



I Need A Techie – 925.297.4404 – 11501 Dublin Boulevard, Dublin, CA 94568

✓ 2026 Tech Support Scam Prevention Checklist

For Older Adults & Their Families — Stay Safe, Stay Confident

🔔 Red Flags = Hang Up Immediately

- ☐ Caller claims to be from Microsoft, Apple, Comcast, AT&T, or “Windows Security”
- ☐ Uses urgent language: *“Your computer is infected!”*, *“Your Social Security is frozen!”*
- ☐ Asks you to call a number that pops up on-screen
- ☐ Pressures you to act *“in the next 5 minutes”*
- ☐ Caller ID looks local—but you didn’t expect a call

🔴 Scammers Will Ask For... (Legit Tech NEVER Does)

- ☐ Remote access via QuickAssist, or TeamViewer.*
- ☐ Payment by gift cards (Apple, Amazon, Google, Steam)
- ☐ Your passwords, bank login, or Social Security number
- ☐ To “verify” your identity by downloading software
- ☐ To disable antivirus or firewall settings

🔵 What to Do Instead

- ☐ Don’t click pop-up warnings—force-quit browser (Windows: Ctrl+Shift+Esc; Mac: Cmd+Option+Esc)
- ☐ Don’t call numbers from error messages or pop-ups
- ☐ Verify independently: Look up the company’s *official* number (e.g., Microsoft: 1-800-MICROSOFT)
- ☐ Text or call your trusted local techie (e.g., I Need A Techie: 925.297.4404)
- ☐ Report scams to:
 - FTC: [ReportFraud.ftc.gov](https://www.ftc.gov/report-fraud)
 - AARP Fraud Watch Network: 1-877-908-3360

📞 Your Go-To Response Script

“I do not accept unsolicited tech support calls. If this is legitimate, send official documentation to my mailing address. Goodbye.”

→ Then hang up. No explanation needed.

Monthly Safety Habits

- ☐ Run Windows/Mac updates
 - ☐ Use free Malwarebytes scan (monthly)
 - ☐ Enable two-factor authentication on email & bank accounts
 - ☐ Keep a list of *trusted* tech contacts by the phone (e.g., family IT-savvy friend or local provider)
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 **Tip for Caregivers & Families:** Laminate this checklist or print multiple copies—it makes a great holiday gift (yes, really!).

Let me know if you'd like this formatted as a downloadable PDF (I can provide HTML/CSS-ready copy or a design brief for your web team).

- I Need A Techie may ask you to download AnyDesk, a remote program to assist you. However, we ask for your permission and your presence at the time of remote support.