



# Staying safe online

## Computer Software Service scams

Fraudsters are taking full advantage of more people being online and are posing to be well-known companies (such as Apple or Microsoft) calling or emailing offering technical support. IT companies never send emails or make phone calls offering to fix your device or to ask for your personal or financial information. Therefore, if you receive a call or an email of this type, it is a scam, delete the email or hang up the phone immediately.

- **Don't respond to unsolicited messages:** If you receive an unknown message, call, or email, regarding a virus on your device, do not click on any links or call a phone number that's been given. Businesses do not contact you in this way regarding an IT issue.
- **Use well-known companies you can trust:** Fraudsters advertise their websites and services and these can often appear at the top of search engine results. Be wary of companies you're not familiar with and only use companies you trust or have worked with previously.
- **Do not give anyone access to your computer:** Only allow an IT expert or well-known company that you trust to have access to your computer.
- **Keep your security software up-to-date:** To keep your computer virus-free install security software and keep it regularly updated.
- **Report a scam:** If you are a victim of a computer software service scam, report it to Action Fraud on their website or by calling 0300 123 2040.

