

## Basic Steps for cleaning up your computer and removing simple spyware and viruses

Download (may need to use a different, uninfected machine if you can't access internet):

Ccleaner - [http://www.filehippo.com/download\\_ccleaner](http://www.filehippo.com/download_ccleaner) (Click 'download latest version' in top right)

Malwarebytes - <http://www.malwarebytes.org> (Download free version)

Microsoft Security Essentials - [http://www.microsoft.com/security\\_essentials/](http://www.microsoft.com/security_essentials/)

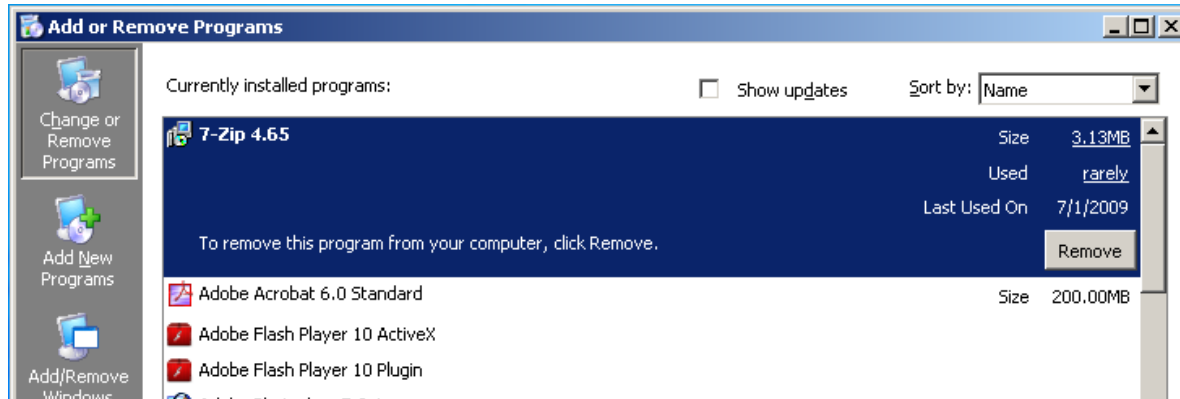
These programs are all free for home users. I highly recommend Microsoft Security Essentials for anti-virus, even over paid programs. You should only use 1 anti-virus program at a time.

1) Open 'Add or Remove Programs' (Start > Control Panel > Add or Remove Programs)

a) Remove programs that you do not use or do not recognize

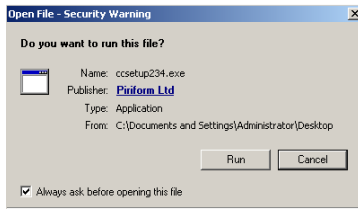
Common Programs to remove include:

- Earthlink Setup Files
- Internet Service Offers Launcher
- Google Desktop
- Google Toolbar
- Dell URL assistant
- AOL Install
- Yahoo Toolbar
- Ask Toolbar
- Norton PC Checkup

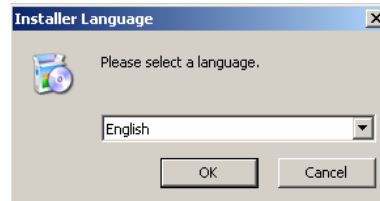


## 2) Install Ccleaner – This will remove all internet history and cached files

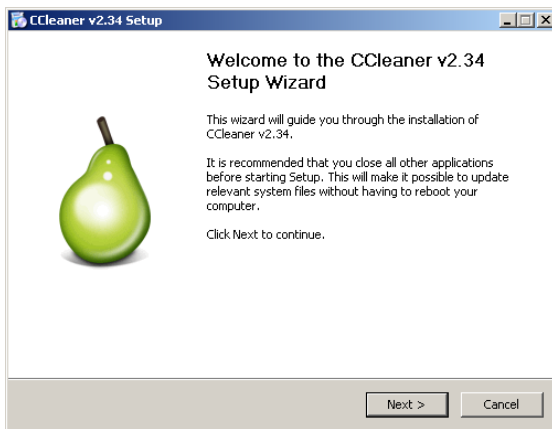
### a) Follow the prompts to install Ccleaner



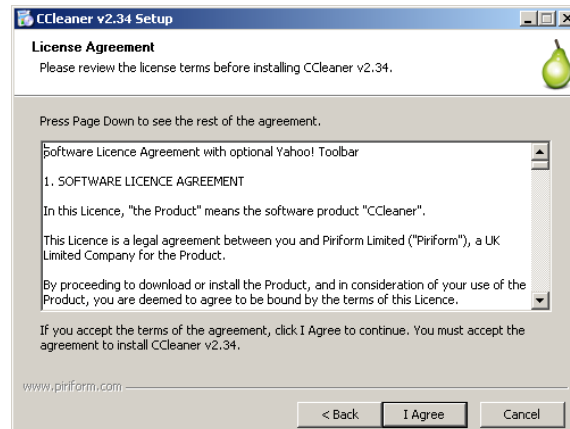
Select 'Run'



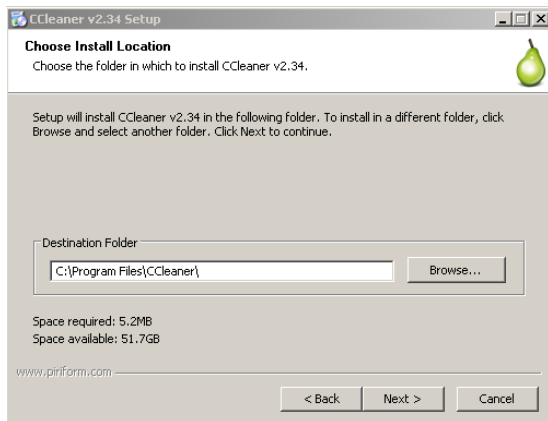
Select 'OK'



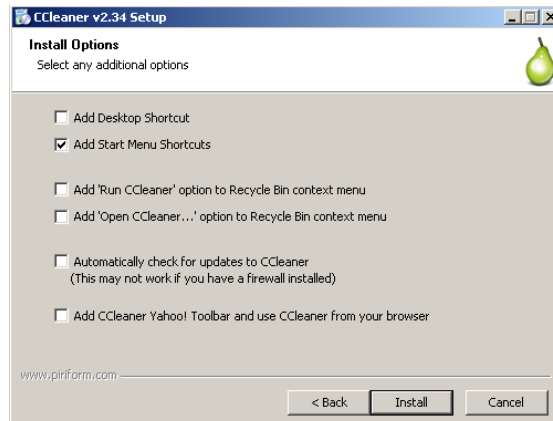
Select 'Next'



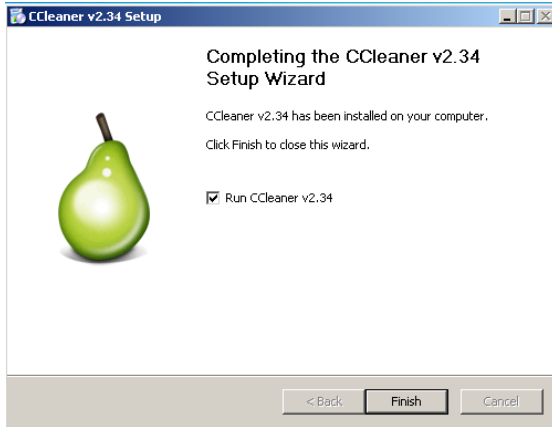
Select 'I Agree'



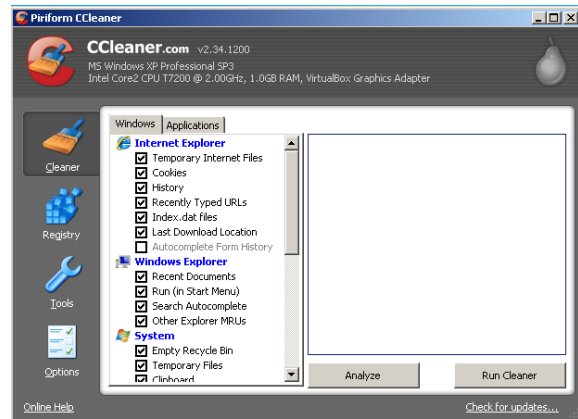
Select 'Next'



Uncheck everything except 'Add Start Menu'



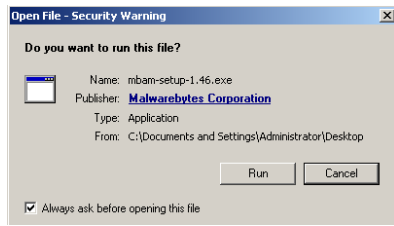
Select 'Finish'



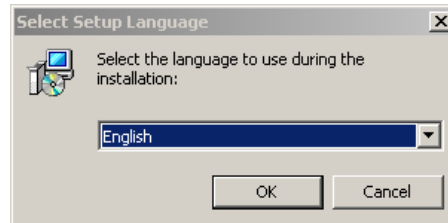
Select 'Run Cleaner'

### 3) Install Malwarebytes – This will remove spyware, malware, and viruses

#### a) Follow the prompts to install Malwarebytes



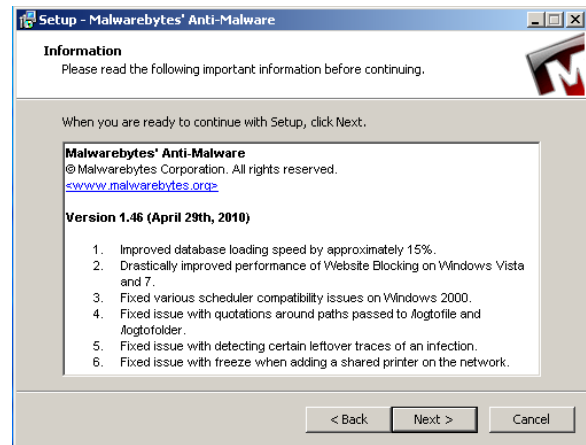
Select 'Run'



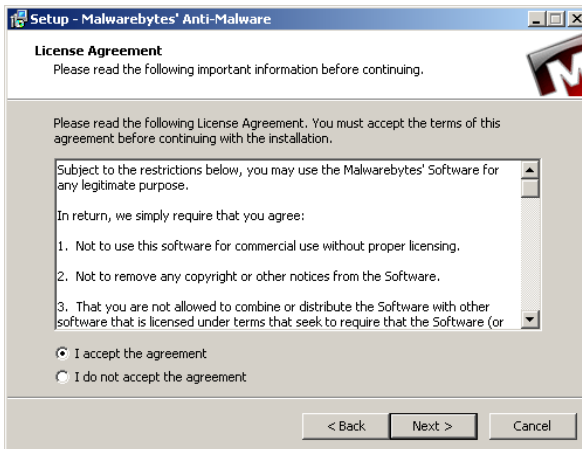
Select 'OK'



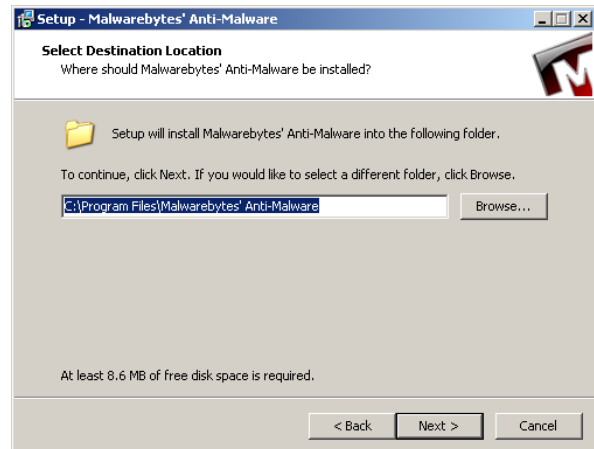
Select 'Next'



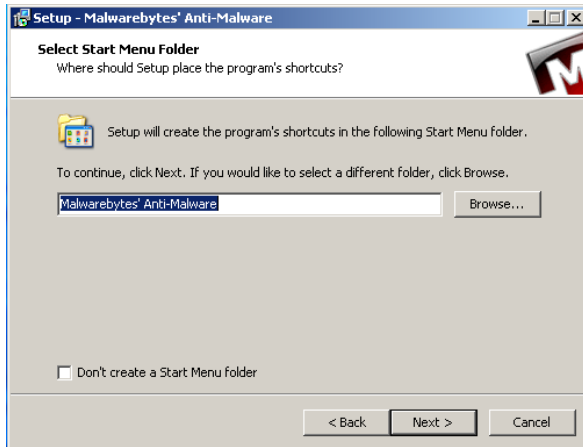
Select 'Next'



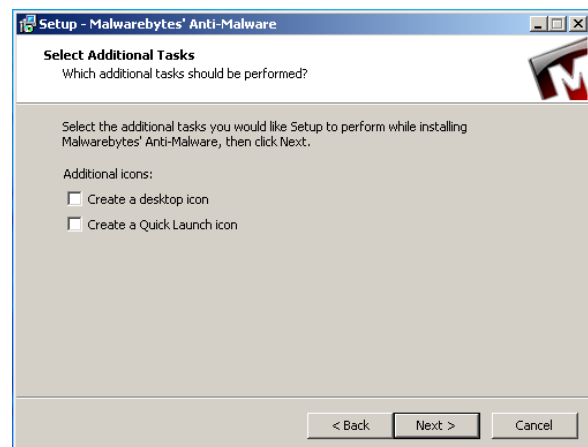
Select 'I accept' and 'Next'



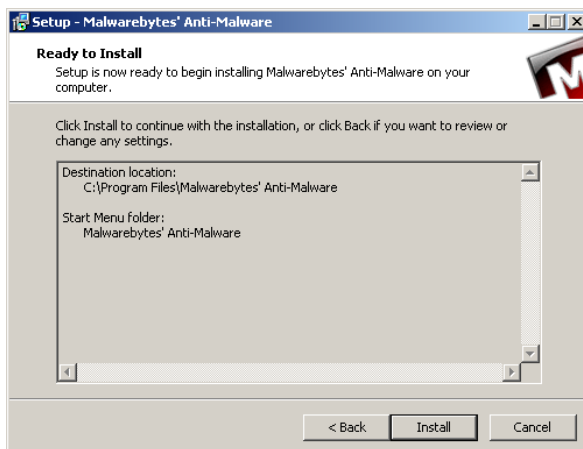
Select 'Next'



Select 'Next'



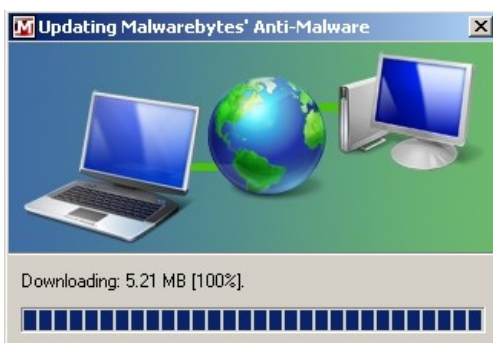
Select 'Next'



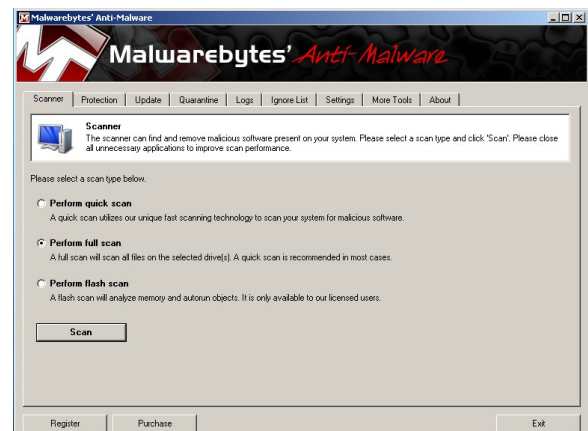
Select 'Install'



Select 'Finish'



Allow to Update



Select 'Perform Full Scan' and 'Scan'

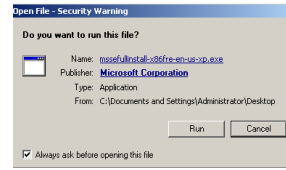
b) Remove or quarantine any files that are discovered

## 4) Install Microsoft Security Essentials – This is free Anti-virus software

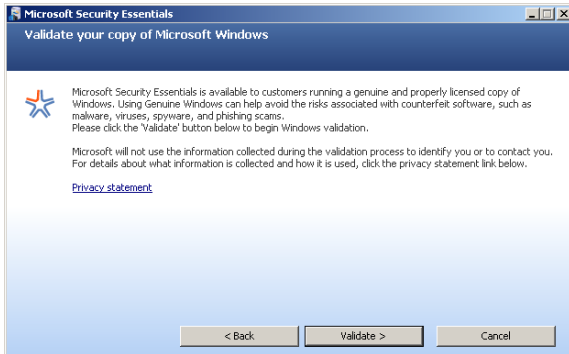
### a) Follow the prompts to install MSE



Select XP 32-bit



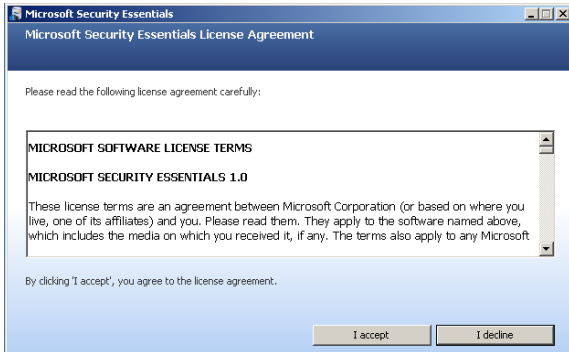
Select 'Run'



Select 'Validate'



Select 'Install'



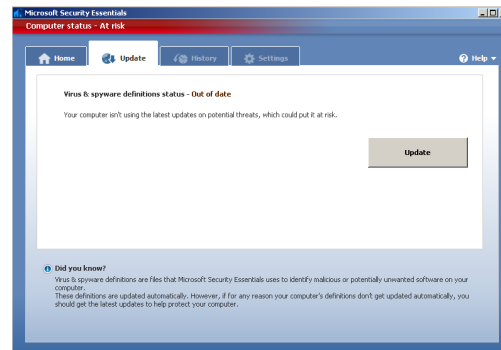
Select 'I accept'



Select 'Next'



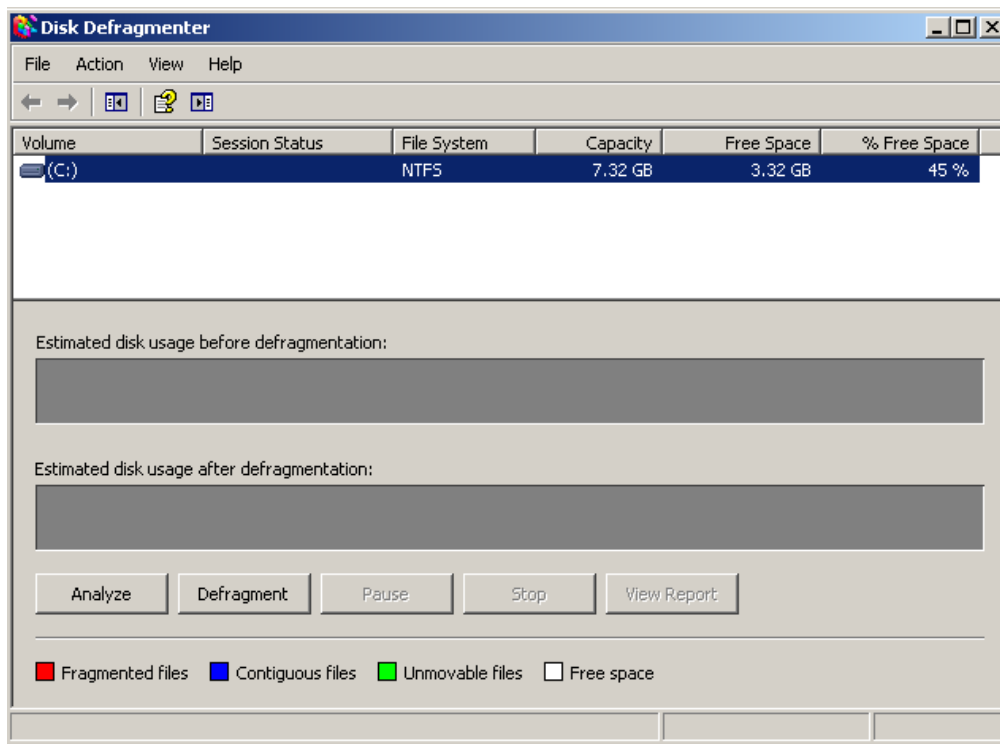
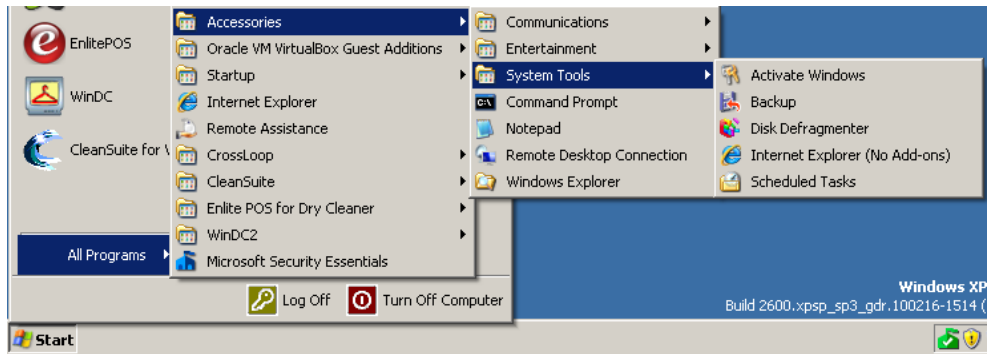
Select 'Finish'



Select 'Update'

5) Defragment your hard drive – This will speed up your hard drive

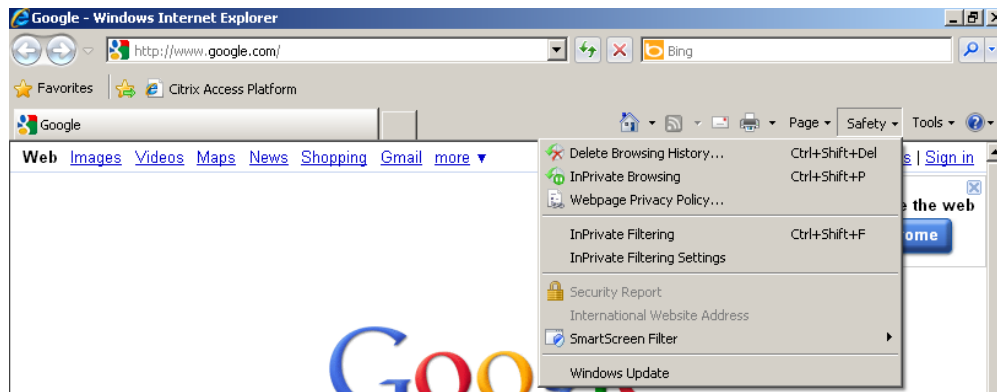
a) Start > Accessories > System Tools > Disk Defragmenter



Select 'Defragment'

## 6) Update Windows

- a) Open Internet Explorer and drop down 'Safety > Windows Update'
- b) Older versions of Internet Explorer is in 'Tools > Windows Update'



Select 'Windows Update' and follow the instructions