- From a virus-free Windows computer, follow this link to download the latest free version of Malwarebytes
  - Download Malwarebytes to a portable flash drive

- Disconnect your infected computer from the network and do not use it again until you have finished this process

- Enter Safe Mode and delete temporary files
  1. Click the *Start* button and press the **Power** button
     - Do not click anything
  2. Holding the **Shift** key, click *Reboot*
  3. In the full-screen menu, select *Troubleshooting*, then *Advanced Options*, and then *Startup Settings*
  4. In the next window, click the *Restart* button and wait for the next screen
  5. From the *Startup Options* menu, select option *4* (Safe Mode)
     - If you want to connect to online scanners, select option 5 (Safe Mode with Networking)
  6. To delete temporary files, type **Disk Cleanup** in the search bar and follow the prompts

- Scan for viruses and malware
  0. Download Malwarebytes onto your infected computer from your portable flash drive
  1. Run the set-up file and follow the prompts to install the program
     - Malwarebytes will automatically activate a trial version that enables real-time scanning
  2. Switch from the *Dashboard* tab to the *Scan* tab
  3. With the default scan option, *Threat Scan*, selected, click the *Start Scan* button
     - Be sure to check for updates before running the scan
  4. Review the results of the scan
  5. Click *Remove Selected* button in the lower left screen to remove infections
     - Restart your computer, if Malwarebytes prompts you to restart in order to complete the removal process
  6. Run a full-scan of your computer with your current antivirus program
  7. Save the scan logs as proof of removal
     - You must present scan logs as proof of removal so that your access to the network can be restored
  8. Restore your computer connection to the network