



Lifelong Education & Aging Resource Network

Health • Wealth • Lifestyle • Caregiving

Avoiding Technology Scams

Provided by AT&T Connected Learning + Public Library Association

None of the other companies whose names or logos appear in these educational materials have been involved in the creation of these materials, or approve, sponsor, or are affiliated in any way with these materials.

- 1 Types of scams
- 2 Recognize warning signs
- 3 How to respond
- 4 How to report a scam



Phishing



**Social
Engineering**

Fake Email or Phishing Scams:

- Lead you to fake websites
- Try to win your trust
- Claim to be from a real organization
- Ask for your information





Pop-up ads



Pop-ups are hard to close



New or unfamiliar toolbar icons



Response is not as fast

Social Engineering





Claim to be family or friend in trouble



Pretend to be company with great offer



Claim to be working on behalf of government, organization, collections



Goals: to steal your money or collect information like your passwords or credit card numbers or cause problems for your computer by infecting it with viruses or malware.

Why do people send scam emails?
Select the correct answer.

To collect passwords and credit card numbers

To sell your information to make money

They want you to visit a website or download a file

They want you to transfer them money

All of the above

Common types of frauds and scams including phishing and social engineering may be encountered:

- while searching a website**
- in an email or text message**
- in a pop-up window on on your computer**



Here are some questions to ask yourself if you're not sure.

- ☒ Have you heard of the person or organization?
- ☒ Can you tell who the email is from?
- ☒ Does the email look "professional"?
- ☒ Are they asking for your money or information?
- ☒ Do they claim they can fix your computer?
- ☒ Are they trying to rush you into a quick action?
- ☒ Is it too good to be true?

We'll look at each of these one by one.

Have you heard of the person or organization before?



Prescriptions ▾ Health ▾ Shop ▾ Savings & Memberships ▾

Search products and services



Sign in ▾



Cart

7402 WEST FAIRVIEW AVE Closes 9PM

Español

Let's make healthier happen together

Schedule a flu vaccine



COVID-19 vaccines, testing & treatment



See a board-certified provider



Feedback

Shop wellness essentials

Shop all products >



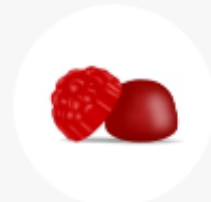
Sun care >



Skin care >



Vitamins >



Immune support >



Personal care >



At-home COVID-19 tests >



Can you tell who the email is from?

From: Internal Revenue Service [mailto:admin@revenue.com]

Sent: Wednesday, March 01, 2006 12:45 PM

To: john.doe@jdoe.com

Subject: IRS Notification - Please Read This .

Should be
irs.gov



Internal Revenue Service

United States Department of the Treasury

After the last annual calculations of your fiscal activity we have determined that you are eligible to receive a tax refund of **\$63.80**. Please submit the tax refund request and allow us 6-9 days in order to process it.

A refund can be delayed for a variety of reasons. For example submitting invalid records or applying after the deadline.

To access the form for your tax refund, please [click here](#)

Regards,
Internal Revenue Service



Does the email look “professional”?

From: david john davidjoh123@geek.com

To: ALbert

Date: July 5, 2021 at 8:22:34 AM CDT

Subject: Tech Support Update

Adorable Member,

Your request for the auto renewel of Tech Support has been preceded successfully. This renewel service starts at \$566 USD for the next 2 years of protected service.

Installation Id: 123FFG

Installed Software: Tech Support - Software Installation

Date of Request: 5 July 2021

Ends on: 2 years later

Total Amount: \$566 USD

If you have any questions, we are hear for you.

TECH SUPPORT

☒ Do they claim they can fix your computer?



17



Are they asking for your money or information?

From: david john davidjoh123@geek.com

To: ALbert

Date: July 5, 2021 at 8:22:34 AM CDT

Subject: Tech Support Update

Adorable Member,

Your request for the auto renewel of Tech Support has been preceeded successfully. This renewel service starts at \$566 USD for the next 2 years of protected service.

Installation Id: 123FFG

Installed Software: Tech Support - Software Installation

Date of Request: 5 July 2021

Ends on: 2 years later

Total Amount: \$566 USD

If you have any questions, we are hear for you.

TECH SUPPORT



Are they trying to rush you into a quick action?

From: The Pharmacy

Date: July 5, 2021 at 8:22:34 AM CDT

Subject: Pharmacy Points Expiring

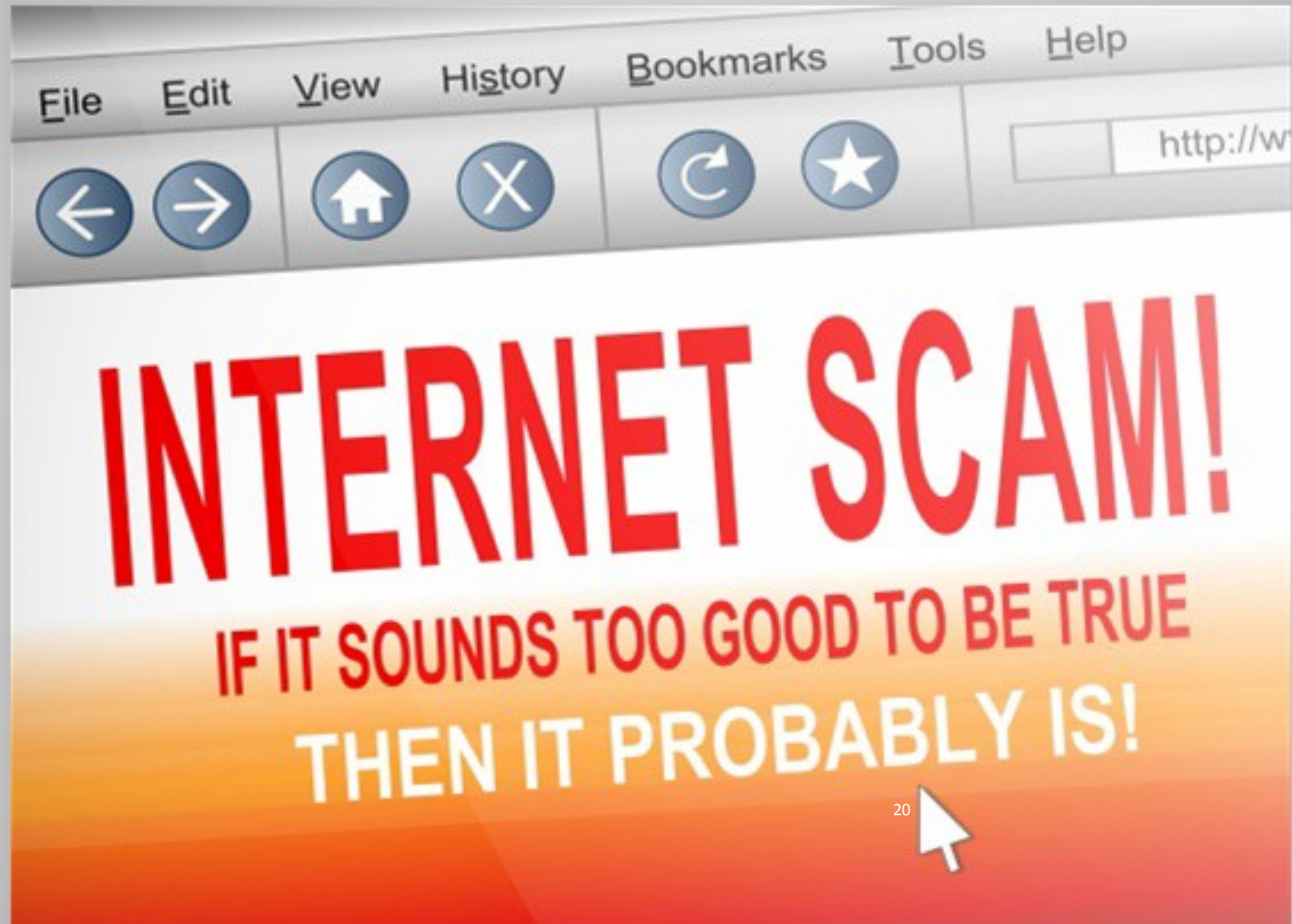
Important Message for The Pharmacy Cardholder

To be sure you keep all of your points that you have accumulated over the last year shopping at The Pharmacy, you. Must visit the link below to start using your points now or you will loose them!

[Go here right now to confirm your Pharmacy Points!](#)



Is it too good to be true?



How can you tell it's a scam?

Sent from a strange email

Tries to rush you into an action

Asks you for your information

Too good to be true

All of the above

**HOW TO SPOT
" ONLINE
SCAM "**

Don't:

- ✗ Give any personal information
- ✗ Reply or engage the fraudster
- ✗ Click on any links
- ✗ Download any files or attachments
- ✗ Click on any buttons

Do:

- ✓ Be skeptical
- ✓ Read emails carefully
- ✓ Go directly to a company's website
- ✓ Close pop-ups with Alt+F4 or ⌘+W



Don't

Give out personal information

Amount to be paid 

Card details

CARD

MM YY  CVV

Surname First name

PAYMENT



Don't

Reply or engage the scammer





Don't

Click on any links

From: The Pharmacy

Date: July 5, 2021 at 8:22:34 AM CDT □ Subject: Pharmacy
Points Expiring

Important Message for The Pharmacy Cardholder

To be sure you keep all of your points that you have
accumulated over the last year shopping at The Pharmacy, you.
Must visit the link below to start using your points now or you
will loose them!

[Go here right now to confirm your Pharmacy Points!](#)



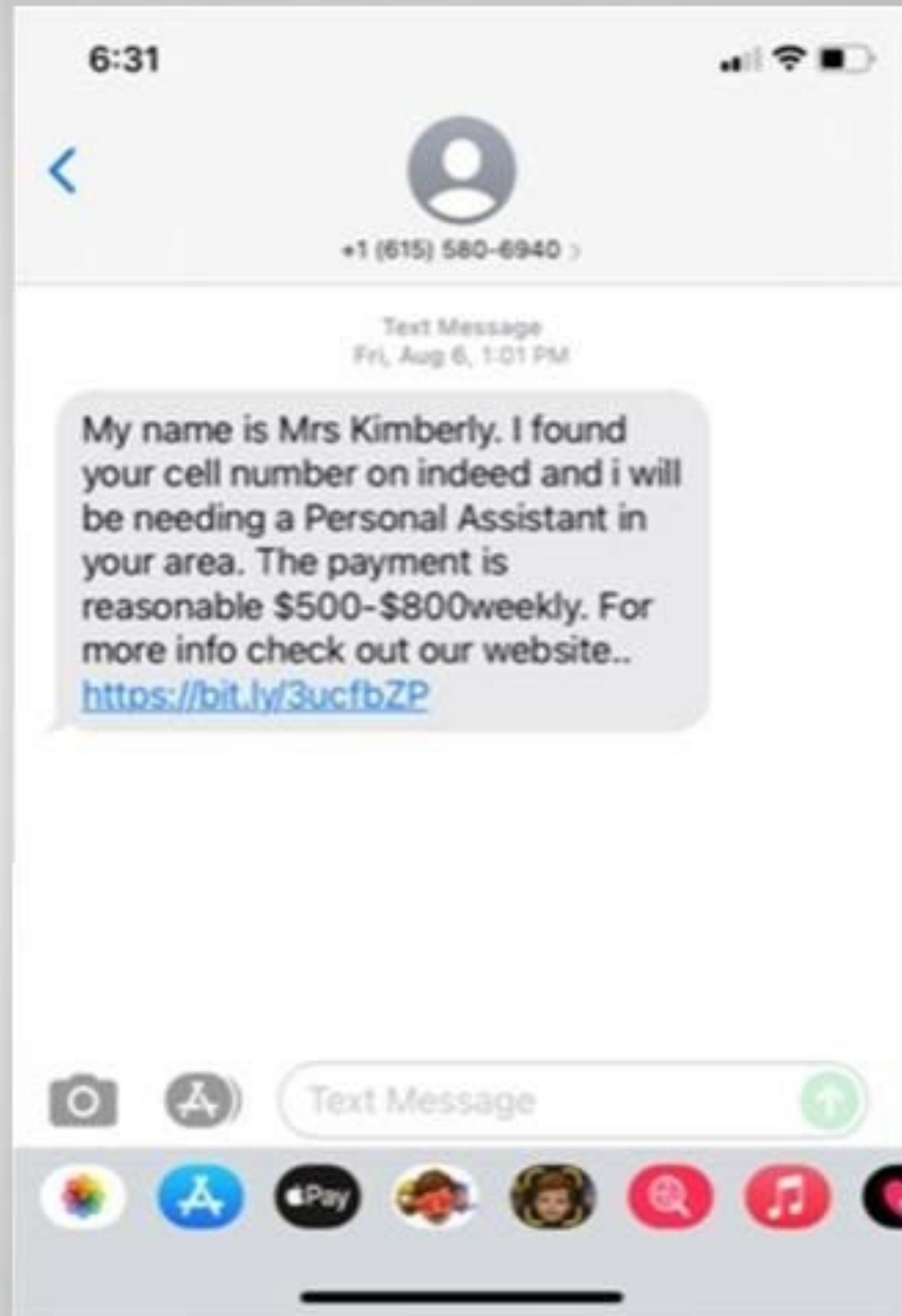
Don't

Download any files or attachments





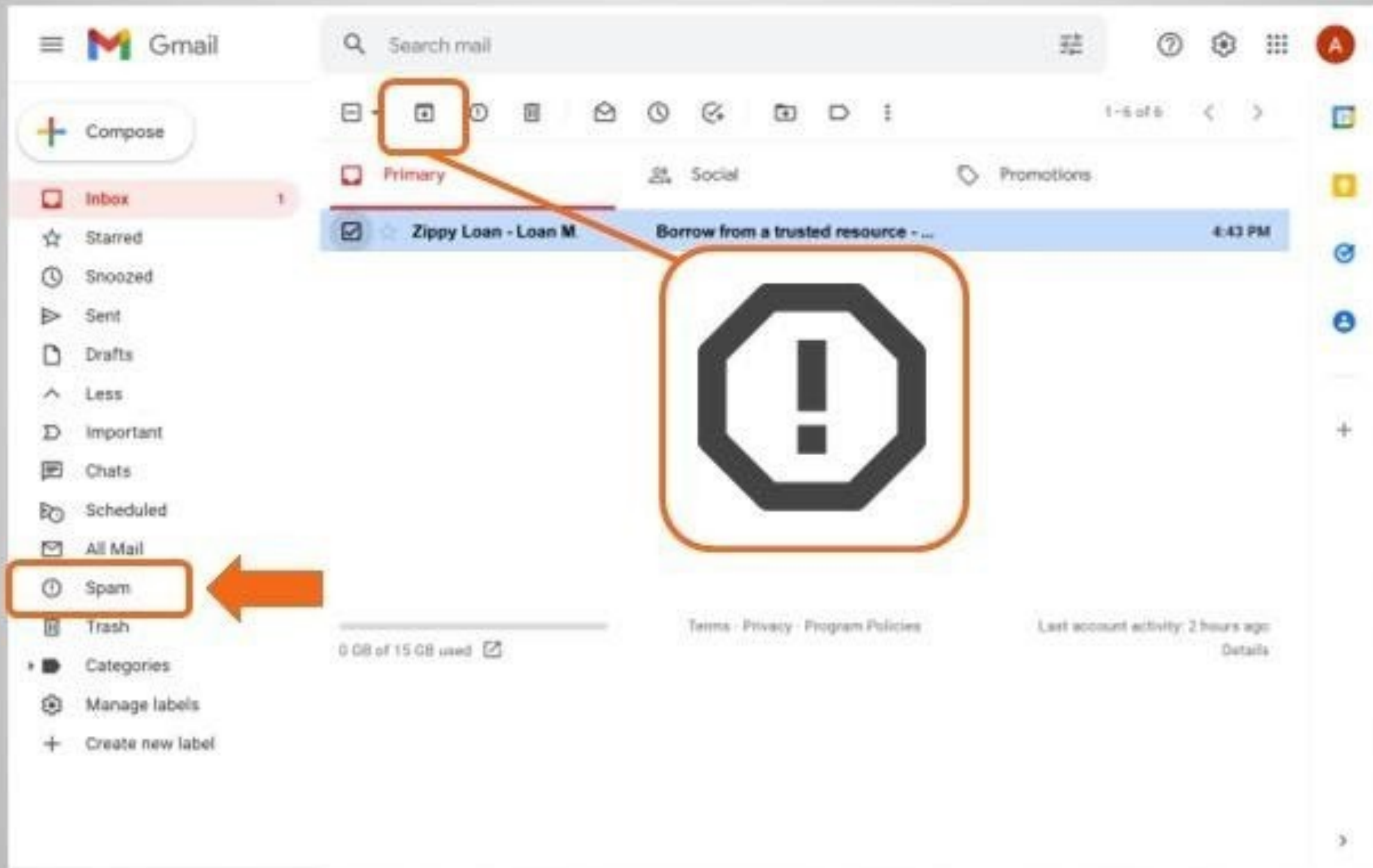
Do
Be skeptical





Do

Put the email in your Spam folder





Do

Lookup contact information from another source





Do

Close pop-ups with Alt-F4 or ⌘-W





Do

Close pop-ups with Alt-F4 or ⌘-W





Do

Close pop-ups with Alt-F4 or ⌘-W



You receive an email saying you've won a price. You think it's a scam. What should you do?

Reply and tell the sender to stop emailing

**Click the link to visit the website
to see if it's trustworthy**

Click "Unsubscribe"

Put it in his Spam folder or ignore it

34

Reporting Scams



IRS

To: Recipients

Reply-To: do_not_reply@irs.update.com — Not the IRS

Update Alert!

Internal Revenue Service

United States Department of the Treasury

This is an automated email, please do not reply

Dear Client

We've noticed that some of your account information appears to be missing or incorrect. We need to verify your account information in order to file your Tax Refund , Please Verify your account information by clicking on the link below:

[Click HERE to Verify your details](#)

— Hover mouse over buttons
and links to see the URL

Thanks.

IRS Team



IMPORTANT NOTE: If you receive this message in your spam or junk, it is as a result of your network provider. Please move this message to your inbox and follow the instruction above.

phishing@irs.gov



 Compose

 Inbox

 Starred

 Snoozed

 Sent

 Drafts 4

 Less

 Important

 Scheduled

 All Mail

 Spam

 Trash

 Categories

 Manage labels





FEDERAL TRADE COMMISSION
ReportFraud.ftc.gov

Search FAQs on ReportFraud.!



[FAQs](#)

[Update Report](#)

[Español](#)

[Report Now →](#)



COVID-19 scams? [Report here.](#)



Price gouging? [Report here.](#)

Report to help fight fraud!

[Report Now →](#)



Protect your community by reporting fraud, scams, and bad business practices.



Lifelong Education & Aging Resource Network

Health • Wealth • Lifestyle • Caregiving

Thank You!!

Provided by AT&T Connected Learning + Public Library Association

None of the other companies whose names or logos appear in these educational materials have been involved in the creation of these materials, or approve, sponsor, or are affiliated in any way with these materials.