\*\*\* Three of the many free utilities ITS uses to scan for malware and adware are:

You can locate them by searching for:

1. malawarebytes

2. adwcleaner

3. superantispyware

\*\*\* Two utilities you can use to remove temporary and/or unneeded files are:

1. Ccleaner

2. TFC by Oldtimers Once started, it is automated. It only removed temp files that are not needed. You may need to restart the computer when it is done and it does not delete any required files.

\*\*\* For a free antivirus application we recommend one of the following. Do not install more than one antivirus application as they conflict with each other

1. Microsoft Security Essentials

2. AVG antivirus

\*\*\* If you get a bad malware infection that prevents internet access, use a Windows Restore point to return the settings back to before the infection. Windows restore is a feature of your Microsoft Windows operating system and unless this feature was previously disabled, it can assist you! You do not lose any data when doing so. Once done, run one of the above recommended adware/malware utilities to ensure remaining adware/malware is removed.

\*\*\* To disable the Windows 10 notification icon in the system tray, install this utility and run it.

GWX Control Panel - http://www.majorgeeks.com/mg/get/gwx\_control\_panel,1.html You can then uncheck the box for the icon. Once installed, it offers several options but there is only one you need to click on.

\*\*\* All surplus is sold as-is with no warranty.

For service:

PSU employees can use the Repair Center on campus for personal systems.

Non-PSU employees: There are a couple of businesses in the town of Plymouth that we have referred people to for service and there are many small businesses in the Lakes Region as well.

There are PSU ITS staff and former students that work on computer systems outside of PSU. You can email computer-services@plymouth.edu for a referral. We would first check to see if those individuals are available.