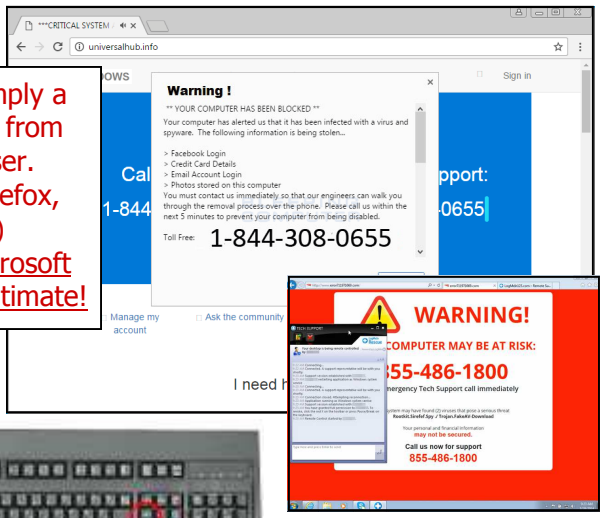


FRODULENT TECH SUPPORT SCAMS

Anyone can claim to be Microsoft or anyone else. Microsoft doesn't make solicitation calls, and in general doesn't call at all. These callers or the guys behind the pop-ups are people (often East Indian accent) that will lie and try to scare you into un-needed and un-necessary tech support sometimes costing \$100's of dollars. **Don't let them on your PC** and turn off the power button if you suspect they're on your PC. **Don't believe them! DON'T CALL them back. If they call, Hang Up.**

This "Warning" is simply a pop-up advertisement from your Internet Browser. (Internet Explorer, Firefox, Chrome, or Edge) It's NOT Microsoft, Microsoft affiliated, or anyone legitimate!



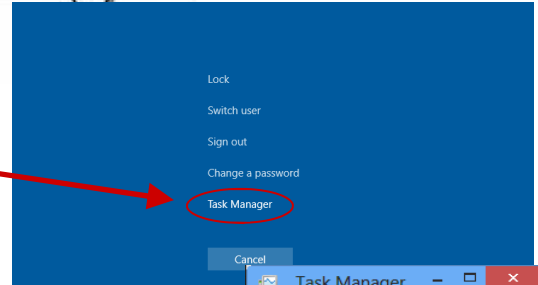
STEP 1. Bring Up Options Screen

Put 2 fingers to push and hold on Control and Alt... then press Del (delete)



STEP 2. Click on & Bring Up Task Manager

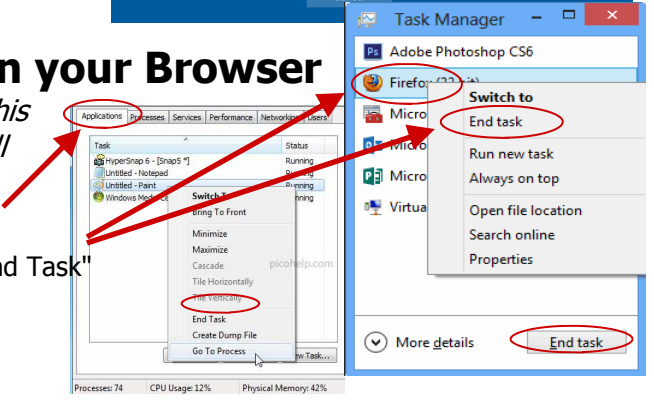
You will get a screen similar to the one at right. Click on Task Manager



STEP 3. To Remove The Ad, Shut down your Browser

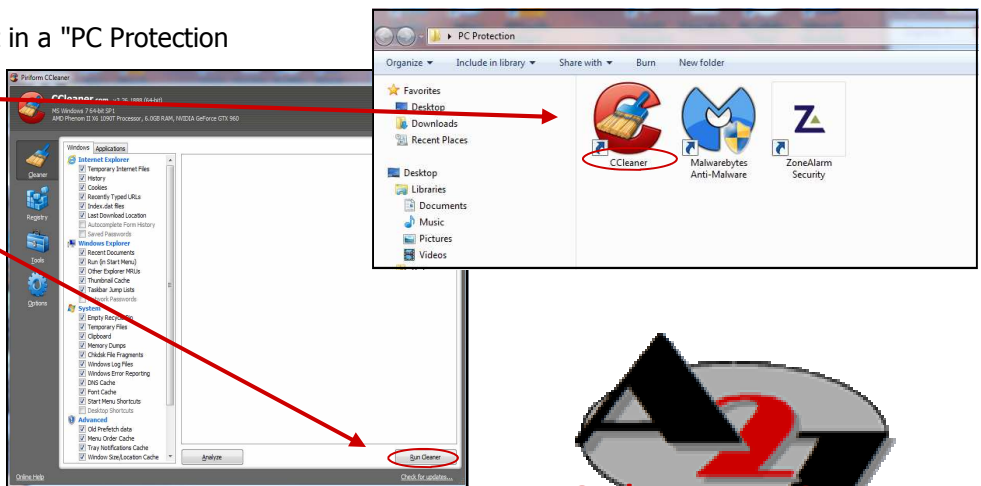
(We want to shut down the browser that brought up the ad. This would be Chrome, Firefox, Edge, OR Internet Explorer. We will "End Task" which will shut down the browser & the ad.)

For Windows Vista, 7, & 8 make sure you're on the Applications Tab. Right-click on Firefox, Edge, Internet Explorer or Chrome & select "End Task" Your Browser Will Close and the "Ad" will disappear.



STEP 4. Cleanup

Find and Run CCleaner Utility. (Look for it in a "PC Protection Folder on your desktop)
Click and start CCleaner.
Click on "Run Cleaner"
Click OK on the Remove Files Warning.



IF IT HAPPENS AGAIN

Rinse & Repeat... Back to Step 1 and follow the process again.

IF YOU'D LIKE MORE HELP
Bring Your Computer To Us. We're happy to help.