Fake Microsoft Calls Advice,
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Have you received calls from companies telling you that the call is from Microsoft, Logmein or they are working on behalf of Microsoft and that they have detected a virus in your machine? They generally will talk you through a few things to convince you that you have a problem and tell you they can fix it remotely for you for a price, normally this is involves a payment by card over the phone. If you ever phone them back and ask questions such as who they are or what their Microsoft Partner information is they will most likely panic and deny they are anything to do with Microsoft.

Some of the more common phone numbers

- 02033189885
- 02034115007
- 02032870117
- 01274900834
- 01274449373
- If you receive one of these calls and the number is not listed here, let us know and we will add it to the list.

Some common things they will say

- We have recorded and infection from your computer as part of our routine checks we can clean this for you as it risks your personal data.
- Your computers windows defender has reported to us that you have a virus infection.
- Your computer is very slow and is currently infected with a virus.
- Your computer sent in a Microsoft fault report and this call is a result of that report

Some of the things they will ask you to do and what they really are doing

- Prefetch
    - What they get you to do
        - Go to the start menu
        - Click Run
        - Type Prefetch Virus
        - Tell you to look at the results and that these are viruses
    - What they are doing

- They are simply scaring you here and telling the system to list the contents of a folder that are all valid files they are not virus infected files. In the command they ask you to type Prefetch will display the folder while the virus part is simply ignored. Do not worry about the files that are shown they are normal files.

- Logmein / Got to my pc
  - What they get you to do
    - Open a web browser and go to a website such as www.logmein123.com
    - run a program
  - What they are doing
    - They are getting you to download and install software that allows them to take control of your computer under the pretence of repairing the problem
    - Be aware software such as Logmein is valid software and we ourselves use it to support our customers however you should not be installing or using this at the request of someone who calls you out of the blue.

What can happen if you let them do something to your computer?

- They charge you work on your credit card that is not needed.
- They obtain your credit card details and over charge you.
- They obtain your credit card details and sell them on.
- They gain access to your computer and actually infect it with software giving them access to your data at will.
- They actually obtain your information including banking or other financial information.
- They damage your computer system and stop it working.

What you need to know?

- You should not get calls from companies be it Microsoft or anyone else informing you that you have a virus and wanting to do work unless it is your own I.T. company or your internet provider. In the case of internet providers they will refer you to your own computer company to do the work.
- Microsoft will only call you if you have contacted them and opened a support ticket with them
- Never hand bank details or card details to a company that has phoned you out of the blue telling you that you need this sort of work done.
- Check with your own I.T. Company or local computer shop and if you are at all worried have them check your machine over.