

COMPUTER SLOWNESS

Cause:

Standard computer maintenance not being done, multiple web sites with cookies, browsing history overloaded, virus, malware, ad-aware, programs installed no longer used or obsolete

Results: Programs slow to open, internet search or use is slow, long time for boot up

Resolution/Things to Check/Programs to run and steps to take:

1: *Confirm all windows updates are completed*

After first round and a reboot, check again to see if there are more updates from windows updates and run those as well. Continue to run updates until no further updates are needed, and no more restarts needed for updates then continue to the next step

2: Clear browser histories on any browser you use; Internet explorer, firefox, chrome for all of them select all history and check all boxes that show as options. In chrome specifically set to beginning of time.

Chrome: <https://support.google.com/chrome/answer/95589?co=GENIE.Platform%3DDesktop&hl=en>

IE: <https://support.microsoft.com/en-us/help/17438/windows-internet-explorer-view-delete-browsing-history>

Firefox: <https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox>

3: From system tools->Accessories menu, or in windows ten you can type in the below:

Disk Cleanup

Disk Defragment

4: Reboot

5: If still slow at this time-Consider running a security scan, or ad-aware scan

Suggested software to use for this is: malware bytes found here:

<https://www.malwarebytes.com/mwb-download/>

Click on Free download at the bottom of the selections and follow the online instructions