HOW TO REMOVE MALWARE/ADWARE/UNINTENDED DOWNLOADS FROM YOUR COMPUTER

1. Enter `Alt` + `X` to bring up selection menu (Windows 8) or type “program” into search (Windows 8). Select programs and features.

   In Windows 7 go to control panels and select uninstall a program.
2. Highlight the program you wish to uninstall and click uninstall.
Program should then come up with an uninstall box, make sure you do a full uninstall.
HOW to IDENTIFY MALWARE/ADWARE/UNINTENDED DOWNLOADS:

Generally have a look through your installed program list, if the Publisher is not the manufacturer of your computer, Intel, Microsoft or some other well known IT company the program is probably suspect. One way to find out if it is suspect is to copy and paste the name into google search and if it calls it malware/virus/removal instructions get rid of it.

As a general rule uninstall any programs with the following characteristics:-

- Anything from publisher systweak (unless you intentionally installed it)
- MyPCBackup
- Anything with “toolbar” in the name.
- Any program that does not have a publisher
- Anything with “coupon” or “ad” in the name
- Optimizer PRO

Consult IT Support if you are unsure if a program is legitimate.