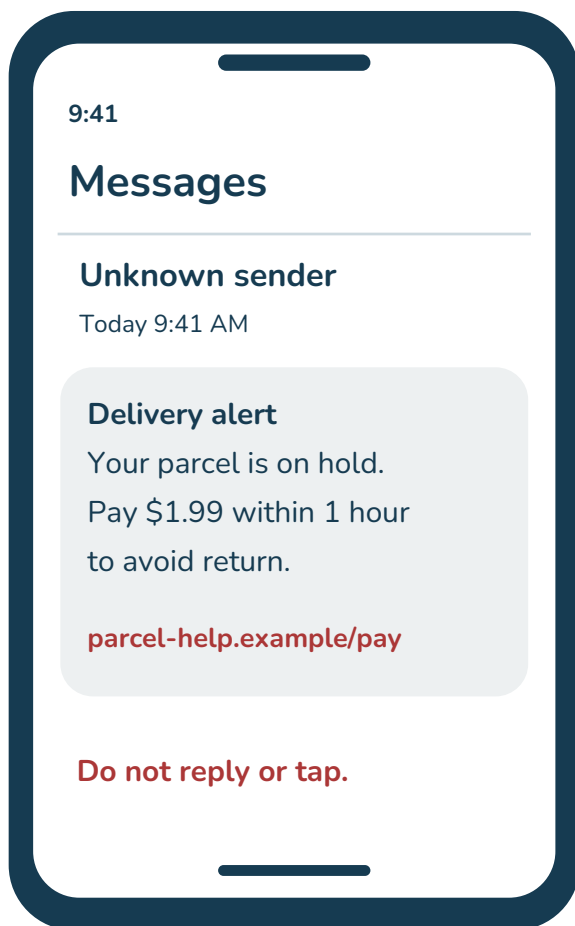




Spot a Scam Text Message —and Know What to Do

Pause, check, report and protect yourself.



Choose your route

First safety checks

Page 2

iPhone Messages

Pages 3–4

Android Google Messages

Pages 5–8

Already tapped a link?

Page 9

Shared data or money?

Page 10

A fictional delivery text is shown. Never use its link.

If money or data was shared, use page 10 first.



Pause before responding

All phones | If you shared information, go to page 10.

1 Notice the pressure.

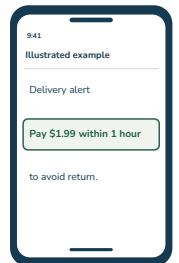
Step 1 of 3 on this page

Unexpected fees, threats or prizes
can be warning signs.

LOOK CLOSER

1

Pay \$1.99 within 1
hour



Next: Pause before you respond.

2 Leave the text alone.

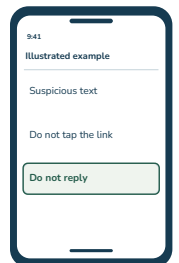
Step 2 of 3 on this page

Do not tap links or call its number.
Do not reply, even to say STOP.

LOOK CLOSER

2

Do not reply



Next: Check through a trusted route.

3 Check another way.

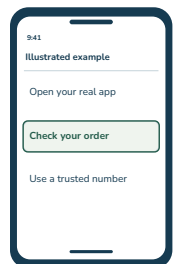
Step 3 of 3 on this page

Use the real app or a phone number
you already know is trustworthy.

LOOK CLOSER

3

Check your order



Next: Follow your phone section.



iPhone | Block the sender

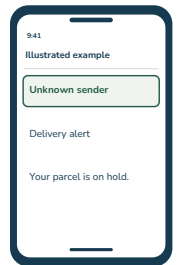
Messages app | Open the conversation, without tapping its link.

1 Tap the sender at the top.

Step 1 of 3 on this page

Choose the person icon or number above the message.

LOOK CLOSER



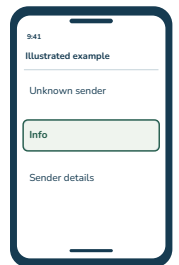
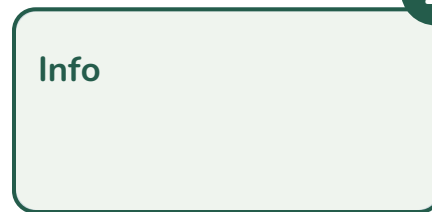
Next: Look for Info.

2 Tap Info.

Step 2 of 3 on this page

This opens details for the sender.
You may need to scroll afterward.

LOOK CLOSER



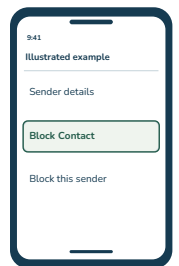
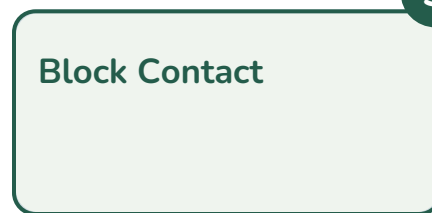
Next: Find the blocking option.

3 Tap Block Contact.

Step 3 of 3 on this page

It may say Block this Caller.
Confirm the block if asked.

LOOK CLOSER



Next: Report the text on page 4.



iPhone | Report and delete

If you lost money, save evidence before deleting. See page 10.

1 Return to the conversation.

Step 1 of 3 on this page

Use Back until you see the text.
Do not reply to the sender.

LOOK CLOSER



Next: Look below the message.

2 Tap Report Spam.

Step 2 of 3 on this page

Older versions may say Report Junk.
If missing, use page 8 instead.

LOOK CLOSER



Next: Read the confirmation.

3 Tap Delete and Report.

Step 3 of 3 on this page

Choose Delete and Report Spam,
or Delete and Report Junk.

LOOK CLOSER



Done: The message is removed.



Android | Report and block

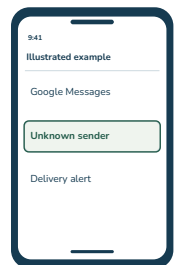
Google Messages app | Other messaging apps have different controls.

1 Touch and hold the text.

Step 1 of 3 on this page

In the conversation list, hold the suspicious conversation.

LOOK CLOSER



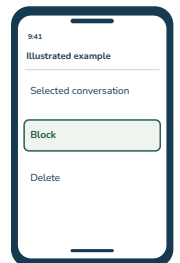
Next: Look for Block.

2 Tap Block.

Step 2 of 3 on this page

Look for the Block control in the selected conversation tools.

LOOK CLOSER



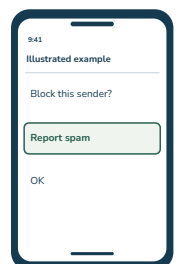
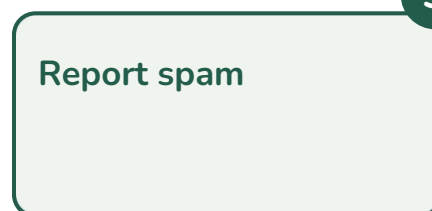
Next: Review the report option.

3 Select Report spam.

Step 3 of 3 on this page

Choose this option to report it.
Review what will be shared.

LOOK CLOSER



Next: Confirm on page 6.



Android | Finish the report

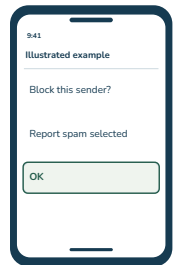
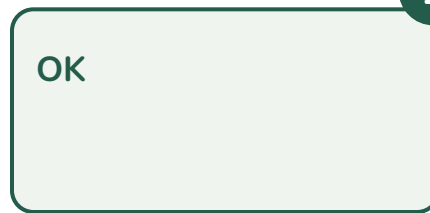
Google Messages | A report also blocks and moves the conversation.

1 Tap OK.

Step 1 of 3 on this page

This confirms the selected
block and report choices.

LOOK CLOSER



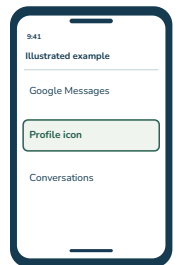
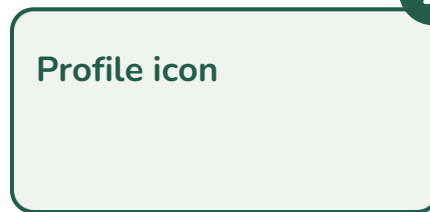
Next: Find Spam & blocked.

2 Tap your profile icon.

Step 2 of 3 on this page

Return to the conversation list.
Your profile icon is at the top.

LOOK CLOSER



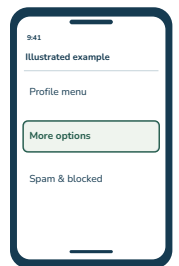
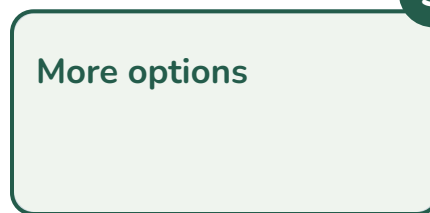
Next: Look for the menu options.

3 Tap More options.

Step 3 of 3 on this page

If Spam & blocked is already
visible, go straight to it.

LOOK CLOSER



Next: Open Spam & blocked on page 7.



Android | Delete the text

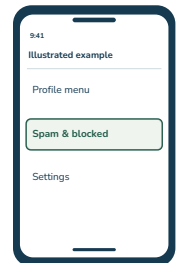
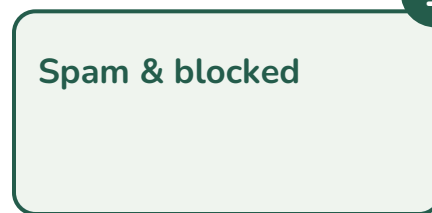
Optional | Leaving it in Spam & blocked is also an option.

1 Tap Spam & blocked.

Step 1 of 3 on this page

This folder contains conversations that were reported or blocked.

LOOK CLOSER



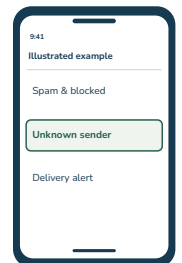
Next: Select the unwanted conversation.

2 Touch and hold the text.

Step 2 of 3 on this page

Select only the conversation you want to remove.

LOOK CLOSER



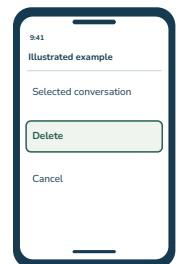
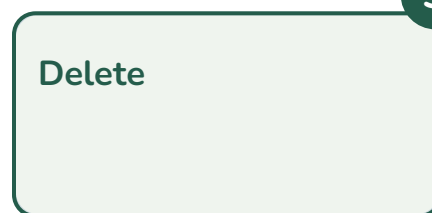
Next: Look for Delete.

3 Tap Delete.

Step 3 of 3 on this page

The control may be a trash can.
Read any confirmation carefully.

LOOK CLOSER



Next: Confirm on page 8.



Finish deleting | Other reports

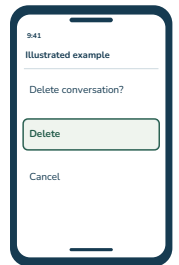
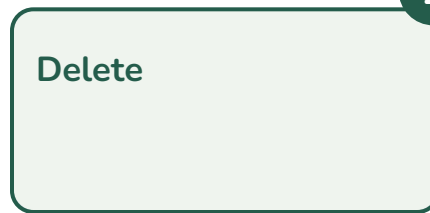
U.S. reporting options | Reporting can share a copy of the message.

1 Confirm Delete if asked.

Step 1 of 3 on this page

Google Messages deletion
cannot be undone.

LOOK CLOSER



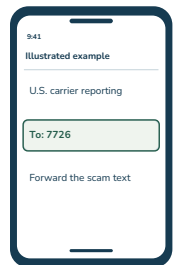
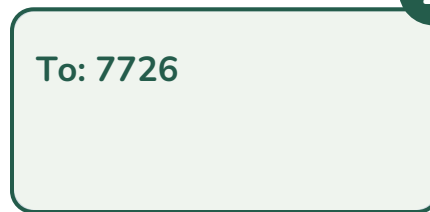
Done: The selected text is removed.

2 Report to your carrier.

Step 2 of 3 on this page

Before deleting, you can forward
the suspicious text to 7726 (SPAM).

LOOK CLOSER



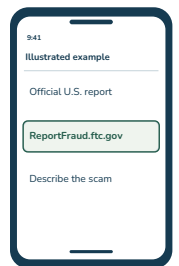
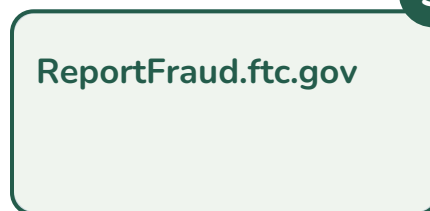
Option: Ask your carrier for help.

3 Report the scam to the FTC.

Step 3 of 3 on this page

Open ReportFraud.ftc.gov yourself.
Describe what happened.

LOOK CLOSER



Remember: Reporting is not a refund.



Already tapped a link?

Stay calm. Opening a page does not by itself prove infection.

1 Close the suspicious page.

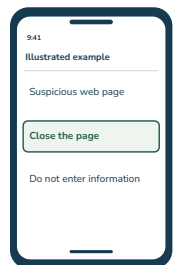
Step 1 of 3 on this page

Stop using that page. Do not enter information or grant access.

LOOK CLOSER

Close the page

1



Next: Think about what happened.

2 Update your phone.

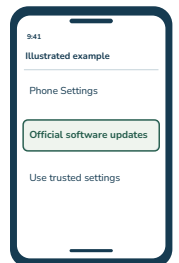
Step 2 of 3 on this page

Use your phone Settings to install official system and browser updates.

LOOK CLOSER

Official software updates

2



Next: Use page 10 if you shared data.

3 Get help if you installed anything.

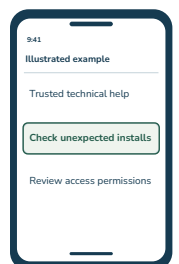
Step 3 of 3 on this page

Ask trusted support to check apps, profiles or access you approved.

LOOK CLOSER

Check unexpected installs

3



Avoid: The pop-up support number.



If you shared information

Act promptly. If money was involved, contact the bank first.

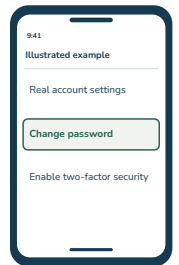
1 Protect an exposed account.

Step 1 of 3 on this page

Through the real app, change the password you entered or shared.
Change reused passwords too.

LOOK CLOSER

Change password



Also: Add two-factor sign-in protection.

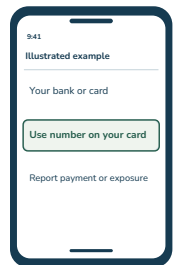
2 Call your bank or card issuer.

Step 2 of 3 on this page

Use the number on your card
if you paid or shared card details.

LOOK CLOSER

Use number on your
card



Ask: Can the payment be stopped?

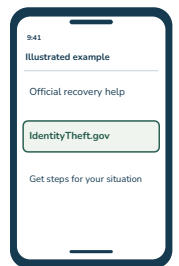
3 Use identity-theft help if needed.

Step 3 of 3 on this page

If identity details were exposed,
visit IdentityTheft.gov yourself.

LOOK CLOSER

IdentityTheft.gov



You can ask a trusted person to help.



Keep these reminders nearby

Pause. Use a trusted route. Ask for help.

Blocking one sender cannot stop every scammer.

Reporting may share the text and sender details.

Save evidence first if money or accounts were affected.

No legitimate helper needs your password or sign-in code.

Sources and phone differences

Apple: reporting and blocking in Messages

Google: report spam; block and delete conversations

FTC: recognizing and reporting scam texts

FTC: account, payment and identity recovery

Checked October 20, 2026. U.S. reporting information.

iPhone may say Spam or Junk; Block Contact or Block this Caller.

Android instructions cover Google Messages, not every text app.

Examples are illustrations, not exact phone screenshots.