**VA Telecommunication Relay Services**

**New Relay Service Requests**

**Step 1**

Submit your request for Telecommunication Relay Services (TRS) through your Reasonable Accommodation/Personal Assistance Services (RA/PAS) Coordinator. When accessing the Office of Resolution Management, Diversity & Inclusion (ORMDI) website, scroll to the middle of the page and review the list of RA/PAS Coordinators by administration followed by duty location (if applicable).

**Step 2**

Your RA/PAS Coordinator will work with the appropriate Decision Making Official (DMO) and begin the Interactive Process.

**Step 3**

When the Interactive Process is complete and the DMO has made their decision, if TRS is authorized, the RA/PAS Coordinator will assist with obtaining the authorized equipment and associated services.

**Step 4**

The RA/PAS Coordinator will contact the Unified Communications Infrastructure office within the Office of Information and Technology (OIT) to discuss appropriate Assistive Technology (AT) for the approved Telecommunication Relay Service. Once the appropriate equipment is identified, the RA/PAS Coordinator will submit the procurement request via a YourIT ticket on behalf of the employee. All TRS equipment is purchased by OIT.

**Step 5**

The RA/PAS Coordinator will provide the appropriate vendor registration requirements/instructions (if applicable) for the approved Telecommunication Relay Service to the employee. You will be required to register your approved services prior to the AT being set up by the assigned IT Customer Support Specialist.

**Reasonable Accommodation and Personal Assistance Services (RA/PAS) Coordinators**

If you have any questions regarding the below information, please contact your administration’s National Reasonable Accommodation Consultant (NRAC).

**Obtaining new or replacement Assistive Technology (AT)**

**Step 1**

Once you receive the appropriate signed approval form (either a VA0857f or VA0857l form), submit a procurement request via a YourIT ticket on behalf of the employee.

Since the RA office is in possession of the approval form from the Decision Making Official (DMO), you can list your name and phone number as the supervisor of record to expedite the request. Ensure you approve the action via the My Approvals link in the YourIT Services ticket.

In addition, ensure the tickets Justification section reflects: “For validation of high priority requirements, please contact [insert RAC’s full name] at [insert RAC phone number] or via [insert RAC email or RA office organizational email address].”

**Step 2**

Provide the YourIT Services ticket number to the employee and their associated DMO.

**Registering the authorized Relay Service**

**Step 1**

Provide the appropriate vendor registration requirements/instructions for the approved TRS Service to the employee (if applicable). Please refer to the “TRS Vendor Information/Registration Instructions” button for the appropriate information.

**Note:** The employee will be required to register their approved services prior to the Assistive Technology (AT) being set up by the assigned IT Customer Support Specialist.

**IT (Customer Support) Specialists**

All actions associated with an approved accommodation(s) are time-sensitive, private or confidential, and protected by federal law. While the amount of time from receipt of the Service Now (SNOW) ticket to issuance of the approved accommodation(s) to the employee depends on the vendors’ availability of the product and shipping constraints (if applicable), should receipt of an approved accommodation take longer than ten business days, the employee and the associated RA office should be informed of the status of the SNOW ticket on a bi-weekly basis until the accommodation is received.

Per VA Directive 6008 – *Acquisition and Management of VA IT Resources*, Appendix A, the following items are considered IT assets purchased via IT appropriation funding:

* PCs, laptops, tablets,
* Smartphones, satellite phones, softphones,
* Printers and document scanners,
* External disk drives, storage systems,
* Telephone systems, handsets, speakerphones, conference phones, videoconferencing equipment, and
* All computer software.

**Note:**The use of Digital Subscriber Lines (DSL) to provide Assistive Technology (AT) services is not authorized in VA. When connecting the authorized AT equipment to the VA network, if you have questions regarding this process, please contact OIT Unified Communications Infrastructure (UCI) office.

**Processing RA-related Assistive Technology (AT) requests**

If you have any questions regarding the below information, please contact your District Business Office (DBO) or the OIT RA office.

**Step 1**

Upon receiving a Service Now (SNOW) ticket from a Reasonable Accommodation/Personal Assistance Services (RA/PAS) Coordinator, you will submit an Acquisition LEAF request for the authorized AT accommodation(s) to be purchased.

Indicate “Reasonable Accommodation” in the Reason for acquisition field and the associated SNOW ticket # for tracking purposes.

**Step 2**

Annotate the associated LEAF number in the SNOW ticket.  The SNOW ticket will REMAIN open until the accommodation is received by the employee.

The acquisition will flow through the normal acquisition process. The End User Operations (EUO) District Business office (DBO) will process the purchase utilizing a government purchase card unless the cost exceeds the threshold requirements for a contract. The customer will not be involved in the acquisition purchase process.

The number of days from receipt of a request in YourIT Service to the procurement of the approved accommodation by the DBO should not exceed five business days.

**Step 3**

Once the accommodation is purchased and received by the IT (Customer Support) Specialist, notify the DBO the accommodation has been received via the LEAF request by uploading the packing slip or email receipt (if electronic).

**Step 4**

Issue the authorized accommodation to the employee and annotate the SNOW ticket as closed.

**TRS Vendor Information and Registration Instructions**

**Federal Communications Commission (FCC) TRS registration by service**

**Internet Protocol (IP) Relay provided by**[**Sprint**](https://www.sprintip.com/)

Federal IP Relay utilizes a computer or web-enabled device to communicate through the telephone system. Users must register with an IP Relay provider to receive a ten-digit geographic number from which they can make or receive calls. The ten-digit number enables location information to be included with calls to 911 operators, helping them route calls to the nearest emergency services providers.

* New IP relay users with approved reasonable accommodations can [create a T-Mobile account](https://www.tmobileaccess.com/services/iprelayinfo)
* Existing approved users transitioning their account to Sprint can reinstate their number by emailing [federalrelay@sprint.com](mailto:federalrelay@sprint.com)

**Video Relay Service (VRS) – provided by**[**ZVRS**](https://www.zvrs.com/)

Allows an individual with hearing or speech disabilities, who use American Sign Language (ASL), to communicate with voice telephone users. 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 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.

* New VRS users with approved reasonable accommodations can [create a ZVRS account](https://www.zvrs.com/registration/)
* Existing approved users may contact [compliancedirector@zvrs.com](mailto:compliancedirector@zvrs.com) with questions.

**711 / Individual States TRS registration by service**

**Captioned Telephone (CapTel) Analog**

Permits an individual who can speak, but who have difficulty hearing over the telephone, to use a telephone and an Internet Protocol-enabled device to simultaneously listen to the other party and read captions of what the other party is saying.

* New users with approved reasonable accommodations can review registration requirements for their applicable state by searching, example: “NY” + “captel relay,” in any web browser to find a provider.
* Review the [list of states](https://www.tmobileaccess.com/services/state-relay-services) where T-Mobile offers analog CapTel service, review

**Text Telephone (TTY)**

Permits an individual with a hearing or speech disability to use the telephone system via a text telephone or other device to call persons with or without such disabilities by dialing 711 from any telephone in the U.S. After dialing 711, a Communication Assistant (CA) will assist with establishing the phone call.

**Speech-to-Speech (STS)**

Enables individuals with a speech disability to make telephone calls using their own voice (or an assistive voice device). After requesting to make an STS call via 711, you are then connected to an STS Communications Assistant (CA) who will repeat your spoken words to the other party.

**GSA MAS VA Contract TRS registration by service**

**Video Remote Interpreting (VRI) – provided by**[**iYELLOW Access**](https://www.iyellowaccess.com/)**(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 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.

* New or existing users with approved reasonable accommodations may contact the VA Relay Services Official at [Relay.Services.Official@va.gov](mailto:VA.Relay.Services.Official@va.gov) with questions regarding registration of equipment. Ensure you include your RA office in these discussions.

Once your account is established, you can connect to VRI services using phone number [240-316-4198](tel:240-316-4198) via your government-issued VRI phone (i.e. DX70, DX80, or Webex Desk Pro phone systems).

* For questions regarding IT connectivity of your issued equipment, contact your local OIT staff office for assistance.

**Relay Conference Captioning (RCC) – provided by**[**iYELLOW Access**](https://www.iyellowaccess.com/)**(formerly known as TCS)**

Allows an individual with hearing disabilities to communicate via Internet-based technology while providing real-time captioning services during remote meetings, phone calls, video conferences, and multi-party teleconference calls.

Requests for RCC/CART services should be submitted at least 3 weeks prior to the event in which services are required utilizing the below form. In the event you require short notice RCC/CART services, the request must be submitted no later than 72 hours before the event in which services are required.

**Requesting Relay Conference Captioning Service**

1. Download and fill out the [RCC/CART request form (PDF, 4 pages, 79kb)](https://vaww.oit.va.gov/wp-content/uploads/2022/02/VA-RCC-CART-Request-form.pdf)
2. Send the completed form directly to [Requests@iYellowGroup.com](mailto:Requests@iYellowGroup.com) **and** courtesy copy (CC) the VA Relay Services Official using [VA.Relay.Services.Official@va.gov](mailto:VA.Relay.Services.Official@va.gov).

**Relay Conference Captioning (RCC)**

**Relay Access Realtime Translation (CART) Request**

Requests for RCC/CART services should be submitted at least 3 weeks prior to the event in which services are required. In the event you require short notice RCC/CART services, the request must be submitted no later than 72 hours before the event in which services are required.

Send your completed form to: [Requests@iYellowGroup.com](mailto:Requests@iYellowGroup.com)

With a cc to: VA Relay Services Official [VA.Relay.Services.Official@va.gov](mailto:VA.Relay.Services.Official@va.gov)

1. Which Organization?

Veterans Health Administration (VHA)

Veterans Benefits Administration (VBA)

National Cemetery Administration (NCA)

Office of Information & Technology (OIT)

Other VA Staff Office

1. I certify I am requesting CART services for myself or participants who are Deaf or Hard of Hearing as an effective reasonable accommodation to fully participate in an activity (e.g. meeting, event, town hall, special observance program, conference, training, workshop).

Requestors Name:

Official Position Title:

VA Email Address:

1. Do you need CART services remotely or in-person/on-site?

**Helpful tip:** If a meeting or event is virtual, remote CART is the best option. If this is for an in-person event or if there is environmental limitations (e.g. SCIF), then on-site CART would be ideal.

**Remote CART**

**On-Site CART** (On-Site requires additional information on page 4)

1. Event Title or Subject Matter:

1. Description of Event:
2. Date of Event:

**Helpful Tip:** If the event spans multiple days, include all applicable dates

below.

**Date**

**1.**

**2.**

**3.**

**4.**

**Format: Date: MM/DD/YYYY**

1. Sessions Times:

**Helpful tip**: Include break times at intervals of 2 hour or less.

Session:

**Start Time End Time**

**1.**

**2.**

**3.**

**Format: Time: HH:MM AM or PM**

**Helpful tip**: In some circumstances that will require preparatory work, you can put the actual time when the CART provider should arrive and/or log on to prepare before the event starts.

1. Time Zone:

Eastern (ET)

Central (CT)

Mountain (MT)

Pacific (PT)

Other

1. Virtual link and/or phone number (for remote CART only)
2. Name(s) of individuals who require services (if known):
3. Additional Information:

**On-Site CART Requests:**

1. Facility Name:
2. Contact Person:
3. Phone Number:
4. Address:
5. Additional Facility Info:

**How to use live captions in a Webex Meeting**

Webex has built-in closed captioning you can turn on from the meeting controls.

Go to More option via More options button at the bottom right side of your screen and click on Captioning.

The bottom left side of your screen allow you to toggle on and off Closed Captions.

How to use live captions in a Webex Meeting. The bottom left side of your screen allow you to toggle on and off Closed Captions.

**Get the most out of your captions**

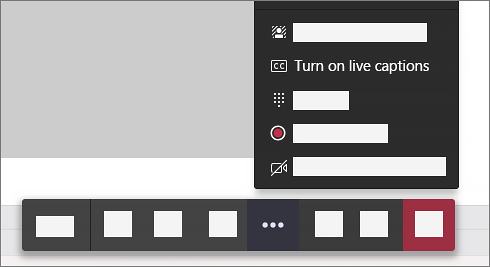
To make sure your live captions are as accurate as possible, try to follow these best practices:

* Speak clearly, slowly, and directly into the mic. As your distance from the mic increases, captions may become less accurate.
* Avoid locations with background noise.
* Avoid having multiple people speak at the same time.

**How to use live captions in a Teams Meeting**

Teams has built-in closed captioning you can turn on from the meeting controls.

* Go to your meeting controls and select **More options via**  More options button and scroll to **Turn on live captions**.



* To stop using live captions, go to the meeting controls and select **More options** More options button  > **Turn off live captions**.

**Get the most out of your captions**

To make sure your live captions are as accurate as possible, try to follow these best practices:

* Speak clearly, slowly, and directly into the mic. As your distance from the mic increases, captions may become less accurate.
* Avoid locations with background noise.
* Avoid having multiple people speak at the same time.
* Use the highest-quality [Teams-certified equipment](https://go.microsoft.com/fwlink/?linkid=2086056) available to you.