

# When Computer Issues Begin

## PLANNING FOR INVASION OF MALWARE, SPYWARE, & ADWARE

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The second you suspect your computer has fallen victim to malware, spyware, or adware, the problem is already set in. These are malicious programs that sneak their way onto your computer. They are actually installed and operating on your system just like your other programs. They need to be removed by a legitimate antivirus software, or by an experienced computer tech.

Never install any new software on your computer without approval from management or your tech support, and only do so if you know the software of interest is safe. Often times, computer users install software that appears to be safe, but tied to it are many other items that are installing in the background. The hard lesson we often learn is that FREE programs are almost never free.

Avoid clicking on pop-up advertisements, whether they appear while browsing the web or when offline. If you can close it by clicking the “Esc” key (escape), that is ideal. Your second option is to click the tiny X at the upper right hand corner. For more advanced users, you can click CTRL – ALT – DELETE and kill the tasks related to the pop ups in the Task Manager dialog box.

## PLANNING FOR -INVASIONS- AT THE OFFICE

Planning for malware, spyware, and adware invasions in your office is a smart move. Even the smartest computer geeks can fall victim to these bad boys, so having a plan is of utmost importance. At work, your computer likely holds sensitive data, and is connected to other computers and servers on your business network. That data is not secure if you have malware, spyware, or adware on your computer. So how should you plan?

Make sure your team understands what malware, spyware, and adware is. Make them familiar with what it does to a computer and how it may look. Make sure your team members know what to do if they suspect their computer has been infected. It is always advisable to inform tech support as soon as possible. There are some malicious programs that cause great damage, and the recommendation is the shut down your computer immediately. And most importantly, teach your team how to best avoid it.

When in doubt, shut the system down and seek help...

**A COMPROMISED MACHINE IS A SECURITY RISK.**