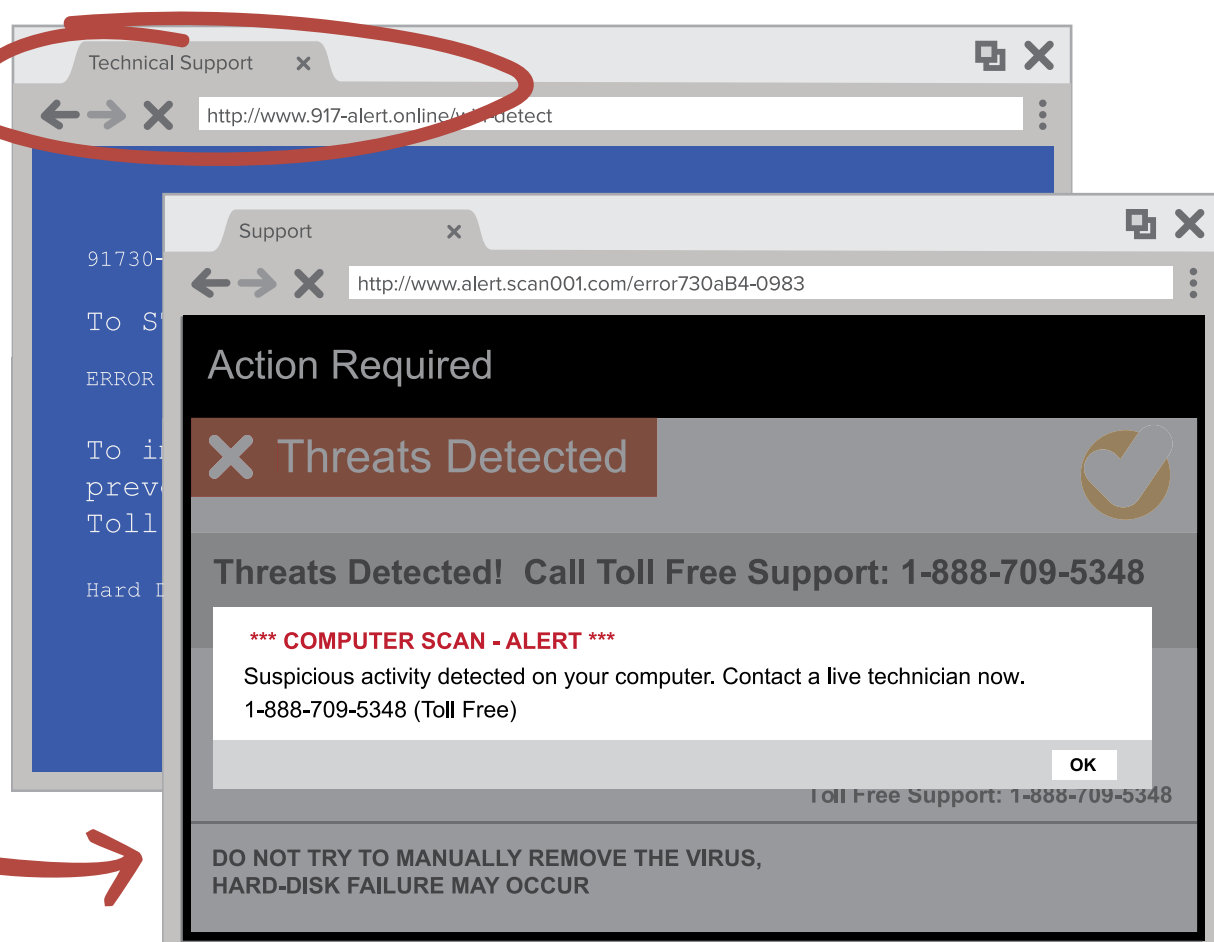# HOW TO SPOT A
TECH SUPPORT SCAM

It can start with a call from someone pretending to work for Microsoft, Google or Apple.

Most often, it starts with a pop-up...

Shows up within your **internet browser**

Might **imitate** a blue error screen

or trusted antivirus software

Technical Support

http://www.917-alert.online/error-detect

91730-
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ERROR
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Hard D

Support

http://www.alert.scan001.com/error730aB4-0983

Action Required

✕ **Threats Detected**

Threats Detected! Call Toll Free Support: 1-888-709-5348

*** COMPUTER SCAN - ALERT ***
Suspicious activity detected on your computer. Contact a live technician now.
1-888-709-5348 (Toll Free)

OK

Toll Free Support: 1-888-709-5348

DO NOT TRY TO MANUALLY REMOVE THE VIRUS,
HARD-DISK FAILURE MAY OCCUR

CALL	NOW	OR ELSE...
Wants you to call a **toll-free number**	Urges you to call **immediately**	Threatens that you may **lose personal data** if you don't call

Then, you call a toll-free number. The scammer might:

ask you to give them remote access

pretend to run a diagnostic test

tell you they've found a virus or other security issue

try to sell you repair services or a security subscription

Then, you're asked to pay a fee.

The scammer provides "services" that range from:

WORTHLESS

things you can get elsewhere for free

"fixing" a problem that doesn't exist

subscriptions that don't do anything

things you already have

installing malware

MALICIOUS

WHAT YOU CAN DO:

➡ If you get a pop-up, call, spam email or any other urgent message about a virus on your computer, **stop**.

Don't click on any links or call a phone number.

Don't send any money or make a wire transfer.

Don't pay with a gift card.

Don't give anyone your bank account, credit card or other payment information.

Don't give anyone control of your computer.

Legitimate companies do not display pop-up warnings that ask you to call a toll-free number about viruses or security problems.

➡ **Report it** at ftc.gov/complaint. Include the phone number that you were told to call.

➡ Keep **your security software** up to date. Some companies like Microsoft offer free antivirus and firewall software that can help keep your computer safe.

➡ If you need help, **contact a computer technician** that you trust. Don't just rely on an online search.

➡ **Tell someone** about this scam. You might help them spot it and avoid a costly call.

LEARN MORE: ftc.gov/TechSupportScams