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SCREEN NAME: **OACCD**

AOL® INSTANT MESSENGER™ SERVICE

**OACCD text relay** is now available via AOL Instant Messenger®!

Send a message from any AIM™ capable mobile device such as a Sidekick™ or Blackberry™, or from your home computer.

Simply add the screen name “**OACCD**” to your buddy list to start making calls!

Send the message “**CALL**” or enter a phone number to connect directly to a Communication Assistant. (Entering a phone number up front results in a quicker connection).

You can also include special instructions for the CA in the same message.

Examples Include:

- call
- 3198920177
- Pls call 3198920177 and ask for the pharmacy
- 3198920177 and request a live agent

Anytime you need help, simply send the message “**HELP**”.

Our systems will send you a list of available commands or, if you are in a call, you can receive help directly from our CAs or Customer Service professionals.

Send the message “**ENDCALL**” to disconnect from OACCD text relay anytime

