

Video Relay Service (VRS) – provided by [CLOUDVP \(purplevrs.com\)](https://purplevrs.com)

Allows an individual with hearing or speech disabilities, who utilizes American Sign Language (ASL), to communicate with voice telephone users. The video link allows a Communication Assistant (CA) and the ASL user to view and sign with each other while the CA interprets and relays the conversation back and forth between the two parties located in separate rooms (different remote locations). This service is available 24/7 including Federal holidays.

VRS will be provided via [CloudVP Purple services](#) only effective Sunday, August 28, 2022. Any other video relay applications/assistive technology (AT) are not authorized for use on the VA network.

All current ZVRS users will be transitioned from their desk videophone to the new CloudVP Purple services by Saturday, December 31, 2022. Each CloudVP Purple user will require a new videophone number and a computing device with a camera (either internal or external capability). The use of an external USB connected camera will allow more flexibility with adjusting the view and location of the camera.

Until your services are transitioned, you will continue to use your current ZVRS phone number assigned to your current desk videophone to make and receive VRS calls. Once your new CloudVP Purple account is established and connectivity validated, your current ZVRS services will be discontinued and the associated phone number termination.

- New VRS users with approved reasonable accommodations can [create a Purple account](#) in accordance with Knowledge Article # [KB0116953](#). Purple will provide your assigned User name, password and videophone # via email within two (2) business days.
 - Once you submitted for an account, download Purple P3 Mobile App from the App store: www.purplevrs.com/p3 on any computing device.
 - When utilizing the service, ensure your video camera is turned on and the privacy shutter function is set to open.
- Registered users may contact Purple via phone at (877) 885-3172 or at [Purple Communications Customer Care](#) regarding access concerns.

Video Remote Interpreting (VRI) – provided by [iYELLOW Access](#) (formerly known as TCS)

Allows an individual with hearing or speech disabilities, who use American Sign Language (ASL), to communicate with a voice or another individual with hearing or speech disabilities via a third party (live person) ASL Interpreter. This service is provided through a computer or web-enabled device to communicate utilizing video equipment. The video link allows a Communication Assistant (CA) and all ASL users to view and sign with each other while the CA interprets and relays the conversation back and forth to non-hearing impaired individuals. All parties are in the same room and the ASL Interpreter is located in an offsite location. VRI calls can be made on-demand or scheduled in advance. This method allows all parties to see each other while communicating. VRI better replicates the onsite interpreting experience, which reduces the possibility of miscommunication. This service is available 24/7 including Federal holidays.

VRI will be provided via [iYellow Cloud services](#) only effective Sunday, August 28, 2022. Any other video relay applications/assistive technology (AT) are not authorized for use on the VA network.

*All current VRI users will be transitioned from their desk videophone to the new iYellow Cloud services by **Saturday, December 31, 2022**. The new iYellow Cloud Services link will automatically connect the user via phone number (240) 316-4198 and a live third party ASL Interpreter will appear on the screen within a few minutes.*

- New or existing users with approved reasonable accommodations may contact the VA Relay Services Official at Relay.Services.Official@va.gov with questions regarding VRI services.