

# Computer Tips

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## Michael's Computer Services

### Scammers Are Still at It!

Over the past couple of weeks, a lot of customers have contacted us wanting to find out about calls they have received from people identifying themselves as being from PC Support, or Microsoft. The caller usually begins by stating that the customer's PC has been sending out error messages, or notifications about viruses on their computer. The caller then offers to help 'fix' these problems. The caller then requests that the customer connect their computer to the Internet. If the customer agrees to this, the caller then directs them to a 'log me in' website, and provides a password for them to enter. Then the caller then supposedly goes through the customer's computer, and 'removes' the viruses or fixes the 'problem'. Most of our customers however grew suspicious as to the caller's motive for access to their personal computer, and refused, hanging up on the caller.

It is a good thing that our customers refused these callers, as these calls are scams. The callers are not actually interested in fixing any computer issues at all, but want to skim off personal information such as account details, passwords, email addresses, and other personal information. NO reputable computer business will call people out of the blue, and request access to their personal computer. Microsoft has released a statement regarding these scam calls, and I quote:

"We do not send unsolicited e-mail or make unsolicited phone calls to request personal or financial information or fix your computer. If you receive an unsolicited e-mail message or phone call that purports to be from Microsoft and requests that you send personal information or click links, **delete the e-mail or hang up the phone.**"

These scams are still going around our area. The best thing to do is ONLY accept technical support from someone you have called first. DO NOT accept any calls unsolicited regarding problems with your computer.

Another scam currently active, which is actually difficult to spot, is receiving emails supposedly from Paypal, Ebay, website hosting companies, or Australian and overseas banks. All of these emails look similar to the real emails that come from these companies.

However, the one difference is the LINKS included in the emails. Place your mouse over the link, and check in the popup window if the link matches the address the email is supposed to have been sent from. If you receive an email that appears to be from one of these companies, DO NOT click any links. NONE of these companies will send you an email requesting personal information to be given or account details to be verified. If you receive such an email, delete it immediately.

If you are needing assistance with a computer problem, or need to have your computer repaired, call our office on 4171 0981, or email us at [info@mcsit.com.au](mailto:info@mcsit.com.au).

Computers



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