



Instructions for Downloading the Aira App

Aira is a service that connects people who are blind or have low vision with professional agents (actual humans) who describe their visual surroundings.

Using the rear-facing camera and an app on your smartphone, Aira's trained agents assist by visually interpreting your surroundings – describing, reading, explaining, navigating - just about anything, safely and securely.

Step 1: Download the Aira app

1. Download the app from the Apple App Store or Google Play Store.
2. The app name is Aira, Visual Info On Demand. Direct links to download the Aira app follow.

[Aira for iOS](#)

[Aira app for Android](#)

Step 2: Create a free account

1. Open the app, enter your mobile number and select the "Continue" button. Be sure to select the correct country code. Alternatively, you can tap on the "Log In with Email" button. Navigate to the edit box to sign in using an email address.
2. Once you have entered your phone number or email address you will be sent a temporary, 4-digit verification code via text to your phone or to the email address you used.
3. Enter the code into the app to verify your mobile number.
4. The app will automatically open on the home screen.



Step 3: Connect with an Aira Agent

1. To make a call, simply double tap on the Call Aira button in the middle of the home screen. You will be connected with an agent who will ask "What would you like to do today?"
2. To use the NFB Covid Promotion, which provides for 30 minutes per day at no-cost to complete Covid-19 at-home testing, simply let your agent know.

Step 4: Activate the NFB Covid Promotion

Once you are in the Aira app, you can activate the NFB Covid Promotion manually by:

1. Open the Aira app and tap on "Apply a Free Access Offer."
2. Tap on "Promotions."
3. In the search bar, type "NFB."
4. Tap on the "NFB Covid Promotion" result.
5. Tap "Apply Offer."
6. Connect with an Aira Agent!

Help is available

If you have difficulty with any stage of this process, you may contact our Customer Care team at 1-800-835-1934 from 9am to 9pm Pacific Time, 7 days a week.

Thank you.