

Scan your Mac

1. [Follow this link to download Sophos, a free Mac antivirus software](#)
2. Open your Applications folder and click *Sophos Home*
3. In the *Full Scan* field, click the *Scan Now* button to scan and remove threats from your computer
4. 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

Remove malicious software on your Mac

1. Quit the web browser by pressing **Command+Q** on your keyboard,
 - Or right-click on the browser icon and choose *Quit*
2. Open your *Downloads* folder
3. Drag any install files or files that you don't recognise into the Trash
4. Right-click on the *Trash* icon and choose *Empty Trash*

Remove installed malware on your Mac

1. If the suspicious app is open, note the name of the app
2. Move or close the app window
3. Press **Command+Shift+U** on your keyboard to open the Utilities folder
4. Open *Activity Monitor*
5. Choose *All Processes*
6. Look for the name of the suspicious app or an app that you don't recognise
7. Click *Quit Process*
8. Open the *Applications* folder and locate the suspicious app
9. Drag the unwanted app to the Trash
10. Right-click on the *Trash* icon and choose *Empty Trash*

Keep your Mac safe from malware

- Keep your macOS current
 - Open the *App Store* app and click *Update All*
- Turn on automatic updates
 1. Open *System Preferences* and click *App Store*
 2. Select *Automatically Check for Updates*
 3. Make sure both *Install macOS Updates* and *Install System Data Files and Security Updates* are also both selected
- Make sure your Mac only allows apps from trusted developers
 - Open *System Preferences* and click *Security and Privacy*
 - Click *General*
 - Check the option under *Allow Apps Download From*
 - It should be set to *Mac App Store* or *Mac App Store and Identified Developers*

- If it is set to *Anywhere*, click on the *Lock* icon, enter your password, and change it
- Get your software from the Mac App Store or from developers you know and trust.
- Install Mac antivirus software