

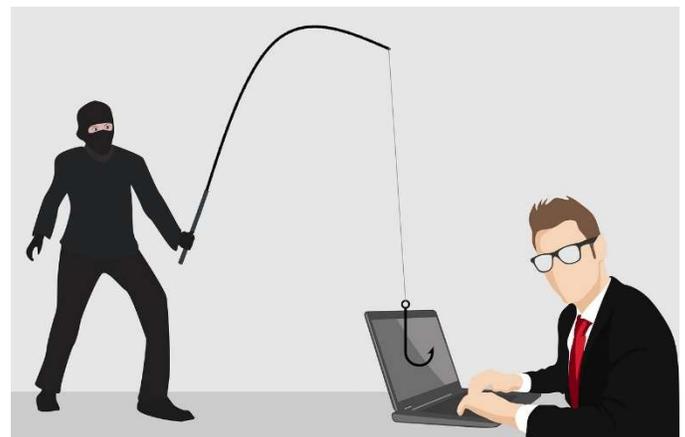
Online Scams: How To Be Your OWN First Line of Defense

Anti-malware and anti-virus programs are important for your computer, but the first line of defense is yourself. The number of online scams has risen dramatically in the past several years. Bad actors have found new and more devious ways to appear like they are trustworthy tech companies; some even claim to be government officials. Our goal at ANP is to arm the common user with tips to detect common traits these malicious individuals use, and in-turn, be their own “Anti-Malware.”

Quick tips to avoid scams:

- Do not call any numbers presented to you online. For example, if you see a popup saying you have a virus, do NOT call the number. Anyone online can claim to be from Microsoft, Norton, Amazon, etc.
- If you receive any phone calls from someone claiming to be from a company (or the Government), be very hesitant in giving out any information. Caller ID can be spoofed. You should always ask them to prove who they are before giving them any information.
- Never let anyone connect into your computer unless you have an established relationship with them.

- A legitimate company will never ask for payment in gift cards. This is a huge red flag.
- Legitimate customer service agents will not act pushy or angry, especially when asking for payment



Here's what to do if you feel like you have been the victim of a scam:

- Immediately unplug your computer.
- Call your bank and have them put a fraud watch on your account, it may be necessary to cancel your cards.
- Change your passwords.
- Call a technical professional to scan your computer for malware.

If you think anything is “phish-y,” do not hesitate to contact Advanced Network Professionals. We are happy to answer any questions you may have about scams, or any other of your technical needs.

Understanding Your ANP Invoice

We want to say “Thank You” to our loyal customers as we navigate a new billing system. Here are some tips to understand the new invoice layout:

1. The first page will share the Customer Information, Invoice Date, Invoice Number, Due Date, and Balance Due.
2. Our invoices are due upon receipt.
3. Look for the total Balance Due in bold. This is usually at the bottom of the front page, but occasionally the total has been pushed to the 2nd page.
4. The second page (& following pages) typically shares the technician’s work, with each time entry detailing the activity & date the work was completed.
5. If the invoice is marked “PAID” on the first page, there is no amount due to ANP. Instances when this occurs include if the work done was covered by prepaid contract hours or if the work was covered under your current agreements (i.e. Firewall updates).

If you have any questions about your invoice or need to update your contact information, please contact us at billing@getanp.com.

Sales Tax:

Sales tax is charged on Information Technology services in the state of Iowa. For example, managed services, email, firewalls, servers, & Microsoft products are all taxable. If your organization is tax exempt, please submit the proper documentation to billing@getanp.com so we can update the billing system & our files.

Software Pick:
ANTIVIRUS

Antivirus software was created specifically to help detect, prevent, & remove malware (malicious software).

It is used to help prevent, scan, detect, & delete viruses from a computer. Once installed, most antivirus software runs in the background to provide real-time protection against virus attacks.

Contact the ANP team for more info about our antivirus options for you!



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