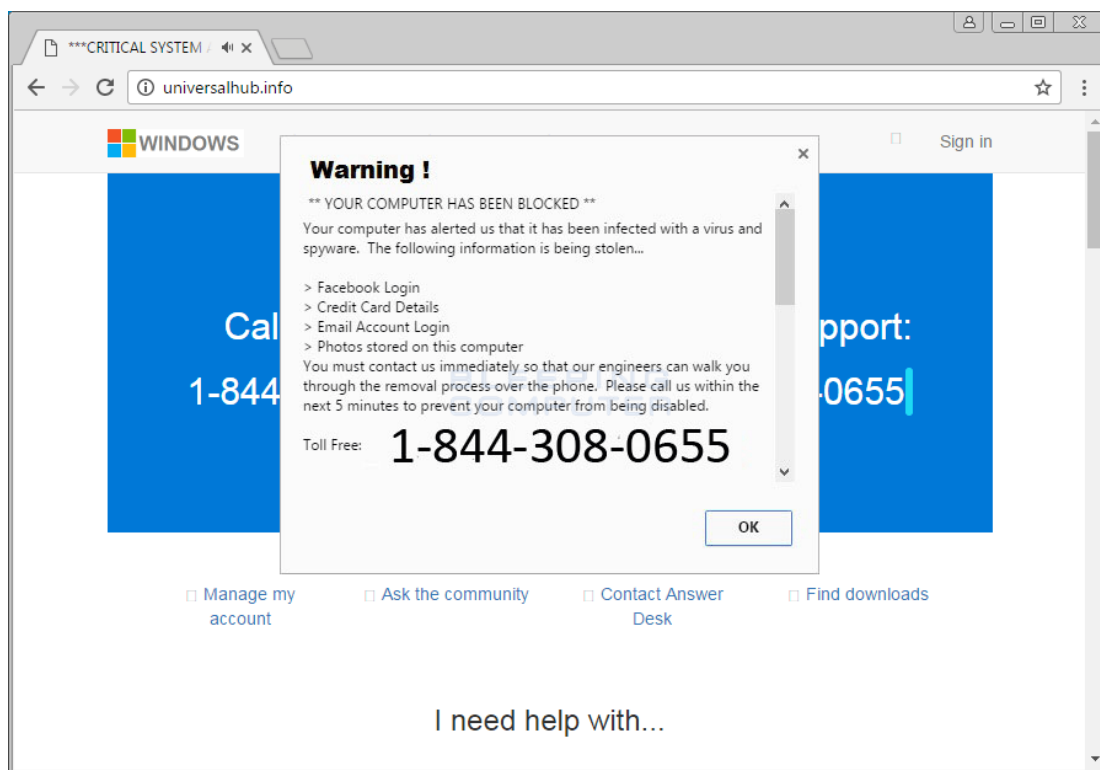


Computer Pop-Up Warnings (Scams)

Tech support pop-up warnings occur when a user is browsing the Internet. Usually, the target is viewing a website that contains links to related content, and when the user clicks on one of those links it will redirect them to a website hosting the pop-ups. These pop-ups can be terribly intrusive, making it difficult for the user to close the window. The pop-ups will then display a message stating that the computer is infected with malware and offer a phone number for help with removing the malware. Often, these pop-ups will look like they come from a legitimate source.

Examine the message closely- look for obvious signs of fraud such as poor spelling, unprofessional imagery, and bad grammar.



You can also do an Internet search for the phone number that is listed in the pop up to verify its legitimacy.

Never give any credit card or bank information.

Note that Microsoft error and warning messages never include phone numbers.

How to exit the frozen screen

It's a scam "pop up" that probably froze your browser. The easy fix is to "end task" your browser.

1. Quickly press on your keyboard at the same time the CTRL, ALT, DEL keys.
2. It should pull up a screen that allows you to get to "**task manager**".
3. Hit 'task Manager'. Your screen will display all active programs.
4. Click on the browser (i.e.: Microsoft Edge, Google Chrome or Firefox) you wish to terminate and hit "end task".
5. You will also lose anything you had up in your browser, but it was frozen anyway.


Also, when you restart your browser, it may prompt you to go to your most recently visited sights, DO NOT GO THERE, right? It's where you were frozen... You should clear your browsing history as well.

How to clear your browsing history in 3 different browsers



Microsoft Edge

- Step 1 - Open the Settings Menu. In the top right hand corner you'll see three dots ... in a horizontal line.
- Step 2 - Locate Clearing Browsing Data.
- Step 3 - Choosing What to **Clear**.
- Step 4 - Restart the Browser.

Google Chrome

1. On your computer, open Chrome.
2. At the top-right hand corner you'll see three dots .
3. Click History and again click History.
4. On the left, click Clear browsing data. A box will appear.
5. From the drop-down menu, select how much history you want to delete. To clear everything, select All time.
6. Tick the boxes for the info that you want Chrome to clear, including 'browsing history'.
7. Click Clear browsing data.

Firefox

1. Go to the menu at top-right hand corner 
2. Click the Library button , click History and then click Clear Recent History....
3. Select how much history you want to clear:

- Click the drop-down menu next to Time range to clear to choose how much of your history Firefox will clear.
4. Finally, click the Clear Now button. The window will close and the items you've selected will be cleared.

Please remember to do regular backups in case you need to restore from a scam.