

# Malware Help!

## 6 steps to get you back on track

### Symptoms

- Your device takes a long time to boot up
- Applications run slow or not at all
- Constant browser redirects or pop-ups
- No internet access or limited access
- AV program will not update and/or your Firewall is OFF
- New programs have been installed (*not by you*)

### What to do

- **Check that your anti-virus program of choice is running and providing active protection and the subscription is current.** Most programs provide adequate basic protection – the program you choose to use is not as important as keeping the subscription current. If you find that your subscription has lapsed for a long time or that your active protection has been turned off or is disabled then you may well be infected.
- **1 Restart your device in Safe Mode.** This can be done by pressing the F8 key just before Windows starts to boot. If this does not work, run the program msconfig.exe, select the Boot tab and check the box for Save Boot with network. When you restart your PC it will automatically start in Safe Mode.
- **2 Remove unwanted programs.** Go to the Control Panel and sort by Installed Date – most malware will be recently installed and there will be multiple installations on the same date.
- **3 Navigate to malwarebytes.org** and at a minimum download and install the free trial program. Run and update this program then scan the PC. When this finishes follow the onscreen prompts and restart your PC. (you will reboot back to Safe Mode)
- **4 Reset your browsers.** Most likely each browser you have installed will have add-ons that need to be removed; the search engine will need to be reset as well as the default home page.
- **5 Update or reinstall your AV program.** Run msconfig.exe and go back to the Boot tab and unselect Safe Boot option. Save and restart your PC.
- **6 Check that all has returned to normal.** Your PC should be running normally.

### Nothing Worked – Now What?

- **There are other more in-depth options to recover your PC or to completely restore your original installation.** The options available to you depend on many varied factors that include your operating system version, if you made a system image and have it available, if there is a valid System Restore point available, etc. At this point you will want to consider professional assistance. These options can delete or damage your personal information and the honest reality is that most people do not have a current backup. If this is you – tread carefully!
- **Centerburg Technology Center provides virus and malware removal services.** CTC always treats your personal data as if there is no backup and can assist with creating an effective backup routine. Call (740) 625-6100 to schedule an appointment or drop you PC off at your local Hometown Market located at 3895 Columbus Rd, Centerburg, Ohio between the hours of 5:30am and store closing (*evening hours vary by season call (740) 625-6283 to confirm closing hours*).