

How to Recognize and Report a Potential Malware Infection

A. What to look for:

1. You may start getting pop-ups or virus warnings in your browser or desktop.
2. Your system may suddenly become much slower and less responsive.
3. You may be redirected to unusual websites when you are using your browser.
4. Applications may open or close without you doing anything.
5. Your contacts might reach out about unusual emails they received from you.
6. You may see screens like those in the examples shown below.

B. What to do:

1. If you suspect a malware infection, stop using the device immediately.
2. Call the IT Helpdesk immediately at XXX-XXX-XXXX.
3. If possible, provide the helpdesk with a description of what you saw, when it started, and what you were doing immediately prior to noticing the issue.
4. If you are unable to reach the helpdesk immediately, power off your device by holding the power button down. This contains the malware to your PC.
5. Do not turn the device back on until you are instructed to do so by IT.
6. Try calling again, or reach out to IT via email at ITSupport@helpdesk.com.

