

DEVICE *INFECTED?*

Warning signs that your device is infected:



- 🕷️ Your web browser freezes or becomes unresponsive.
- 🕷️ You get redirected to web pages other than the ones you are trying to visit.
- 🕷️ You are bombarded with pop-up messages.
- 🕷️ Your device or internet runs slower than usual.
- 🕷️ You see new icons on your desktop that you don't recognize.
- 🕷️ Your device's cooling fan spins suspiciously louder or harder than usual.



Follow these ten steps to nurse your device back to health:

- 1 Disconnect your device from the internet immediately.
- 2 Remove any CDs or DVDs, and unplug USB drives from your computer.
- 3 Shut down your device and restart it in Safe Mode.
- 4 Back up files like documents, photos, and videos. Do not back up program files, as those are where infections like to hide.
- 5 Use another computer to download a malware scanning program or purchase a program disc at a store. If you don't have another computer, ask a good friend or family member to use their computer to download the malware scanning software.
- 6 Use an empty flash drive to transport the malware scanning program from the clean computer to the infected one.
- 7 Run the scan. A list of scan results will tell you what malware was found and removed.
- 8 After scanning and removing any malware, restart your computer and confirm the results of your anti-malware scan by running a full scan with another malware detection program. Restart your device again if the program found additional infections.
- 9 Update your operating system, browser, and applications.
- 10 Change and create new strong passwords for all of your accounts. Learn how from ConnectSafely.org.



** If you still believe you have problems after following these steps or don't feel comfortable completing these steps, take your device to a professional.*

For more recovery help, visit FightCybercrime.org