Your computer was recently serviced for:
MALWARE-SPYWARE-BROWSER HIJACKING and/or TROJANS
We recommend these tools and practices to help keep your PC Trouble & Virus free:

- **Download and install all the critical Windows updates as available.**
- **Use the Malwarebytes** scanner. It's a complete Malware scanner/remover.
- **Un-Install all other un-needed** spyware apps and they can slow systems down.
- **Do not buy/try** Spyware tools from companies who Popup Ads and then offer to solve your "problem" for a nominal fee – this is called "Rogue Spyware".
- **Use Windows Defender**…continuous protection from Malware, this is now part of all Microsoft Desktop operating systems since XP. But it's not a complete solution.
- Use 8 character plus **LOGIN PASSWORDS** - to improve overall security.
- **Uninstall any suspicious** "SEARCH TOOLBARS" or Add-Ons using Control Panel, Program Add/Remove or your Browser "Manage Add-ons" or "Extensions" in Settings.
- **Go to JAVA.com** Get all the latest updates, essential for web security.
- **2 AV Tools Max:** you can use Avast and Malwarebytes together or just Malwarebytes Premium alone as your 24/7 anti-virus toolset! Look for the apps icons near the clock.
- **Make regular Email/Data Backups** using **MS "SYNCTOY"** (free download). USB storage device suggested. MS Backup and Restore and iDRIVE also recommended.

If you feel you have just become infected – run the normal Malwarebytes Threat Scan. Remove all found malware objects, then Reboot. In severe infections you may wish to boot into **Safe Mode F8** (search this) and run a safe mode boot scan. Avast also has a Boot Scan.

BE ADVISED~ (A) It is normal for 1 or 2 pieces of Malware to appear now and then, just remove them. (B) Be Aware some Anti-Virus Apps may find quarantined Malware gathered by another Virus Scanner. (C) Cookies are not Malware. (D) Registry Infections are not the same as Virus Files or Trojans, but they can point to malware files & websites. (E) Use the Scheduling features built into the AV programs for weekly scans. (F) Keep getting MS Updates and reboot regularly. (G) Make backups! If you need more comprehensive protection and security assessment services contact our offices or arrange a remote virus cleaning session.

These tools/programs are available at **www.filehippo.com**
AVAST – Use the AVAST SCREENSAVER to provide extra scans while your PC naps.
CCLEANER – Use this 1st to remove un-needed temp files, junk apps and trashfiles etc.
DEFRAGGLER – Use this 2nd …A Defragmentation tool, packs hard drive files contiguously to boost retrieval speed. SSD Drives should use the OPTIMIZE feature only.
  ➔ Download our free Remote Support Tools here: www.instantremotehelp.com

NEED HELP? CALL FOR ONSITE and REMOTE SERVICE -- 9AM-9PM Mon-Fri & Sat 10-2pm
Avenue 18 Computer (310) 829-3129 www.avenue18.com