



Marple Tech Help

Friendly, straightforward tech help

The Tech Rules (Worth Keeping)

If something stops working

- ▶ Turn it off, wait 15 seconds, turn it back on

If someone contacts you

- ▶ If "the bank" calls → hang up and dial **159**
(the national anti-scam hotline supported by major banks)
- ▶ Courier redelivery fees → assume scam and ask first

If a screen pops up

- ▶ "Virus detected" with a phone number → close it, restart, and ask someone you trust
- ▶ Requests to allow notifications → **NO**

Before you click or pay

- ▶ Never install AnyDesk or TeamViewer for anyone who contacts you
- ▶ If you feel rushed or pressured → **stop and ask someone you trust**

Reporting Scams

- ▶ Forward scam texts to **7726**, then **delete**
(7726 is the official reporting service for mobile scams)

Need help?

0161 531 9442

marpletech.co.uk

Designed to be kept — stick this on the fridge or noticeboard