

PART ONE

- 1) Download the free version of Ccleaner from Piriform <http://www.piriform.com>
- 2) Download Malware Bytes from <http://www.malwarebytes.org> and install. Be sure to choose the free 14 day trial for now. I do think it is a wonderful tool for protecting us from malware and spyware that virus programs don't always catch but you can consider the purchase of it later.
- 3) Download McAfee's Stinger (free) from this link.
<http://www.mcafee.com/us/downloads/free-tools/termsfuse.aspx?url=http://downloadcenter.mcafee.com/products/mcafeeavert/Stinger/stinger64-epo.zip>

PART TWO - boot to safe mode with networking

Use the following steps to start Windows 7 in Safe Mode when the computer is already off:

1. Turn on the computer.
2. Tap (Press and release) the F8 key repeatedly when the computer begins to boot. Continue until you see the Windows Advanced Options Menu
3. From the Windows Advanced Options Menu, use the arrow keys to select **Safe Mode with networking**, and press ENTER .

When the Windows desktop appears, Safe Mode is displayed in the four corners of the screen and the desktop might look different than it usually does.

PART THREE - running the scans

When you have successfully rebooted into safe mode:

- 1) the Run MalwareBytes. It may be a lengthy process. Allow Malware Bytes to remove or clean anything that it finds.
- 2) Run MacAfee's Stinger. Again it has the potential to be a very lengthy process. Allow it to remove or clean or quarantine anything that is found. Please make a note of anything that it may find.
- 3) Run Ccleaner. Click on run cleaner in the bottom right corner of the window. Click on ok. If you are asked to close Google Chrome please do so. When that is complete please click on the Applications Tab and repeat the process. Next, click on Registry, and then on Scan for issues. When scan has completed, please click Fix Selected Issues. Click yes, then click save, and when it completes (this one will be quick) click on close.

Finally, reboot your computer and hopefully everything will be clean and there will no viruses , spyware, or malware. If your scans did find things and the problems recur later, you will need to turn off system restore, reboot into safe mode and repeat all of this again, as some viruses, malware and spyware can hide in System Restore files. Then when you've thoroughly cleaned again, please reboot and then turn System Reboot Back on