

Running MalwareBytes

- 1) Double click on the Malwarebytes' Anti-Malware icon on the desktop.
- 2) A tabbed-menu will appear on the screen.
- 3) Make sure you are connected to the Internet and click the third tab (Update).
- 4) Click the button on that screen marked :Check for Updates.
- 5) The update will download and an information box will tell you that it is updating. This is normal. Click OK if it needs it.
- 6) It may then tell you that it is all up to date. Click OK on that window again.
- 7) You will then be put back to the first screen you saw. (The Scanner tab).
- 8) Click the option Perform Full Scan
- 9) Click the Scan button at the bottom.
- 10) A new window will appear asking you which drives to scan. Normally C:\ drive will suffice so you can remove the ticks (if any) from the other drives and just leave C:\ ticked.
- 11) Click Start Scan. – This will take some time. Let it run.
- 12) Once the scan has finished, it will show a messages saying that is has completed successfully. Click Ok
- 13) On the right will be a button called “Show Results” – Click that.
- 14) The found problems will be displayed in Red.
- 15) Click the button on the bottom left called “Remove Selected”.
- 16) It will show you a logfile upon completion. Close this file.
- 17) It may or may not then ask you to reboot to complete the process. This is normal.
- 18) If you decide not to at this stage, click No and then Exit.
- 19) Rebooting if it asks is a good idea but make sure you have all your work saved first!