



# HoldOn: how it works

How HoldOn stops a computer scam, step by step.

**She can't call for help. HoldOn does.**

# i Who's who

## Margaret, 74

Mom. HoldOn is added to her laptop's web browser.

## Sarah

Her daughter. Lives far away. Gets alerts on her phone.

## The scammer

Pretends to be from Microsoft. Wants to control Mom's computer.

1

Set up

2

Fake warning

3

Scam app

4

Phone buzzes

5

Scam stopped

6

Scoreboard

7

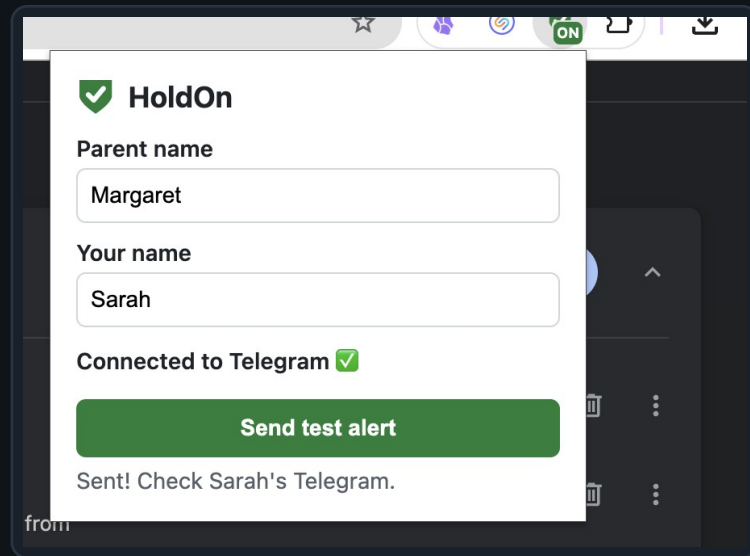
Can't hide

# 1 Sarah turns on HoldOn for Mom

## TAKES 2 MINUTES

- Adds HoldOn to Mom's web browser
- Types in both their names
- Sends a test message to her own phone

Her phone says: "HoldOn is now protecting Margaret."



The screenshot shows the HoldOn app interface. At the top, there's a green checkmark icon and the text "HoldOn". Below this, there are two input fields: "Parent name" with the text "Margaret" and "Your name" with the text "Sarah". Underneath these fields, it says "Connected to Telegram" with a green checkmark. A large green button labeled "Send test alert" is prominently displayed. Below the button, it says "Sent! Check Sarah's Telegram." The background of the app shows a Telegram chat interface with a dark theme.

✓ HoldOn is now protecting Margaret. 2:35 PM

## 2 A fake virus warning pops up

### ON MOM'S SCREEN

- A scary page says her computer has a virus and to call "Microsoft"
- HoldOn knows this trick and spots the fake
- It covers the page: "This warning is FAKE. Do NOT call."

Sarah's phone gets a quiet alert



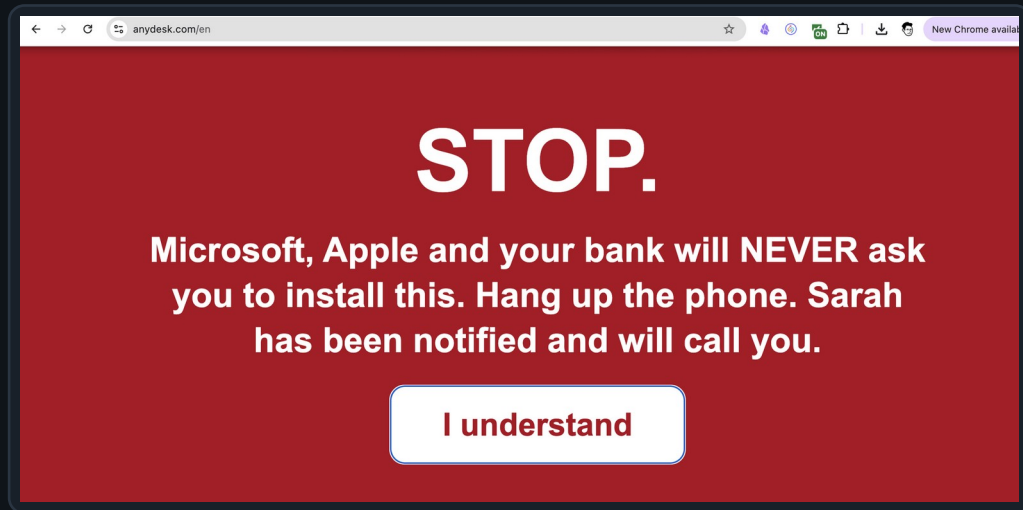
3

## "Install this app." HoldOn: STOP

### MOST DANGEROUS STEP

- The scammer tells her to get AnyDesk, an app that lets him control her computer
- HoldOn knows this app and steps in right away
- A giant STOP sign she can't miss

**"Sarah knows. She will call you."**



## 4 Sarah's phone buzzes

### ON SARAH'S PHONE

- AI explains what happened, in plain words
- It tells Sarah exactly what to do
- The scammer can't see this message

**Help comes from outside the scam**

Margaret's browser shows a fake 'Microsoft Security Alert' phone number and AnyDesk, a remote-access tool scammers use to take over computers. Call her now and tell her to close the browser, hang up on anyone calling, and not share any codes or money. 2:23 PM

✓ It was a scam — I stopped it

✗ False alarm

## 5 Sarah calls Mom. Scam stopped.

### ONE TAP

- Sarah calls Mom and tells her to hang up
- She taps "It was a scam — I stopped it"
- HoldOn saves the result: scam stopped

Margaret's screen shows a fake virus warning and AnyDesk was opened, so scammers may control her computer. Call her now and have her disconnect the internet.



Logged: scam stopped

3:21 PM

**Every alert tells us if HoldOn helped**

## 6 We count every save

### SARAH'S ANSWERS

🚫 Margaret just saw a fake virus popup (Windows Defender Security Alert). Classic tech-support scam. Call her now.

🚫 Logged: false alarm 2:59 PM

Margaret saw a fake Windows virus alert and visited AnyDesk, a tool scammers use to take control of computers. Call her now and ask if anyone has access to her computer.

🚫 Logged: false alarm 3:05 PM

Margaret's screen shows a fake virus warning and AnyDesk was opened, so scammers may control her computer. Call her now and have her disconnect the internet.

✅ Logged: scam stopped 3:21 PM

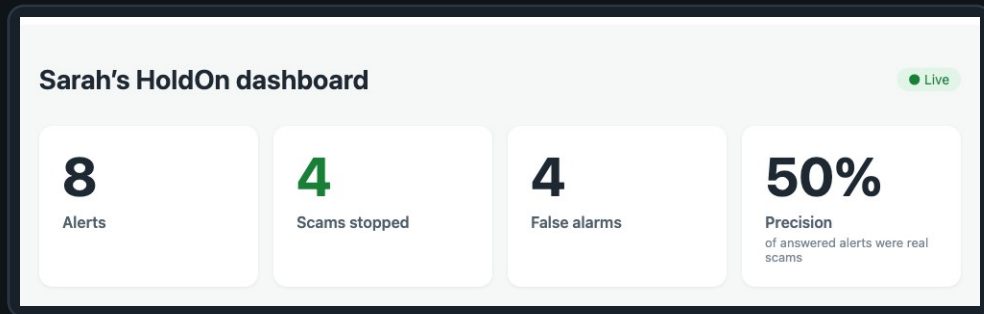
Margaret's screen shows a fake Windows virus warning, though it's on a local test page. Call her now to confirm she isn't being scammed.

✅ Logged: scam stopped 3:38 PM

Margaret opened AnyDesk after a fake Windows alert, though the pages look like local tests. Call her now and ask if anyone told her to install it.

✅ Logged: scam stopped 3:39 PM

### THE SCOREBOARD



- Counts scams stopped and false alarms (alerts that weren't real scams)
- Precision = how often an alert was a real scam
- Real numbers from our tests today. Some false alarms were on purpose

## 7

# Scammer: "Delete HoldOn"

## CAN'T BE SECRETLY REMOVED

- Scammers often tell people to delete safety apps
- If HoldOn is removed, it sends one last alert
- So Sarah still finds out

⚠ HoldOn was removed from Margaret's laptop. Scammers often ask victims to do this. Call her now.

*The real message Sarah gets on her phone*

**Deleting HoldOn alerts Sarah too**

# She can't call for help. **HoldOn does.**

HoldOn spots the trick → Mom sees STOP → Sarah's phone buzzes → Sarah calls → Scam stopped

Built in one afternoon with a browser add-on, a small server, AI (Claude) and Telegram