




Step-by-Step Instructions for My Email Set Up:

1. Before you use **My Email Set Up**, it is important to call STS Customer Support (**877-787-1989**). The STS Customer Support representative will fill out your profile such as your name, address, username, password and other information. When your profile is completed, you are ready to use **My Email Set Up**!
2. Click "**My Email Set Up**" icon. 
3. On the right side is the email set up online form.
 - A. Your full name.
 - B. Your phone number you are calling from OR your profile username and password.
 - C. Your email address.
 - D. Phone number you plan to call. It is required to provide the phone number.
 - E. Select a state where you are calling from.
 - F. Name of a person or business you are calling.
 - G. Specific announcements you'd like the STS relay operator to make (e.g., "This is John calling to check on my puppy.")
 - H. Brief instructions or details about the subject of the call, call handling preferences, or anything that you think might make the call easier.
 - I. Click the Submit button. Your information will be available for the relay operator.

IMPORTANT NOTES:

- This on-line form must be filled out at least two hours before the call in order to send a message to the relay operator.
 - The message will be saved for up to **24 hours**.
4. To place the call, you dial the Relay Connecticut STS number (**877-842-5177**) and tell the relay operator to use **My Email Set Up** form. You may provide either their phone number or customer profile user name to the relay operator.
 5. The relay operator reviews the emailed instructions and promptly connects the call using the information provided.
 6. You speak to both the relay operator and the standard phone user.
 7. The relay operator repeats your conversation to the standard phone user when requested.
 8. The standard phone user listens to the relay operator and responds directly to you.

Speech-to-Speech Email Call Set Up

Your Name **A**

Your phone number OR username & password: *REQUIRED* **B**

Your email address: **C**

Number you are calling: *REQUIRED* **D**

State you are calling from: *REQUIRED* : **E**

Name of person or business: **F**

Preferred announcement: **G**

Instructions STS Operator: **H**

After you click the Submit button, please wait for a few seconds. Do not click repeatedly. Thank you.

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