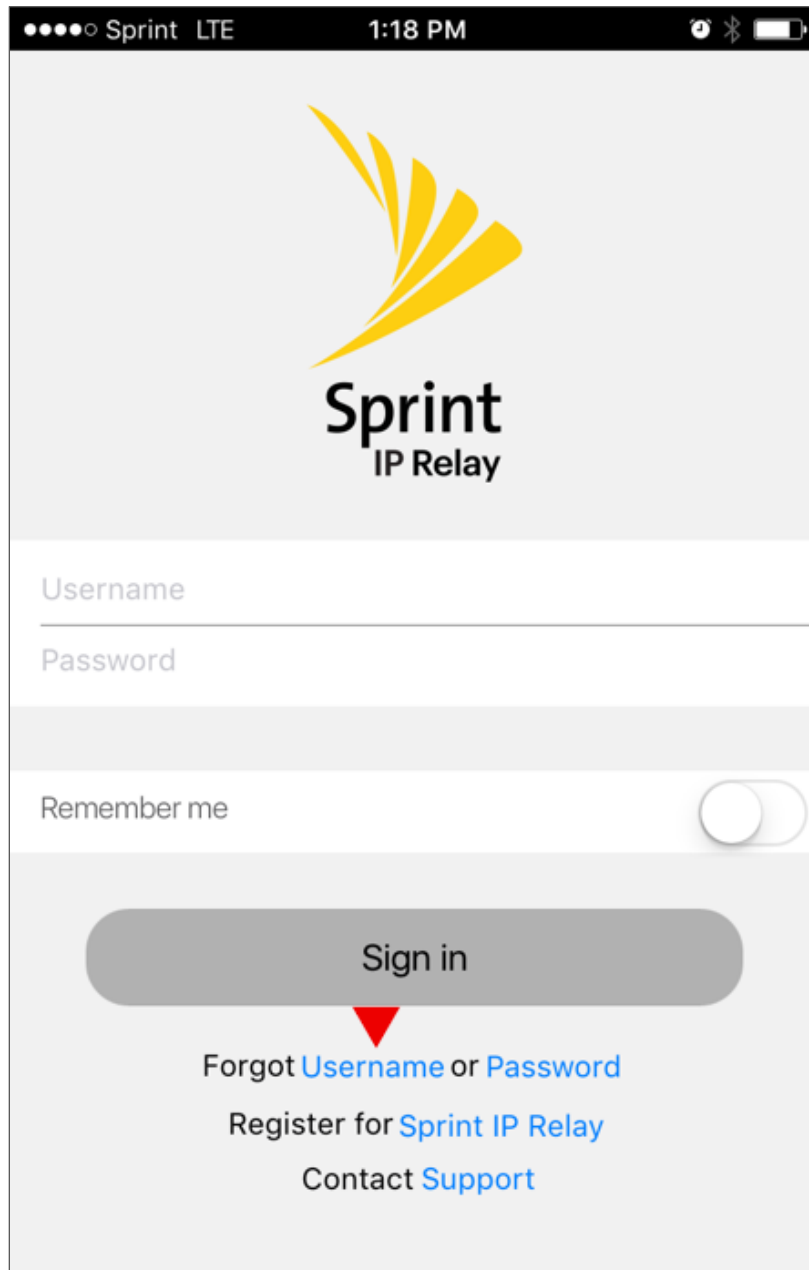
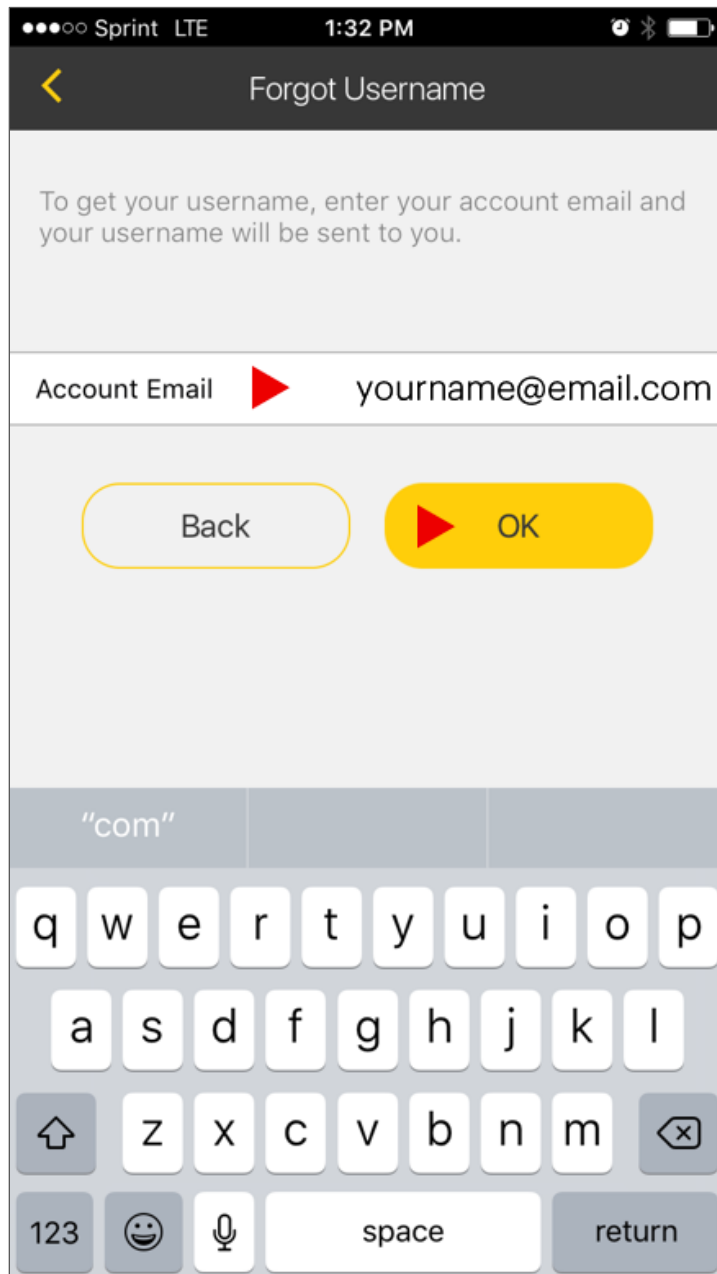


## Sprint IP Relay Mobile App: Forgot Username & Password Process

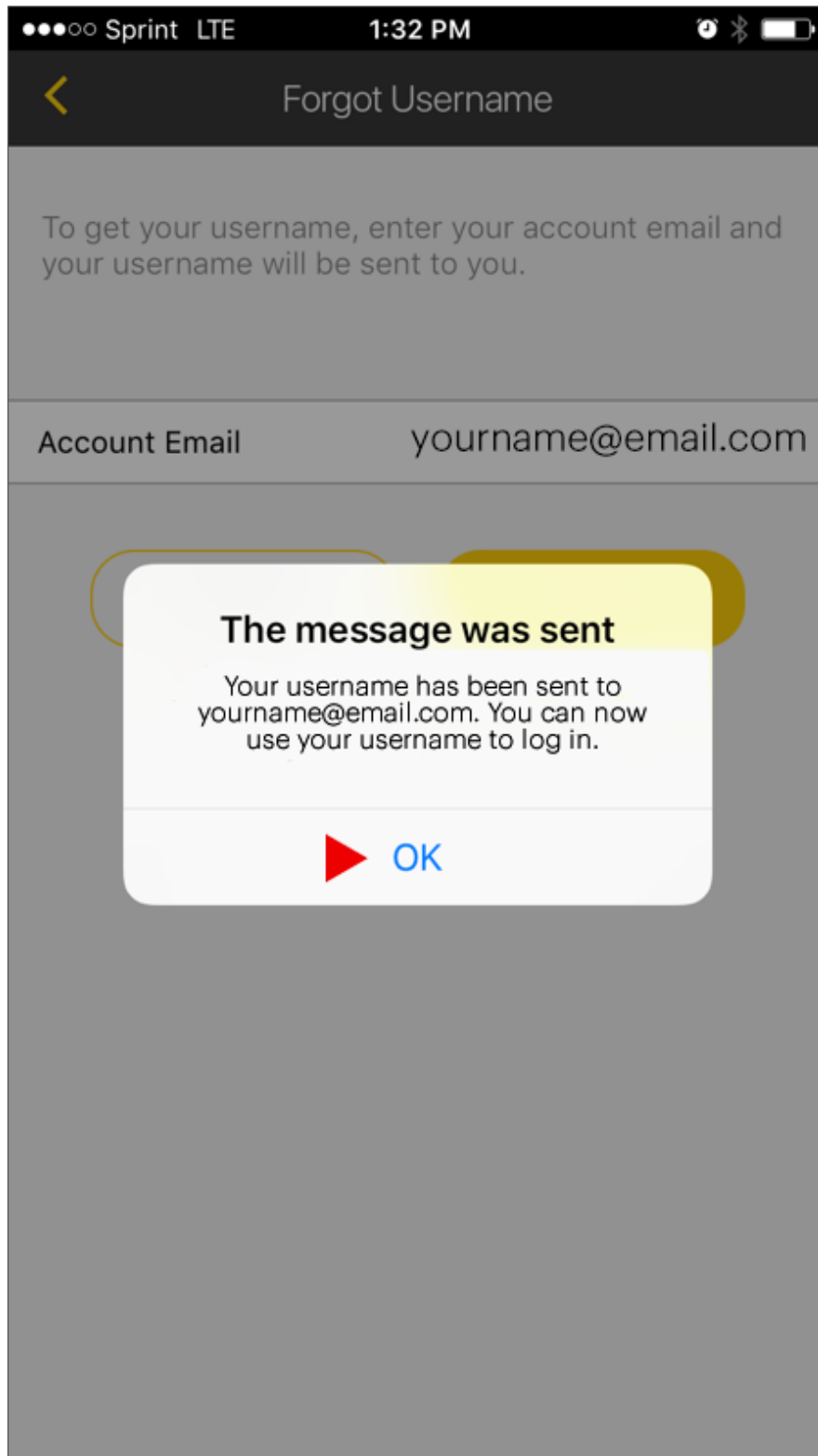
1. If you forgot your Username, tap USERNAME on the Sprint IP Relay home screen.



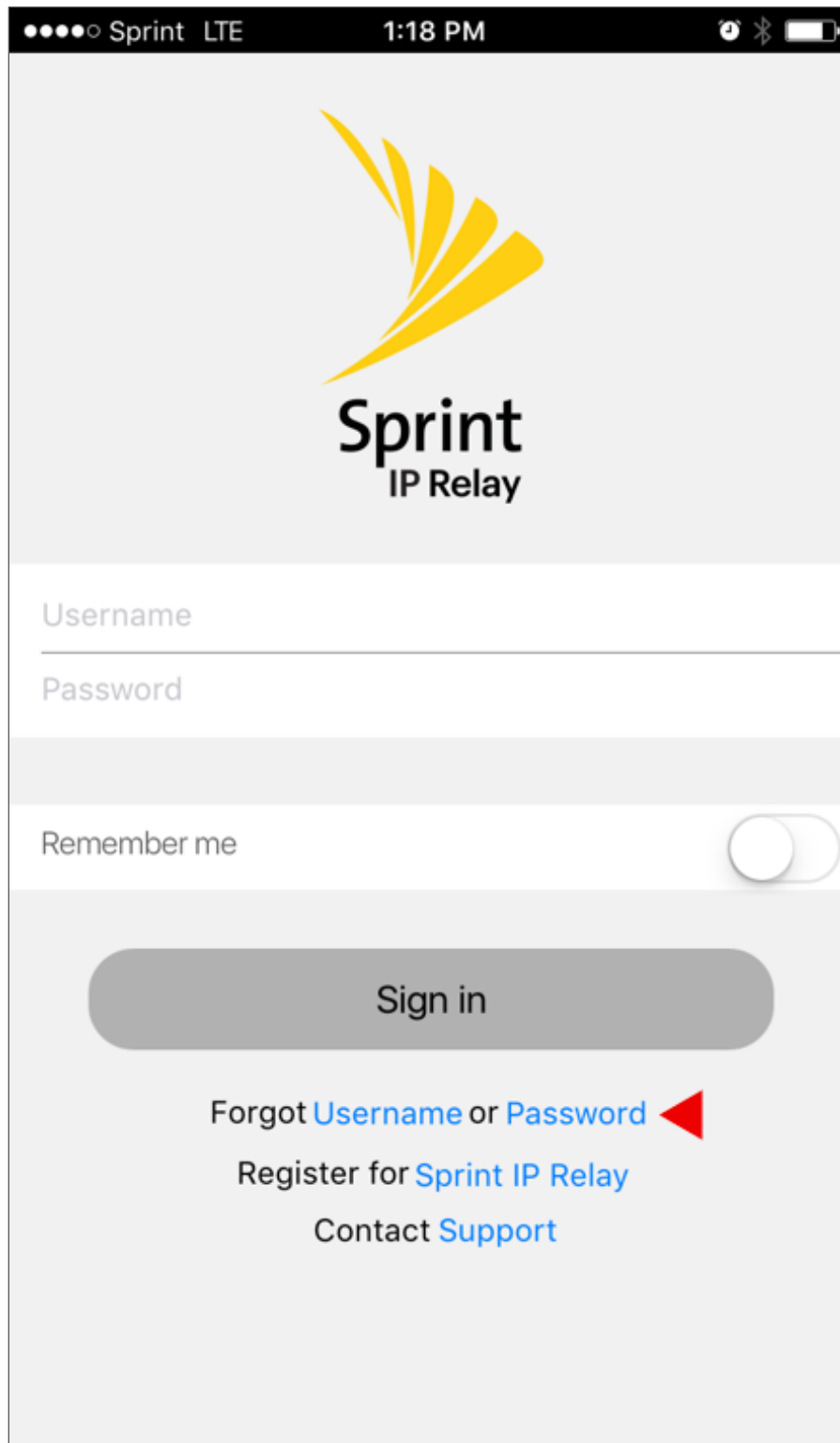
2. On the Forgot Username screen, tap to type your email address and tap OK.




3. Tap OK again and you will receive your username in your email.



4. If you forgot your password, tap **PASSWORD** on the Sprint IP Relay home screen.



Sprint LTE 1:18 PM




Username

Password

Remember me ☐

Sign in

Forgot [Username](#) or [Password](#) 

Register for [Sprint IP Relay](#)

Contact [Support](#)

5. Tap to type your username and tap NEXT.

The screenshot shows a mobile application interface for a 'Forgot Password' screen. At the top, the status bar displays 'Sprint LTE', the time '1:32 PM', and battery level. Below the status bar is a dark header with a yellow back arrow and the title 'Forgot Password'. The main content area has a light gray background. It contains a text prompt 'Please enter your username' above a white text input field. The input field contains the text 'myname2017'. Below the input field is a large yellow button with rounded corners. The button features a red right-pointing triangle icon and the text 'Next'. At the bottom of the screen, a standard iOS-style keyboard is visible, showing letters, numbers, and function keys like 'space' and 'return'.

6. Tap to type a new password and then tap to retype to confirm password reset. The password and confirmation password must be the same on both lines. The password must have 8 to 10 characters, one capital letter and one number. Tap CHANGE PASSWORD.

Sprint LTE 1:34 PM

< Forgot Password

### Password reset

Choose a new password to access your profile with.

..... <

.....7 <

Must Have

- 8-10 Characters ✓
- 1 capital letter ✓
- 1 number ✓

▶ Change Password

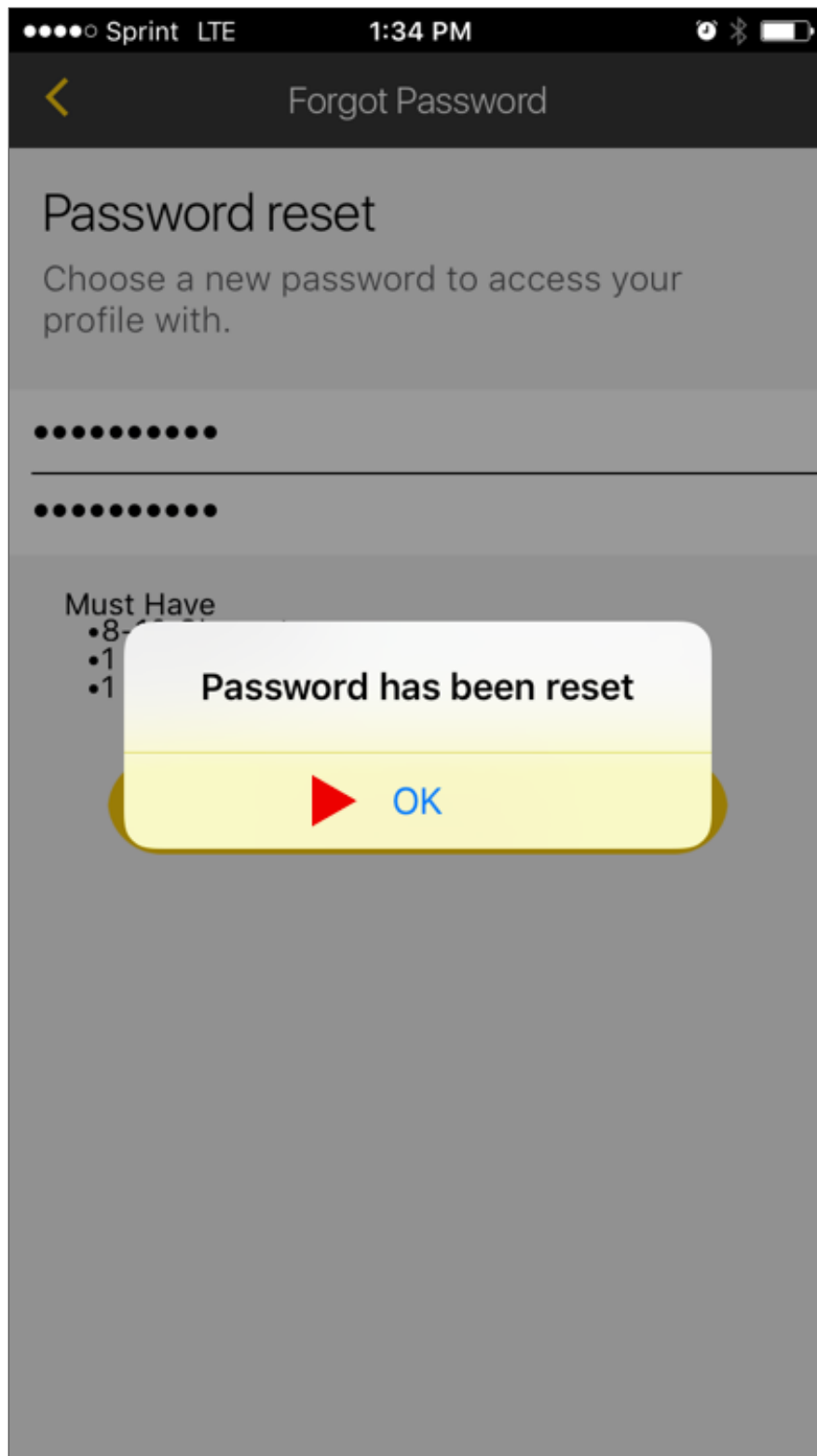
1 2 3 4 5 6 7 8 9 0

- / : ; ( ) \$ & @ "

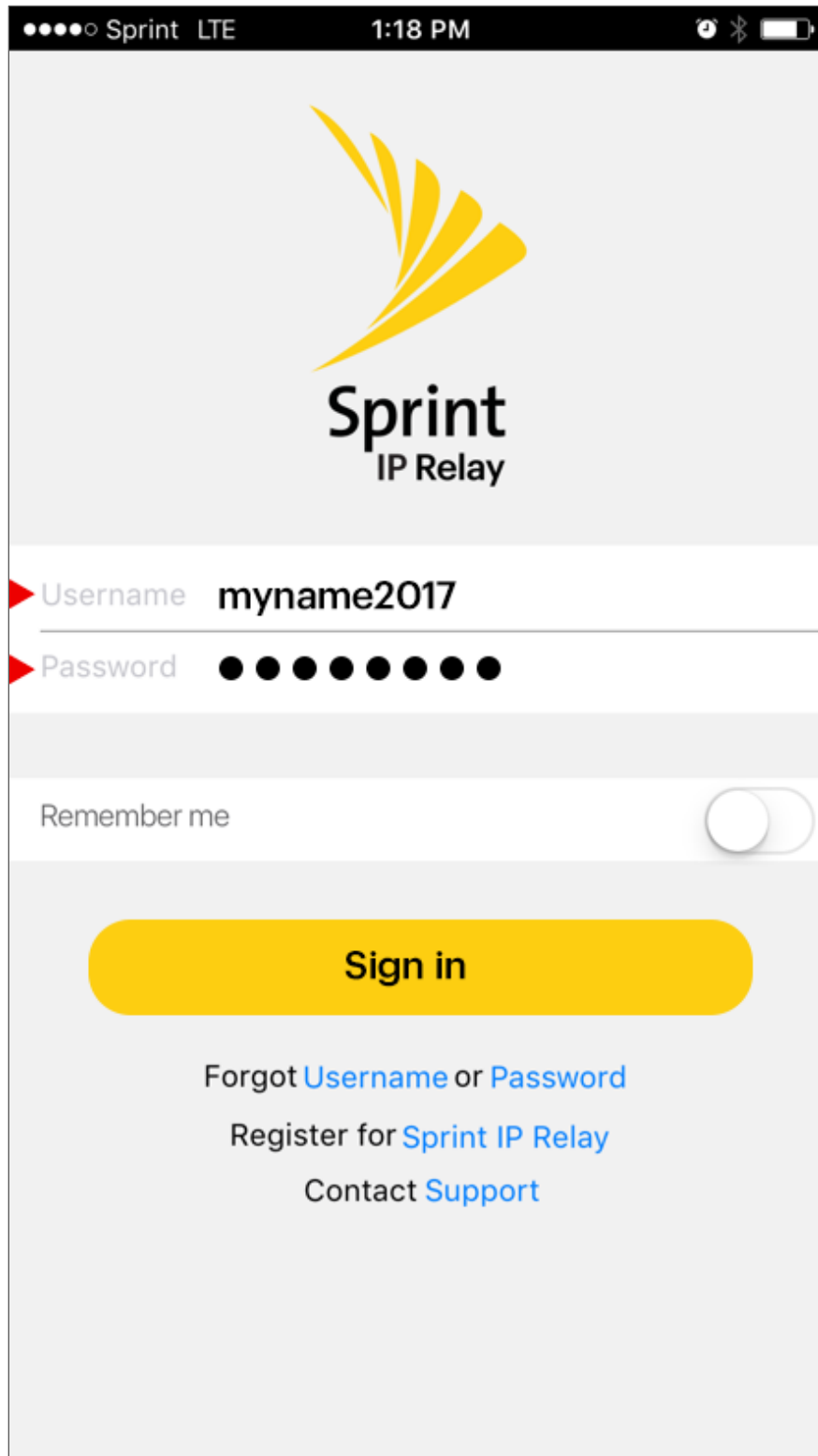
#+= . , ? ! ' < x

ABC space Next

7. Tap OK and the password has been reset.




8. Tap to type your username and password to login.



The screenshot shows the Sprint IP Relay login interface on a mobile device. At the top, the status bar displays "Sprint LTE", the time "1:18 PM", and icons for signal strength, Bluetooth, and battery. The main header features the Sprint logo (a yellow swoosh) and the text "Sprint IP Relay". Below the header, there are two input fields: "Username" with the text "myname2017" and "Password" with eight black dots. A "Remember me" toggle switch is located below the password field. A large yellow "Sign in" button is centered below the inputs. At the bottom, there are three links: "Forgot Username or Password", "Register for Sprint IP Relay", and "Contact Support".

Sprint LTE 1:18 PM

  
**Sprint**  
IP Relay

▶ Username myname2017

▶ Password ●●●●●●●●

Remember me ☐

**Sign in**

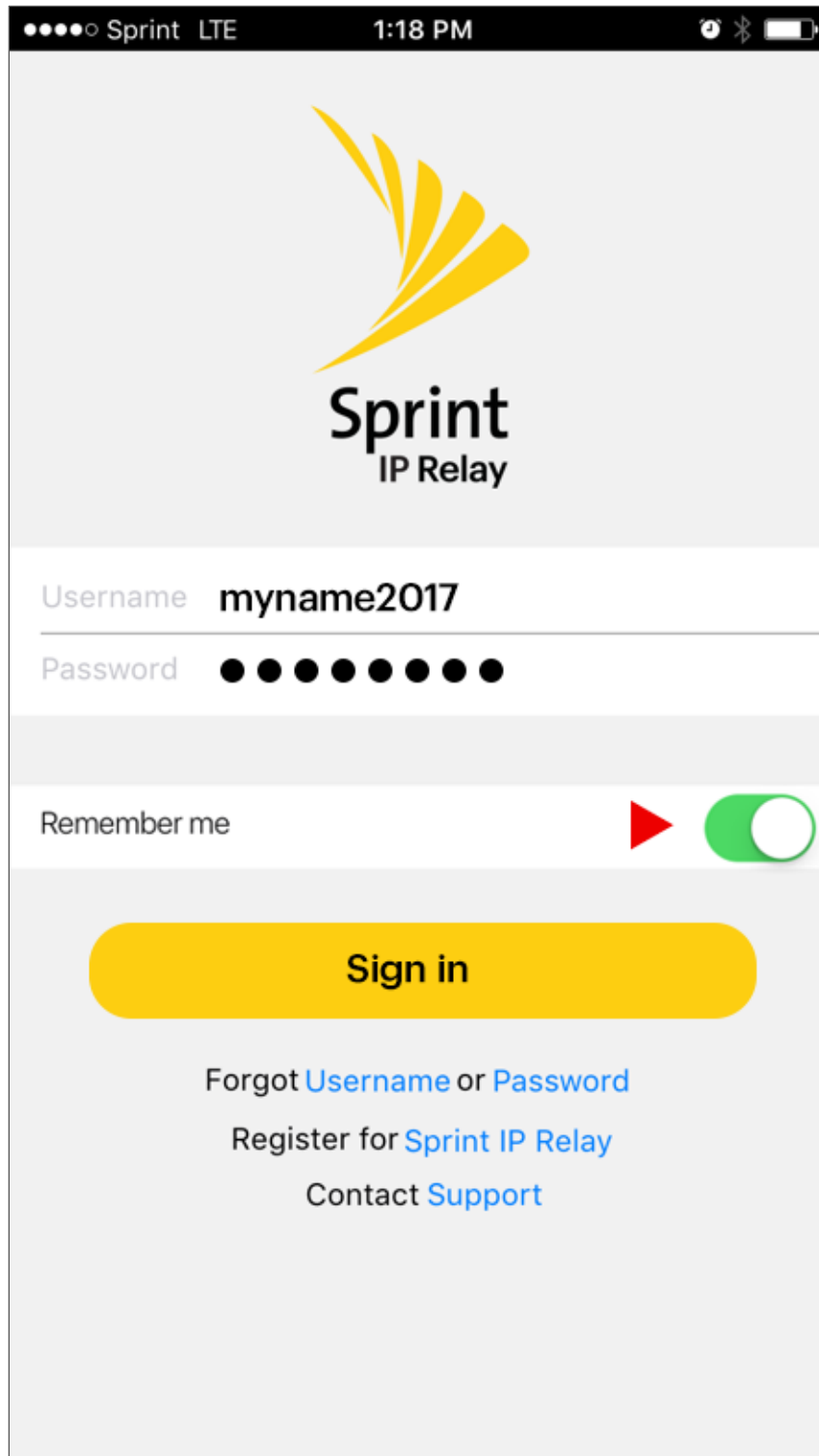
Forgot [Username](#) or [Password](#)

Register for [Sprint IP Relay](#)


Contact [Support](#)



9. Tap REMEMBER ME button to turn on for one-time sign in.





Sprint LTE 1:18 PM

  
**Sprint**  
IP Relay

Username myname2017

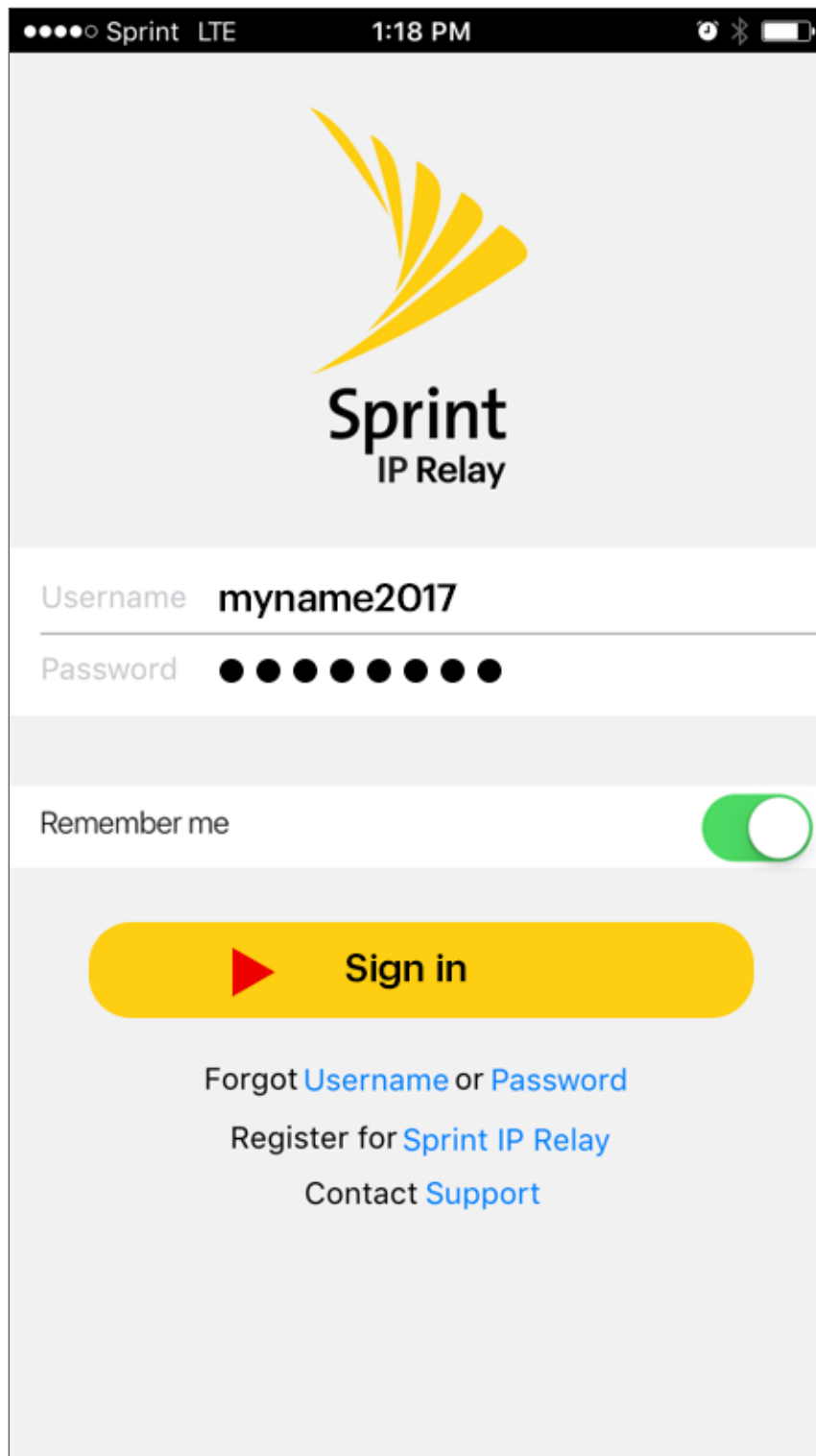
Password ●●●●●●●●

Remember me  

**Sign in**

Forgot [Username](#) or [Password](#)  
Register for [Sprint IP Relay](#)  
Contact [Support](#)

10. Tap SIGN IN.




The screenshot shows the Sprint IP Relay mobile app interface. At the top, the status bar displays 'Sprint LTE', the time '1:18 PM', and icons for alarm, Bluetooth, and battery. The app's logo, featuring a yellow stylized flame above the text 'Sprint IP Relay', is centered. Below the logo, there are two input fields: 'Username' with the text 'myname2017' and 'Password' with eight black dots. A 'Remember me' toggle switch is positioned below the password field and is currently turned on. A large yellow button with a red play icon and the text 'Sign in' is centered below the inputs. At the bottom, there are three links: 'Forgot Username or Password', 'Register for Sprint IP Relay', and 'Contact Support'.

Sprint  
IP Relay

Username myname2017

Password ●●●●●●●●

Remember me ☒

 Sign in

Forgot [Username](#) or [Password](#)  
Register for [Sprint IP Relay](#)  
Contact [Support](#)

11. You are all set for Sprint IP Relay Mobile!

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)

© 2017 Sprint. Sprint and the logo are trademarks of Sprint. Other marks are the property of their respective owners. .

A-FM20-0673-v05-2017