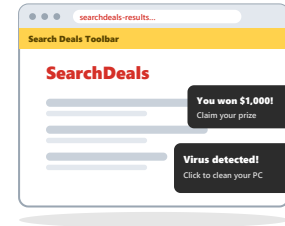


Clean Up a Hijacked Browser

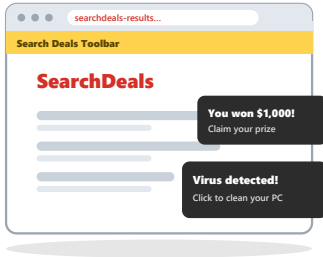
New search engine, unwanted toolbar or pop-ups in the corner?
Here's how to fix Chrome (and Edge).



*We Make
I.T.
Happen!*

1 Know the Signs

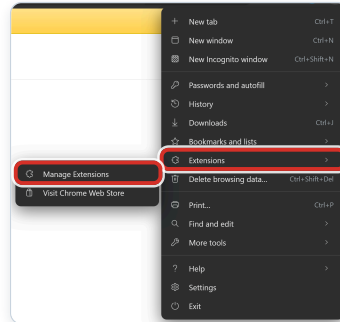
Search engine or home page changed, a new **toolbar**, **pop-up notifications**, redirects to ads.



Don't click the pop-ups, call numbers, or install a "cleaner".

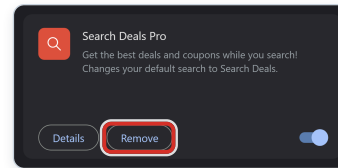
2 Open Extensions

Chrome menu : → **Extensions** → **Manage Extensions**.



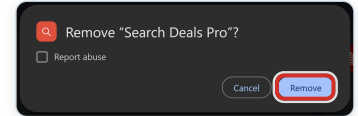
3 Remove What You Didn't Add

Find extensions you didn't install on purpose and click **Remove**.



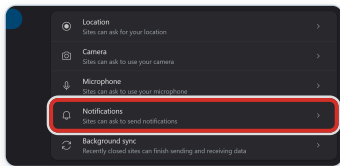
4 Confirm

Click **Remove** again to confirm. Repeat for any others you don't trust.



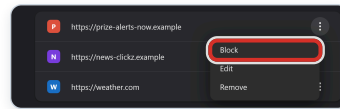
5 Find Notifications

Settings → **Privacy and security** → **Site settings** → **Notifications**.



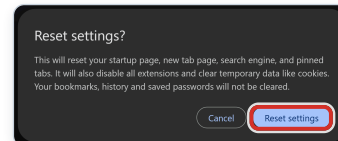
6 Block Pop-up Sites

Under **Allowed to send notifications**, click : next to a site you don't know → **Block**.



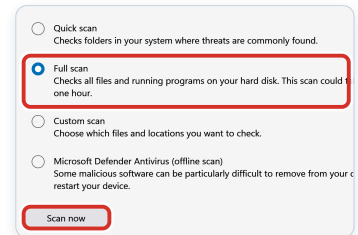
7 Reset Browser Settings

Settings → **Reset settings** → **Restore settings to their original defaults** → **Reset settings**.



8 Scan the Computer

Uninstall unknown programs, then **Windows Security** → **Scan options** → **Full scan**.



Good to Know

- **Microsoft Edge:** Extensions → Manage extensions; Settings → Cookies and site permissions → Notifications; Settings → Reset settings.
- Reset keeps your **bookmarks, history and saved passwords**. It turns off extensions and resets your search engine.
- Keeps coming back, or says "**Managed by your organization**" on a home PC? Call us.



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