

TECH SUPPORT SCAM CHECKLIST

IF YOU ALLOWED SOMEONE TO CONTROL YOUR COMPUTER

- Disconnect your computer from the internet (this will shut off the scammer's access to your device)
- Check your web browser for extensions you don't recognize. Delete them.
- Reset your passwords
 - Choose strong options that include a combination of numbers, letters, and special characters
 - Opt into extra security features like two-factor authentication
- Consider contacting a computer technician in your area to make sure your device is safe to use again
 - [Follow these instructions](#) to remove applications related to the ConnectWise Control™ product

IF YOU PROVIDED PERSONAL INFORMATION

- Inform your bank that your online security has been compromised
 - Consider asking them to put an alert on your account(s)
 - Closely monitor your accounts for fraudulent charges. Report them.
- Consider contacting your local police department to report your case
- Consider filling out a complaint with the [Federal Trade Commission](#) or the FBI [Internet Crime Complaint Center](#)

HOW TO AVOID REMOTE SUPPORT OR "TECH" SCAMS

- Remember, large tech companies will NEVER contact you first. You must be the one to initiate tech support.
 - If someone calls you claiming to work in support or offering support services – hang up immediately
 - Never click on links or call phone numbers in emails or pop-up messages you aren't expecting
- Do not give your personal information to someone you don't know over the phone, email, instant message/chat, or during a remote support session

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