CHECKLIST · SCAMS & SECURITY

A screaming ‘Microsoft’ warning on your screen is a scam. Don’t call

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- [ ] **Never call a pop-up's number.** Look up the company's contact details yourself instead.
- [ ] **Close it on Windows.** Press Alt + F4, or press Ctrl + Shift + Esc and end the browser in Task Manager.
- [ ] **Close it on a Mac.** Press Command + Option + Esc and force quit Safari or Chrome.
- [ ] **Clean up the browser.** Clear cookies and cache, and remove unknown websites allowed to send notifications.
- [ ] **Refuse remote access.** Don't install AnyDesk, Quick Assist, ScreenConnect or similar apps for anyone you didn't seek out yourself.
- [ ] **Show a parent or staff member.** Tell anyone less confident with technology that a loud warning with a phone number is a scam.
- [ ] **Call your bank if you let someone in.** Do it straight away, then call IDCARE on 1800 595 160 if your identity details may have been exposed.
- [ ] **Report it.** Tell Scamwatch at scamwatch.gov.au/report-a-scam.

NOTES

General information only, not legal, tax or financial advice. Check the full story and its sources before acting.