

Virus or Malware Removal Troubleshooting Steps

Dear [Recipient's Name],

We understand that you are experiencing issues with viruses or malware on your device. Please follow the troubleshooting steps below:

Step 1: Disconnect from the Internet

Unplug your network cable or turn off your Wi-Fi connection to prevent the malware from communicating with its source.

Step 2: Boot in Safe Mode

Restart your computer and press **F8** before the Windows logo appears to access the boot menu. Select **Safe Mode with Networking**.

Step 3: Run Security Software

Open your antivirus program and run a full system scan. If you don't have an antivirus installed, download a reputable one.

Step 4: Remove Detected Threats

Follow the prompts to remove or quarantine any threats found during the scan.

Step 5: Update Your Operating System and Software

Ensure your operating system and all installed software are up to date with the latest security patches.

Step 6: Change All Passwords

After cleaning your device, change your passwords for important accounts to prevent unauthorized access.

If you continue to experience issues, please contact our support team for further assistance.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]