

## How to do a virus/spyware scan using Bullguard internet security

It is recommended that you make a regular scan of your computer using Bullguard because around 40,000 new infections are appearing every day (!) and so from time to time a new infection 'slips the net' and gets onto your PC before Bullguard has been updated with the antidote. Over time, if these infections are not removed, they aggregate in number and can cause your computer to slow down or stop functioning altogether! The same principle applies to all anti virus and internet security packages. The following document shows you how to make a scan of your computer:

Double click the Bullguard icon on the 'desktop' of your computer:



The Bullguard 'control panel' will open up:



Single click on the green 'Antivirus/Antispyware' button on the left hand column. The Antivirus/Antispyware section will now show:



Now single click on the top middle tab, 'Scan', select the type of scan you wish to do by selecting the relevant line (i.e. My Computer, My documents, My emails or Quick scan) and then single click on the 'Scan now' button, bottom right of this screen. The quick scan will take about 8 minutes and the full scan (My computer) about 1 ½ - 3 hours, depending on how much data is on your machine, so if doing a full scan please make sure you start the scan at a time when you don't want to use the computer. You can use your computer whilst a scan is happening, but it will run slower than normal, because it takes a significant amount of the power of your computer to run a scan. **Please note:** The Quick scan does not scan your whole PC, it simply looks in the places on your PC most likely to harbour an infection. Only the 'My computer' (full) scan will check virtually all files. Some files are always skipped in a scan, as some files are in use whilst your PC is running and cannot be scanned whilst active. The Quick scan is sufficient as a daily or weekly scan, but it is important to perform a full scan once every 2-4 weeks, or if your PC suddenly slows down or behaves in an unusual manner! When the scan has finished, Bullguard will advise you what to do if it has found a virus or a piece of spyware. (A 'fix' button will show) If Bullguard cannot remove the infection automatically, you will be asked to send a log to Bullguard. Please enter your email address, send the log and then the Bullguard team will email you instructions on how to manually remove the infection. In the event of needing further assistance, please go to [www.bullguard.com](http://www.bullguard.com) ...



...Single click on the red 'Live chat' button near the top right hand side of the screen (See above).



Next, single click the red 'Live support' button, bottom left of the screen (See above). You will be asked for your name, your email address and the subject of your enquiry:



Then you will be able to have a live conversation with a Bullguard employee and ask them what to do next:



Thank you for reading.

If you have any feedback regarding the usefulness of this sheet, its ease of use, or suggestions for how it could be improved, please contact Jeremy on 01335 342814, or at [jeremy@ashbournecomputers.co.uk](mailto:jeremy@ashbournecomputers.co.uk) Thank you.