

# EOAS Help Desk

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## Fraudulent Computer Support Calls

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Dear Colleagues,

Yesterday, a faculty member at UBC received a phone call at home from someone pretending to be a staff member from UBC IT offering to help check and update their computer. This is an example of a “Windows Tech Support” scam, where the cybercriminal is hoping to install malware onto your computer.

Please be vigilant when you receive unexpected phone calls from a number you do not recognize. EOAS IT and UBC IT **will never** phone you at home to provide check-ups and upgrades on your computer without reason.

If you receive a phone call from either UBC IT or EOAS IT that you did not expect, please refer that caller to your EOAS IT (Compstaff).