

### *Charlotte Website Hosting and Design*

So you think you have a virus but you just don't know what do right? Well don't worry, i'll be able to help you and your computer out. All you need to do is follow these 6 easy steps, and your computer will be pest free!

## **Do you have an antivirus?**

Check to see if you have an antivirus software. Antivirus software is an essential download for any of your systems, and you may want to check to see if you have one. Without an antivirus , any links that could have any sort of potential threat will slide on through right to your system, possibly harming your computer! If you think you already have an antivirus software, check to see if it is still running! (Note: NEVER bring down your firewall while surfing the web, then you will have no protection what so ever against any threats!)

## **What made you think your system has a virus?**

Has your computer become slower than usual, or lately has it been unreliable? Did your antivirus software say it detected a virus? If this sounds like your system, you may have a virus! Don't fret though, we may be able to save your computer!

## **Different types of viruses**

There are many different types of viruses, some are much worse than others! Adware is a virus that really only puts more ads than usual onto your computer, not too dangerous to your system, and will be easy to remove. Malware, and other more dangerous viruses can dig a little deeper, and hide themselves in other files, and mask themselves so your antivirus can't even see it! Don't worry though, we can still get rid of these pesks too!

## **Removing the virus**

With your newly acquired antivirus perform a scan on your computer! In doing so, your antivirus will search and scan for viruses that are hidden on your computer, and bring them up to your attention, which once found, you can remove! Not too hard huh?

## **What to do with a more problematic virus/infection**

If you think you have a bigger problem on your hands, maybe malware, you will want to boot your system in safe mode first. To do this, reboot your computer, while it is booting up hold down the f8 key and select the safe mode option. Now run the Antivirus in safe mode, (in safe mode your computer won't load any 3rd party software, which includes the virus!) once your antivirus found what it was looking for you can restart your computer and boot it up normally.

### **Your last resort**

Now if you followed all of these steps, your virus nuisance should finally be gone, but even after your cleanup windows is still not running properly, you may need to resort to a clean sweep of your system. Many systems come with a key to hold down while the boot up process to reset your computer to its factory settings, you can find what key that is in the manual for your system. Be careful though, once you reset your computer to its factory settings, all of your files, games, photos, anything you have on your computer will be erased, and you will have to start from scratch.