



Malware/Virus and Fraudware

What is Malware/Virus? Malware (short for malicious software) is any software that is intended to damage or disable computers and computer systems. Malware includes computer viruses, ransomware-fraudware, worms, trojan horses, rootkits, keyloggers, dialers, spyware, adware, malicious BHOs, rogue security software and other malicious programs

What is Fraudware? Fraudware is software that deceives or misleads users into paying money for fake or simulated removal of malware or it claims to get rid of, but instead introduces malware

What should I do if I suspect I have Malware on my MCPS computer?

If you think your computer is infected, notify your school's ITSS or contact the Help Desk by phone at 301-517-5800. Avoid bringing viruses to work by making sure the virus software on your home computer is:

- **Enabled and running**
- **Verify you have the latest virus definitions installed (do not hesitate to contact your software manufacturer's tech support)**
- **Scan the ENTIRE MACHINE for viruses at least once a month (once a week is preferred)**

What should I do if I suspect I have Fraudware on my MCPS computer?

Restart the computer. Often when browsing the Internet, Fraudware can be loaded into the memory of your computer but not installed. If you start seeing unusual pop-ups saying "scanning your computer" "viruses found" or "to fix problems, send us money", restart the machine. If the problem returns your profile is infected and the machine needs to be cleaned. **Immediately** contact your school's ITSS or the Technical Help Desk at 301-517-5800 to report the problem.