

NAPLES COMPUTERS HOW-TO · SECURITY & SAFETY

How to Spot a Fake Microsoft or Apple Support Call

Tech support scammers call pretending to be Microsoft, Apple, your internet provider, or even your own I.T. company. They say your computer has a virus, get you to let them in with a remote access app, and then ask for money. Microsoft and Apple don't make unsolicited calls to fix your computer. This guide shows the warning signs, what to do if you already let them in, and where to report it. (Phone numbers and screens shown are made-up examples.)

How the scam works

It starts with a scary call, and it always ends with them wanting into your computer, or your wallet.

The scary call

"Your computer has a virus." "Your IP address was hacked." "We're calling from Microsoft."

"Let me in"

They ask you to install a remote access app, so they can "fix" it.

Then, pay up

Gift cards, wire transfers, crypto, or a "refund" that isn't real.

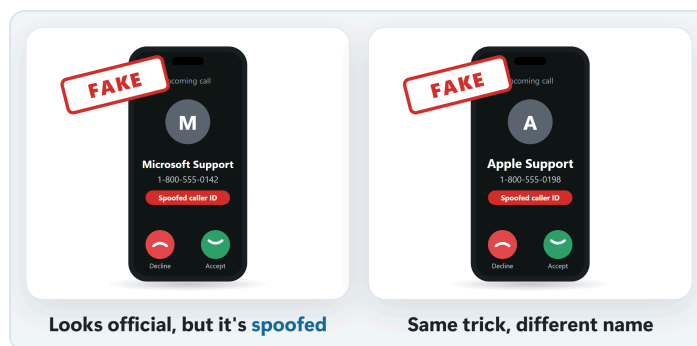
The warning signs

WARNING SIGN**1 Caller ID can be faked**

Scammers can make any name or number show up on your phone, even a real company's. "Microsoft Support" or "Apple Support" on the screen proves nothing.

WHAT TO DO

Microsoft and Apple don't make unsolicited calls to fix your computer. Just hang up.



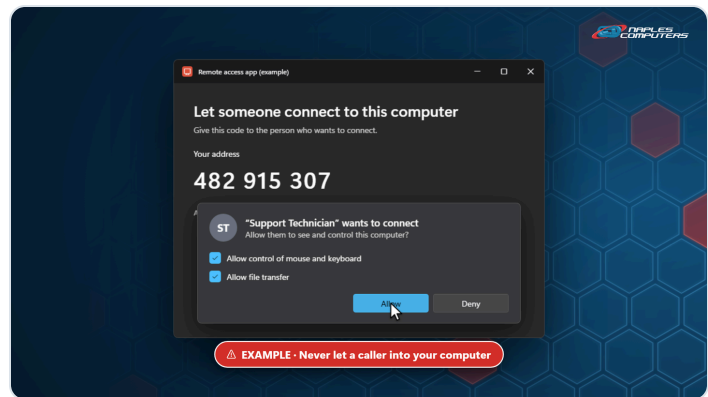
WARNING SIGN

2 Never give remote access to someone who called you

They'll ask you to install a remote access app (like AnyDesk, TeamViewer or Quick Assist), read them a code, and click Allow. That gives a stranger full control of your computer.

WHAT TO DO

Don't read them the code, and click Deny. Then hang up.



Warning sign 3: they ask for money

- ☐ Gift cards
Any request to pay with gift cards, or read them the numbers on the back, is a scam. Every time.
- ☐ Refund scams
They say you were overcharged, "refund" too much, then beg you to send the difference back
- ☐ Your bank login
They ask you to sign in to your bank while they watch your screen

3 rules to remember

- ☐ Microsoft and Apple won't call you
They don't make unsolicited calls to fix your computer or ask for payment
- ☐ Never give remote access to a caller
Only let someone in if you called a company you trust, at a number you looked up
- ☐ Hang up, then call a number you know
From your bill, the company's real website, or call us: 239-513-1960

Already let them in? Act fast.

- ☐ Hang up and disconnect from the internet
Turn off Wi-Fi or unplug the cable, so they can't get back in
- ☐ Call your bank or card company
If you paid or shared account details. Paid with gift cards? Call the card company right away.

- ☐ Change your passwords on another device
Start with email and banking, and turn on two-step verification
- ☐ Call Naples Computers: 239-513-1960
We'll remove the remote access app and any malware, and check your computer

Report it, and warn others

- ☐ ReportFraud.ftc.gov
Tell the Federal Trade Commission. Reports help law enforcement stop scammers.
- ☐ microsoft.com/reportascam
Report scammers pretending to be Microsoft
- ☐ Warn family and friends
Scammers often target older relatives. Share this video with them.

At work? Verify every "I.T." call.

- ☐ Call back on a number you already have
Scammers pretend to be your I.T. company, a vendor, or the help desk
- ☐ Train your staff
Everyone should know: no remote access for unexpected callers
- ☐ Know how your I.T. provider works
Naples Computers never calls out of the blue to get on your computer. Managed Services maintenance is arranged in advance.

Recap: spot the fake call

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|--|---|
| ☐ Caller ID can be faked | ☐ Never give remote access to a caller |
| ☐ Microsoft and Apple won't call to fix your computer | ☐ Gift cards? It's a scam. Every time. |

When in doubt, hang up and call a number you already know. Naples Computers will never call you out of the blue asking to get on your computer: our remote sessions are always scheduled or started by you, and Managed Services maintenance is arranged in advance. If you think you've been scammed, call us right away.



Got a suspicious call, or think you've been scammed?

Call 239-513-1960

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