



“HOW DO I PREVENT THIS FROM HAPPENING TO MY COMPUTER AGAIN?”

While your computer was being serviced we installed two free programs - “AVG Free 9.0” and “SUPERAntiSpyware Free Edition”. AVG is for removal of viruses, and SUPERAntiSpyware is for spyware removal. Below are instructions for using each of these programs. If you follow these steps– at least once a week - you will have a much smaller chance of having to bring your computer back for this issue. **BOTH PROGRAMS ARE VERY IMPORTANT TO USE, AND SIMPLY HAVING THEM ON YOUR COMPUTER IS NOT ENOUGH. EACH PROGRAM MUST BE MANUALLY UPDATED & SCANNED ONCE A WEEK!** Don’t forget to be connected to the internet when running updates. It is also very important to check the ‘Downloads’ section of our website (www.affordablecomp.com) about once a month to see if there are new versions of these programs. Also, included on the reverse side of this flyer is a list of things to avoid all together. Make sure that everyone that uses your computer is familiar with this list of things to avoid, as avoiding the items on this list is **just as important** as scanning your system!



AVG Free 9.0

1. → **Start AVG Free:** Double click on the “AVG Free 9.0” icon located on your desktop (or under Start > All Programs > AVG Free 9.0 > AVG Free User Interface).
 2. → **Get the latest updates:** Click on the “Update Now” button located on the left hand side of the window. If new updates are available you will get a dialog box listing the new update(s). Click the “Update” button and wait for the updates to complete (which may take some time depending on the speed of your internet connection). If no new updates are available you will get the message “Update was finished successfully. New update files not found.” Occasionally you may be required to restart your computer to install the update – if so allow Windows to restart, reopen AVG via step 1, and proceed to step three. Otherwise click the “Close” button and proceed directly to step three.
 3. → **Scan your system for viruses:** Click on the “Computer Scanner” and then click the “Scan whole computer” button to begin scanning your system for possible viruses – this may take some time depending of the speed of your computer and/or the amount of information on your computer. While scanning you may notice a list of infections start to accumulate. They may say things like “Found Ad aware” or “Found Tracking cookie.” This is because AVG is now capable of finding & removing spyware and ad aware! As long as the “Threats Found” counter near the bottom of the window stays at “0” AVG has not found any actual viruses. When the scan completes, AVG will display a summary of the results. If any viruses were found the number of infections found should match the number of infections removed. If there are any infections that were not removed or healed, you can try restarting your computer and scanning again. If the infections still can not be removed or healed you will need to bring in your system to Affordable Computers for service. If everything listed has a “0” beside it your system did not have any infections. The “Warnings” are the spyware/ad aware found on the system. These are not actual viruses, and not as serious, but should still be removed. They can be removed by clicking the “Warnings” tab, then click the “Remove all unhealed infections” button. You can now exit AVG Free.
-



SUPERAntiSpyware Free Edition

1. → **Start SUPERAntiSpyware:** Double-click on the “SUPERAntiSpyware Free Edition” icon located on your desktop (or under Start > All Programs > SUPERAntiSpyware > SUPERAntiSpyware Free Edition).
2. → **Get the latest updates:** Click on the “Check for Updates...” button located on the left, bottom right corner of the main window. SUPERAntiSpyware will now automatically download any available updates. During this time there will be a status bar indicating the progress of the download (which may take some time depending on the speed of your internet service). When the updates have been downloaded, an overview of the updates downloaded will pop up, click the “Close” button & proceed to step three. Occasionally you may be required to restart your computer to install the update – if so allow Windows to restart, reopen SUPERAntiSpyware via step 1, and proceed to step three. If when you click the “Check for Updates...” button it says “Database definitions are up to date” then this means there are no new updates, and you can proceed to step three.
3. → **Scan your system for spyware:** Click on the “Scan Your Computer...” button located in the top left corner main window. On the right side of the window, click on the middle option “Preform Full Scan”. Now click on the “Next” button located in the bottom right corner of the window. SUPERAntiSpyware will begin to scan your system for possible spyware infections - this may take some time depending of the speed of your computer and/or the amount of information on your computer. When SUPERAntiSpyware completes its scan it will display a window containing a summary of the threats found. Now click the “OK” button. Now a window containing a list of the threats to be removed will be displayed. Make sure there is a check mark beside each item in the list, and then click the “Next” button. The threats will now be removed. This may take a few minutes depending on the speed of your computer and the amount of infections it has to remove. You may have to restart your computer when SUPERAntiSpyware finishes removing the threats. If so, save and close anything you are working on and click “Yes” to restart your computer.



...continued on reverse side ➡



Things to avoid all together!

Make sure that you and everyone who uses your computer is familiar with all of the items on the following list. Even with great protection programs like AVG, if you visit any of the following types of sites at all, you will probably get infected and be back in for service again!

- **do not** download any toolbars
- **do not** visit the website MySpace!
- **do not** download any “registry cleaners” or “internet optimizers”
- **do not** download ANY antivirus, spyware, or adware removal/protection programs other than AVG and SUPERAntiSpyware. This includes not installing programs such as McAfee, Norton’s, or programs offered for free by your internet service provider (AVG and SUPERAntiSpyware are **much** better!) There are also MANY hoaxes on the internet, most programs you see offered for download that claim to fix or clean your PC actually are infections in disguise!
- **do not** remove AVG or SUPERAntiSpyware! They are vital for keeping your system infection free!
- **do not** use file sharing programs (Limewire, Kazza, Bearshare, WinMX, etc) to download music and movies! Many of the songs and videos downloaded with these programs are actually viruses and spyware in disguise; in fact some of the file sharing programs themselves are infected! On top of that, if you are downloading music with ANY program and not paying (per song), this is **copyright infringement** which is **illegal!** The authorities can and do monitor this and **will fine you thousands of dollars** when they catch you! Services where you **pay per song** such as iTunes are a **legal and safe** way to download music.
- **do not** visit video game cheat sites (sites that give you cheat codes, passwords, hacks, product keys, game walkthroughs, etc) for any type of computer game or console (i.e. Nintendo).
- **do not** visit any type of websites containing pornography – these types of sites guarantee that you will be infected fast, even with programs like AVG installed. You will be back having your computer serviced again!



“What is Spyware, What is a Virus?”

→ **Spyware** - A general term for a program that surreptitiously monitors your actions. While they are sometimes sinister, like a remote control program used by a hacker, software companies have been known to use spyware to gather data about customers. The practice is generally frowned upon.

→ **Virus** - A piece of programming code inserted into other programming to cause some unexpected and usually undesirable event, such as lost or damaged files. Viruses can be transmitted by downloading programming from other sites or be present on a diskette. The source of the file you're downloading or of a diskette you've received is often unaware of the virus. The virus lies dormant until circumstances cause its code to be executed by the computer.



Need more help?

Check out our website at www.affordablecomp.com where you can download AVG and SUPERAntiSpyware for your other computers for FREE via the “Downloads” button near the top right of the homepage. There are also other FREE useful downloads there. It is also a good idea to periodically check our downloads section to see if a new version of AVG or SUPERAntiSpyware. To reach us by phone dial 423-499-1975 in Chattanooga or 706-858-5888 in Fort Oglethorpe.