



Step 1: Boot the computer into Safe Mode

	Press the Windows key  and R at the same time on your keyboard
	Type msconfig into the text box and press OK
	Click on the boot tab and select Safe Boot.
	Select the radio button next to Network
	Click OK
	Click Restart when prompted
	Windows 7 alternative: From a powered off state you can turn on the computer and Repeatedly press the F8 key.
	Windows 7 alternative: If you get the Windows startup screen, you may not have been pressing early enough. Ideally, start pressing the F8 key as soon as you get the initial bootup splash screen.
	Windows 7 alternative: You will be presented with many options. Use your arrow keys to highlight Safe Mode with Networking , and press the Enter key to continue the startup process.
	Once you are at the login screen, log in with an account that has Administrative privileges.
	Close the Windows Help and Support window.
	You are now in Safe mode and can continue to the cleanup portion of the document.


Step 2: Install Malwarebytes Antimalware

	Open a web browser and navigate to https://www.malwarebytes.com 
	Click on the Free Download button and save the installer to your computer
	Click Run to launch or navigate to Downloads and run the installer
	Change the default language as desired and click Ok
	Click Next on the welcome screen
	Select the radio button next to I accept the agreement and click Next
	Read the informational page, if desired and click Next
	Leave the default installation path and click Next
	Leave the default shortcut name and click Next
	Leave a checkmark next to Create a desktop shortcut and click Next
	Verify the selections on the Ready to Install page and click Install
	Click the x button on the Real-Time Protection Layers popup
	When the installation is finished, click on Finish .

Step 3: Run Malwarebytes Antimalware

	Once the program has installed it will automatically launch. Click the X button on any informational popups.
	Click on the Scan button on the right and make sure there is a checkmark next to Threat Scan
	Click on Start Scan. The program will check for any updates and then begin to scan your system.
	When the scan is complete, review the results. Uncheck any items that might be in error and then click on the Quarantine selected button.
	The application will quarantine the threats. The program may need to reboot your computer.
	Click Yes on any message requesting you to reboot the computer.
	When the computer reboots, log back in with the Administrative account.
	Delete any broken links from the desktop and continue to the next section: Installing Super Anti-spyware


Step 4: Install Super Anti-spyware

	 <p>Open up a web browser and navigate to https://www.superantispyware.com</p>
	Click on the Free Edition download button and save the installer to your computer
	Click Run to launch or navigate to Downloads and run the installer
	Click Next on the welcome page
	Click I Agree on the license terms page
	Leave the default user registration settings and click Next
	Leave the default installation path and click Next
	Uncheck Submit a system diagnostic and click Next
	Click Finished on the installation results page
	Click Decline on the Professional Trial offer
	The program will launch and automatically update itself
	Click on System Tools
	Click on Preferences and see if Start with Windows is checked. If it is and it is grayed out, place a check mark in Run in the Background and let the application restart.
	Return to preferences and <u><i>uncheck everything</i></u>
	Click Done twice





Step 5: Run Super Anti-spyware

	Click on Scan this computer
	Under Scanner Options: <ul style="list-style-type: none"> ○ Check Close Active browser windows ○ Check Delete Windows Temp files ○ Check High Boost ○ Check Scan inside ZIP Archives
	Click Complete Scan and the program will run. Go get some more coffee!
	When the scan has completed, click on the Continue button
	Review the results and place or remove check marks as needed
	Click on Continue to allow the program to clean the threats
	If the application suggests a reboot, click on Reboot Now
	When the computer reboots, log back in with the Administrative account.
	Delete any broken links from the desktop and continue to the next section: Return the computer to normal mode

Step 6: Return the computer to normal mode

	Press the Windows key  and R at the same time on your keyboard
	Type msconfig into the text box and press OK
	Click on the boot tab and uncheck Safe Boot.
	Click OK
	Click Restart when prompted
	The computer will restart in normal mode

Optional Step 7: Remove the applications from your computer

	Press the Windows key  and R at the same time on your keyboard
	Type appwiz.cpl into the text box and press OK
	Scroll through the list until you see Malwarebytes 
	Click on the item and click Uninstall
	Click Yes to the confirmation prompt
	Click yes to the prompt to restart the computer.
	Log back into the computer with an Administrative account
	Press the Windows key  and R at the same time on your keyboard
	Type appwiz.cpl into the text box and press OK
	Scroll through the list until you see SuperAntiSpyware 
	Click on the item and click Uninstall
	Click OK to the confirmation prompt
	Click Yes to remove all program settings.
	Both applications are now removed from your computer

Step 8: Check your Antivirus Definitions

The single biggest reason for infection is out of date, or worse – not present, Antivirus. There are a number of free programs available that offer basic protection, which should be enough for any light internet user. If you currently do not have antivirus installed, you may consider using Avast.




Some popular Antivirus vendors are:

- Norton\Symantec
- Mcafee
- AVG
- Kaspersky
- Trend Micro
- Avast
- Microsoft

It's important to have only one Antivirus program installed and running on your PC at a time. Two or more may sound like more protection, but the truth is that the programs can conflict with one another and slow down your system at best, allow malware and viruses in that either could have detected on their own at worst. Choose one, and stick with it. Open your program and look for the Update button to get the latest definitions, and then run a full scan on your computer. Follow the program's recommendations to remove any threats.

If you currently have a paid version that has lapsed and you wish to use **Avast Free**, *make sure that you uninstall your current Antivirus first*. You may follow the steps outlined in Optional section 7 to remove any other applications you do not want.

Step 9: Install Windows Updates

	<p>Windows 7:</p> <ul style="list-style-type: none"> ○ Press the Windows key  and R at the same time on your keyboard ○ Type wuapp.exe into the text box and press OK ○ Click Check for Updates ○ Click Install Updates, if needed ○ Reboot if prompted
	<p>Windows 10:</p> <ul style="list-style-type: none"> ○ Click the Start button in the lower left corner of the screen  ○ Click on the Setting button  ○ Click on Update and Security ○ Click on Check for Updates ○ Click on Install updates, if needed ○ Reboot if prompted

Optional Step 10: Install Avast Antivirus Free edition

	Open a web browser and navigate to https://www.avast.com 
	Click on the Download Free Antivirus button and save the installer to your computer
	Click Run to launch or navigate to Downloads and run the installer
	Click Yes on the UAC prompt
	Uncheck Yes, also install the Google Chrome Web Browser
	Uncheck Make Google Chrome my default browser
	Click Customize
	Uncheck everything except File Shield, Web shield, and Mail Shield
	Click Install and the application will install itself in the background
	When it is finished, click the Continue button
	Review the privacy policy disclaimer as necessary and click Continue
	Click No I don't want to protect my Android Phone
	Click on the Register button at the top
	Click the Select button under Standard protection
	Enter an email address, any random string in the format no@no.com will work, and click Register
	Click on the No Thanks button. You now have basic antivirus protection

Optional Step 11: Run an Avast Boot Time scan

	Launch the Avast application and click the Scan button
	Click Scan for Viruses
	Select Boot-time scan from the drop down menu and click Start
	Click Download Now to allow the application to retrieve additional packages
	When that is done the application will ask to restart the computer. Click Yes .
	The scan will run. If it finds threats and asks you what to do with them, select Quarantine All.
	When the scan is finished the computer will reboot. Log in with your account as normal.

If you are still experiencing issues after running these tools, you may have a severe infection that requires the help of a professional technician. An excellent place to obtain help with Malware infections is www.Techspot.com. They have paid staff on the forums that work with viruses every day, and it's a good place for general information.

Good luck, practice safe browsing habits, and be safe!