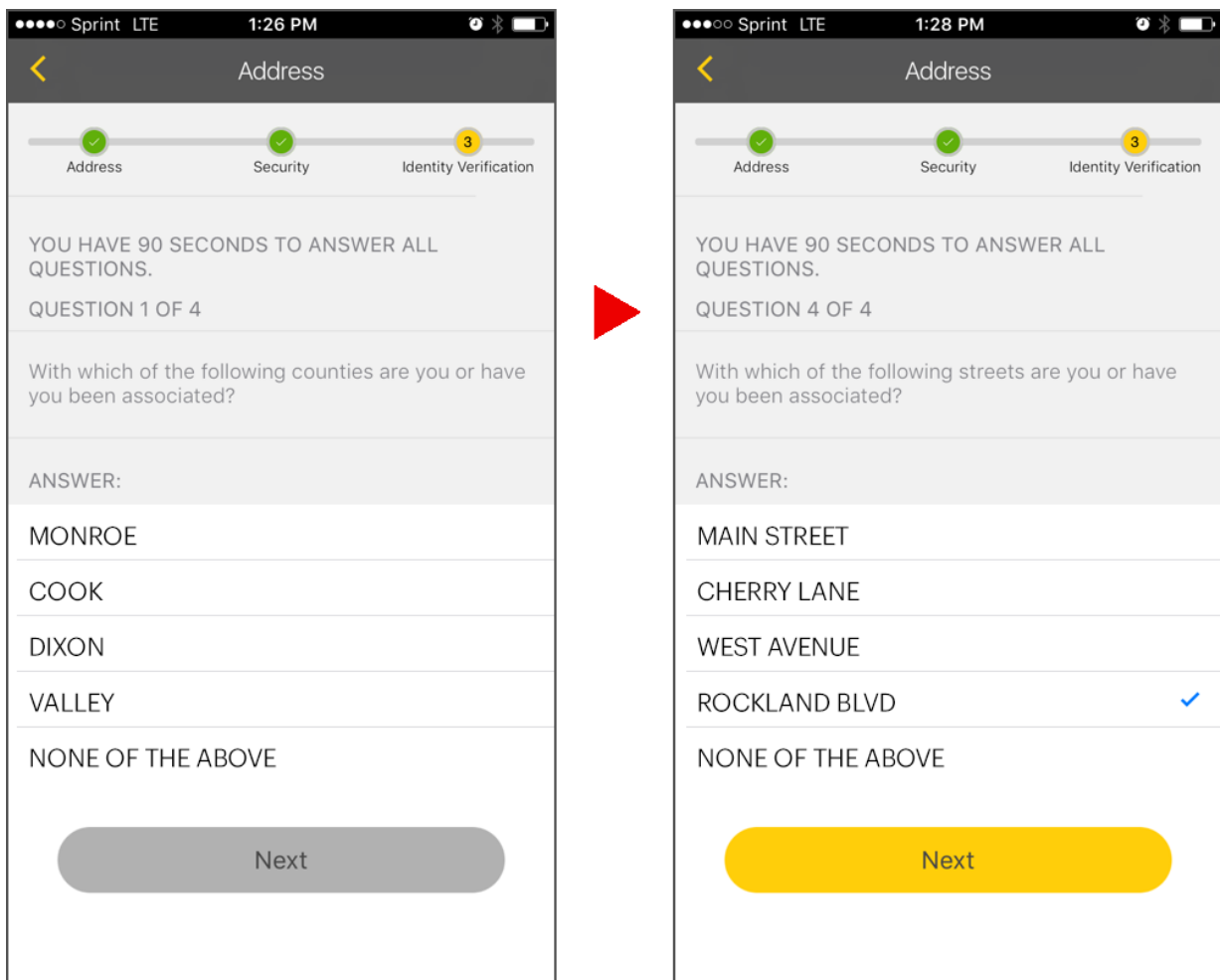
A screenshot of a mobile app's 'Security' screen. The status bar at the top shows 'Sprint LTE' and '1:24 PM'. The screen has a dark header with a back arrow and the title 'Security'. Below the header is a section titled 'SELECT A SECURITY QUESTION' with the text 'No question was selected.' followed by a list of ten questions, each in a separate row with a light gray background: 'What is your pets name?', 'Who was your childhood hero?', 'What was the name of school you first attended?', 'What is your favorite pastime?', 'What is your favorite sports team?', 'What city were you born in?', 'Where did you first meet your spouse?', and 'What is your favorite food?'. The bottom of the screen is empty.

14. Tap to type the answer and then tap NEXT.



A screenshot of a mobile app's 'Address' screen. The status bar at the top shows 'Sprint LTE' and '1:23 PM'. The screen has a dark header with a back arrow and the title 'Address'. Below the header is a progress bar with three steps: 'Address' (completed, green circle), 'Security' (current step, yellow circle), and 'Identity Verification' (gray circle). Below the progress bar are three input fields: 'Username' with the value 'myname2017' and a green checkmark, 'Password' with masked characters '.....', and 'Confirm Password' with masked characters '.....' and a green checkmark. Below these is a section titled 'SECURITY QUESTIONS' with a question 'What is your pets name?' and a right arrow. Below the question is an 'Answer' field with the value 'max2017'. At the bottom is a large yellow button labeled 'Next'. A keyboard is visible at the bottom of the screen.

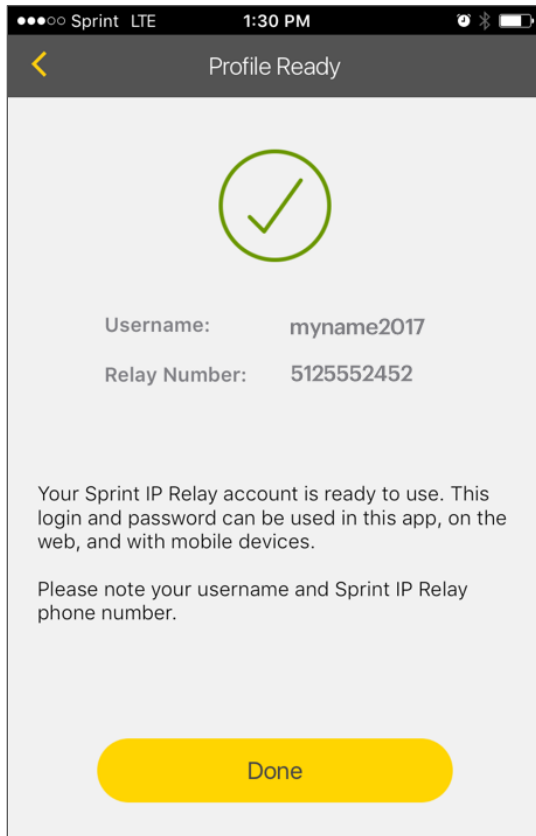
15. The next few screens provide four personal random questions that you will answer correctly for identity verification. The NEXT button will turn yellow when each question is answered.



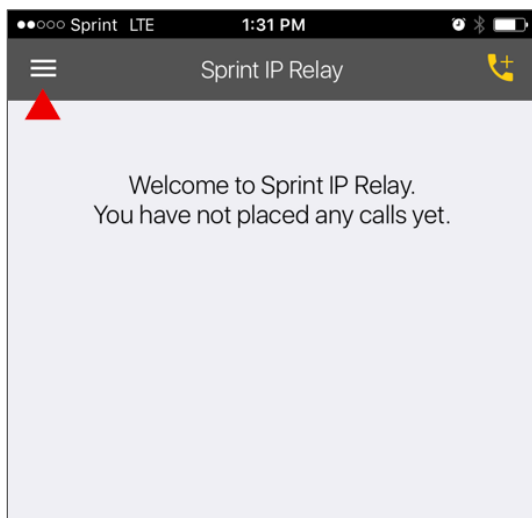
16. If verification fails, there is an option to contact Sprint Relay Customer Service from the mobile app to complete verification.



17. The Profile screen appears with your new username and 10-digit Sprint IP Relay phone number. The registration process is complete and your Sprint IP Relay account is ready to use. Tap DONE.

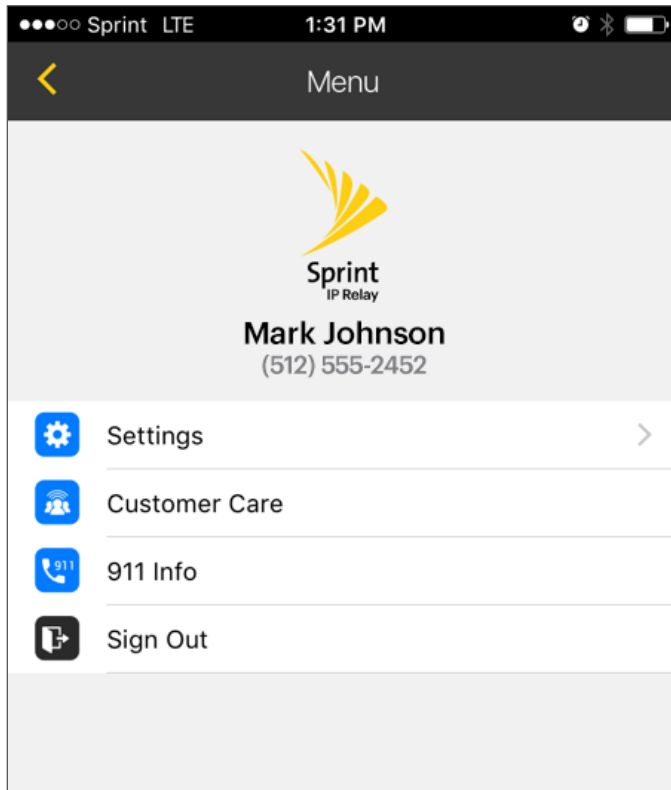


18. Tap the menu icon on the upper left of the screen to go to the MENU page.



19. The MENU shows four options:

- Settings
- Customer Care
- 911 Info
- Sign Out



**SETTINGS:** Change a password, text size and color, background color, select language (English and Spanish), and clear conservation history.

**CUSTOMER CARE:** Make a call to Sprint IP Customer Care directly.

**911 INFO:** Provides 911 Information for all Sprint Accessibility products and services.

**SIGN OUT:** Log out Sprint IP Relay app. **NOTE:** In order to receive incoming calls, it is not recommended to sign out.

Sprint IP Relay Service is a free service offered to individuals who are Deaf, Hard of Hearing, DeafBlind, and have a Speech disability that allow them to place relay calls over the Internet between locations in the United States (including its territories). Available only in USA and US territories. International calls will either be blocked or terminated. Although Sprint IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Sprint IP for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP; whether caused by the negligence of Sprint or otherwise. Other restrictions apply. For details, see [sprintrelay.com](http://sprintrelay.com)

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