



# Computer Maintenance - Top 10 Tips!



## Schedule regular maintenance

### Step 1 – Virus Scan

Norton (or other antivirus)– run a Full System Scan

1. Open Norton
2. Click on Open next to Device Security
3. Click on Scan
4. Click on Full System Scan
5. Start this and follow the prompts when finished

Tip – it is best to start this at the end of the day and let it run overnight

### Step 2 – Malware Scan

Open Malwarebytes (or other malware removal tool)

1. Open Malwarebytes
2. Click on Scan
3. When finish allow Malwarebytes to quarantine any threats

Tip – also start this at the end of the day, it can run at the same time as your antivirus

### Step 3 – Scan for Updates

On a Mac

1. Click on the Apple top left-
2. Click on About This Mac
3. Click on Software Updates.

On a Windows computer –

1. Click in the search box next to the windows key at the bottom left
2. Type in *windows update*
3. Click on Check for updates in the list
4. Then click on Search for updates

Tip – remember to turn your computer off and on regularly to install and activate your updates!



#### **Step 4 – Remove unwanted programs**

On a Mac

1. Click on Finder, then click on Applications
2. Click on the date column heading to sort by date
3. Review the programs
4. Drag to the bin the programs you no longer require (check with us if unsure)

On a Windows computer

1. Click in the search box, bottom left corner
2. Type in Control Panel, click on it when it appears
3. Double Click on Programs
4. Review the programs
5. Click on the program you no longer require (check with us if unsure)
6. Click on Uninstall at the top

#### **Step 5 – Check your browser extensions**

In Chrome:

1. Open Chrome
2. Click on Settings (3 dots top right for chrome)
3. Click on More Tools
4. Click on Extensions
5. Remove any unwanted extensions (leave Norton)

In Safari:

1. Open Safari
2. Click on Safari in the menu bar
3. Click on Preferences
4. Click on Extensions
5. Remove any unwanted extensions (leave Norton)

#### **Step 6 – Delete your browsing history**

You can do this inside your internet browser in settings (chrome) or preferences (safari)  
And/Or download a tool such as cCleaner and use that to delete browsing history

#### **Step 7 – Check passwords stored**

In Chrome:

1. Open Chrome
2. Click on Settings (3 dots)
3. Click on Settings in the list
4. Scroll to Passwords, click on this
5. Remove passwords you do not want stored with the 3 dots then remove on the right

In Safari: -

1. Open Safari
2. Click on Settings in the menu bar, then Preferences
3. Click on passwords, enter your computer password to open passwords
4. Remove passwords you do not want stored in Safari



### **Step 8 – Change your passwords**

Change your passwords on a regular basis, especially banking, finance and email passwords.

### **Step 9 – Empty the recycle bin**

Click on the Recycle bin at the bottom right of the Mac

Double click on the recycle bin on the desktop of the Windows computer

1. Then, review the list to check you are happy to delete it all
2. Click on erase or delete all at the top

### **Step 10 – Do a backup**

Do a regular backup of your computer either to an external hard drive and/or to the cloud.

## **Signs of Infection**

1. System is running slow
2. There is unusual activity and/or unexplained large increases in activity, data usage and bills
3. You have emails in the sent folder that you did not send
4. Incoming Spam emails
5. Your emails are not being received
6. Your screen looks different and settings have changed
7. Internet browser toolbars appear different
8. Antimalware and antivirus is disabled and you cannot get it started
9. Passwords have been changed
10. Bank account missing funds

If you see any of this, do these 10 steps. If the problem still persists call us for additional support.

**If you need help, please call 03 9596 4547 to book an appointment or remote support.**



## Stay informed and keep learning

- [www.staysmartonline.gov.au](http://www.staysmartonline.gov.au)
- [www.scamwatch.gov.au](http://www.scamwatch.gov.au)
- [www.esafety.gov.au](http://www.esafety.gov.au)
- [www.stayintouch.net.au](http://www.stayintouch.net.au)  
Sign up for our newsletters to receive top tips and upcoming events!  
Keep an eye on our Events page for upcoming sessions
- [www.beconnected.esafety.gov.au](http://www.beconnected.esafety.gov.au)  
Create a Free account with this government program to keep learning.  
Your Support Centre is Stay In Touch Pty Ltd

## Share FREE Tech Tip Tuesdays with friends

If you would like to join our FREE Tech Tip Tuesday sessions each week from 12.30-1.00pm, register with this link <https://www.eventbrite.com.au/e/102000702848>

## Book a 1-on-1 appointment

If you require 1-on-1 tutoring, technical support or a security check performed on your devices, please call our office on 03 9596 4547 or email [bookings@stayintouch.net.au](mailto:bookings@stayintouch.net.au) to book an in-home or remote appointment with one of our friendly staff.

## Special offer – Security Check and Tune Up

Contact Stay In Touch on 03 9596 4547 to find out more about the special offer on our thorough Security Check and Tune Up Service, which also comprises setting up your maintenance plan with you!