

Hello,

Here's a common and most unfortunate issues that affects so many users.

You get a popup while on the internet. It might be one you expected to get. Those are the safe ones. Usually!!!

- Did you click on any part of the popup?

- Did you think that by clicking **Cancel**, **No**, **Quit**, **Exit** or the red **X**, you were closing the popup?

Well, you may have just infected your PC with a **Trojan** or **Spyware**. So now what do you?

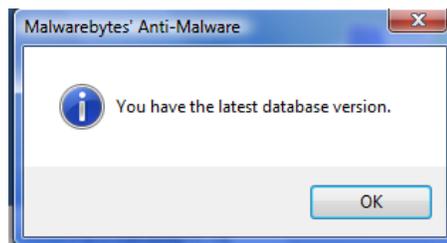
Well, fortunately, I'm here to help.

**MalWareBytes** is an excellent utility for removing Trojans & Spyware. Here are the instructions.

1. Download the **free MalWarebytes** program. Download site: [www.malwarebytes.org](http://www.malwarebytes.org)
2. Chose **RUN** or **Open** if asked. Optionally, you can **Save** it & then Install it.  
(Make sure you take note of the location, where the file is saved).
3. When the install completes, Click the **Update** tab, then click **Check for Updates**.



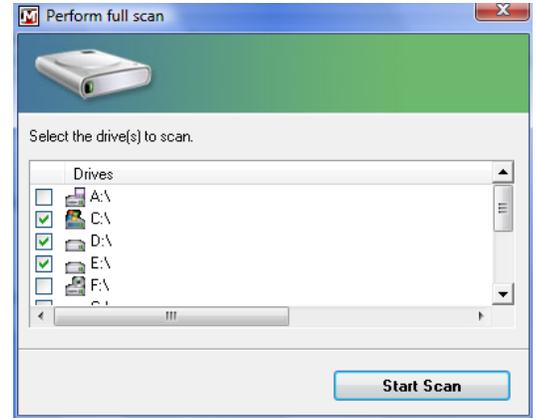
4. Keep going to the **Update** tab and click **Check for Updates** until it says;



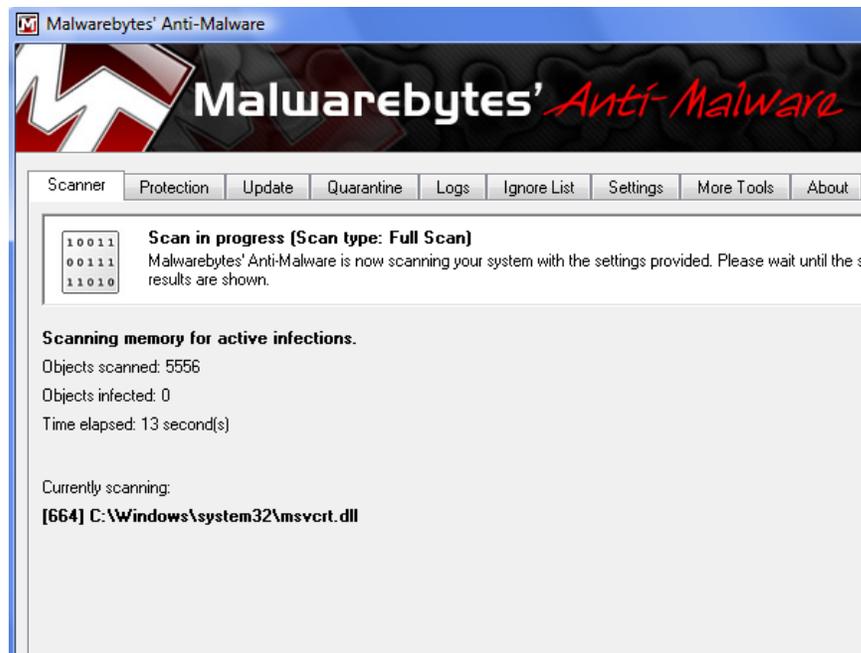
5. Click the **Scanner** tab, select  Perform full scan , then click **Scan** .



Make sure your HardDrive is checked. Click **Start Scan** .



6. Scanning starts.



7. The Full Scan can take between 30min and 2hours depending on the number of files on your harddrive. Let it finish.
8. When it completes, follow the screen prompts and allow it to fix any infections that it finds.

Well, that's it. If you have any questions, Please feel free to contact us for support.