

Virus Removal Procedure

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If your personal computer has a virus, use the steps below to try removing it on your own.

Faculty and Staff should NOT attempt to remove viruses on any machine provided to them by Penn.

If you suspect you have a virus, disconnect your computer from the network, power it off, and contact your **Wharton Computing Representative** or the Information Security and Privacy Team at security@wharton.upenn.edu right away for assistance.

Virus Removal Procedure

We've compiled a set of simplified steps for PC and Mac to make it easy for you to try and fix your own computer. Students can **make an appointment** (before 2 pm) with Student Support to have their machines scanned and cleaned if more help is needed.

Before You Start:

- Back up your computer's data to an external hard drive or other source not attached to your computer to prevent any loss of important data.
- Make sure you're comfortable downloading and installing software on your computer.

Windows/PC

The procedure below is simplified for your convenience and remedies most situations.

[Read More →](#)

Virus Removal Procedure (Mac)

The steps for removing viruses from Macs are fairly straightforward.

[Read More →](#)

Questions?

Contact your **Wharton Computing Representative** or the Wharton Information Security Office at security@wharton.upenn.edu for more information.
