



How to recognize tech support scams, and how to protect yourself from them

What are tech support scams?

Tech support scams are an industry-wide issue where scammers use scare tactics to trick users into paying for unnecessary technical support services.

Someone calls you and claims they will fix an issue that either does not exist, or, they scare you into thinking that a real issue exists, and you must act quickly to fix it.

The scammers credentials are of course falsified, but they create a 'believable' scenario that may prompt you to investigate further.

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Has your business experienced a tech support scam? Contact us now.

How tech support scams work

Scammers may call you directly on your phone and pretend to be representatives of a software company.

They might even mask the caller ID so that it displays a presumably legitimate support phone number from a trusted company.

They may then ask you to install applications that give them remote access to your device. Using remote access, these experienced scammers can misrepresent normal system output as signs of problems.

The attacks usually aim to destroy data and systems, extort money or commit other cybercrimes, such as fraud.

**How do you know if you have been a victim of a tech support scam?
Sometimes you don't!**

Contact us and we'll help you sort out whether or not you've been impacted by a tech support scam.

What are some things you can do to protect yourself against tech support scams?

- Reputable businesses do not send unsolicited emails, or make unsolicited phone calls requesting personal or financial information
- Communication that elicits a response, has to be initiated by you
- Download software only from official vendor websites
- Utilize antivirus and anti-malware software

To read the entire article, and how to protect yourself from tech support scams, click here.

Need help keeping your business network secure and preventing cyber-attacks?

[Click here to contact us.](#)

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