

Did You Really Reach Microsoft Tech Support?

SCV Computer Club

September 2017

Is it Microsoft Tech Support?

- ▶ Confusion is a form of social engineering
- ▶ Social engineering
 - ▶ Manipulating, influencing, or deceiving people in order to gain control over their computer

Is it Microsoft Tech Support?

- ▶ Have you gotten a pop-up, telephone call, etc.
- ▶ You have MALWARE!
- ▶ Caller infers he/she is with Microsoft, Google, Apple
- ▶ NOT TRUE
- ▶ They are NOT going to call you!

Is it Microsoft Tech Support?

- ▶ How the scam works: The growing number of computers per household all over the world has offered scammers a variety of fraud ideas.
- ▶ 2 billion +
- ▶ Scam artists are using the phone to try to break into your computer.

Is it Microsoft Tech Support??

- ▶ They call, claiming to be computer techs associated with well-known companies like Microsoft.
- ▶ They say that they've detected viruses or other malware on your computer to trick you into giving them remote access or paying for software you don't need.

Is it Microsoft Tech Support?

- ▶ Scammers take advantage of your reasonable concerns about viruses and other threats.
- ▶ They know we have heard time and again that it's important to install security software.
- ▶ But the purpose behind their elaborate scheme isn't to protect your computer; it's to make money.

Is it Microsoft Tech Support?

- ▶ It's called --- Scareware Scam



Is it Microsoft Tech Support?




- ▶ You are browsing the Internet and click on a link to an article you are interested in
- ▶ You click on the link and are redirected to a website that produces a window that advises you your computer has been hacked
- ▶ There is a number you can call for assistance

Is it Microsoft Tech Support?

- ▶ You try to close the windows = nothing works and you don't think to just unplug your desktop or remove your laptop's battery
- ▶ You give up and call the number
- ▶ \$199/year and now they have your credit card, check, etc. info

Is it Microsoft Tech Support?

OR when you click on the interesting article link, you get a pop-up & you call

Highly recommended:  1. You may need to fix Windows errors tweakbit.com
 2. Scan now to diagnose errors
 3. Do you want to scan your and repair now?



WARNING!

YOUR COMPUTER IS INFECTED:

System Detected (2) Potentially Malicious Viruses: **Rootkit.Sirefef.Spy** and **Trojan.FakeAV-Download**. Your Personal & Financial Information **IS NOT SAFE**.

To Remove Viruses, Call Tech Support Online Now:

888-609-8516

(High Priority Virus Removal Call Line)

Is it Microsoft Tech Support?

- ▶ If this has happened to you, have you checked Uninstall to see if they downloaded anything to your hard drive
- ▶ Sort by Installed On (date) so you can easily see if anything was downloaded when you were communicating with the company

Is it Microsoft Tech Support?

- ▶ Type control panel in the search box on your Taskbar
- ▶ Click on Programs and Features



Programs and Features





Is it Microsoft Tech Support?

► Click on Installed On to sort by Date

Uninstall or change a program





To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Organize ▾

Name	Publisher	Installed On
 Adobe Flash Player 19 NPAPI	Adobe Systems Incorporated	8/10/2016
 Amazon 1Button App	Amazon	2/12/2015
 Broadcom 802.11 Network Adapter	Broadcom Corporation	8/10/2016
 CCleaner	Piriform	8/10/2016

Is it Microsoft Tech Support?

- ▶ Scroll down to find the date you were working with the company and see if there was anything installed on that date

Organize ▾		
Name	Publisher	Installed On
 Realtek High Definition Audio Driver	Realtek Semiconductor Corp.	8/11/2016
 Microsoft Office Home and Student 2013 - en-us	Microsoft Corporation	8/11/2016
 Microsoft Visual C++ 2012 Redistributable (x64) - ...	Microsoft Corporation	8/10/2016
 Intel® Graphics Driver	Intel Corporation	8/10/2016
 Windows 10 Upgrade Assistant	Microsoft Corporation	8/10/2016

Is it Microsoft Tech Support?

- ▶ If so, delete it unless you want to keep using their services
- ▶ If you want to keep using their services, I'd still search on Google using the Name of the program to see what it does
- ▶ In my opinion, you really don't want anything on your hard drive that sends info back to the company without your knowledge

Is it Microsoft Tech Support?

- ▶ Do you check your bank account to make sure they aren't charging your card again...
- ▶ Did you opt in to automatic renewal?

Is it Microsoft Tech Support?

- ▶ According to a survey done by Microsoft, 16% of their product users have received such phone calls.
- ▶ You can get one too, not necessarily from “Microsoft techies,” but from fake Apple, Samsung, Google reps, etc.

Is it Microsoft Tech Support?

- ▶ **How to report the Microsoft Tech Support scam:**

Make your family and friends aware of this scam by sharing it on social media – include the phony Microsoft phone number & company name

- ▶ You can also officially report the scammers to the Federal Trade Commission
<http://bit.ly/2aHeH4V>
as well as Microsoft (see next slide)

Is it Microsoft Tech Support?

Contact Microsoft · Microsoft's report scam · Disability Answer Desk

Microsoft Support

<https://support.microsoft.com/en-us> · Microsoft Corporation

You are currently offline, waiting for your internet to reconnect. Microsoft ... Support for small business · Enterprise and partners · IT Professionals · Developers ...



Store ▾

Products ▾

Support

Join the celebration—get the Windows 10 Anniversary Update today >

What can we help you with?

Search for help



Is it Microsoft Tech Support?

Contact Us

Report a support scam

Disability Answer Desk

Locate Microsoft addresses worldwide

Is it Microsoft Tech Support?

Report a technical support scam

Technology scams are prevalent in the industry and we want to ensure our customers are protected. Completing this form allows us to investigate scams that involve Microsoft software, technology and our customers.

Please answer the following questions. As a reminder, don't include sensitive or personal information—such as your credit card number—in this form or any email.

1. Please provide the following information about your communication with the company you are reporting.

Company name:

Individual's Name:

Website URL:

Is it Microsoft Tech Support?- NO

24/7 Microsoft Support - MyPhoneSupport.com

Ad microsoft.myphonesupport.com/ (855) 698-3249

Phone Our Tech Support Experts 24/7 For Microsoft Support. Call Now...

24/7 Tech Support

Microsoft Support

Problems We Can Fix

Customer Reviews



myPhoneSupport.comTM

Trusted Independent Tech Support Provider

Is it Microsoft Tech Support?- NO

Microsoft Support Online - Expert Microsoft® Tech Support

Ad microsoft-support.247techies.com/ (866) 461-6093

Call **Microsoft** Advisory Partner Now

BBB Rating A+ · Money Back Guarantee. · Call Toll Free · Microsoft Gold Certified.

Services: Free Diagnosis, Online Tech Support, Virus Removal, PC Optimization, Backup & Recovery,...

Call Toll Free · Microsoft® Certified · BBB Accredited · Money Back Guarantee.



Is it Microsoft Tech Support? - NO

888-606-4841-Microsoft® Windows Support, Windows Help, Windows ...
microsoft-windows-support.com/ ▼

Premium assistance on **Microsoft** technology products by certified **Microsoft** Windows Support experts. 24/7 Windows **tech support** will help fix all technical ...

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Is it Microsoft Tech Support?- YES

Official Microsoft Store - Shop Office Suites, Surface & PCs

Ad www.microsoftstore.com/ ▼

Buy Online Today! Free Shipping.

📍 Canoga Park, CA - (818) 577-4620 - Open today - 10:00 AM – 9:00 PM ▼

Microsoft Support Online - 247techies.com

Ad microsoft-support.247techies.com/ ▼ (866) 461-6093

Expert **Microsoft**® Tech Support **Microsoft**® Gold Partner.Call Now!

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Call Toll Free · Customer Ratings. · Microsoft® Certified · Money Back Guarantee.

Microsoft – Official Home Page

<https://www.microsoft.com/> ▼ Microsoft Corporation ▼

At **Microsoft** our mission and values are to help people and businesses throughout the world realize their full potential.

Results from microsoft.com



Microsoft Download Center

Windows - Office - Internet Explorer -
Developer tools - ...

Microsoft Surface

Surface 3 - At School - Microsoft
Surface Tablets - For Work - ...

Microsoft Corporation
Technology company



microsoft.com

Microsoft Corporation /'maɪkrəˌsoʊft, -rou-, -soʊft/ is an American multinational technology company headquartered in Redmond, Washington, that develops, manufactures, licenses, supports and ...
[Wikipedia](#)

Customer service: 1 (800) 642-7676

Stock price: MSFT (NASDAQ) \$58.02 -0.18 (-0.31%)
Aug 10, 4:00 PM EDT - Disclaimer

CEO: Satya Nadella (Feb 4, 2014–)

Founded: April 4, 1975, Albuquerque, NM
Headquarters: Redmond, WA

Customer service: 1 (800) 642-7676

Is it Microsoft Tech Support? - YES

- ▶ Yes, but don't click on anything else on the GetHuman.com page

The screenshot displays the GetHuman.com interface for Microsoft Tech Support. At the top left is the GetHuman logo. Below it, the title "Microsoft - Tech Support Phone Number" is shown. A red box highlights the phone number "800-642-7676" with the text "TECHNICAL SUPPORT" underneath. To the right, there is a search bar with the placeholder text "Type why you want to call...". Below the search bar, there are several service options listed in a vertical menu: "Contact For Support Help", "Fix & Update Windows 10", "Remove Malware - Free" (with a right arrow button), "Fix Windows Update", "Ask Tech Support Now", and "Windows® 10 Driver Update". At the bottom left, there is a prominent banner for "Fix Windows Update" with a right arrow button and the text "Fast & Easy Windows Update Fix. Takes Just 2 Minutes (Recommended)".

Is it Microsoft Tech Support? - YES

- ▶ MS Tech Support = 866 425 8809
- ▶ If there is a long wait time, they will call you back
- ▶ Tech will...
- ▶ Ask if you have a Microsoft account = Hotmail.com or Outlook.com e-mail address
- ▶ Send a verification e-mail to that address

Is it Microsoft Tech Support? - YES

- ▶ If no account, Tech will talk you through setting up an account
- ▶ Verification e-mail to the address for new MS account

Is it Microsoft Tech Support? - YES

- ▶ \$149.99 = 1 year of service
- ▶ \$99.00 = 1 month of service
- ▶ You can call back with any problem by giving them your Case # or SR [Service Request #)

Is it Microsoft Tech Support? - YES

- ▶ No pay via scanned check
- ▶ No pay via transfer of funds
- ▶ Pay by Credit Card ONLY

Is it Microsoft Tech Support?

Resources

- ▶ Video on this webpage....as well as other info
<http://scam-detector.com/telephone-scams/microsoft-tech-support>
- ▶ FTC Tech Support Scams
<http://bit.ly/2aHeH4V>
- ▶ FTC – file a complaint + good info
<http://bit.ly/2aHeH4V>

Is it Microsoft Tech Support?

Resources

- ▶ File a tech support scam complaint at Microsoft – go to bottom of page
<http://bit.ly/2aXjWAN>
- ▶ Malwarebytes Tech Scam Info
<http://bit.ly/2aXlhHB>
- ▶ Microsoft Safety & Security Center – Avoid tech support phone scams
<http://bit.ly/2bkn7kN>

Contact Us

[Report a support scam](#)

Is it Microsoft Tech Support?

Resources

- ▶ Several ID Theft quizzes
bit.ly/ID_TheftQuiz



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