

Some easy tips to Virus Removal

Is your computer running really slow lately or seems to be doing things it isn't supposed to? Then you may have a virus or even malware. Your best bet would be to download an anti-virus program AND an anti-malware program. We suggest you get AVG (anti-virus) and Malwarebytes (anti-malware). These two programs work together well and cause no conflicts. You should find these on our website. Once you have these programs installed first make sure they are up to date then start following this guide.

- Firstly start a scan using Malwarebytes. It will likely find a few infections quickly within the first 5 minutes. If it does, stop the scan and remove those infections first. And restart the scans. This will free up resources and speed up the scans.
- Once scan is complete if infections are found remove them.
- Now Start a full scan of AVG and let it run until complete.
- Remove all infections.
- Now run both scans again until complete. Repeat this until scans show up clean.

Some Viruses may be quite harmful and prevent you from even installing AVG/Malwarebytes. At this point your best bet would be to take your computer to your nearest Computer Repair store or contact us to get your computer cleaned up for you.

Important

Make sure you check the types of infections being removed. If you see one that says Key Logger, please change your passwords for anything you may access from your computer (e.g. Banking, Email, Facebook, Twitter or online games). All your accounts could be at risk.

If you have any problems feel free to contact us at support@universal-it.com.au to organise a support ticket.