

Tech Support Scams



**What
You
Need To
Know**





What Is It?

A scam where criminals pose as tech support from Microsoft, your phone provider, or antivirus services. They trick you into giving device access or paying for fake help.



How It Starts

Scammers prey on your stress when you need urgent tech help. They'll either call you offering help, or create fake support sites, hoping you'll land on theirs. They can also trigger fake pop-ups displaying "issues" with a number to call.

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Call Us!!

If you land on their fake sites, they'll urge you to call a phone number right away to fix the issue.

In reality, your speaking with scammers waiting to steal from you.



The Hook

The scammer will sound professional and helpful to try to put you at ease. In reality, they're walking you through steps to give them remote access to your device.



Fake Scare Tactics

Once connected, they show fake error messages or pretend to find viruses to convince you something is seriously wrong.



Payment Time

They demand hundreds to “fix” your computer, often requesting hard-to-trace payment methods where it’s hard to get your money back: like gift cards, wire transfers, crypto, or money apps.



Sneaky Access

Scammers may install malware, steal passwords, or access bank info—doing real damage while pretending to “help”.



Shame & Fear Keep It Quiet

Victims often feel embarrassed or afraid to tell family, especially after they've paid or let the scammer in.

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Talk About It

Talk to family about how real tech companies never call or pop up with scary messages, and that it's always okay to ask for help.



Got Scammed?

Depending how you paid, you may be able to stop or reverse the transaction if you contact the institution you used to pay quickly.

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Shared Account Info?

If you shared your password with them, change it immediately. Also update it on any other accounts where you used the same password and make each unique.

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Gave Remote Access?

Update your security software, run a full scan, and remove any threats it finds.

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Report It!

Reporting helps build cases against these scammers and can reduce the harm to others. In the US, **report to reportfraud.ftc.gov**

Security Awareness Simply Explained



wizer-training.com