



Cuyahoga County
Consumer Affairs
consumeraffairs.cuyahogacounty.us

SCAM
SQUAD
216-443-SCAM (7226)

Internet Safety

The internet opens a world of new connections and opportunities, but it also can connect you with scammers. Use these simple tips to avoid online scams.

- **Ignore “tech support” calls asking to access your device.** Imposters claiming to be from well-known tech companies may contact you unexpectedly to offer you help with a computer problem. These calls or texts are never real. Never download programs that allow someone you don’t know to access to your computer.
- **Make sure your internet browser has a pop-up blocker turned on.** Scammers may try to trick you into calling them by using pop-up windows to scare you into thinking your computer has a security problem. Blocking pop-up windows keeps these types of scams off your screen.
- **Set up spam filters for your email account to screen out phishing scams.** Scammers often send bogus emails warning of pending charges against your accounts or offering “discounts” on bills. Setting your email spam filters high will keep most of these scams out of your inbox.
- **Avoid clicking the links in an unexpected email or text.** Scammers send messages with infected links that can install a virus on your device. If an unexpected text makes you worry about one of your accounts, avoid the link and instead log into your account as you normally would to check its status.
- **Watch out for romance scams.** Romance scammers have moved beyond dating sites and are lurking on social media and professional networking sites. Never send money or gifts to a sweetheart you haven’t met in person, no matter how charming they seem.
- **Use strong passwords to protect your accounts.** Make your password a mix of letters, numbers, and symbols. The word “password” and birthdays are easy for scammers to guess. Never use the same password for multiple accounts or websites.

Learn more ways to protect yourself online at cuyahogacounty.us/internetsafety.

Report suspected scams to Scam Squad at **216-443-SCAM (7226)** or online at cuyahogacounty.us/scamsquad.