



COMPUTOCGR

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How to remove Malware, Spyware, and Other “Bad” Software:

Note: You may want to print these instructions before you begin.

- Click on the link below, then download, install, and update the software program and run a full scan of drive "C".
- <http://www.malwarebytes.org/mbam.php> (Download the "free" version)
- If it finds any problems then let the program fix them all.
- After it fixes any problems, restart the computer and then run a "quick" scan and make sure that it detects nothing.
- If the “quick scan” does detect any more problems. You will have to boot the computer in "safe mode" and then run a "full scan" on drive "C".

If you have problems with cleaning up the computer you can call me at: 616.773.5445 or if there is a problem that cannot be fixed by this method then you may need to employ my services. I charge between \$50 and \$100 for this service.

How to boot into safe mode (XP, Vista, & 7):

Windows XP:

- If the computer is running, shut down Windows, and then turn off the power. Wait 30 seconds, and then turn the computer on.
- Start tapping the F8 key. The Windows Advanced Options Menu appears. If you begin tapping the F8 key too soon, some computers display a "keyboard error" message. To resolve this, restart the computer and try again.
- Ensure that the Safe mode option is selected.
- Press Enter, then the computer begins to start in Safe mode (the display may look "strange", but that is normal)
- Once the computer is done booting run a full scan with Malwarebytes Anti-Malware (this may take an hour or more, but let it run until it is finished). Fix any problems it finds and reboot.

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Windows Vista & 7:

Windows Vista and 7 are similar to Windows XP for starting in Safe Mode:

- Turn the computer on or Restart the computer
- Start tapping the F8 key. The Windows Advanced Boot Options Menu appears. If you begin tapping the F8 key too soon, some computers display a "keyboard error" message. To resolve this, restart the computer and try again.
- Ensure that the Safe mode option is selected
- Press Enter, then the computer begins to start in Safe mode (the display may look "strange", but that is normal).
- Once the computer is done booting run a full scan with Malwarebytes Anti-Malware (this may take an hour or more, but let it run until it is finished). Fix any problems it finds and reboot.

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