

Using Malwarebytes Anti-Malware to remove Security Threats from a Computer



**School Sisters
of Notre Dame**
Central Pacific Province

Abstract

Malwarebytes Anti-Malware is a software program that allows you to scan for and remove malware like viruses and spyware that our real-time scanner programs (Trend, Symantec) can sometimes miss. If you notice new toolbars, a change in your home page, or your computer performing extra slow, it may be a sign the computer is infected. If you believe your computer has been infected, your first line of assistance for this issue is calling or emailing the Help Desk. This document is provided to users who have been instructed by our IT Staff on why and how they should be using Malwarebytes.

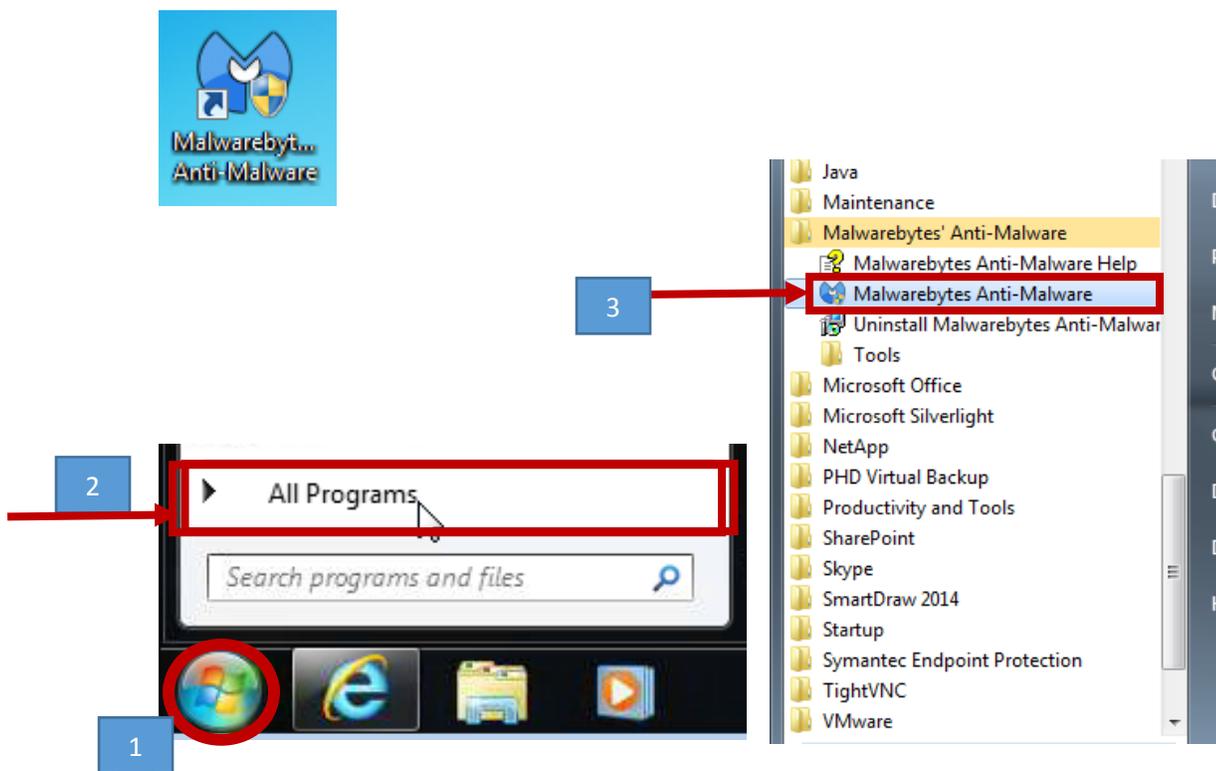
Malwarebytes Anti-Malware is a good starting point to try and remove any infections and restore the machine back to working order. However we highly encourage you to inform the IT Staff of any malicious results you receive, so that we may do a more intensive scan at a later time.

*This tutorial does not apply to campus computers.

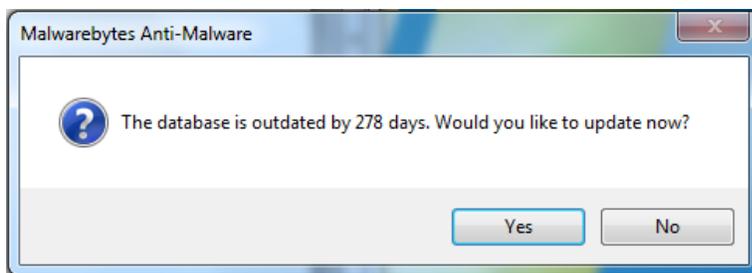
Provided by SSND CP IT Department

1. If you plan on running a scan using the Malwarebytes program, please print this document off and close out of any programs and files before you proceed to the next step.
2. Open Malwarebytes Anti-Malware by *double clicking* the desktop shortcut or by accessing it from the All Programs menu.

**If you do not see the Malwarebytes program as an option on your computer, please contact us and we will assist in determining if this program is right for the issues your computer is experiencing.*



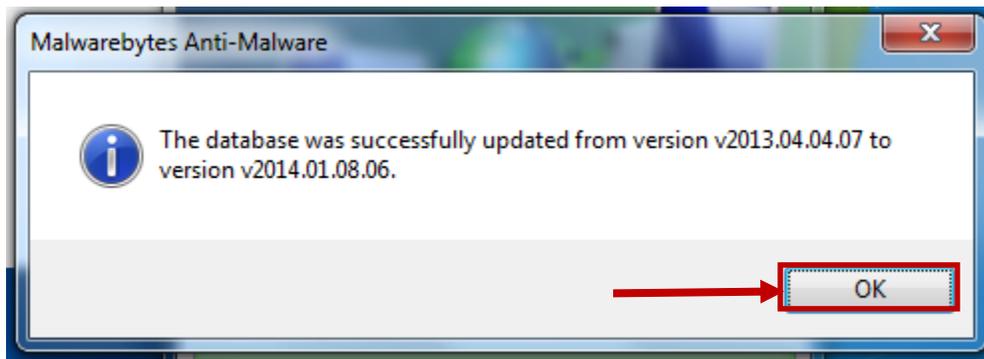
3. A window should appear allowing you to update the database. *Click Yes.*



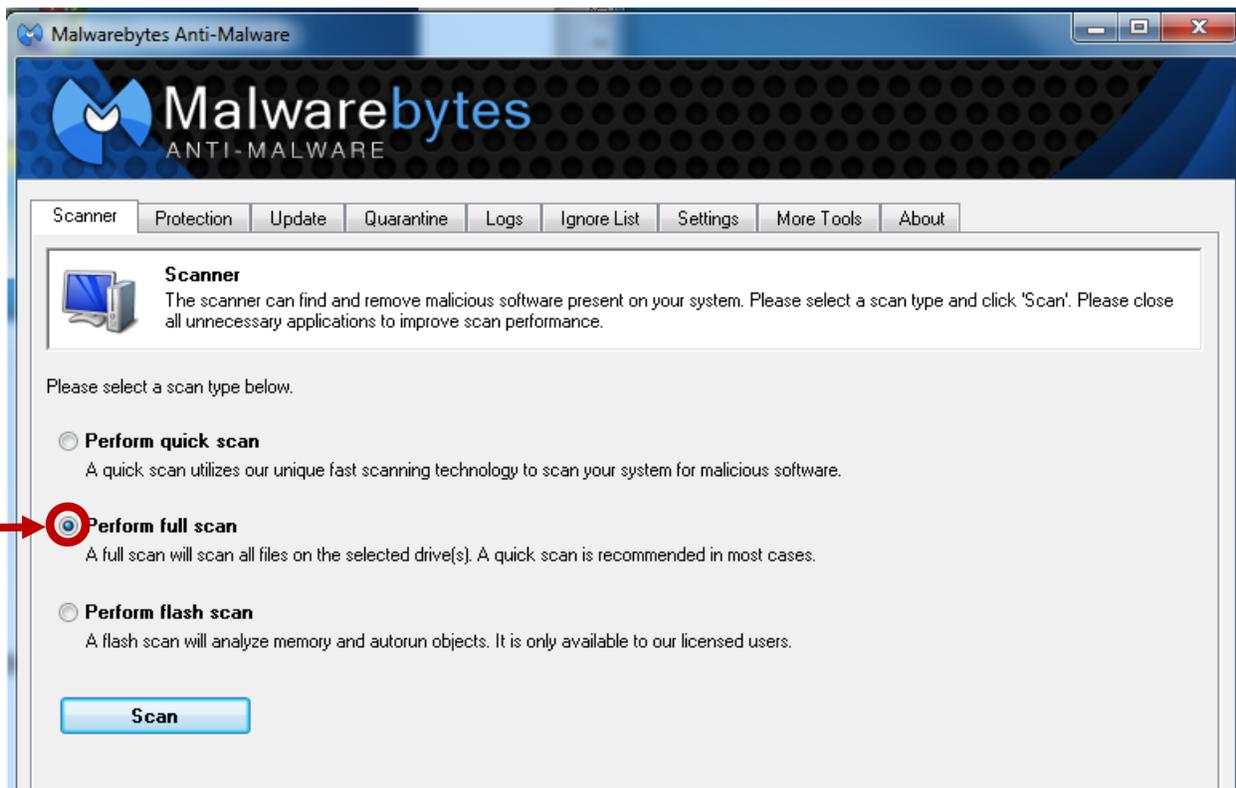
3.1 *If the update option *doesn't* appear *click* the **Update** tab and then **Check for Updates**. Allow the download to progress, *click* **OK** once completed. *Click* the **Scanner** tab and proceed to Step 5.



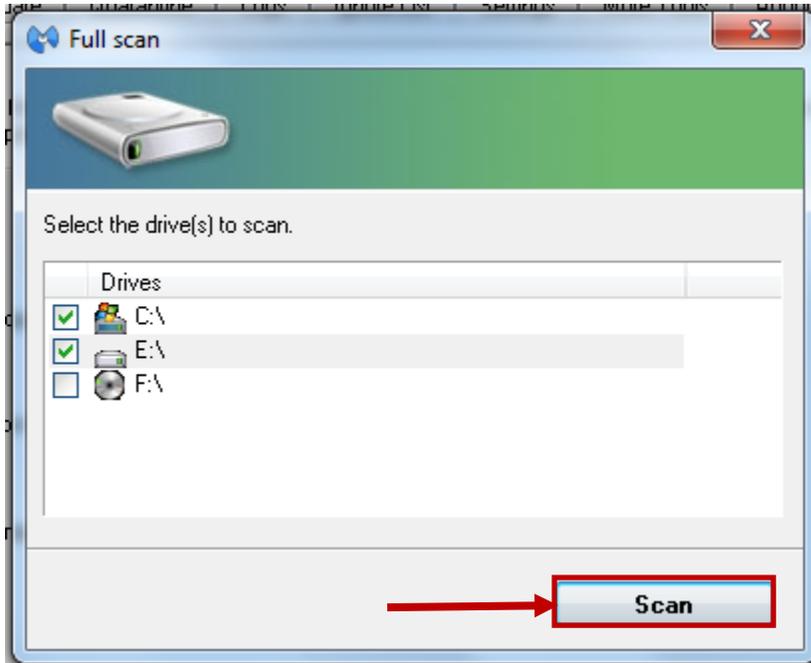
4. The Updating window will show the progress and let you know once it successfully updated. *Click* **OK**.



5. The main Malwarebytes window will appear presenting you with the Scanner options. *Click* the radio button next to "Perform full scan".

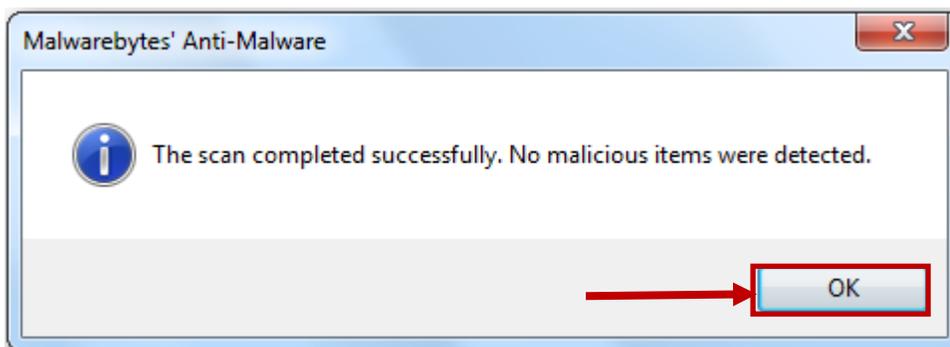


6. The Full scan window will appear where your hard drives should be checked. If the C:\ drive is not checked, *click* the checkbox to do so and then Click **Scan**.

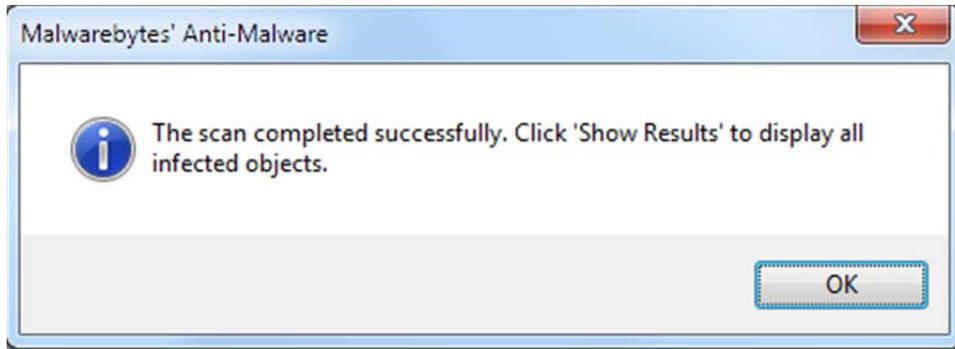


The scan will begin showing the progress. A scan typically takes 45-60 minutes during which time we recommend you not work on the computer.

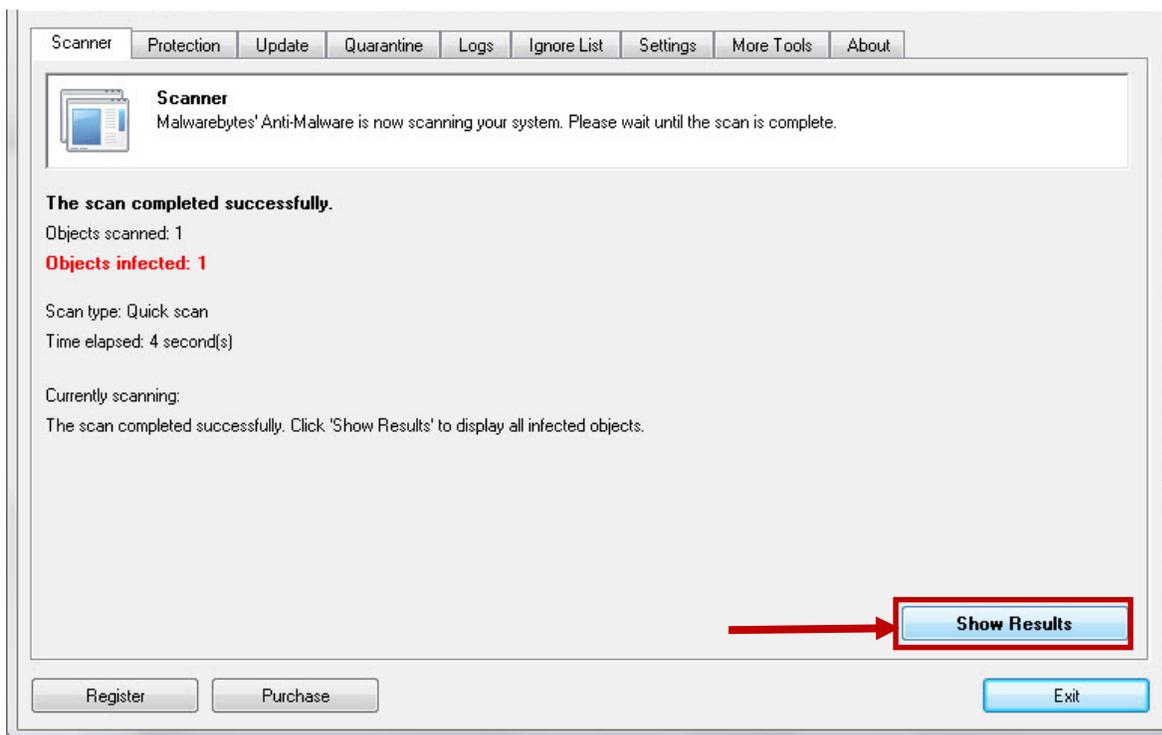
7. Once completed, you will receive notification whether or not any items were detected.
 - a. If you receive the message saying no items were detected, *click* **OK** and close out of the Malwarebytes program. If your computer is still running slow or acting up, your next step will be to contact the Help Desk so we can further assist you in resolving the issue with the computer.



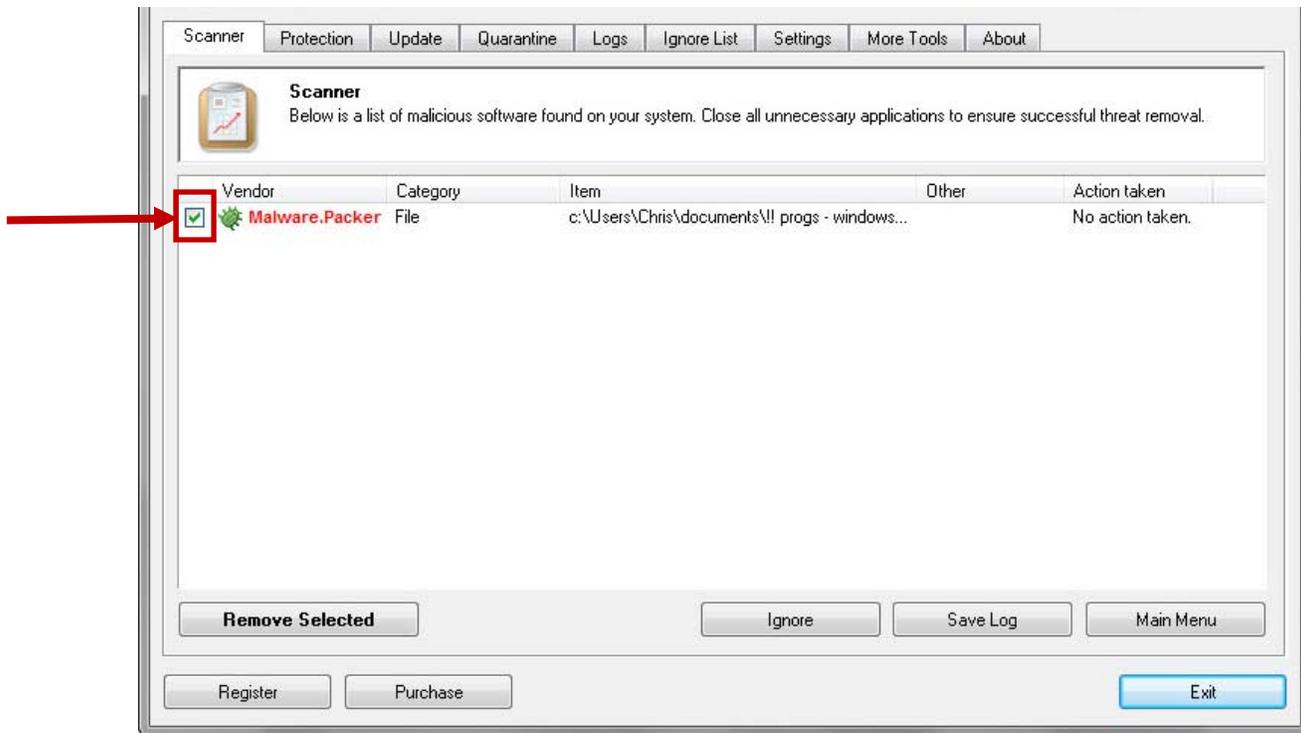
- b. Otherwise, if you receive the message mentioning you should click "Show Results", *click OK* and proceed to the next step.



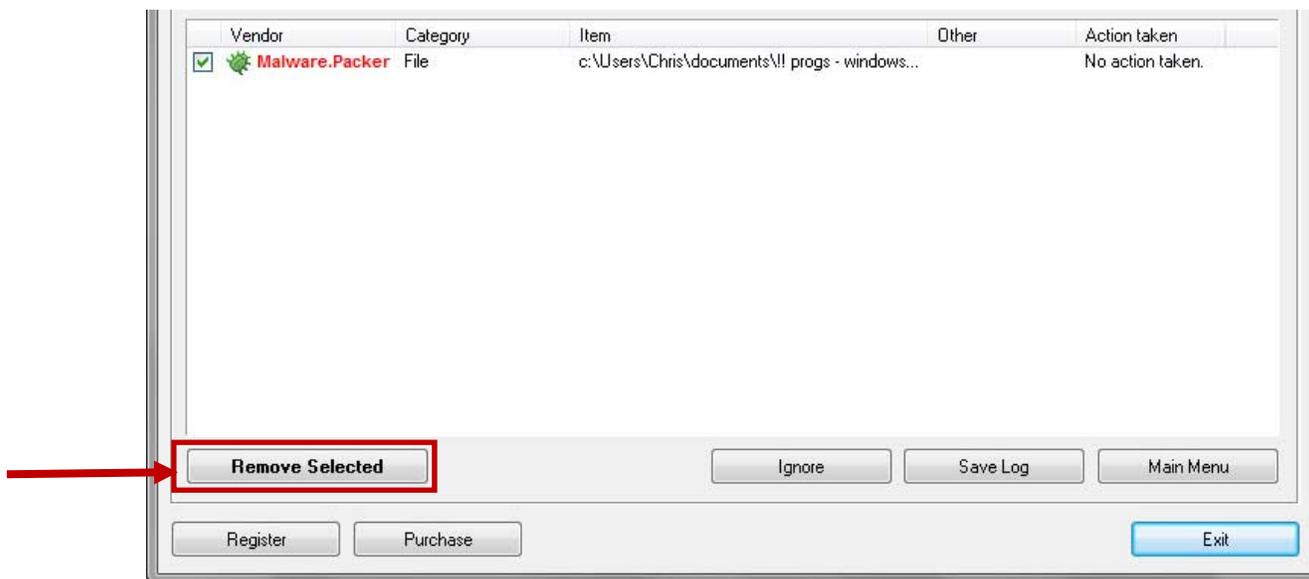
8. *Click Show Results.*



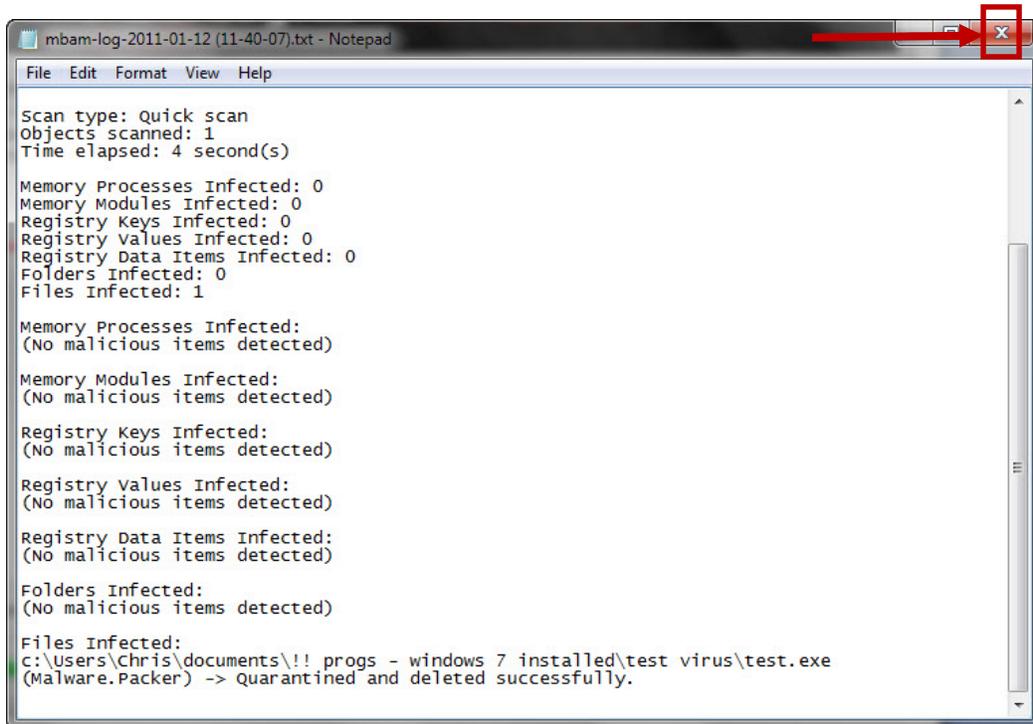
9. Click the box next to each item in the list.



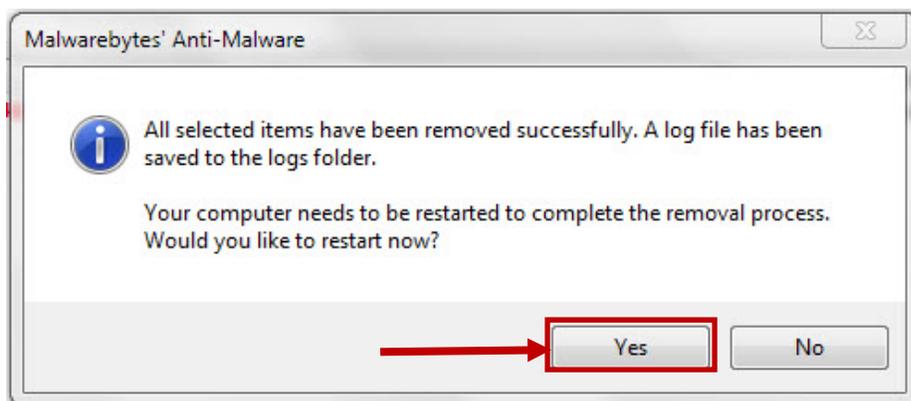
10. Once all the items have a checkmark next to them, click the **Remove Selected** button.



11. A file will automatically open displaying the results of the scan. *Click* the Close option to exit out of the file.



12. A message stating the items have been removed will be displayed. In most instances, the system will need to be restarted to complete the removal process. *Click Yes* to restart the system and allow the computer to reboot or *click OK* if it is the only available option and close out of the Malwarebytes program.



13. Please follow up with the IT Help Desk staff to let them know you ran a scan along with the results. It can then be determined if any additional steps need to be taken.