# Maryland Relay
# MULTI-USER PROFILE and GUIDE

**Maryland Relay**
*Dial 7-1-1*

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## Multi-User Profile/Remote Profiles - Personal Identification Number (PIN)

The multi-user/remote feature is of great benefit if you have more than one relay user living in the household or are away from your primary phone number. When accessing your profile, please provide the Operator (OPR) with the 7-digit PIN you selected.

**PIN:** (Pick 7 digits starting with the first 3 letters of your last name and then 4 digits that you choose)

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**The PIN can be used for two purposes. Please check below how you will use your PIN:**

☐ To make sure you are the only person who can make changes to your profile

☐ Multi User/Remote

## 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 your 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 Connection Mode you requested.

## What's a Connection Mode?

It's the way you make and receive relay calls (TTY, Voice Carry-Over (VCO), Hearing Carry-Over (HCO), Speech-to-Speech (STS), Voice, etc). If there are multiple users in your household, each person's preference for the Connection Mode could be different. Through the use of your PIN, your calls will be connected in the mode you prefer. (Connection 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 6 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.

**Alternate formats are available upon request.**

**To learn more, Contact Maryland Relay Customer Service at 866.269.9006**
**Or visit mdrelay.org**