



## Maryland Relay Guide to Understanding the CUSTOMER PROFILE AND THE MULTI-USER PROFILE

Maryland Relay wants to make sure that all the relay calls you make and receive are as individual as you are. Get familiar with our [Customer Profile](#), and when you complete it, send it to us, and you are on your way to time-saving, easier calling through Maryland Relay— done the way you like it.

[Multi-User Profile](#) [See Section 8, Customer Profile]

### *What if we have more than one relay user at home?*

You'll want to fill out the [Multi-User Profile](#). It's designed to let each of you have your very own profile with you very own relay preferences. Each of you can access your profile using a Personal Identification Number (PIN).

### *Do we all share the same PIN?*

No, you choose your own PIN—it's *your* code, seven characters long, starting with the first three letters of your last name and then four digits that you choose. Your PIN protects your profile settings so that only you can change your preferences through Maryland Relay.

### *How does it work?*

When you use Maryland Relay, just give the OPR your PIN as soon as you connect. The OPR will see your preferences and use the 'Connect Mode' you requested.

### *What's a Connect Mode?*

It's the way you answer relay calls (TTY, VCO, HCO, Speech to Speech, Voice, etc). Each person's preference for the 'Connect Mode' could be different when you use a [Multi-User Profile](#), so you won't automatically be connected in your preferred mode. (Connect mode is what you choose in Section 2 of Customer Profile)

### *What about long distance calls?*

When you have a [Multi-User Profile](#), you choose only one long distance company for your home telephone number. (See Section 4 Customer Profile)

### *Do I have access to the Multi-User Profile when I use other telephones?*

Yes, your saved relay preferences are available all the time. When you connect to Maryland Relay from any phone, just give the OPR your PIN.

NOTE: If you are a Hamilton Internet Relay user, please complete a separate profile.

Alternate formats are available upon request.

To learn more, Contact Maryland Relay Customer Service at 1.866.269.9006  
Or visit [www.mdrelay.org](http://www.mdrelay.org)