Tech Support and Pop-Up Scams

A loud pop-up or a call says your computer is infected or your account was hacked. It's fake, and it's built to scare you.

Red flags

- A pop-up with alarms, flashing warnings or a phone number to call.
- A caller saying they're from Microsoft, Apple, Amazon or your bank's fraud team.
- A request to install an app so they can "fix" your computer remotely.
- Being told to move money to a "safe account" or buy gift cards.

What to do

- **Don't call the number.** Close the browser; if it won't close, restart the device.
- **Never let a stranger** control your computer or phone remotely.
- If you already let them in: disconnect from the internet, call your bank, and change passwords from another device.
- Real tech companies don't contact you out of the blue about viruses.

Report it: ReportFraud.ftc.gov | FBI: ic3.gov | Identity theft: IdentityTheft.gov | Age 60+: National Elder Fraud Hotline **833-FRAUD-11 (833-372-8311)**. Free help from Netivo: **(913) 349-3363**.