

How to tell if your computer is showing symptoms of Malware

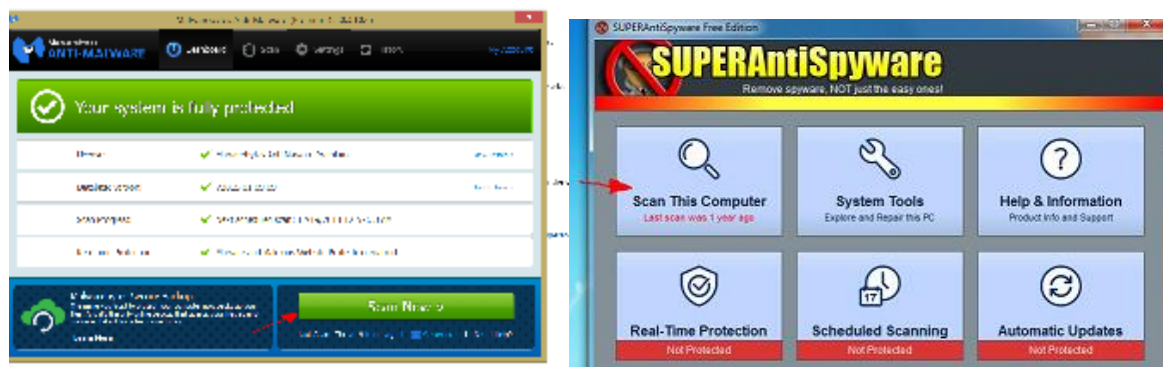
- **IF you start noticing pop-up advertisements all the time, this could be due to malware**
- **My settings have changed.** Some unwanted software can change your home page or search page settings. Even if you adjust these settings, you might find that they revert back every time you restart your computer.
- **My web browser contains additional components that I don't remember downloading. Manage Add on o IE disable what you don't need or Extension on Chrome**
- **My computer seems to slow down.** Malware and other unwanted software may have intention been install due Administrator Right on you User account. This program are known to track your activities and deliver advertisements and can slow down your computer. In some case they may crash your system, If you notice a sudden increase in the number of times a certain program crashes, or if your computer is slower than normal at performing routine tasks, you may have Malware ,Spyware and unwanted software.

Install Software to remove Threat.

ISD recommends downloading for free for personal computers only and install before going into safe mode but will you need to connect internet for updates. <http://www.malwarebytes.com>. & <http://www.superantispyware.com/>

When troubleshooting malware issue or virus you must run your machine in Safe Mode and Scan your machines with Malwarebytes and Super antivirus. **Safe Mode instruction below!** They need to be ran together and reboot with the one shows the most High risk issues, but allow the other software to finish and clean as well but without reboot. You will need do second time make sure all malware and adware is gone and run you Antivirus as well.

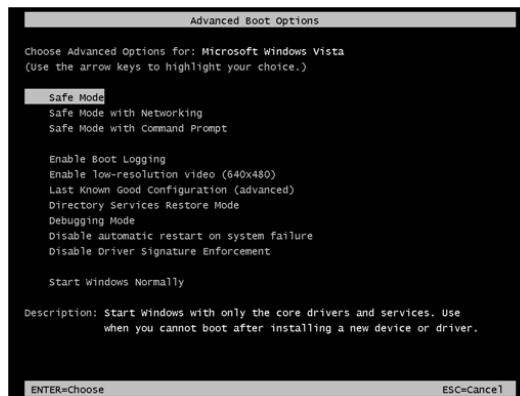
Before you run Super AntiSpyWare make sure you go to System tools and click on Uninstall Unwanted Programs and remove anything that shows in there then go back and start Scan



Here more info. From UF's Information security website: <https://security.ufl.edu/learn-information-security/protect-yourself/virus-spyware/>

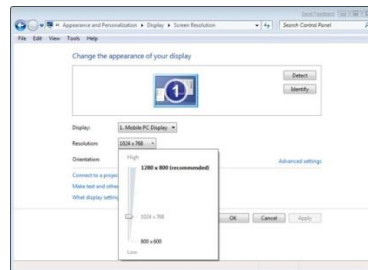
Start your Windows 7 machine In Safe Mode.

1. Immediately after the computer is powered on or restarted keep clicking **F8** key (do not hold down) until you see **Advanced Boot Options** menu will appear screen below.
2. Use the arrow keys to select **Safe Mode** or **Safe Mode with Networking** and press **ENTER**.



You will need to adjust screen resolution when in safe mode.

1. Choose **Start Control Panel Appearance and Personalization** and click the **Adjust Screen Resolution** link.
2. In the resulting **Screen Resolution** window, click the arrow to the right of the **Resolution** field.



3. Use the slider to select a higher or lower resolution.

Sliding the resolution down will make the items on your screen larger, but also a bit fuzzier.

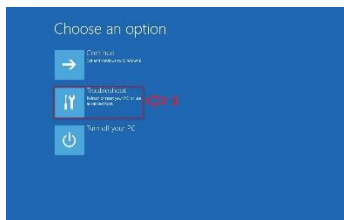
You can also change the orientation of your display by making a choice in the Orientation [drop-down](#) list. The **Advanced Settings** link in the **Screen Resolution** dialog box displays another dialog box where you can work with color management and monitor settings. When done click **apply** to keep changes.

Window 8 + how load in Safe Mode

1. Press the Windows key and C, and then click **Settings**.
- 2.
3. Click **Power**, hold down **Shift** on your keyboard and then click **Restart**.



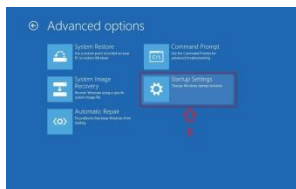
3. Click **Troubleshoot**.



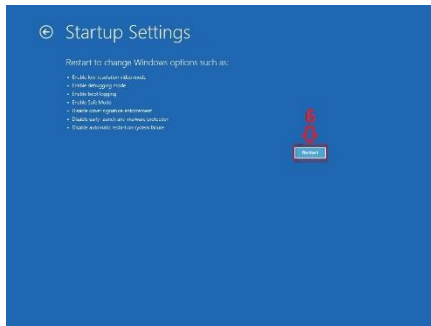
4. Click **advanced options**.



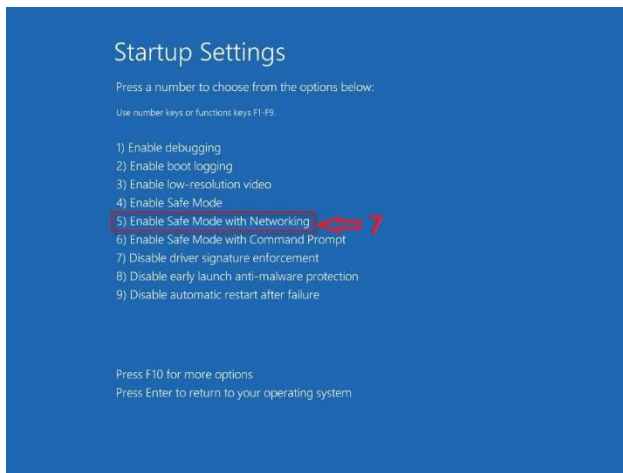
5. Click **Startup Settings**.



6. Click **Restart**.



7. Scroll down to **5)** using F5 to **Enable Safe Mode with Networking**. Windows will start in Safe Mode with Networking.




Last you will need to adjust screen resolution when in safe mode follow producers above.


Important!! CREC ISD Does not work on personal computers only UFAD Machines we happy point you right direction!!

If your System gets hit too much with malware and virus, it is recommended that you back up all your data. Reset your machine to factory defaults. For this information you will need to work with the laptop manufacturer or take it to Staples or BestBuy. If you happen to be in Gainesville they can restore it for a fee, which may be same rate as Staples or BestBuy.

Very important; reset Internet Explorer settings


1. Close any Internet Explorer or Windows Explorer windows that are currently open.
2. Open Internet Explorer by clicking the Start button.  In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer.



3. Click the Tools button or,  and then click Internet Options.
4. Click the Advanced tab, and then click Reset.
5. Select the Delete personal settings check box if you would like to remove browsing history, search providers, Accelerators, home pages, and In Private Filtering data.
6. In the Reset Internet Explorer Settings dialog box, click Reset.
7. When Internet Explorer finishes restoring the settings, click Close, and then click OK.
8. Close Internet Explorer.

Your changes will take effect the next time you open Internet Explorer.

Reset your Chrome browser settings:

1. Click the Chrome menu  on the browser toolbar.
2. Select Settings.
3. Click Show advanced settings and find the "Reset browser settings" section at bottom.
4. Click Reset browser settings.
5. In the dialog that appears, click Reset. Note: When the "Help make Google Chrome better by reporting the current settings" checkbox is selected you are anonymously sending Google your Chrome settings. Reporting these settings allows us to analyze trends and work to prevent future unwanted settings changes.