

# 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.

*The University's recommended antivirus software for unmanaged computers is now Sophos. Symantec support was discontinued in May 2022.*

**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 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 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.

[Read More →](#)

## Virus Removal Procedure (Mac)

The steps for removing viruses from Macs are fairly straightforward.

[Read More →](#)

## Questions?

Contact your **Wharton Computing Representative** for more information.

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