

Computer Know How Series

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Cold Calls/Popups (800#) & Ransomware – Thursday February 9th 2017 @ 2pm

<http://www.aehost.net/morpd> or <http://www.morpd.com>

- 1) Know your Computer
 - a. Do you know what operating system you are running? Windows 7, 8, 8.1, 10, Apple OS X, etc
 - b. What Anti-Virus or protection software you are running? Defender, Norton, McAfee, Malwarebytes
 - c. What web browser and email engine are you using? MS Edge, Internet Explorer, Firefox, Chrome
- 2) Cold Calls
 - a. What is a Cold Call? An unsolicited call from any person or company.
 - b. Topics of Calls
 - i. Financial (Bank, Credit Card, **IRS**, etc)
 - ii. Electronic (Computer, Phone, etc)
 - iii. Utilities (Gas, Electric, Water, Sewer, etc)
 - c. What to do? Don't fall for anything the caller is saying.
 - i. **DON'T GIVE A CALLER ANY INFORMATION AND DON'T LET ANYONE YOU DON'T KNOW OR TRUST ACCESS YOUR COMPUTER!!!!**
 - ii. Get their info (name, company name, number, website, etc) but don't call or contact them with the info you collected. Rather look up and call the company directly.
 - d. Questions
 - i. Will a Microsoft Technician or any other Technical Support ever call you to tell you your computer is infected?
- 3) Popups – The new style of Cold Call.
 - a. What is a popup and what causes them?
 - b. Where do popups come from? Browsing the Internet, searching or clicking on links in email.
 - c. Are popups bad? What to do?
 - i. **DON'T CALL ANY NUMBER AND DON'T LET THEM ACCESS YOUR COMPUTER!**
 - ii. **DON'T DOWNLOAD OR INSTALL SOFTWARE!** – This can infect your computer.
 - iii. Terminate/Close the browser and if the popup continues look for a browser option to prevent popups from this site.
 - d. Questions
 - i. Can you tell if an error message reporting a problem is from the OS or a Browser?
 - ii. Can you tell if an error message reporting a problem is a real or fake?
 - iii. Can someone tell me what a browser re-direct is?
- 4) Ransomware
 - a. What is ransomware? Software or method that stops you from accessing your files.
 - b. How do you get ransomware? Calls, Email, Websites, Links
 - c. How do I know I got infected by Ransomware? Cannot open data files or messages of Encryption and restricted access to files.
 - d. **PAYMENT IS NOT RECOMMENDED** but may be required to access your files.
 - i. Payments are typically made via Cash Card, Wire Transfer, BTC (BitCoin)
 - e. How do I protect myself? Be careful of what you click on/open and have a current backup.
 - i. Backup, Backup, Backup!!! How often? How much can you afford to lose?

5) Examples & Questions

- a. NBC Today's Take Video - <http://www.today.com/video/avoid-getting-your-computer-hacked-with-these-smart-strategies-873480771553>
- b. Has anyone been caught by any of these?
- c. What do you do if you get caught by one of these?
- d. What is Task Manager and how to use it?
- e. What is a tooltip balloon? (show email and web examples)
- f. Don't search for help and get information from other websites? Yahoo, Microsoft
- g. **How do you protect yourself? Pay attention to your surroundings and read all screens thoroughly. Don't search for websites you know. Type URLs correctly. Don't click on random links or advertisements. Have secure passwords and change them once in a while. Have sufficient backups. Stay Calm if you have get caught. Call your IT person if you don't know how to handle the situation.**
- h. YouTube video examples
 - i. Tech Support Scam - <https://www.youtube.com/watch?v=O7JcOP5y15c>
 - ii. NBC Scammed - <https://www.youtube.com/watch?v=rXn8CXE14Fw>
 - iii. 800popup Task Manager close - <https://www.youtube.com/watch?v=7JErMG6JsQ>
 - iv. Barnacles Microsoft Scam - <https://www.youtube.com/watch?v=kMwFhGd8duo>