

5 pro tips

to protect yourself from tech support scams



Tech support scams are common. Some scammers are trying to get you to pay them to “fix” a nonexistent problem with your device or software. While some may want money, others want to steal

your personal or financial data or may even try to destroy your personal or company network and demand you pay a ransom.

Spot the 5 scam clues and follow the guidance below:

1

Clue

Someone claiming to be tech support calls you.

Pro tip

Microsoft never makes unsolicited phone calls. If you didn't reach out to us, we won't call you to offer tech support. Be aware, scammers often fake Caller ID.

2

Clue

You get an error message asking you to call a number urgently.

Pro tip

Microsoft error messages never include phone numbers. The [Microsoft Edge](#) browser blocks known support scam sites using Microsoft Defender SmartScreen.

3

Clue

Tech support asks you to pay them to fix your “problems” with cryptocurrency or gift cards.

Pro tip

If you've requested tech support, they'll tell you ahead of time if there's going to be a fee, and that fee will never be in the form of cryptocurrency like Bitcoin or gift cards.

4

Clue

Tech support asks you to download software from an email or third-party website.

Pro tip

Download software only from official websites, Microsoft partners, or the Microsoft Store. On your mobile devices, only download from the official app store.

5

Clue

Tech support asks you for your password or other private, sensitive data.

Pro tip

Microsoft tech support never asks for your password, social security number, or other personal data.

What to do if you've already experienced a tech support scam:



- Uninstall any applications scammers have asked you to install.
- Run a full scan with Windows Security to remove any malware.
- If you have given scammers access to your computer, reset your device.
- Change your passwords.
- If you have already paid, call your credit card provider as soon as possible.
- Report tech support scams: www.microsoft.com/reportascam
- Report unsafe websites in Microsoft Edge by going to Settings and More > Help and Feedback > Report unsafe site.

For more info, see [Protect yourself from tech support scams](#).

Get the latest news from Microsoft Security, go to microsoft.com/en-us/securitynow.

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Read the rest of the series here:

- [10 easy rules to secure your personal data & protect your devices](#) 
- [Protect your business: Cybersecurity 101](#) 
- [7 ways to protect yourself from phishing](#) 