



## You're computer was infected with Mal-ware or Trojans!!!

### Mal-ware:

Mal-ware, a portmanteau word from the words malicious and software, is software designed to infiltrate or damage a computer system without the owner's informed consent. The expression is a general term used by computer professionals to mean a variety of forms of hostile, intrusive, or annoying software or program code. Mal-ware can include spy-ware, ad-ware, Trojans, or viruses. It describes any program or software that might infect your computer, causing harm or annoyance.

### Surf and download more safely!

The best defense against spy-ware and other unwanted software is not to download it in the first place. Here are a few helpful tips that can protect you from downloading software you don't want:

- Keep **quality and trusted anti-virus/anti-spyware software** installed and updated at all times. Companies such as Norton, AVG, and McAfee all provide software to help protect your computer. Every computer that accesses the Internet should have protection!
- **Do not trust rouge pop-ups** that might say your computer has an infection. These warnings are often intended to mislead you and trick you into clicking or giving out credit card details. Instead, when your computer reports an infection. It should be shutdown and brought in for an evaluation before it gets worse.
- **ALWAYS backup up your important data.** We recommend using a one-touch external backup source, like a Maxtor backup drive. This way, if the infection causes harm to your system, you will know your data is safe.
- Only **download programs from Web sites you trust.** If you're not sure whether to trust a program you are considering downloading, ask a knowledgeable friend or enter the name of the program into your favorite search engine to see if anyone else has reported that it contains spy-ware.
- **Never click "agree" or "OK" to close a window.** Instead, click the red "x" in the corner of the window or press the Alt + F4 buttons on your keyboard to close a window.
- **Be wary of popular "free" music and movie file-sharing programs,** and be sure you clearly understand all of the software packaged with those programs.
- Some experts report that 1 in 1000 websites are infected and have the ability to infect your computer simply by visiting them. Be careful of the type of websites you visit, avoidance or "untrustworthy" websites will provide a measure of protection.