Hang up on tech support calls

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It can be frustrating to have problems with your computer, especially now that so many people are working from home. But if you get a call from someone claiming to be a Microsoft technician, saying there are viruses on your system, hang up the phone. It’s a scam.

Tech support scammers want you to pay for services you don’t need to fix problems that don’t exist. Here’s what you need to know:

- Never give control of your computer or your credit card to anyone who calls you out of the blue.
- Security pop-up warnings from real tech companies will never ask you to call a phone number. If your pop-up insists that you call, it’s a scam.
- If you think there may be a problem with your computer, update your computer’s security software and run a scan.
- If you need help fixing a problem, go to so someone you know and trust. Many software companies offer support online or by phone. Stores that sell computer equipment also offer technical support in person.

And if you get a tech support scam call, block the caller, tell your friends and neighbors about it, then report it to the FTC.