

Scams & online safety | Easy | 2 min read

What to do if you clicked a bad link

It happens to nearly everyone at some point. Clicking a bad link does not always cause harm, and there are clear steps to take that keep you safe.

First, stay calm

Often the link just opens a page that tries to trick you. Harm usually happens only if you then type in details or download something. So think about what happened after the click.

If you only clicked and nothing else happened

1. **Close the page or tab.**
2. Do not type anything into it.
3. Do not allow notifications if the page asks.
4. Run a scan with Windows Security (or your own antivirus) as a precaution.

If you typed in a password

1. Go to the real website, not through the link, and **change the password** straight away.
2. If you use the same password anywhere else, change those too.
3. Turn on two-step sign-in if you have not already.

If you typed in card or bank details

Ring your bank on **159** or the number on your card and tell them. They can block the card and watch for odd payments.

If something downloaded or installed

1. Do not open it.
2. Disconnect from the internet if the computer behaves strangely.
3. Run a full scan with Windows Security.
4. If you are worried, ask us for a check.

Tell people

Forward scam emails to **report@phishing.gov.uk** and scam texts to **7726**. If money was lost, report it to Report Fraud (formerly Action Fraud) at reportfraud.police.uk or on 0300 123 2040, or to Police Scotland on 101.

Next time

If a message makes you feel rushed or worried, stop and take five minutes. Go to the official website or app yourself instead of using the link.

When to get more help

Contact us if your computer is slow, shows pop-ups after the click, or you would like a calm second pair of eyes.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.