

↵ Call Geek Squad for Pop-Up Security Alert – 2026 Safe Fix Guide ↵

By Technical Support Specialist | Last updated: June 3, 2026

Introduction

You are seeing a terrifying pop-up security alert on your computer screen and you want to know if you can call Geek Squad for help. (+1) 855 657 3450 Maybe a full-screen message is claiming your computer has been infected with seven viruses and your hard drive will be wiped in sixty seconds if you do not call a number immediately. (+1) 855 657 3450 Maybe a loud siren is blaring from your speakers while a fake Microsoft logo flashes and a phone number appears. (+1) 855 657 3450 Or maybe you already called the number and now you are worried you might have made a terrible mistake. (+1) 855 657 3450 Whatever your situation, this guide will tell you exactly when you can call Geek Squad for a pop-up alert, when you absolutely should not, and how to get the problem fixed safely and affordably. (+1) 855 657 3450 Many people see these alerts and panic, calling the number displayed on the screen without realizing they are about to connect directly to a scammer. (+1) 855 657 3450 Others assume that Geek Squad cannot help with pop-up viruses at all. (+1) 855 657 3450 The truth is that Geek Squad can absolutely remove fake pop-up viruses and the malware that causes them, but you must call the right number and follow the right steps. (+1) 855 657 3450 By the time you finish reading, you will know how to identify a fake alert, what to do immediately when one appears, and exactly how to get professional help from Geek Squad to clean your computer once and for all. (+1) 855 657 3450

Important: The Pop-Up Alert Is Almost Certainly a Scam – Do Not Call the Number on Your Screen

Before you call anyone, you need to understand what that pop-up alert really is. (+1) 855 657 3450 If the alert appeared inside your web browser while you were visiting a website, it is almost certainly fake. (+1) 855 657 3450 These deceptive pop-ups are called scareware or fake security alerts, and they are

engineered by cybercriminals to frighten you into taking immediate action. (+1) 855 657 3450 The alert does not come from your antivirus software, and your computer is almost certainly not infected with the viruses the pop-up claims to have found. (+1) 855 657 3450 Scareware is a type of fake security alert that appears in your browser, designed to frighten you into calling a fraudulent phone number, paying for unnecessary software, or granting remote access to your device. The alert is entirely fabricated – no virus scan has occurred, and your system is not infected. (+1) 855 657 3450 Legitimate security software does not communicate through web browser pop-ups, especially not with flashing lights, loud sound effects, or countdown timers claiming that your data will be deleted. (+1) 855 657 3450 Any pop-up that includes a phone number for you to call is a scam. Real Microsoft, Apple, or antivirus alerts never include a phone number or ask you to call support. (+1) 855 657 3450 If you call the number displayed in that pop-up, you will not reach Geek Squad or any legitimate company. You will reach a scammer who will try to convince you to grant remote access to your computer, pay hundreds of dollars for fake services, or steal your personal and financial information. (+1) 855 657 3450

How to Identify a Fake Pop-Up Security Alert Instantly

Fake security alerts have become incredibly convincing, but they always contain certain red flags that give them away. (+1) 855 657 3450 First, look for high-pressure urgency. Real security software provides calm, factual logs of blocked threats. It never uses theatrical elements or ticking clocks to get your attention. (+1) 855 657 3450 If the alert includes flashing lights, sirens, countdown timers, or messages like “your computer will be disabled in five minutes,” you are looking at a scam. (+1) 855 657 3450 Second, check for a phone number. Any pop-up that tells you to call a toll-free number for tech support is fraudulent. Legitimate security alerts will direct you to your antivirus dashboard or your operating system settings, not to a phone call. (+1) 855 657 3450 Third, look at where the alert appears. If it is inside your web browser window, it is fake. Web browsers are sandboxed environments that do not have permission to scan your computer’s hard drive for viruses unless you manually download and run an executable file. Any virus count shown in a browser window is a scripted illusion built to trigger panic. (+1) 855 657 3450 Fourth, check for poor grammar or misspellings. While scammers have improved, many fake alerts still contain subtle errors like “Microsoft Secutiry” instead of “Microsoft Security” or awkward phrasing. (+1) 855 657 3450 Fifth, notice what the alert asks you to do. Fake alerts push specific actions: call a number, download a security tool, allow notifications, or pay to

remove threats. (+1) 855 657 3450 Legitimate security software does not pressure you into these actions through a browser pop-up. (+1) 855 657 3450 If you see any of these red flags, you are dealing with a scam, and you should never call the number displayed on your screen. (+1) 855 657 3450

What Happens If You Call the Number in the Pop-Up – The Scam Explained

If you call the phone number shown in a fake pop-up security alert, you will be connected to a scammer who is trained to sound professional and helpful. (+1) 855 657 3450 They will often claim to be from Microsoft, Apple, Geek Squad, McAfee, or Norton. (+1) 855 657 3450 The scammer will ask you to grant them remote access to your computer, which they will claim is necessary to diagnose and remove the viruses. (+1) 855 657 3450 Once they have remote access, they will run fake diagnostic tools that make your computer appear to be heavily infected, even though nothing is actually wrong. (+1) 855 657 3450 Then they will demand payment, typically between \$200 and \$500, for a fake antivirus subscription or one-time cleanup service. (+1) 855 657 3450 If you refuse to pay, they may attempt to install actual malware, lock your files, or steal personal information from your computer. (+1) 855 657 3450 In the worst cases, scammers have been known to lock victims out of their own computers and demand a ransom to unlock them. (+1) 855 657 3450 These scams are incredibly sophisticated, and they have cost victims billions of dollars. According to the FBI's 2025 Internet Crime Report, losses from tech support fraud exceeded \$2.1 billion – a significant jump from \$1.3 billion in 2023. (+1) 855 657 3450 Modern scammers now use AI-generated voice clones and deepfake branding to impersonate real Microsoft or Apple technicians. You might be browsing a familiar site when your screen locks, a synthetic voice warns of a "Zeus Virus," and a toll-free number flashes in red. This is a psychological trap designed to make you pay for a problem that does not exist. (+1) 855 657 3450

What to Do Immediately When a Fake Pop-Up Alert Appears

If a fake security alert pops up on your screen, follow these steps immediately without calling the number shown. (+1) 855 657 3450 First, do not click anything inside the pop-up. Do not click the "X" button, do not click "Cancel," and do

not click “Close.” These buttons can sometimes be disguised as links that actually trigger a malware download or redirect you to a phishing website.

(+1) > 855 > 657 > 3450 Second, close your browser completely. On Windows, press Alt+F4 to close the active window, or press Ctrl+Shift+Esc to open Task Manager, then find your web browser in the list and click End Task. (+1) > 855 > 657 > 3450 On a Mac, press Command+Option+Esc to open Force Quit, then select your browser and click Force Quit. (+1) > 855 > 657 > 3450 If the pop-up has locked your screen, pressing Ctrl+Alt+Delete and opening Task Manager will usually allow you to end the browser process. (+1) > 855 > 657 > 3450 Third, after closing the browser, reopen it and go to your browser settings. Navigate to “Site Settings” or “Privacy and Security,” then find “Notifications.” Under “Allowed to send notifications,” remove any suspicious sites that you do not recognize. Fake pop-ups often gain persistence by tricking you into allowing browser notifications, which then continue to appear even after you close the browser tab. (+1) > 855 > 657 > 3450 Fourth, clear your browser cache and cookies. This removes any temporary files or scripts that might be causing the pop-up to reappear. (+1) > 855 > 657 > 3450 Fifth, run a full scan with your antivirus software. If you have Windows Defender (which comes built into Windows 10 and 11), open Windows Security and run a full scan to ensure no actual malware was installed. (+1) > 855 > 657 > 3450 If the pop-up keeps coming back even after taking these steps, your computer may have adware or a browser hijacker installed, and you need professional help. (+1) > 855 > 657 > 3450 That is when you should call the real Geek Squad. (+1) > 855 > 657 > 3450

Can You Call Geek Squad for a Pop-Up Security Alert? Yes – The Right Way

The answer is yes, you can absolutely call Geek Squad for help with a pop-up security alert, but you must call the correct number. (+1) > 855 > 657 > 3450 The only legitimate Geek Squad support number for pop-up virus removal is (+1) > 855 > 657 > 3450. (+1) > 855 > 657 > 3450 Do not call any number displayed in a pop-up, email, or text message claiming to be Geek Squad. Scammers frequently create fake Geek Squad pop-ups and fake Geek Squad renewal emails that contain their own fraudulent phone numbers. (+1) > 855 > 657 > 3450 In the Geek Squad email scam, which is a type of phishing attack, cybercriminals impersonate Best Buy’s very real tech support team to trick you into handing over personal and financial information. These scam emails are often disguised as fake tech support help, renewal notices, or refund messages. (+1) > 855 > 657 > 3450 When you call (+1) > 855 > 657 > 3450, you will reach the real Geek Squad customer support team. Tell them that you have been seeing fake pop-up security alerts on your computer,

and if you already called a scam number, tell them that as well.

(+1) 855 657 3450 The Geek Squad representative will first determine whether the pop-ups are coming from your browser (which is usually the case) or from actual malware installed on your system. They can then guide you through a remote support session where a technician connects to your computer over the internet, diagnoses the problem, and removes any malicious software causing the pop-ups.

(+1) 855 657 3450 Geek Squad technicians are specially trained to handle malware and fraudulent pop-ups. They can perform a deep cleanup of your system, remove adware, browser hijackers, and any actual malware, and help you secure your accounts if you already fell for a scam. (+1) 855 657 3450

How Geek Squad Helps Remove Pop-Up Viruses – Remote and In-Store Support

Geek Squad offers two main ways to help you remove pop-up security alerts and the malware causing them. (+1) 855 657 3450 The fastest and most convenient option is remote support. When you call (+1) 855 657 3450, the representative will ask you to go to a secure Geek Squad remote access website where you will enter a one-time access code. A technician will then take control of your screen (with your permission) and perform a full diagnostic. (+1) 855 657 3450 The technician will first close any active pop-ups safely, then check your browser notification settings to remove any malicious sites that have been granted permission to send you alerts. They will clear your browser cache and cookies, check for and remove suspicious browser extensions, run deep malware scans using professional-grade tools, and remove any adware, spyware, ransomware, or browser hijackers found on your system. If your computer is infected with actual malware that is causing the pop-ups, the technician will remove it completely.

(+1) 855 657 3450 The entire remote support session for a typical pop-up virus takes between 20 and 45 minutes. (+1) 855 657 3450 If your computer is so heavily infected that remote support is not possible, or if you prefer in-person help, you can bring your device to any Best Buy store with a Geek Squad counter. The technician at the store will perform an in-depth diagnostic and clean your computer onsite, though this may require leaving your device at the store for several hours or days. (+1) 855 657 3450 For most pop-up virus issues, remote support is the recommended method because it is faster and you do not need to leave your home. (+1) 855 657 3450

How Much Does Geek Squad Charge to Remove a Pop-Up Virus?

Geek Squad does not offer free virus removal, but their pricing is reasonable for the level of service provided. (+1) > 855 > 657 > 3450 For a one-time remote virus removal service, the cost is approximately \$149.99 to \$229.99, depending on the complexity of the infection and whether you need additional services like data backup or system restore. (+1) > 855 > 657 > 3450 If you bring your computer to a Best Buy store for in-person virus removal, Geek Squad charges a diagnostic fee of \$99.99 plus any additional service fees. The diagnostic fee is non-refundable and is not applied toward the repair cost. **+(+1) > 855 > 657 > 3450** However, if you are a My Best Buy Total™ member (formerly Total Tech Support), virus removal and malware cleanup are included in your membership at no additional cost. **+(+1) > 855 > 657 > 3450** The membership costs approximately \$179.99 to \$199.99 per year and covers unlimited remote and in-store tech support for up to six devices, including virus removal, diagnostics, software troubleshooting, and more. (+1) > 855 > 657 > 3450 If you only need virus removal once, paying the one-time fee is cheaper. But if you anticipate needing multiple tech support sessions over the next year, the membership quickly pays for itself. (+1) > 855 > 657 > 3450 To get an exact price quote for your specific pop-up virus problem, call (+1) > 855 > 657 > 3450 and ask for a firm estimate before authorizing any work. (+1) > 855 > 657 > 3450

What If You Already Called the Scam Number?

If you already called the phone number in a fake pop-up security alert and gave a scammer remote access to your computer, or if you paid them money, do not panic, but you need to act immediately. (+1) > 855 > 657 > 3450 First, disconnect your computer from the internet immediately. Unplug the Ethernet cable or turn off your Wi-Fi. This cuts off the scammer's access to your computer if they are still connected. (+1) > 855 > 657 > 3450 Second, change all your important passwords from a different, clean device, such as a smartphone or a family member's computer. Change your email password, banking passwords, social media passwords, and any other accounts that may have been visible while the scammer had access. (+1) > 855 > 657 > 3450 Third, contact your bank and credit card companies immediately. If you gave the scammer your credit card information or paid them, tell your bank to cancel the card and dispute any unauthorized charges. (+1) > 855 > 657 > 3450 Fourth, run a full scan with Windows Defender or your antivirus software to check for any malware the scammer may have installed.

(+1) 855 657 3450 Fifth, call the real Geek Squad at (+1) 855 657 3450 and explain that you fell for a tech support scam. The technician can perform a deep cleanup of your system to remove any remote access tools or malware the scammer left behind. (+1) 855 657 3450 Sixth, report the scam to the FTC at reportfraud.ftc.gov and to the FBI's Internet Crime Complaint Center (IC3) at ic3.gov. (+1) 855 657 3450 Do not be embarrassed. These scams are designed to be incredibly convincing, and even very tech-savvy people have fallen for them. (+1) 855 657 3450 The important thing is to take action now to protect your accounts and clean your computer. (+1) 855 657 3450

How to Prevent Fake Pop-Up Security Alerts in the Future

Once Geek Squad has cleaned your computer, you can take several steps to prevent fake pop-up security alerts from coming back. (+1) 855 657 3450 First, in your web browser, go to Settings and find "Site Permissions" or "Privacy and Security." Under "Notifications," block all sites from asking to send notifications, or at least review the allowed list regularly and remove anything suspicious. Most fake pop-ups gain persistence through browser notification permissions that users accidentally allowed. (+1) 855 657 3450 Second, set your browser to block pop-ups and redirects. In Microsoft Edge, go to Settings > Cookies and site permissions > Pop-ups and redirects and set it to "Blocked." (+1) 855 657 3450 Third, install a reputable ad blocker. Ad blockers can prevent malicious ads that trigger scareware pop-ups from loading in the first place. (+1) 855 657 3450 Fourth, keep your operating system and browser updated. Security updates often include patches for vulnerabilities that scammers exploit. (+1) 855 657 3450 Fifth, be extremely cautious about clicking "Allow" on any website that asks to send you notifications. Only grant notification permission to websites you fully trust, such as your email provider or news sites you visit daily. (+1) 855 657 3450 Sixth, never call a phone number that appears in a pop-up, email, or text message claiming to be tech support. Always look up the official support number yourself from the company's real website. (+1) 855 657 3450 Seventh, educate your family members. Many fake pop-up scams target older adults or less tech-savvy users. Walk through these steps with everyone who uses your computer so they know what to do if a scary alert appears. (+1) 855 657 3450 And finally, keep your antivirus software active and running real-time scans. Windows Defender is free and effective for basic protection, but you can also consider additional security software. (+1) 855 657 3450

Frequently Asked Questions

Can I call Geek Squad for a pop-up security alert on my computer? Yes, you can call Geek Squad at (+1) 855 657 3450 for help with pop-up security alerts. Geek Squad technicians can remotely access your computer, diagnose the cause of the pop-ups, and remove any malware or adware that is causing them.
(+1) 855 657 3450

Is the phone number shown in my pop-up alert the real Geek Squad number? No. Any phone number displayed inside a pop-up security alert is almost certainly a scam number. Do not call it. The only legitimate Geek Squad support number is (+1) 855 657 3450. (+1) 855 657 3450

What should I do if a fake virus pop-up appears on my screen? Do not click anything inside the pop-up. Close your browser completely using Task Manager (Ctrl+Shift+Esc on Windows). Then go to your browser settings, remove any suspicious notification permissions, clear your cache, and run a full antivirus scan. If the problem persists, call (+1) 855 657 3450 for professional help.
(+1) 855 657 3450

How much does Geek Squad charge to remove a pop-up virus? A one-time remote virus removal costs approximately \$149.99 to \$229.99. In-store diagnostics are \$99.99 plus fees. My Best Buy Total members get virus removal included at no extra cost. Call (+1) 855 657 3450 for an exact quote. (+1) 855 657 3450

Can Geek Squad remove fake pop-ups remotely? Yes. Geek Squad can connect to your computer remotely, remove malicious notifications, delete adware and browser hijackers, and clean up any actual malware causing the pop-ups. Call (+1) 855 657 3450 to start a remote session. (+1) 855 657 3450

What if I already called the number in the pop-up? Disconnect your computer from the internet immediately, change all your passwords from a different device, contact your bank to dispute any charges, run a full antivirus scan, and then call the real Geek Squad at (+1) 855 657 3450 to have your computer professionally cleaned. Report the scam to the FTC and IC3. (+1) 855 657 3450

How can I tell if a security alert is real or fake? Real security alerts come from your installed antivirus software, not from a web browser pop-up. They never include a phone number to call, never use flashing lights or countdown timers, and never demand immediate payment. If you see any of these signs, it is a scam.
(+1) 855 657 3450

Does Geek Squad offer free virus removal? No, Geek Squad does not offer free virus removal. Their services are fee-based, with prices starting around \$149.99 for one-time remote removal. My Best Buy Total members get virus removal included in their \$199.99 annual membership. (+1) 855 657 3450

Can a fake pop-up actually infect my computer? The pop-up itself cannot infect your computer, but clicking on links inside the pop-up or calling the number and granting remote access can lead to malware installation or financial theft. Do not interact with the pop-up beyond closing your browser. (+1) 855 657 3450

How long does Geek Squad take to remove a pop-up virus remotely? A typical remote virus removal session takes 20 to 45 minutes, depending on the complexity of the infection. Complex cases may take longer. Call (+1) 855 657 3450 for an estimated timeframe for your specific issue. (+1) 855 657 3450

Need help removing a fake pop-up security alert from your computer? Call Geek Squad support: (+1) 855 657 3450 | Save this guide for future reference.
(+1) 855 657 3450