

# NEWSLETTER



**Tech support scammers swindle millions from every day people across the world.**

## How To Spot A Tech Scam Before You Get Stung

If your computer had a virus, you'd want to know about it ASAP, right?

Before your important files become corrupted, you lose your photos and your digital life is essentially destroyed. Even thinking about it is terrifying.

Tech scammers know we'd be lost without our computers, and that we don't always know what's going on behind the screen - which is why they've been able to swindle millions from every day people across the world.

### The scam goes like this:

You receive a random phone call from someone with a heavy accent (usually Indian) saying they're from Microsoft, or an alarming pop-up appears on the screen, saying it looks like your system has been infected with a virus.

To fix the problem, they need to you to download some support software, which they'll give you a special link for.

A technician then uses that software to gain access to your system and make it appear your system is riddled with viruses. Flashing screens,

mysterious diagnostics whizzing by, fabricated errors...they'll do or say *anything* to make you panic. They'll even go as far as claiming your system has been infected with illegal content and if not corrected, you'll face criminal charges.

Demands for credit card information follow immediately after. Once paid, they simply stop fiddling with your system to make it seem the problem is fixed. To continue the scam, they'll soon access your system to recreate the problem, this time offering a subscription for ongoing protection.

### What to do if you're targeted by a tech scam

1. Don't taunt them. Just hang up. Right now you're only a phone number in their system and they'll move onto the next – if you give them cause to target you personally, you may find yourself in a dangerous situation.

*The real Microsoft will never randomly call people like this. Ever.*

2. If a pop-up appears, immediately run an anti-virus scan. Don't click the

pop-up or call the number.

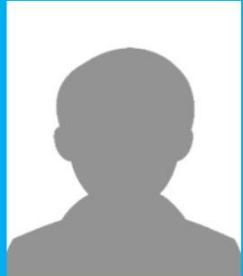
### What to do if you've already been scammed

It's okay. It feels horrible, but you're not alone and the situation *can* be corrected.

Call your financial institution and have the charges reversed and your card reissued. It's easier than you might think and helps the authorities locate the scammers.

**Then give us a call and we'll make sure they no longer have access to your computer.**

This month is about becoming a master online while staying safe at the same time. You'll quickly learn how to find the best answers on Google while avoiding a common scam



# “Become A Google Fu Master”

## Quickly Become A Google Fu Master... Here's How

There's one thing all teens can do better than adults – and it's not Snapchat. They've become experts at quickly locating information on the internet.

That's Google Fu, the ability to use search engines to whip up answers and research faster than a contestant on a radio quiz.

### Level 1 Mastery: Tell it what you need.

Google is smart and can understand “Conversational searches”. Let's say you came across a great recipe online, but the measurements were imperial. Google has you covered.

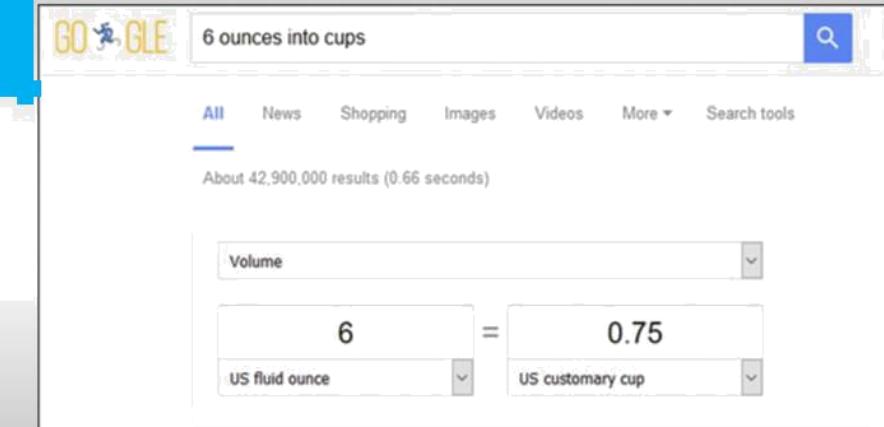
Simply tell it what you want to convert, and what into.

[number] [unit] into [unit]

Enter “6 ounces into cups”...and hit enter. Google presents the answer, already calculated – AND it includes a handy drop down to change those measurements for your next ingredient.

The ‘tell it what you need’ formula works for a multitude of questions – here are a few more formats to give you the idea.

- Release dates: [movie/game] release date
- Fast facts: [name of person] death



but doesn't contain this term. together so Google can't break it up. E.G. “Project Management”

Your Google Fu will soon be very strong.

### Level 2 Mastery: Limiting result type.

With one additional click, you can tell Google that you only want images. Or videos. Or News, maps, shopping, books or apps. Your initial results are presented as a combination of all types – you can see the ALL tab highlighted up the top. Just click the tab to indicate which result type you're looking for.

### Level 3 Mastery: Using drop downs.

One of the most popular Google Fu moves is to limit results to sites from a particular country. This is great for locating bargains or local businesses. Click SEARCH TOOLS to drop down a second menu. You'll see the option to limit Country and even Time. 2 extra clicks and my search is now limited to my home country and items from the past 7 days only.



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### Level 4 Mastery: Using operators.

Your final level of mastery, often used as a last resort when you're just beginning to doubt whether the internet has the answer you're seeking.

Adding a – directly in front of a word (no space) means display everything that contains my other search terms,

Finally, enclosing your search terms in “quotation marks” binds the term

