



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

While your computer was being serviced we installed three free programs - “AVG Free 8.0”, “Ad-Aware Free Anniversary Edition”, and “Spybot – Search & Destroy 1.6.0”. AVG is for removal of viruses, and Ad-Aware and Spybot are for spyware removal. Below are instructions for using each of the 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. **ALL THREE 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. There are also some tips for other things to avoid on the reverse side of this flyer.



AVG Free 8.0

AVG Free 8.0

1. → **Start AVG Free:** Double click on the “AVG Free 8.0” icon located on your desktop (or under Start > All Programs > AVG Free 8.0 > 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.” Depending on your version of Windows, and/or the type of update, you may be required to restart your computer – 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.
-



Ad-Aware

Ad-Aware Free Anniversary Edition

1. → **Start Ad-Aware:** Double-click on the “Ad-Aware” icon located on your desktop (or under Start > All Programs > Lavasoft > Ad-Aware > Ad-Aware).
2. → **Get the latest updates:** Click on the “Web Update” button located on the left of the main window. Ad-Aware will now automatically download any available updates. During this time there will be a blue status bar indicating the progress of the download (which may take some time depending on the speed of your internet connection). When the updates have been downloaded, proceed to step three. If when you click the “Web Update” button it says “Software is already 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 System” button located in the middle of the main window. Click on the middle option “Full Scan”. Next click on the green “Scan Now” button located in the bottom middle of the window. Ad-Aware will now 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 Ad-Aware completes it’s scan it will display a list of the objects found. Simply click on the green “Perform Actions Now” button at the bottom of the window to remove the infections. This may take a few minutes depending on the speed of your computer and the amount of infections it has to remove. When Ad-Aware is finished it will display “Successful” in green lettering for the result next to each item. If Ad-aware states that some objects could not be removed and that it will remove them on restart, restart your system and scan again, if the same objects can not be removed the 2nd time then you will need to bring in your system to Affordable Computers for service. If no spyware is found on your system you may exit Ad-Aware.



...continued on reverse side ➡



Spybot -
Search &
Destroy 5.

Spybot – Search & Destroy 1.6.0

4. → **Start Spybot – Search & Destroy:** Double click on the “Spybot – Search & Destroy” icon located on your desktop (or under Start > All Programs > Spybot – Search & Destroy > Spybot – Search & Destroy). If you get a message asking if you want Spybot to clean out your temporary folder click “Yes”. If you get a message about an incompatibility with AdAware, just click “Ignore”.
 5. → **Get the latest updates:** Click on the bottom button labeled “Search for Updates.” Once the Spybot updater comes up asking you to select a download location, just click “Continue” as the default server usually works fine (if you have problems downloading from the default server you can always select another one from this list next time). On the next screen make sure that each of the updates in the list has a check mark in the box beside it, if any do not have a check mark, simply click on the box to select it. Now click the “Download” button, and wait for the updates to download (which may take some time depending on the speed of your internet connection). The updates are complete when each update in the list has a green check mark beside it. If any updates do not have a green check mark or have an error, click the “Download” button again to retry the download. Once all the updates are downloaded and have green check marks beside them click the “Exit” button and proceed to step 3.
6. → **Scan your system for spyware:** Click the top button labeled “Check for Problems.” Spybot will now scan your system for possible spyware infections - this may take some time depending on the speed of your computer and/or the amount of information on your computer. When Spybot is finished scanning it will display a list of all the spyware found on your system. On the left hand side of the list there will be a small box for each piece of spyware – each box needs to have a check mark in it. If any boxes do not have check marks in them simply click on the box. Now that all the objects are selected, click on the “Fix selected problems” button. Click “Yes” to remove the problems. Click “OK” to finish, and then exit Spybot. If Spybot displays a message that some objects could not be removed and asks if it can start the next time Windows starts click “OK”, then restart your computer and remove any objects Spybot finds. If Spybot cannot remove the objects on it’s 2nd scan then you will need to bring your computer to Affordable Computers for service. If no spyware is found on your system, Spybot will display a green check mark next to the message “Congratulations! No Immediate threats were found.” You can now exit Spybot.



Things to avoid all together!

- 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, Ad-Aware, & Spybot! This includes not installing programs such as McAfee, Norton’s, or programs offered for free by your internet service provider (AVG, Adaware, & Spybot 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, Ad-Aware, or Spybot! 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, Ad-Aware, & Spybot 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, Ad-Aware, or Spybot is available. To reach us by phone dial 423-499-1975 in Chattanooga or 706-858-5888 in Fort Oglethorpe.