# How to stop and recover from a scam page in your browser

While browsing the Internet you may suddenly be confronted with a small window, like that shown below, that reports an error or infection, and may ask you to enter your Microsoft username and password.

The alert may be accompanied by audio warnings and include a phone number.

Genuine system alerts from Microsoft do not instruct you to call "help desk" telephone numbers nor give audio warnings:
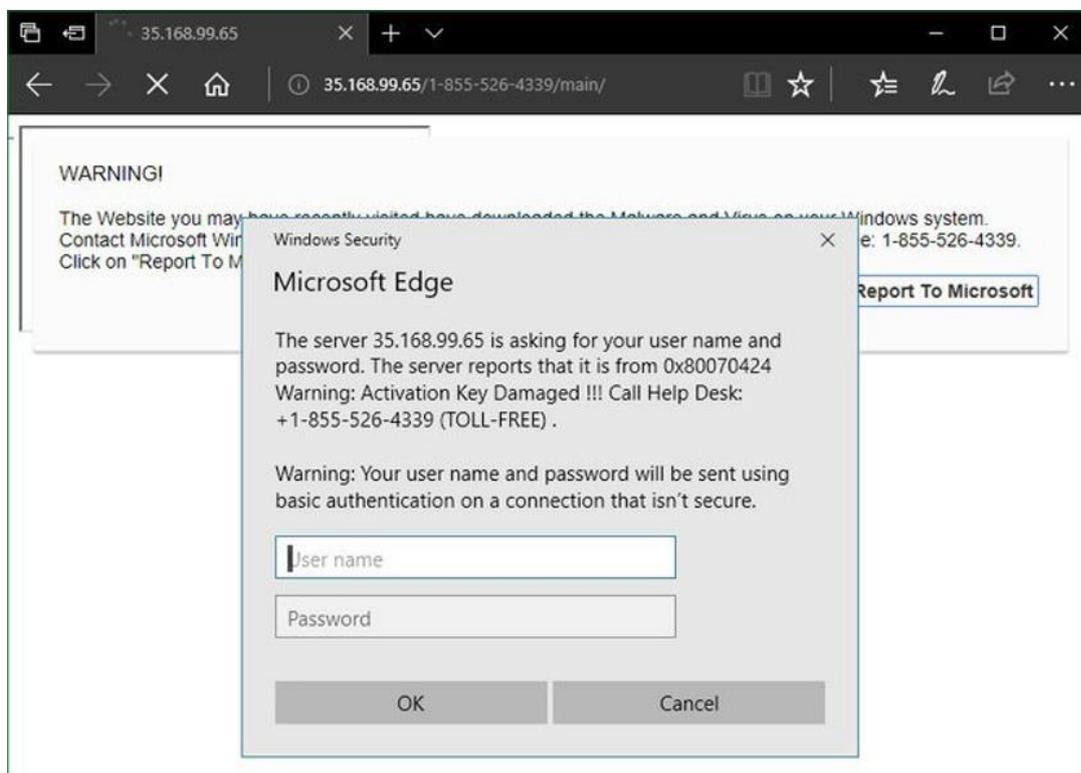
Attempts to close the Window may fail, and you may be unable to close the browser normally, so you are stuck…

To add insult to injury, the rogue web page may have attempted to silently install malware on your computer.

How to recover safely

1. Turn off your modem/router

To prevent further damage, disable your internet connection. You can do this by temporarily turning the power off your modem/router.

2. Force close the browser

Press the *Ctrl*, *Alt* and *Delete* keys together and you should see a blue screen with a number of options

Click on *Task Manager*

In this example we want terminate Firefox. In the *Processes* tab, right click on Firefox and choose *End task*
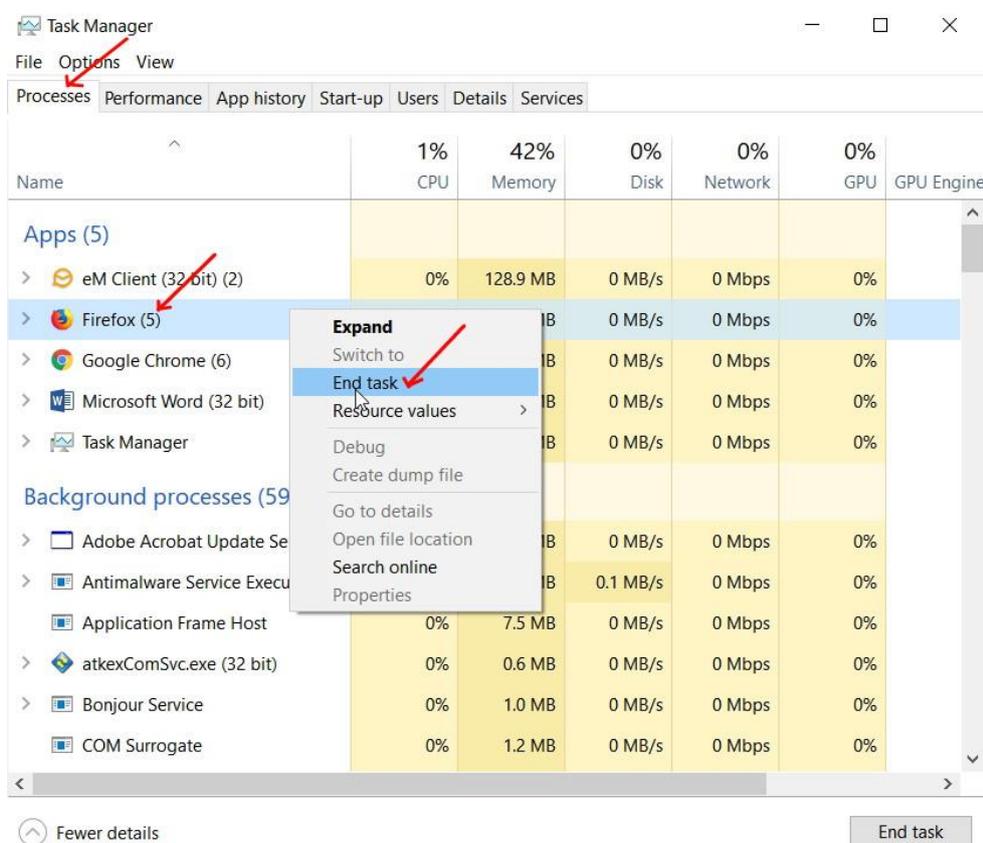
Firefox should then disappear.

The problem in doing this is that when **Firefox** or **Microsoft Edge** are restarted, they will notice that they have not been terminated correctly and reload the rogue page.

Google Chrome will *not* reload the rogue page when it restarts.

Internet Explorer will ask you if you want to restore the pages that were open when it was terminated.

3. Restart the computer

This is done as a precaution. If it refuses to shut down, hold the power button down for a few seconds to force it to turn off then start it up.

4. Restart your browser

Open your browser. It won't be able to load the rogue pages because the Internet is disconnected. Close all the open tabs.

5. Check your browser's Startup options, then CLOSE the browser

Microsoft Edge

- Click on Options (three dots upper right), click *Settings*
- Set *Open Microsoft Edge* to *A specific page or pages*, *Start page* or *New tab page*

Open Microsoft Edge with

A specific page or pages   ⌄
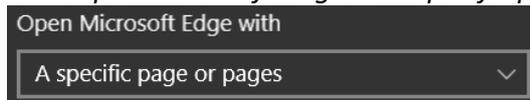
- Close Microsoft Edge

Firefox

- Click *Tools* then *Options* (if you don't see the main menu, press the Alt key to display it)
- Set *When Firefox starts* to *Show your home page* or *Show a blank page*

When Firefox starts

● Show your home page

○ Show a blank page

○ Show your windows and tabs from last time
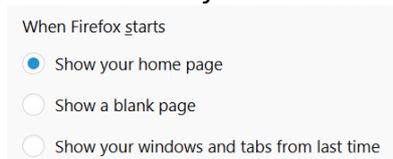
- Close Firefox

Google Chrome

- Click Options (three dots upper right), then *Settings*
- Set *On start-up to Open the new tab page* or *Open a specific page or set of pages*

On start-up

● Open the New Tab page

○ Continue where you left off

○ Open a specific page or set of pages
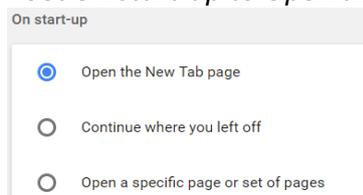
- Close Google Chrome

Internet Explorer

- Click the gear icon upper right and choose *Internet options*
- On the *General* tab, set *Start-up* to *Start with home page*

Start-up

○ Start with tabs from the last session

● Start with home page
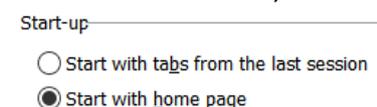
- Close Internet Explorer

6. Restart your Modem/Router

Power up your Modem/Router to reinstate your Internet connection, then scan for malware using your antivirus application.

You should now be back to normal