

CNT

FALL Specials



CNT October 2021 Newsletter

How to Spot, Avoid and Report Tech Support Scams.

Tech support scammers want you to believe you have a serious problem with your computer, like a virus. They want you to pay for tech support services you don't need, to fix a problem that doesn't exist. They often ask you to pay by wiring money, putting money on a gift card, prepaid card or cash reload card, or using a money transfer app because they know those types of payments can be hard to reverse.

Spotting and Avoiding Tech Support Scams

Tech support scammers use many different tactics to trick people. Spotting these tactics will help you avoid falling for the scam.

Phone Calls

Tech support scammers may call and pretend to be a computer technician from a well-known company. They say they've found a problem with your computer. They often ask you to give them remote access to your computer and then pretend to run a diagnostic test. Then they try to make you pay to fix a problem that doesn't exist. If you get a phone call you didn't expect from someone who says there's a problem with your computer, hang up.

Pop-up Warnings

Tech support scammers may try to lure you with a pop-up window that appears on your computer screen. It might look like an error message from your operating system or antivirus software, and it might use logos from trusted companies or websites. The message in the window warns of a security issue on your computer and tells you to call a phone number to get help. If you get this kind of pop-up window on your computer, don't call the number. Real security warnings and messages will never ask you to call a phone number.

Online Ads and Listings in Search Results Pages

Tech support scammers try to get their websites to show up in online search results for tech support. Or they might run their own ads online. The scammers are hoping you'll call the phone number to get help. If you're looking for tech support, go to a company you know and trust.

What to Do If You Think There's a Problem With Your Computer

If you need help fixing a problem, go to someone you know and trust.

What to Do if You Were Scammed

If you paid a tech support scammer with a credit or debit card, you may be able to stop the transaction. Contact your credit card company or bank right away. Tell them what happened and ask if they can reverse the charges.

If you paid a tech support scammer with a gift card, contact the company that issued the card right away. Tell them you paid a scammer with the gift card and ask if they can refund your money.

If you gave a scammer remote access to your computer, update your computer's security software. Then run a scan and delete anything it identifies as a problem.

If you gave your user name and password to a tech support scammer, change your password right away. If you use the same password for other accounts or sites, change it there, too. Create a new password that is strong.



MONSTER DEAL OF THE MONTH

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We have enjoyed having Tristan here at CNT with us as this years CEO student. He has learned a few things with us and has even been able to go on some service calls! Most of you have been able to get to know us at CNT as you have worked with us, so we would like to share with you about Tristan! He is Currently playing Soccer for Lincolnview High School. He is a senior this year and has been playing soccer for 4 years. He is the captain of the team and also plays as the defender!





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