1. From a virus-free Windows computer, follow this link to download the latest free version of Malwarebytes
2. Download Malwarebytes to a portable flash drive
3. From a virus-free Windows computer, follow this link to download the latest free version of McAfee VirusScan Enterprise
4. Download McAfee VirusScan to a portable flash drive
5. Disconnect your infected computer from the network
   - If you are connected to a wired network, unplug the cable from your computer
     - Do not reconnect it until you have finished this process
   - If you are connected to a wireless network, follow these steps:
     1. Open your *Start* menu and select *Control Panel*
     2. Select *Network and Internet,* and then select *Network and Sharing Center*
     3. In the left column, click *Change adapter settings*
     4. Right-click *Wireless Network Connection* and select *Disable*
6. Disable *System Restore*
   1. Open your Start menu and select Control Panel
   2. Select *System and Security*
   3. In the left column of the *System and Security* window, click *System protection*
   4. Under *Protection Settings*, select any drive where *Protection* is set to *On*, and then click *Configure*
   5. Under *Restore Settings*, select *Turn off system protection*
   6. Click *OK*, and then click *Yes* to confirm that you want to turn off system protection
7. Restart your computer and install Malwarebytes
   0. While the computer is starting, press the **F8** key repeatedly until you see the *Advanced Boot Options* menu
   1. On the *Advanced Boot Options* menu, select *Safe Mode*, and then press the **Enter** key
   2. Open the Malwarebytes .exe installer and follow the prompts to install the software on the infected computer
      - Update malware definitions before you scan your computer
8. Run a scan using Malwarebytes
   0. Open *Malwarebytes' Anti-Malware* and click the *Scanner* tab
   1. Select *Perform quick scan*, and then click *Scan*
   2. When the scan is complete, click the *Quarantine* tab to review detected threats
   3. Select the name of a malware program and click *Delete* to remove it from your computer
9. Restart your computer and install McAfee VirusScan
   0. If prompted to select a *boot option*, select the *Start Windows Normally*, and then press the **Enter** key
   1. Open the McAfee VirusScan .exe installer and follow the prompts to install the software on the infected computer
10. Restart your computer in Safe Mode
   0. While the computer is starting, press the **F8** key repeatedly until you see the *Advanced Boot Options* menu
   1. On the *Advanced Boot Options* menu, select *Safe Mode*, and then press the **Enter** key
11. Run a scan using McAfee VirusScan
   0. Open *Programs*, and select *McAfee*
   1. Select *On-Demand Scan* to open the *VirusScan On-Demand Properties - Full Scan* window
   2. Select *All local drives* and click *Start*
   3. 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
12. Enable *System Restore*

0. Open your *Start* menu and select *Control Panel*
1. Select *System and Security*
2. In the left column of the *System and Security* window, click *System protection*
3. Under *Protection Settings*, select the backup drive you want to enable, and then click *Configure*
4. Under *Restore Settings* in the *System Protection for (Disk Name),* select *Restore system setting and previous versions of files*
5. Click *OK*, and then click *OK*

13. Restore your computer connection to the network
   o If you connect to a wired network, plug the cable into your computer
   o If you connect to a wireless network, follow these steps:
      0. Open your *Start* menu and select *Control Panel*
      1. Select *Network and Internet*, and then select *Network and Sharing Center*
      2. In the left column, click *Change adapter settings*
      3. Right-click *Wireless Network Connection* and select *Connect*

14. Change *Windows Update* setting
   0. Open your *Start* menu and select *Control Panel*
   1. Select *System and Security*, and then select *Windows Update*
   2. In the *Windows Update* window, click *Change settings*
   3. In the *Choose how Windows can install updates* window, select *Install updates automatically*
   4. Under *Install new updates*, select a schedule for installation
   5. Click *OK*