

The Arkansas Cyber Defense Center

Tech Support Scam

This type of scam involves someone posing as a tech support worker that wants you to give them remote access to your computer.

Why be aware of this attack?

These types of scams can be very convincing. Once the scammer has remote access to your computer, they can install malware or steal information/data that can be used to inhibit your business' functionality or steal money.

Common tactics:

- Requesting remote access to your computer
- Claiming to be from a well-known company
- Creating a sense of urgency
- Offering free services

Immediate action:

- Stop all contact with the scammer.
- If you have already sent a wire transfer, contact the issuer to see about stopping the transaction.
- If you have already provided your financial information, contact your financial institution to see about stopping transactions or canceling accounts.
- Change all passwords.

