

Scary Pop-Up? Don't Call! Close It Safely

A warning that says your computer is infected and gives you a number to call is a scam. Here's what to do.



*We Make
I.T.
Happen!*

1 Spot the Fake

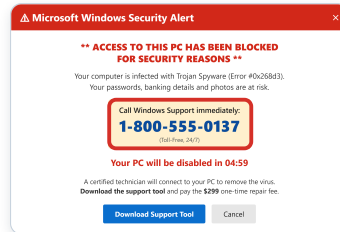
A **phone number**, a **countdown** or **alarms** = scam. Real Windows Security **never** asks you to call.



Example made for training. Number and website are fake.

2 Don't Call. Don't Click.

Don't call the number, and don't click anything on the page, not even **Cancel** or the **X**.



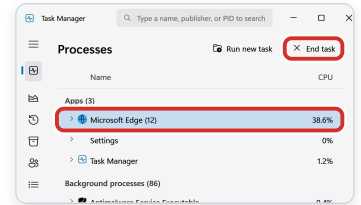
3 Close the Tab

Press **Ctrl + W**. Still there? Press **Alt + F4** to close the browser.



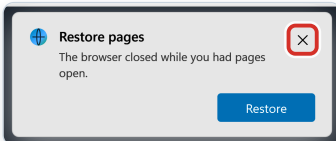
4 Won't Close? End Task

Press **Ctrl + Shift + Esc**. Click your browser, then **End task**.



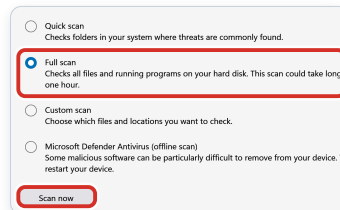
5 Don't Restore Pages

Reopen the browser. If it offers to **Restore** pages, close that message instead.



6 Run a Full Scan

Start → **Windows Security** → Virus & threat protection → **Scan options**.



7 On a Mac

Press **Command-Q** to quit. Frozen? **Option-Command-Esc**, then **Force Quit**. Hold **Shift** as you reopen Safari.



8 Already Called?

Disconnect from the internet. **Don't pay**. Paid? Call your bank. Change passwords on **another device**.



Then call us: **239-513-1960**. We'll clean it up.



Good to Know

- **Real virus warnings never show a phone number**, and Microsoft never asks you to pay with gift cards.
- **At the office?** Tell your I.T. team right away, even if you already closed it.
- Naples Computers will **never call you out of the blue** to get on your computer. Remote sessions are always scheduled or started by you.



Need Help?

Contact Naples Computers
239-513-1960
We Make I.T. Happen!