

# Managing a Malware Attack

# In This Module

- What are some signs of a malware attack?
- How do you manage a malware attack?
- What are some ways to deal with the aftermath of a malware attack?

# Malware

*Malware is a type of software that is designed to deliberately infect devices, causing disruptions or gaining unauthorized access to information*

*Malware can take stealthy and hidden forms, or can be aggressive and obvious*

# Activity

What are things that malware can do to a device?

# Aggressive Types of Malware

Here are some common types of more aggressive malware:

- **Ransomware:** Malware that locks your device and holds it for ransom
- **Trojan viruses:** These can be more stealthy, but they can delete files and data or lock a device
- **Adware:** Often takes the form of out-of-control pop-up ads

# Aggressive Types of Malware

Here are some common types of more aggressive malware:

- **Worms:** A type of virus that actually copies itself and sends itself to other users; can be used to send mass phishing scheme emails
- **Botnets:** Malware that can gain access to devices via malicious code and can take remote control of devices, among other things

# Signs You Have a Malware Infection

- Your device is slow or keeps freezing or crashing
- Programs are opening, closing, and changing on their own
- Your device is running out of storage space unexpectedly
- You're bombarded with pop-ups
- Emails are being sent without your knowledge

# What to Do During an Attack

- Stop using accounts or entering in passwords
- If your device is part of a network of devices, disconnect it until you have removed the malware
- Reboot your device in Safe Mode
- Run a scan using an antivirus security software to identify and remove the problem
- For a severe attack, you might need to reinstall your entire operating system



# What to Do After an Attack

- Reset passwords and update security settings for your device
- Update your device software
- Make sure you keep any security software you use up to date
- If you haven't already, get on a schedule for backing up your data
- Be on the alert for signs of fraud or identity theft after a malware attack

# Takeaways

- Malware can often get onto devices without your knowledge and can engage in stealth activities
- However, some malware can engage in more aggressive and overt attacks that can cause you to lose control of your device
- Use strategies like Safe Start or, in extreme cases, an operating system reinstallation to regain control and rid your device of malware
- Remember to be careful with what you download and open to help you avoid malware in the first place!

# Resources

“The Best Antivirus Software” from *PC Mag* ([link](#))

“The best antivirus software: Free and paid options” from *Tom’s Guide* ([link](#))

Antivirus Software Guide from *The New York Times’ Wirecutter* ([link](#))

Safe Mode Directions for Windows ([link](#))

Safe Mode Directions for Mac ([link](#))

**Questions?**

# **NYC Digital Safety**

## Privacy & Security