



## Q: My computer isn't working right, what should I do?

**ALWAYS BACK UP YOUR DATA BEFORE YOU DO ANY TYPE OF REPAIRS TO YOUR COMPUTER. Actually, back up your data weekly to avoid a tragedy should your computer crash!**

A: This depends on if your problem is with the computer or it's hardware, or if you are having a problem with the operating system. (The operating system is Windows XP or Vista, or Apple OS 10.x)

- If you are having a problem with your computer running extra slow, having a lot of pop-ups, a virus warning or doing strange things you are not used to seeing, the problem could be a virus or other malware (malicious-ware, something that was designed to infect your computer):
  - \* This may require virus removal. **If you are comfortable doing this**, please download malwarebytes first and run the scans to see if this helps. (If malware is detected, you will need to run the scan again, until it doesn't find anymore infections)
  - \* Know that this might require more knowledge if your computer is very infected
  - \* Malwarebytes is free for scanning and removal of malware, but for a nominal fee you can get some protection before they install the software. If you have \$30, please support this vendor by purchasing the full version (not a requirement, but it is a nice thing to do—they worked hard to create this wonderful application!)
    - \* From on campus go to our internal support website, <http://nac.stkate.edu>. NOTE: you do **not** need network or Internet access to go to this website. You can go here even if you are blocked from the Internet by Cisco Clean Access. Just open your browser and type in nac.stkate.edu.
    - \* Spybot is also available from our support website—<http://nac.stkate.edu>. NOTE: you do **not** need network or Internet access to go to this website. You can go here even if you are blocked from the Internet by Cisco Clean Access.
    - \* From off campus, read [How to install malwarebytes](#) and [How to install Spybot](#)
    - \* If you are uncomfortable learning how to remove the viruses, please contact a [computer support professional](#) for assistance
- If your computer not turning on or staying, or you getting the blue-screen-of-death, the problem is most likely a hardware problem:
  - \* If your computer is under warranty please contact your computer's manufacturer
  - \* If your computer is no longer under warranty, [contact a computer support professional](#) for assistance. **The lists of computer support professionals should in no way be considered an endorsement or referral. This list is provided for your convenience only**