

Virus and Malware Removal Policy

Summary

It is almost unavoidable that you or someone you know will experience a virus or malware attack on their computer at some point. This article outlines the proper procedure and Policies of the Help Desk in supporting users through this.

Personally-Owned Computers

Although we at the Help Desk want to offer the highest possible customer support, due to liability reasons, we can work on these issues and related problems on personal computers only in a very limited scope.

Basic Instructions:

- We do not do any hardware support of any kind, e.g., failed hard drive, broken screen, missing keys, etc.
- We should not take any passwords, even those local to the computer
- In all circumstances, if at all possible, the customer should stay at the Help Desk during the entire process to oversee, unless they want to leave while a scan is running.

Process and Recommendation

1. Go into the list of installed programs and uninstall possible suspect programs. This may include, but is not limited to, toolbars, bloatware, and any suspicious-looking programs the computer's owner is not familiar with.
2. Run [Malwarebytes](#). Install and run program. Delete or quarantine all threats until scan comes up clean.
3. Run Windows Defender(built into Windows 8), or [Microsoft Security Essentials](#)(Windows 7)
[Reset browser\(s\)](#)
4. Restart computer
5. If the above steps are not successful:
 - If the computer is under warranty, refer the customer to their computer's manufacturer or the store where the computer was purchased
 - Refer the customer to a reputable repair shop. The Help Desk usually suggests, not endorses, Computer Revolution:
Computer Revolution
2335 Fairview Ave N, Roseville, MN 55113
(651) 633-6600
<http://www.comprev.com/>

Bethel-Owned Computers

1. Run Sophos AntiVirus
2. Run Malwarebytes
3. If this does not solve the issue, assign the case to Help Desk Specialists

Adjunct Faculty Personally-Owned Computers Used for Bethel Employment

Personally owned faculty computers fall under the same support policy as student owned computers.