My University Windows computer has a virus, what do I do?

Tell Me

**Warning**
The Trend antivirus contract is ending soon and Trend will no longer be used on campus or available for personal use.

Trend Micro OfficeScan antivirus software is installed on all University computers. If you think your Windows computer has a virus:

1. Open Trend Micro OfficeScan
2. Click on **Scan**
3. Click the **Manual Scan Results** tab
4. Click **Delete**
5. If you are still having problems, contact the IT Service Desk, 704-687-5500 or help@uncc.edu

**Note**
Desktop Services may need to re-image the computer. If that happens:

- It is your responsibility to copy any files stored locally on the hard drive to a different location; any files stored on the local hard drive may be lost during the reimaging process
- You will need to reinstall any software that is not part of the standard desktop image
- The process may take several days
- A loaner computer may be available during the re-image process

**Warning**
Don't click on unfamiliar links.

Related FAQs

- Is there antivirus I can use at home?
- What is Sophos antivirus and who should I contact for help?
- How do I install Sophos antivirus on my home computer?
- How do I run a virus scan with Sophos antivirus?
- How do I run a virus scan with Windows Defender?