The City of Albuquerque has recently seen many instances of viruses and malware on our computers. Some of these viruses are pretty sneaky and can be downloaded onto your computer without your knowledge until it is too late. Often, you may not even know there is a virus. It is important that each of us is aware of this threat and follow best practices to identifying and preventing the spread of viruses and malware.

**You may have a virus or malware if:**

* **Your computer starts running slower than what is usual.** We all know there are one or two pretty slow computers out there and chances are, you probably have it but, if your computer or internet connection slows down more than usual, it may have a virus.
* **Your computer shuts down** spontaneously and frequently or locks up even if you aren’t using it.
* Your computer seems to be displaying an **inability to start** (boot up) or taking longer than normal to start up.
* **You began to get pop-ups on your computer.** We’ve all seen them;we go to an internet site and several other windows or pop-ups open.

**It is each of our responsibilities to protect City data and resources.**

**We need your help to ensure anti-virus is installed and up to date on your computer.**

The City ITSD has recently rolled out a new anti-virus application. It is critical that each of you update your computer to this latest version. If you haven’t yet done so, click on [**Deep Security Client**](http://eweb.cabq.gov/CyberSecurity/Security%20Related%20Documents/Installation%20instructions%20for%20Trend%20Deep%20Security%20Client.docx) for the instructions on how to do this. The process is quick, requires only a few clicks and does not require a reboot of your computer.

**How can you prevent viruses from installing on your computer?**

* **Don't click on links within pop-up windows** - Because pop-up windows are often a product of malicious software, clicking on the window may install malicious software on your computer. To close the pop-up window, click on the "X" icon in the titlebar instead of a "close" link within the window.
* **Choose "no" when asked unexpected questions** - Be wary of unexpected dialog boxes asking whether you want to run a particular program or perform another type of task. Always select "no" or "cancel," or close the dialog box by clicking the "X" icon in the titlebar.
* **Be wary of free downloadable software** - There are many sites that offer customized toolbars or other features that appeal to users. Don't download programs from sites you don't trust, and realize that you may be exposing your computer to viruses by downloading some of these programs.
* **Don't follow email links claiming to offer anti-spyware software** - Like email viruses, the links may serve the opposite purpose and actually install the malicious software or viruses it claims to be eliminating.

As always, if you encounter any problems, please contact the ITSD Help Desk at: **helpdesk.cabq.gov or call 768-2930.**

**For additional information on cyber security best practices visit the CABQ Cyber Security website at:** [**CABQ Cyber Security**](http://eweb.cabq.gov/CyberSecurity/default.aspx)**.**