

Cybersecurity Corner

Tech support scams use scare tactics to trick you into unnecessary support services to fix device or software problems that don't exist. At best, the scammers are trying to get you to pay them to "fix" a nonexistent problem with your device or software. At worst, they're trying to steal your personal or financial information. If you allow them to remote into your computer to perform this "fix," they will often install malware, ransomware, or other unwanted programs that can steal your information or damage your data or device.

Scammers may call you directly on the phone and pretend to be representatives of a tech company. They can even spoof the caller ID so that it displays a legitimate support phone number from a trusted company. They might also initiate contact by displaying fake error messages on websites you visit, displaying support numbers and enticing you to call.

Remember:

- Microsoft, Apple, etc. do not send unsolicited email messages or make unsolicited phone calls to request personal or financial information, or to provide technical support to fix your computer.
- If a pop-up or error message appears with a phone number, don't call the number. Error and warning messages from Microsoft never include a phone number.
- Tech companies will never ask that you pay for support in the form of cryptocurrency like Bitcoin, or gift cards.



Click below for more information from Microsoft about tech support scams.

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