***Step 1: Download and Install the Free Canada VRS app***

**Canada VRS** is a free app for iOS, Android and Windows. It is also available on Mac computers with Safari and Waterfox web browsers.

**Video Relay Service (VRS)** <https://srvcanadavrs.ca/en/>

VRS is a basic telecommunications service that enables people with hearing or speech disabilities who use sign language to communicate with voice telephone users. The sign language user connects to a VRS operator using Internet-based videoconferencing. The operator then places a voice telephone call to the other party and relays the conversation from sign language to voice and vice-versa. The service is available 24 hours a day, 7 days a week.

Choose the right **Canada VRS** app for your device using the links below.

[**Visit the App store**](https://itunes.apple.com/ca/app/canvrs/id1086080169?mt=8)
[**Visit Google Play**](https://play.google.com/store/apps/details?id=fr.ives.canvrs&hl=en)
[**Canada VRS for Windows**](http://download.srvcanadavrs.ca/WS/latest/srv_canada_vrs.exe)
[**Canada VRS for Mac**](https://user.srvcanadavrs.ca/)

***Step 2: Create your Account***

Download and install the **Canada VRS** app on your device, then open it. You will see a login page with 2 options: “Create your Account” and “Sign In”.

Select “Create your Account”. You will then be directed to a registration form, where you will need to provide personal information such as your contact details and VRS preferences.

***Step 3: Read and Agree to the CAV User Agreement***

The CAV User Agreement outlines terms and conditions for using VRS including privacy and security policies. You must read and accept the CAV User Agreement before creating your VRS account.

***Step 4: Verify that you are the person who will be using your VRS account.***

As a security measure, **Canada VRS** will verify that it is you who is using your name and information to register for a VRS account.

Once you have completed the registration process, you will receive a text message on the cell phone number you used for your registration. Insert the code in the registration form and complete the process.

***Step 5: Receive Your VRS 10-Digit Number via Email***

***(###-###-####)***

Within one business day, you will receive your VRS 10-digit number via the email address you provided. This is the number you will use to make and receive **Canada VRS** calls.

***Now make your first call!***

Watch this video for tips on how to use **Canada VRS** to make a call. You can also visit the [**Canada VRS YouTube channel**](https://www.youtube.com/channel/UCSezNlsbS8mXua3Mun5UntQ) to learn more about using VRS to the fullest.