Don’t Fall Victim to

“Microsoft Tech Support / Windows Technical Department”

Phone Scam

Some members of the CUNY community have recently received a fraudulent telephone call in which the caller claims to be from “Windows Technical Department,” “Windows Service Center” or a similar, official sounding organization. Such scam calls are an attempt to obtain remote access to your computer to propagate malware, obtain personal information and/or aim fraudulent and inflated service charges at an uninformed victim.

If you receive a phone call from someone claiming to be a Microsoft technician who says your computer is having problems that they can fix, just hang up. Microsoft does not make unsolicited support calls.

Approach all unsolicited offers and communications with skepticism and caution.

CUNY IT technicians should identify themselves as such when calling but they can be impersonated. (Note: CUNY telephone directories are publicly accessible on the Internet.) If you do not know an unsolicited CUNY IT technician caller personally, obtain the caller’s name and callback number and inquire with your campus IT Help Desk to confirm the call is genuine.

Further information about this type of scam can be found here:


http://www.snopes.com/fraud/telephone/microsoft.asp

Issued: February 2016    Updated: September 2017