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 **relaycolorado.com/profile**.

(2) IP Relay Accounts	morn, work, home, etc.). Up to 100 frequently dia		quently dialed numbers can be stored.	
Emergency Location	1D 1	Aaron	PHONE NUMBER (410) 555-1234	Delete
The Frequently Dailed		NAME	PHONE NUMBER	Delite
() Call Preferences	1D 2	Harry (Boss)	(443) 555-9874	Leaves
Notes	ID	NAME	PHONE NUMBER	Delete
3. Speech to Speech	3	Mandy (CPA)	(410) 555-8520	
Emergency Numbers	There are 3 frequently Dialed Numbers in your profile.			
#9. Permissions			Add	number
Regional Information				
	1.00		÷,	
	-			- Backspace

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.

Accessibility Care 911 Info FAQ		Display Settings
Register New Account		
Address Information		
LEGAL FIRST NAME"	LEGAL LAST NAME	
HOME ADDRESS 1" (NO P.O. Boxes)		
HOME ADDRESS 2		
CITY.	STATE'	ZIP CODE'
	State •	
emaiLaddress' youremail@email.com		

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?



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.







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 relaycolorado.com/profile.

< Call Prefe	rences				
(I) IP Relay Numbers	Update Preferences				
A Emergency Location	GENDER PREFERENCE Male	•			
Frequently Dialed	INCOMING CALLS English	•			
() Call Preferences	ANSWER TYPE				
Votes	VOICE CARRY OVER	•			
요. Speech to Speech	Standard	•			
Emergency Numbers					
伊 R Permissions	Call Handling	Allow long hold times			
হিন্না Personal Information	Explain Relay Describe background sounds	No typing correctionsNo abbreviations			
(n) Account Security	Tone of voice Type Recordings	Confirm Preferences Use Braile Display			
Print	 Operator type slowly 				

Although IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 svc. By using IP Relay for emergency calling, you agree that T-Mobile is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency service through IP Relay whether caused by the negligence of T-Mobile or otherwise. Registration and Internet connection required. Devices and screen images simulated. Restrictions apply. See t-mobile.com/access for details. T-Mobile, the T logo, Magenta and the magenta color are registered trademarks of Deutsche Telekom AG. © 2025 T-Mobile USA, Inc.