Soutien PC
ET RÉSEAU ESTRIE

Jean-David Desgagnes – Soutien PC et Réseau Estrie
Call or text: 873 314-2143 · soutienpc.sherbrooke@gmail.com
https://soutienpc-estrie.pages.dev

Form — virus or scam

A few questions so we can prepare, especially if someone tried to trick you by phone, email, or on the screen. Do not write any password, PIN, or card number here.

Your first and last name

Phone

Email

Town or city

What happened

Did someone call you, write to you, or appear on the screen claiming to be Microsoft, your bank, a prize, or "tech support"?

☐ Yes ☐ No ☐ I'm not sure

When (approximate date)?

By phone, email, or on the screen?

What did the person say, or what did you see on the screen?

Access and information

Did that person connect to your computer (for example with AnyDesk, TeamViewer, or another program)?

☐ Yes ☐ No ☐ I'm not sure

Did you give banking details, an Interac transfer, gift cards, or cryptocurrency?

☐ Yes ☐ No ☐ I'm not sure

If yes, what can you tell us (no card number or password)?

Your computer now

Do you see programs or icons you do not recognize?

☐ Yes ☐ No ☐ I'm not sure

Soutien PC
ET RÉSEAU ESTRIE

Jean-David Desgagnes – Soutien PC et Réseau Estrie
Call or text: 873 314-2143 · soutienpc.sherbrooke@gmail.com
https://soutienpc-estrie.pages.dev

Customer form — virus or scam

Never write a password on this form.

Names of those programs, if you can see them

Symptoms (pop-ups, odd web page, email locked, very slow PC, threatening message…)

Tip: change important passwords from another trusted device, starting with email. Do not write them here. Canadian Anti-Fraud Centre: 1-888-495-8501.

☐ I have read the notes. The information above is accurate to the best of my knowledge. I understand that a password must never be written on this form.

Signature (or printed first and last name)

Date

Thank you. You can email this form to soutienpc.sherbrooke@gmail.com, or keep it for your appointment. Questions: call or text 873 314-2143.