TECH SUPPORT SCAM CHECKLIST

IF YOU ALLOWED SOMEONE TO CONTROL YOUR COMPUTER

☐ Disconnect your computer from the internet (this will shut off the scammer’s access to your device)
☐ Check your web browser for extensions you don’t recognize. Delete them.
☐ Reset your passwords
  ☐ Choose strong options that include a combination of numbers, letters, and special characters
  ☐ Opt into extra security features like two-factor authentication
☐ Consider contacting a computer technician in your area to make sure your device is safe to use again
  ☐ Follow these instructions to remove applications related to the ConnectWise Control™ product

IF YOU PROVIDED PERSONAL INFORMATION

☐ Inform your bank that your online security has been compromised
  ☐ Consider asking them to put an alert on your account(s)
  ☐ Closely monitor your accounts for fraudulent charges. Report them.
☐ Consider contacting your local police department to report your case
☐ Consider filling out a complaint with the Federal Trade Commission or the FBI Internet Crime Complaint Center

HOW TO AVOID REMOTE SUPPORT OR “TECH” SCAMS

☐ Remember, large tech companies will NEVER contact you first. You must be the one to initiate tech support.
  ☐ If someone calls you claiming to work in support or offering support services – hang up immediately
  ☐ Never click on links or call phone numbers in emails or pop-up messages you aren’t expecting
☐ Do not give your personal information to someone you don’t know over the phone, email, instant message/chat, or during a remote support session

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