

Virus Removal Procedure

Last Modified on 11/30/2020 3:53 pm EST

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.

- **Students:** contact [Wharton Computing Student Support](#).
- **Staff:** Contact [Administrative Support](#) (PennKey login required).
- **Faculty:** Contact your [Academic Representative](#) (PennKey login required).

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 your machine 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.

Virus Removal Procedure (Mac)

The steps for removing viruses from Macs are fairly straightforward.

Questions?

Students: contact [Wharton Computing Student Support](#)

Staff: contact [Administrative Support](#) (PennKey login required)

Faculty: contact your [Academic Representative](#) (PennKey login required)
