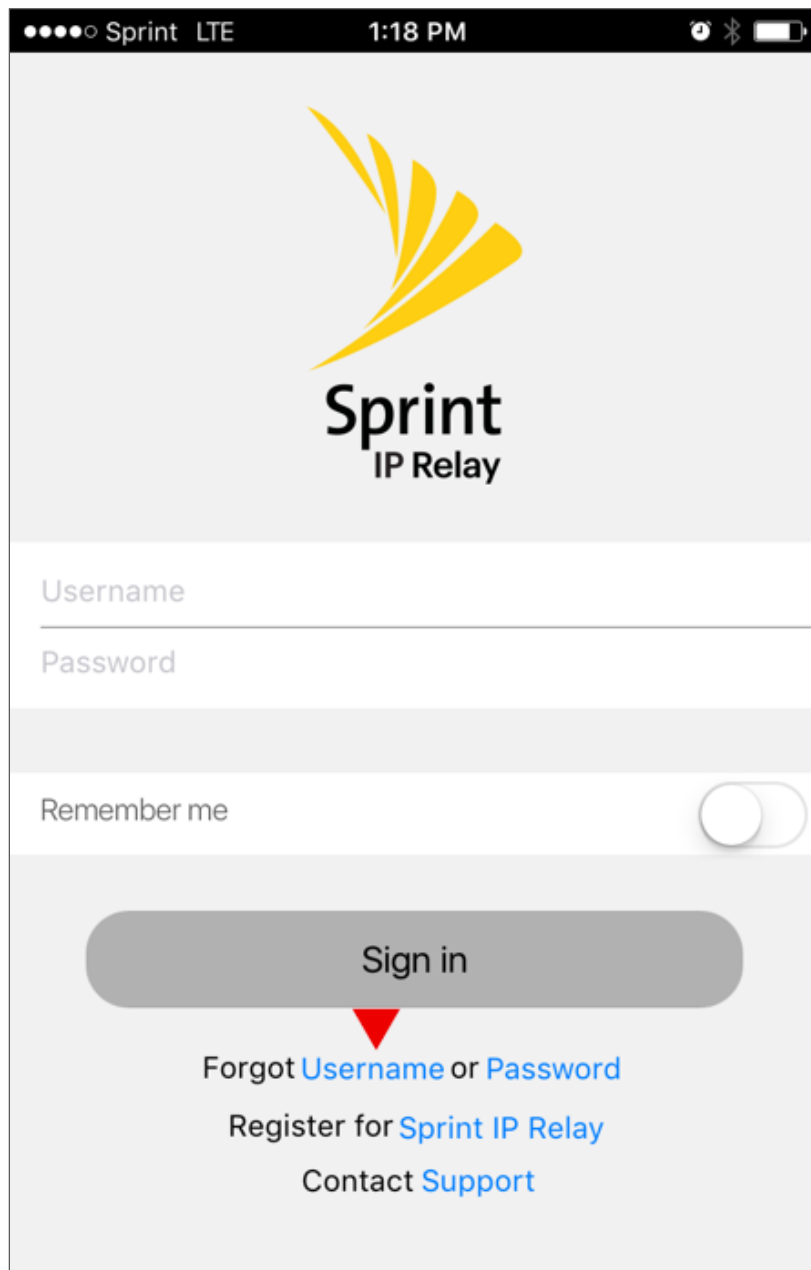
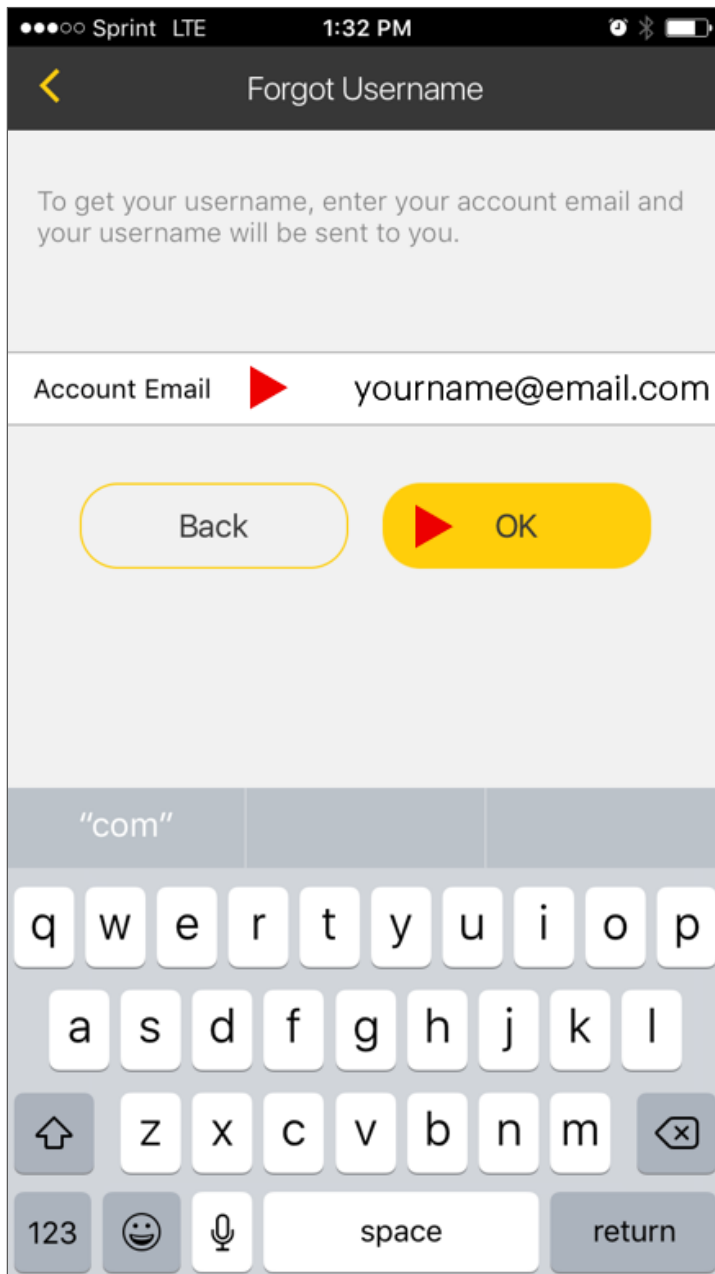


## Sprint IP Relay Mobile App: Forgot Username & Password Process

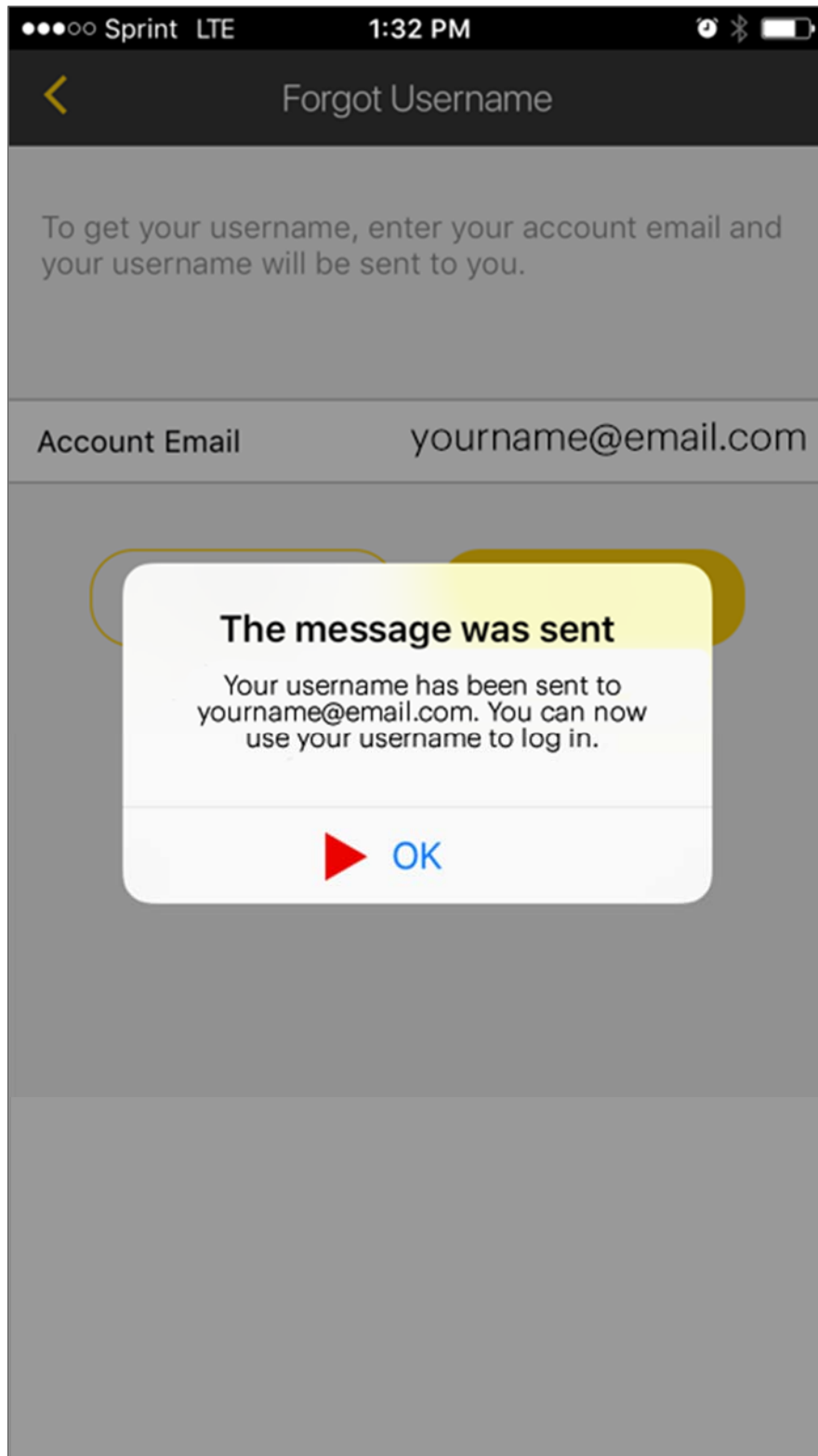
1. If you forgot your Username, tap USERNAME on the Sprint IP Relay home screen.



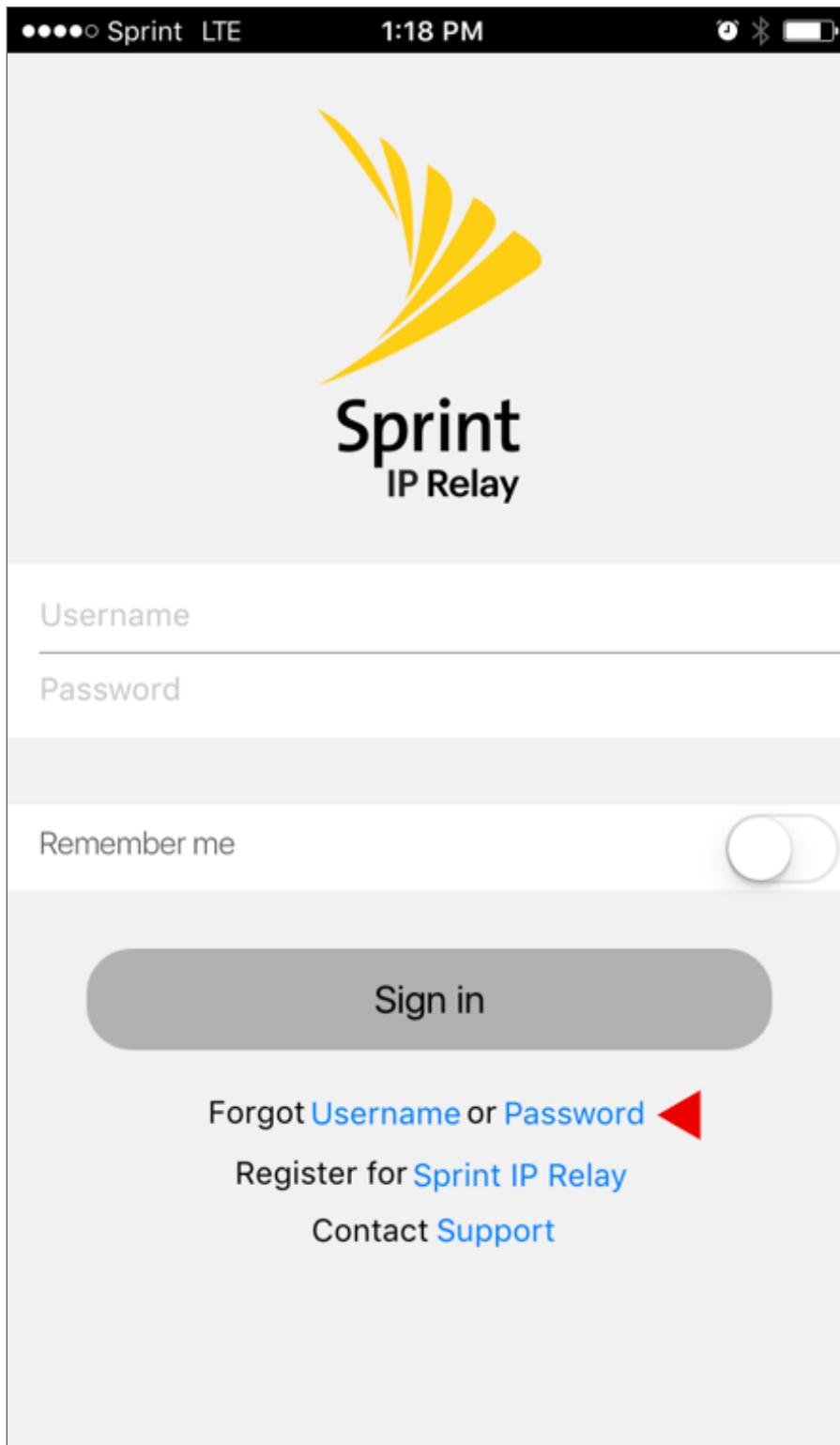
2. On the Forgot Username screen, tap to type your email address and tap OK.



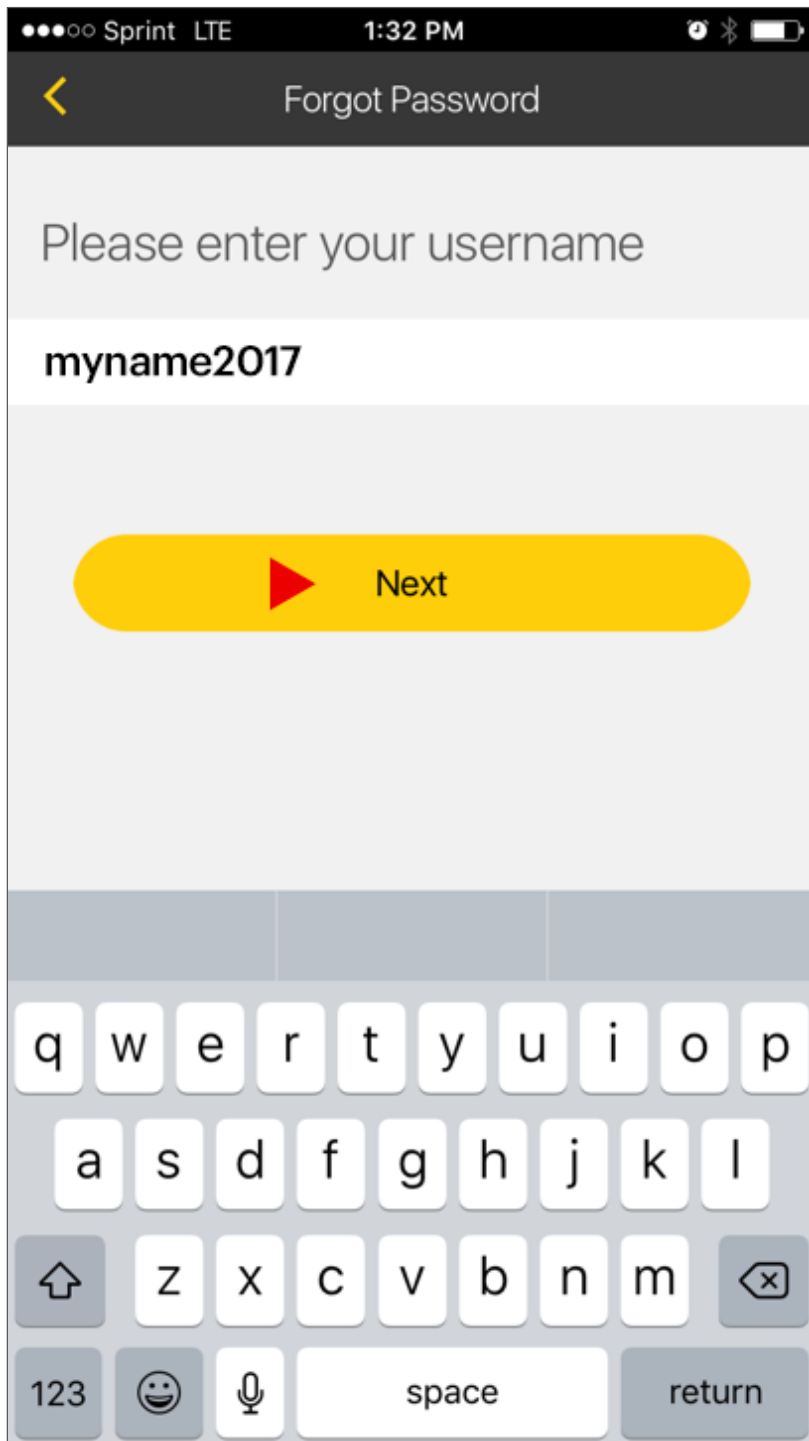
3. Tap OK again and you will receive your username in your email.



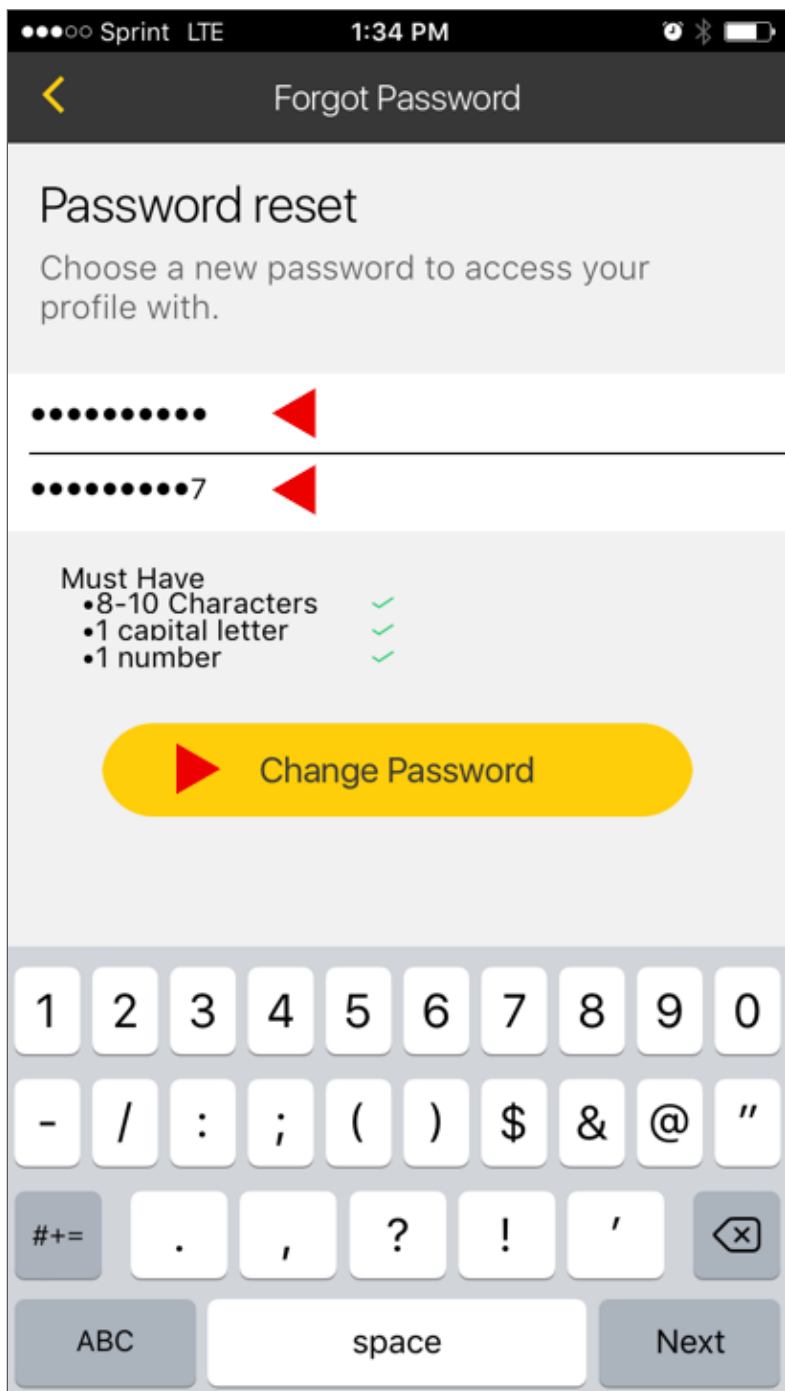
4. If you forgot your password, tap **PASSWORD** on the Sprint IP Relay home screen.



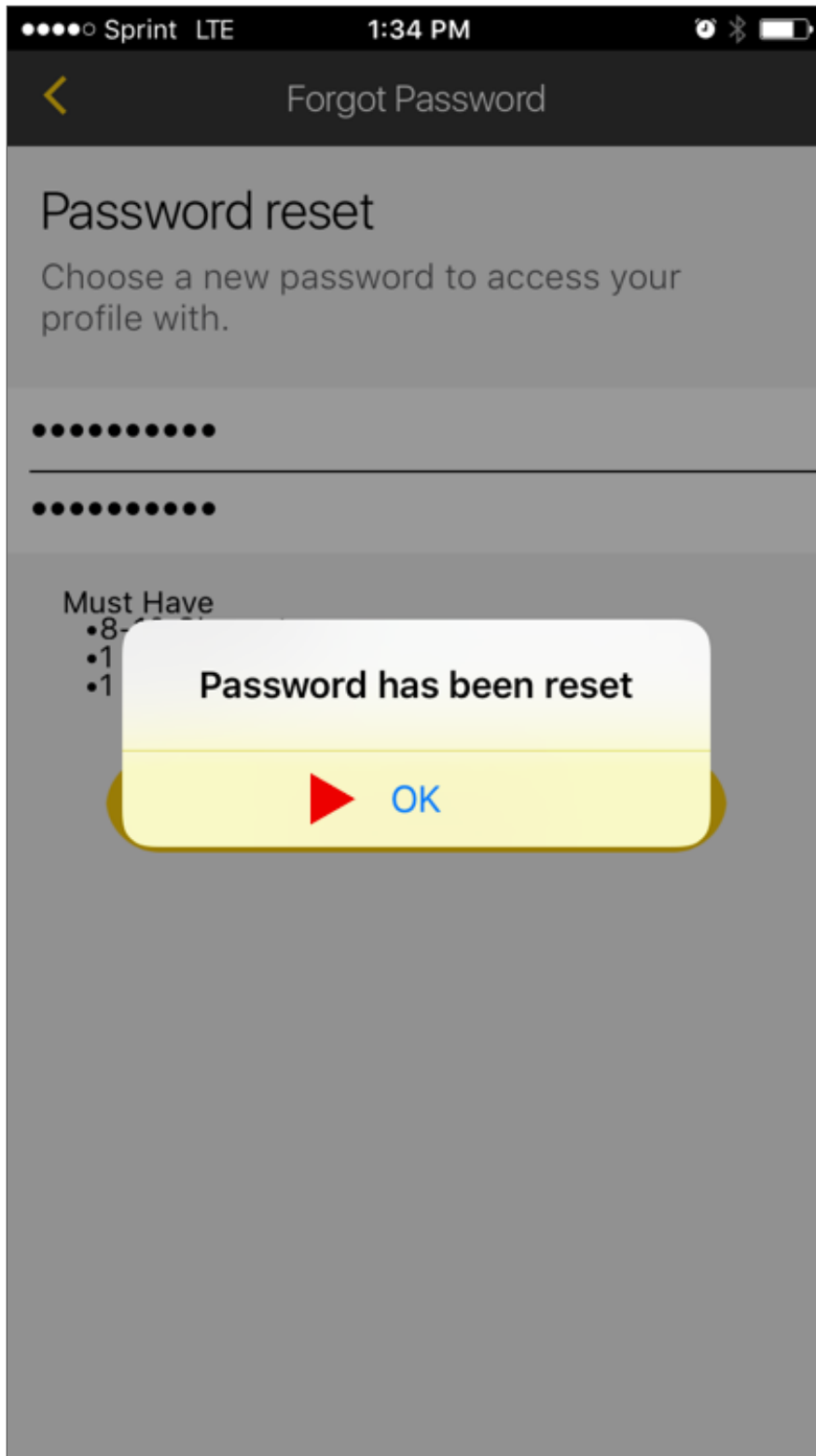
5. Tap to type your username and tap NEXT.



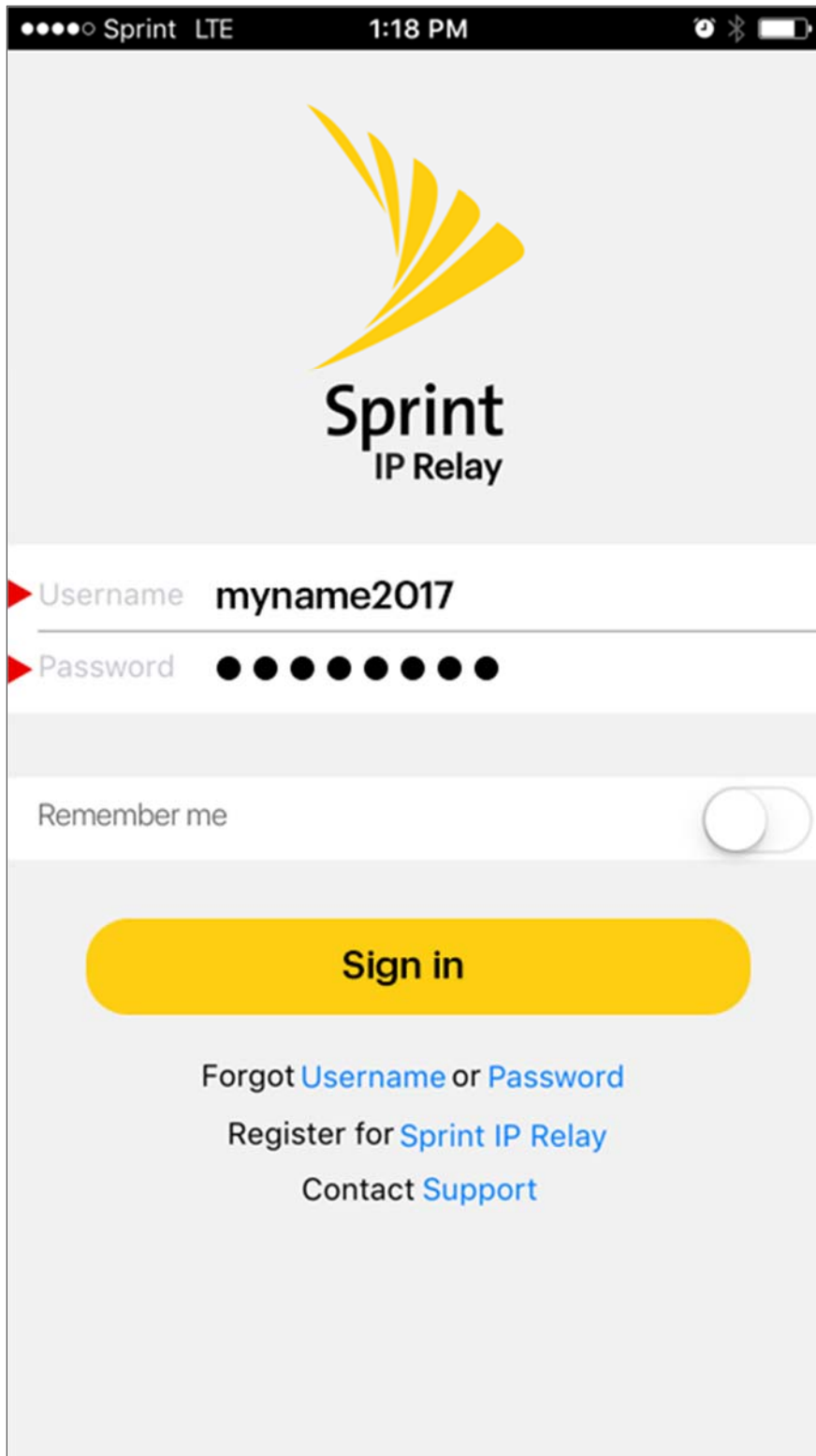
6. Tap to type a new password and then tap to retype to confirm password reset. The password and confirmation password must be the same on both lines. The password must have 8 to 10 characters, one capital letter and one number. Tap CHANGE PASSWORD.



7. Tap OK and the password has been reset.

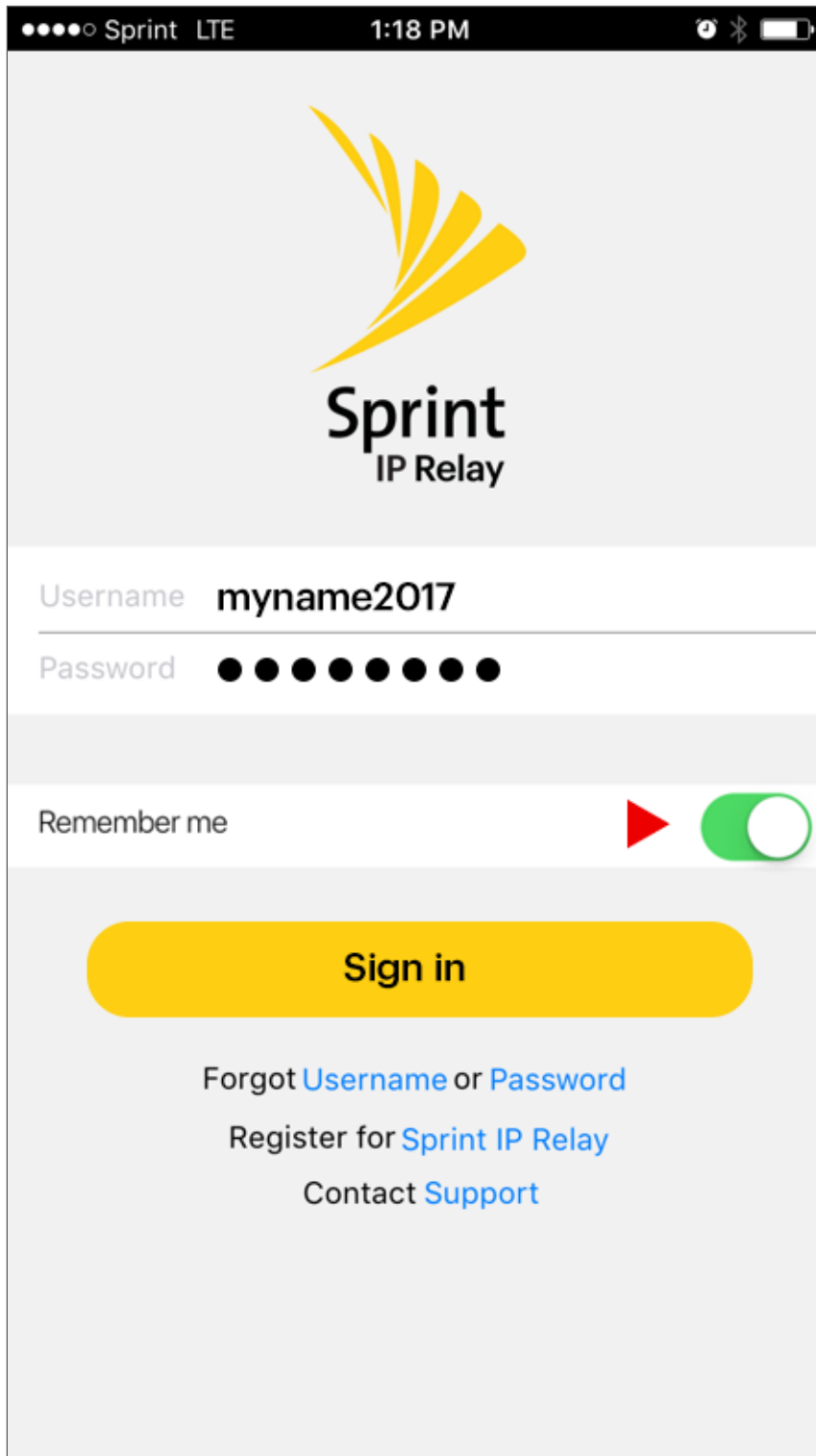


8. Tap to type your username and password to login.

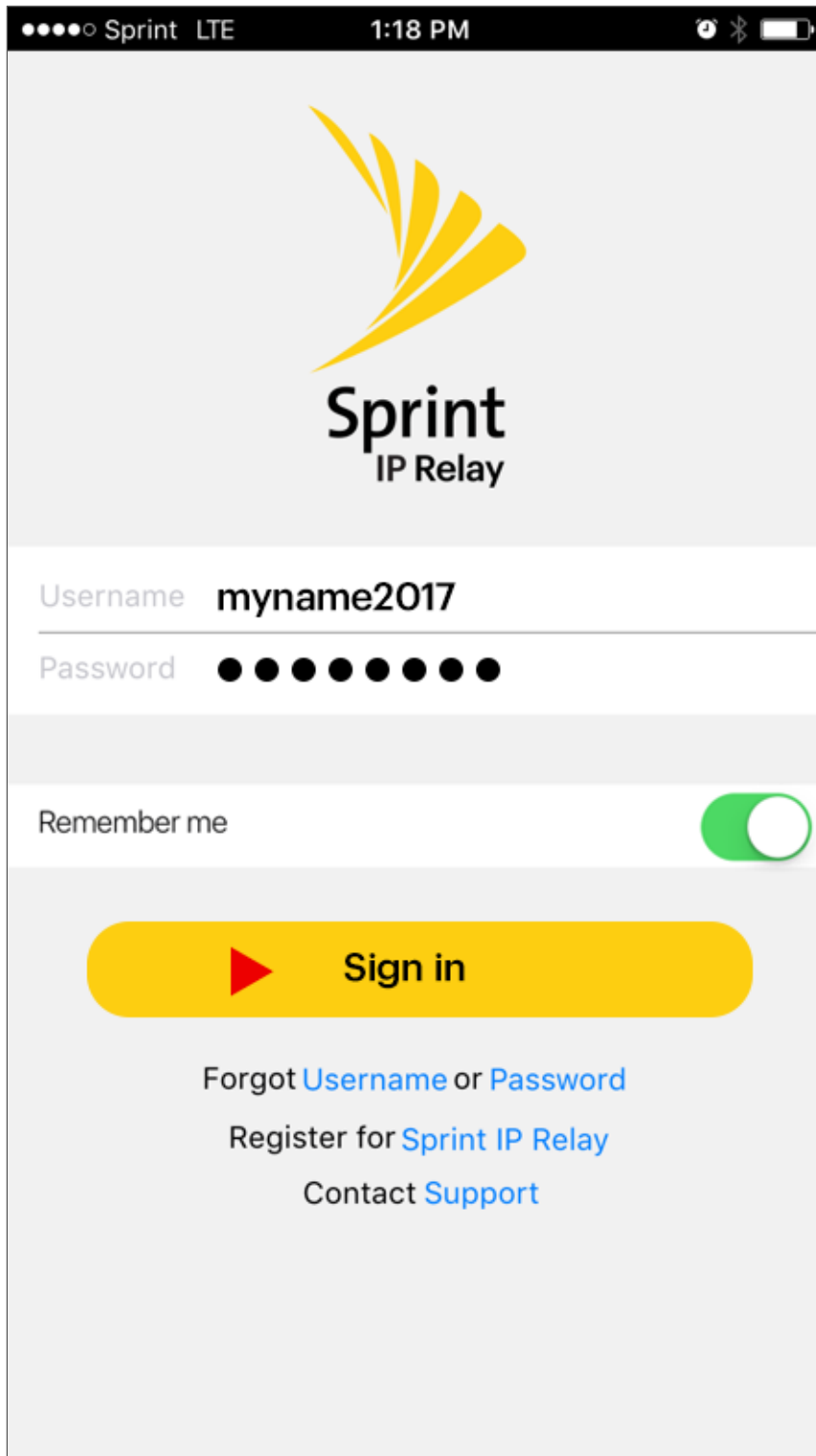




9. Tap REMEMBER ME button to turn on for one-time sign in.



10. Tap SIGN IN.



11. You are all set for Sprint IP Relay Mobile!

Sprint IP Relay Service is a free service offered to individuals who are Deaf, Hard of Hearing, DeafBlind, and have a Speech disability that allow them to place relay calls over the Internet between locations in the United States (including its territories). Available only in USA and US territories. International calls will either be blocked or terminated. Although Sprint IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Sprint IP for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP; whether caused by the negligence of Sprint or otherwise. Other restrictions apply. For details, see [sprintrelay.com](http://sprintrelay.com)

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