

NAPLES COMPUTERS HOW-TO • SECURITY & SAFETY

What to Do When a Pop-Up Says Your Computer Is Infected

A pop-up that says your computer is infected and tells you to call a number is a scam, known as a tech support scam or scareware. It's just a web page: it can't hurt your computer unless you call, click, pay, or let someone in. This guide shows the warning signs, how to close it on Windows 11 and a Mac, and what to do if you already called. (The pop-up shown here is a fake we made for training; the phone number and web address are made up.)

Spot it, then close it safely

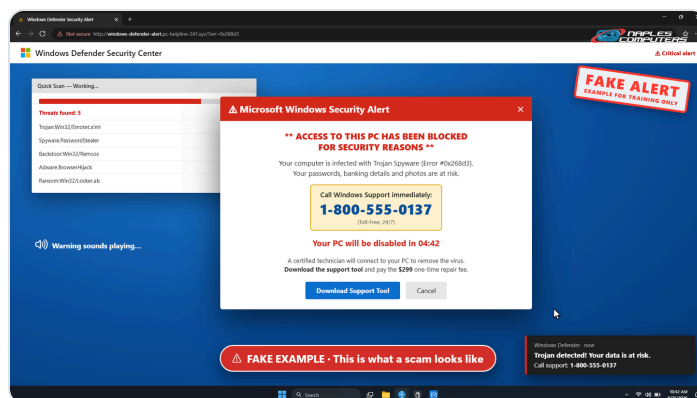
EXAMPLE

! What a fake pop-up looks like

You're browsing a normal website when a scary warning suddenly fills the screen: your PC is "infected" and "blocked", and you must call a support number right now. It may beep, flash, or talk to you.

REMEMBER

Stay calm. It's a web page, not a real virus warning, and it can't hurt you if you don't call or click.



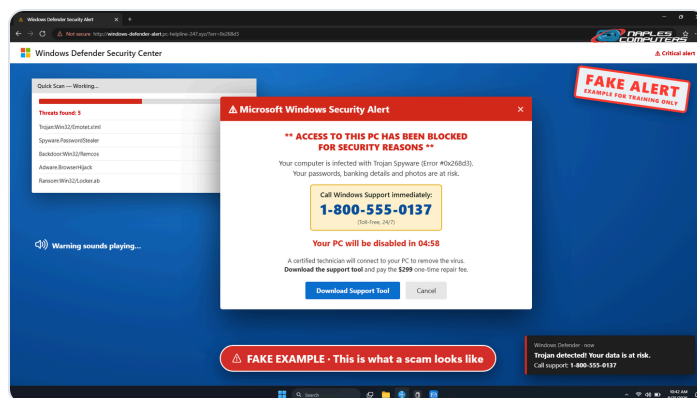
SIGNS IT'S FAKE

4 4 signs it's fake

1. A phone number to call. 2. It's inside your web browser, with a strange web address. 3. Countdowns, alarms and threats. 4. It wants you to pay, or to download a "support tool".

WHAT TO DO

Real Windows Security warnings never show a phone number or ask you to call anyone.



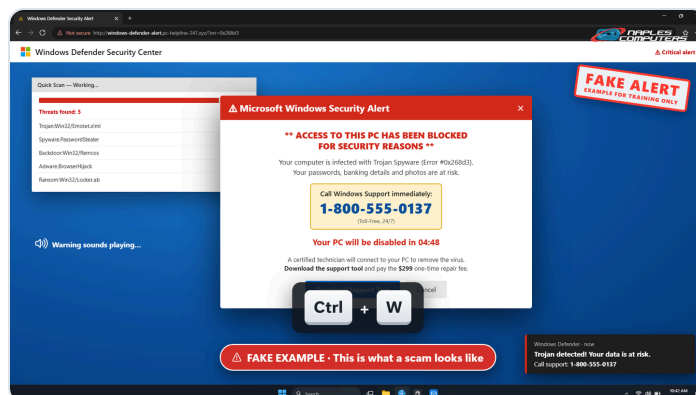
1 Don't call, don't click. Close the browser.

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

WHAT TO DO

Press Ctrl+W to close the tab. Still there?

Press Alt+F4 to close the whole browser window.

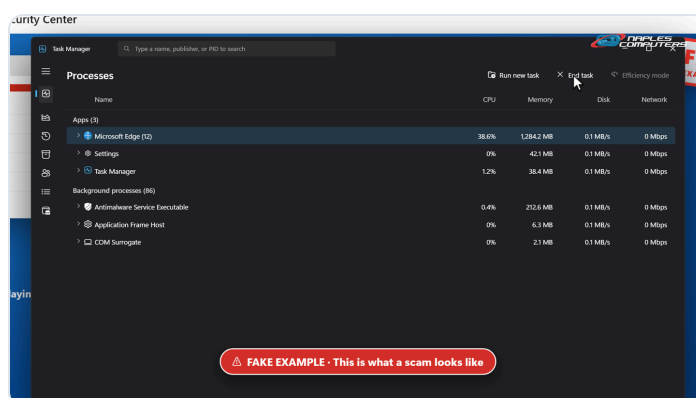


2 Won't close? End it in Task Manager

Press Ctrl+Shift+Esc to open Task Manager. Under Apps, click your web browser.

WHAT TO DO

Click End task. The browser closes, and the pop-up goes with it.

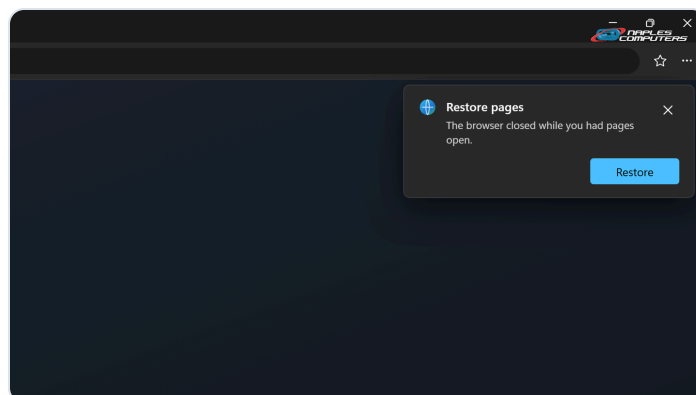


3 Reopen the browser, but don't restore pages

When you open the browser again, it may offer to restore the pages you had open.

WHAT TO DO

Don't click Restore. Close that message, so the pop-up doesn't come back.

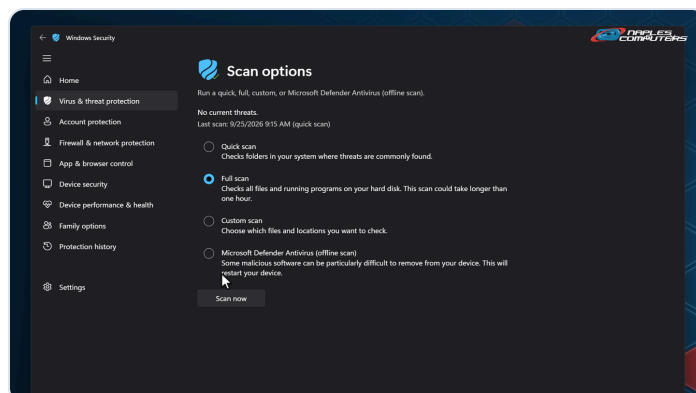


4 Run a scan with Windows Security

Click Start, type Windows Security and open it. Choose Virus & threat protection, then Scan options.

WHAT TO DO

Select Full scan and click Scan now. It can take an hour or more, so let it finish.



On a Mac? Same idea.

- ☐ Quit the browser: press Command-Q
Safari, Chrome or Edge. The fake warning closes with it.
- ☐ Frozen? Press Option-Command-Esc
Choose the browser, then click Force Quit
- ☐ Reopening Safari? Hold down Shift
So it doesn't reopen the old windows

Already called, or let them in? Act fast.

- ☐ Disconnect from the internet
Turn off Wi-Fi or unplug the network cable, so they can't stay connected
- ☐ Don't pay. Already paid? Call your bank.
Ask your bank or card company to stop the charge. Paid with gift cards? Call the card company.
- ☐ Change your passwords on another device
Start with email and banking, using a phone or computer they never touched
- ☐ Call Naples Computers: 239-513-1960
We'll remove any remote access tools and malware, and check your accounts

At the office? Tell I.T. right away.

- ☐ Report it immediately
Even if you already closed it. A quick heads-up protects the whole office.
- ☐ Never call the number or let anyone in
Your I.T. team already has its own safe ways to help you
- ☐ We'll never call you out of the blue
Naples Computers remote sessions are always scheduled, or started by you

Recap: scary pop-up?

- | | |
|--|---|
| ☐ Don't call, don't click | ☐ Reopen the browser without restoring pages |
| ☐ Close it: Ctrl+W, Alt+F4, or Task Manager | ☐ Run a full scan with Windows Security |

Real virus warnings never ask you to call a number, and Microsoft and Apple never ask you to pay for a fix with gift cards. Naples Computers will never call you out of the blue asking to get on your computer. If you think you've been scammed, call us right away.



Think you've been scammed, or not sure if a warning is real?

Call 239-513-1960

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