

How to Remove Malware from a Mac

This wikiHow teaches you how to remove malware from your Mac. Though Macs don't get infected by malware quite as often as PC's, they're not immune to malware attacks. If your Mac is infected with malware, the easiest way to remove it is to...

Method 1 of 2:

Removing Using Malwarebytes

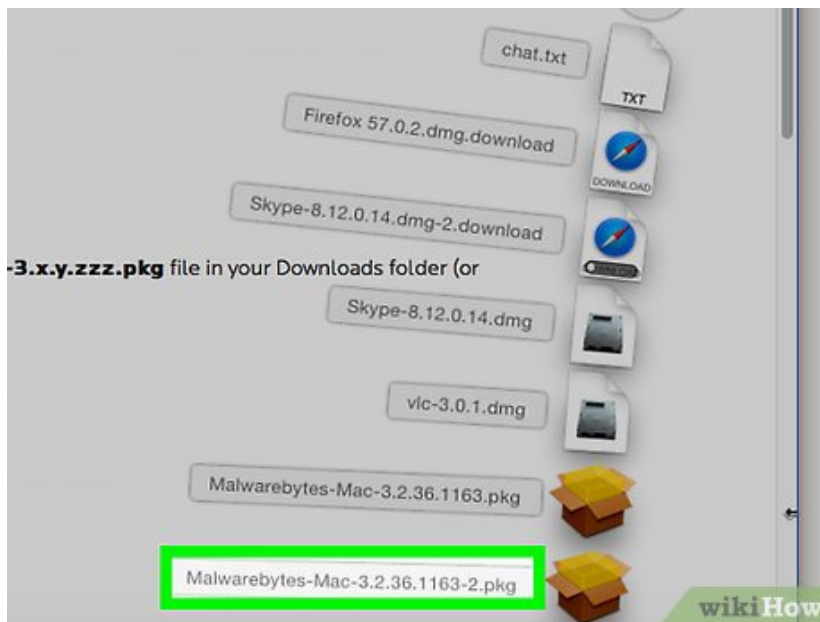


Go to <https://www.malwarebytes.com> in a web browser. In your preferred web browser, go to the official Malwarebytes website.



2.

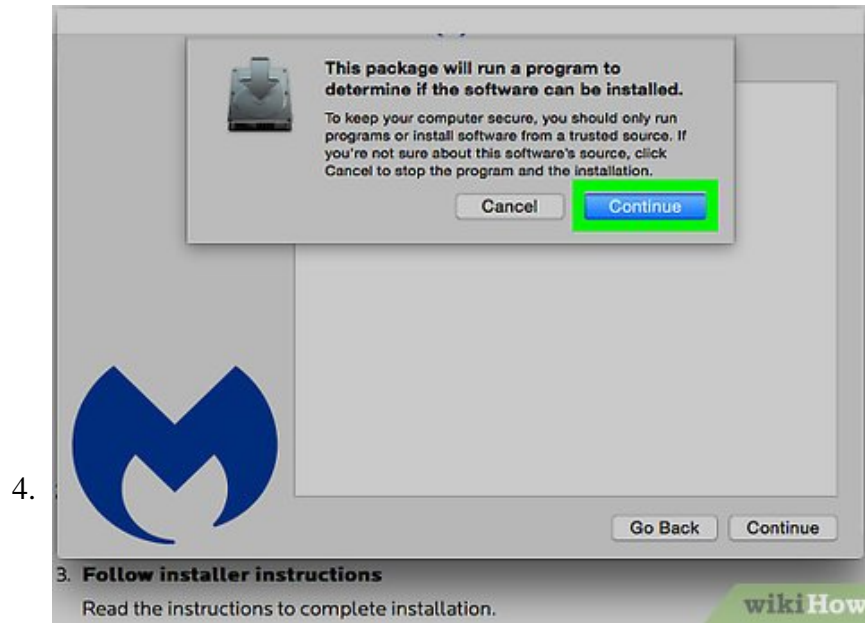
Click **Free Download**. It's the green button next to the yellow button that says "Buy Now". This will start the download of the Malwarebytes installer.



3.

Double-click the installer file. It's the file titled "Malwarebytes-Mac-3.11.5.05.pkg".

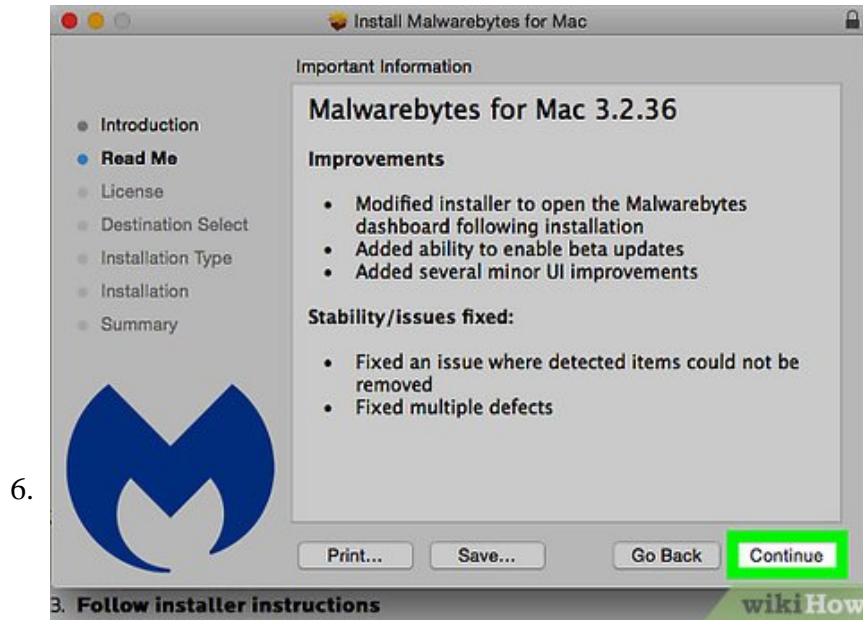
1. By default, your downloaded files will be in the "Downloads" folder.



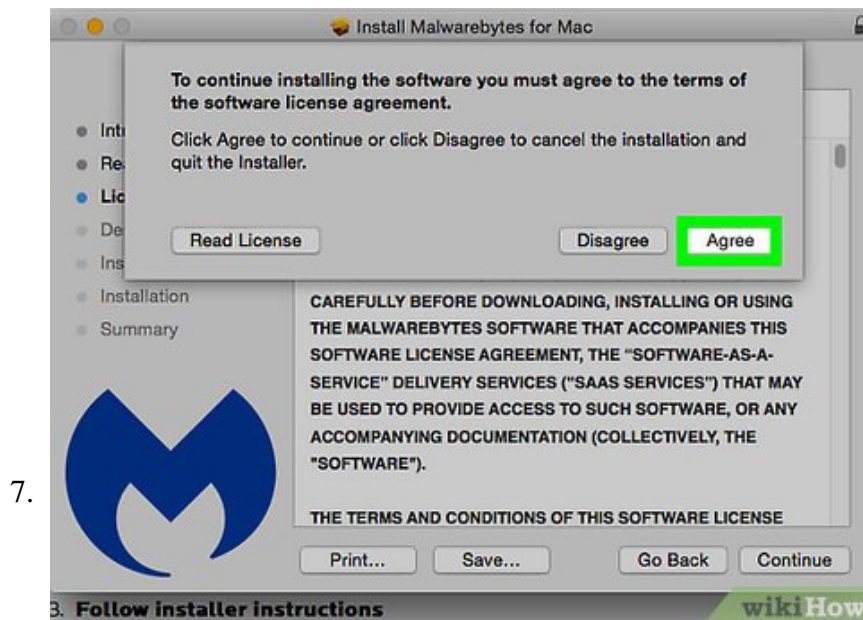
Click **Continue**. It's in the lower-right corner of the "Welcome" message of the Malwarebytes installer.



Click **Continue**. It's in the lower-right corner of the "Important Information" dialogue.



Read and click **Continue**. Read through the Terms and Conditions and click "Continue" in the lower-right corner of the window.



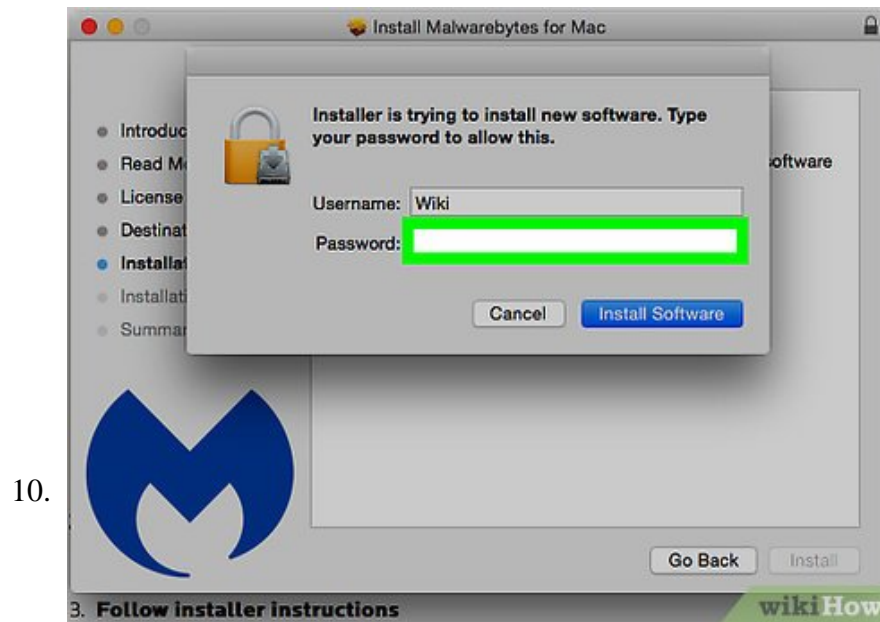
Click **Agree**. This signifies that you have read and agree to the terms and conditions.



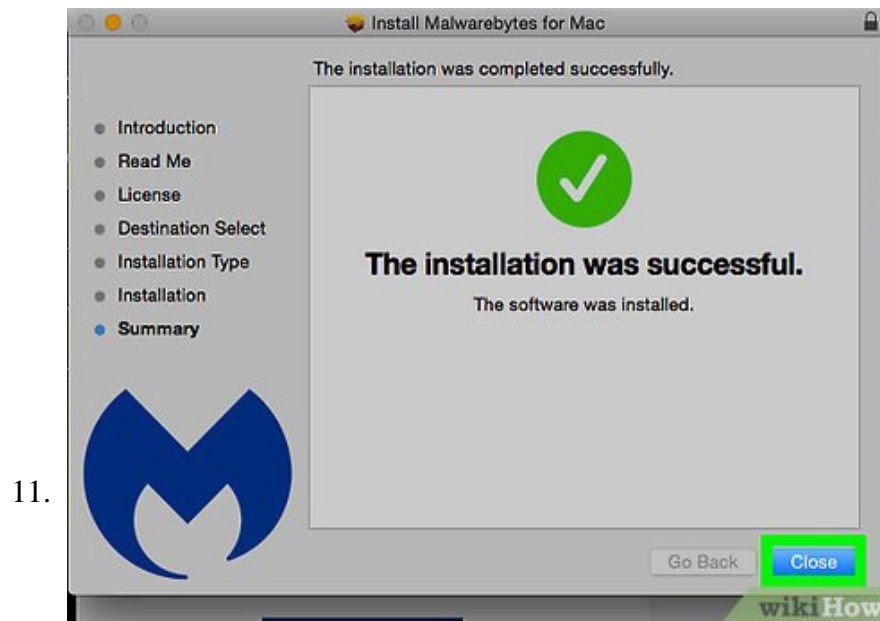
Select a destination and click **Continue**. Click a hard drive and click "Continue" in the lower-right corner of the window.



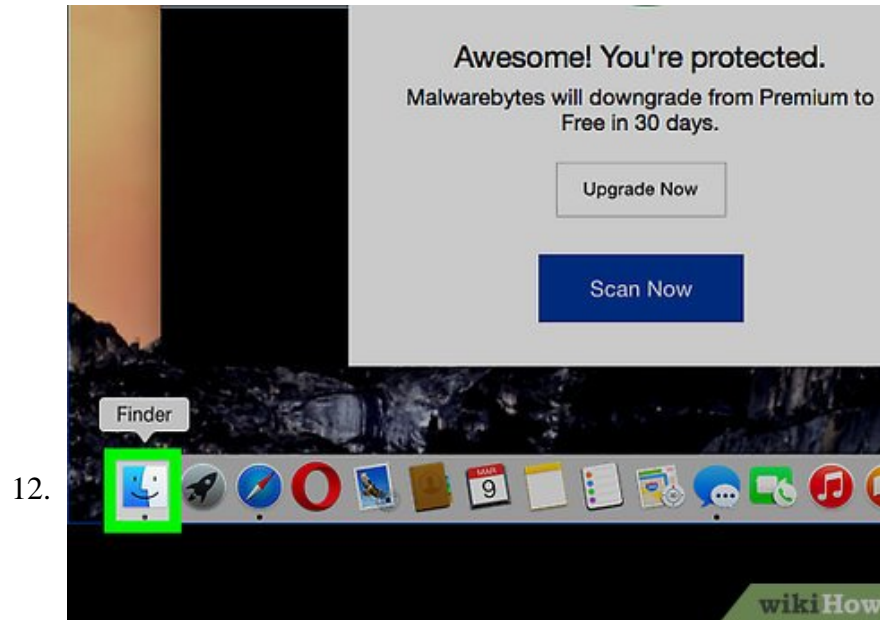
Click **Install**. If you want to change the install location, click "Change Install Location". If you just want to do a standard installation, click "Install". Type your Mac login password, if prompted. Allow a few moments for the installation to complete.



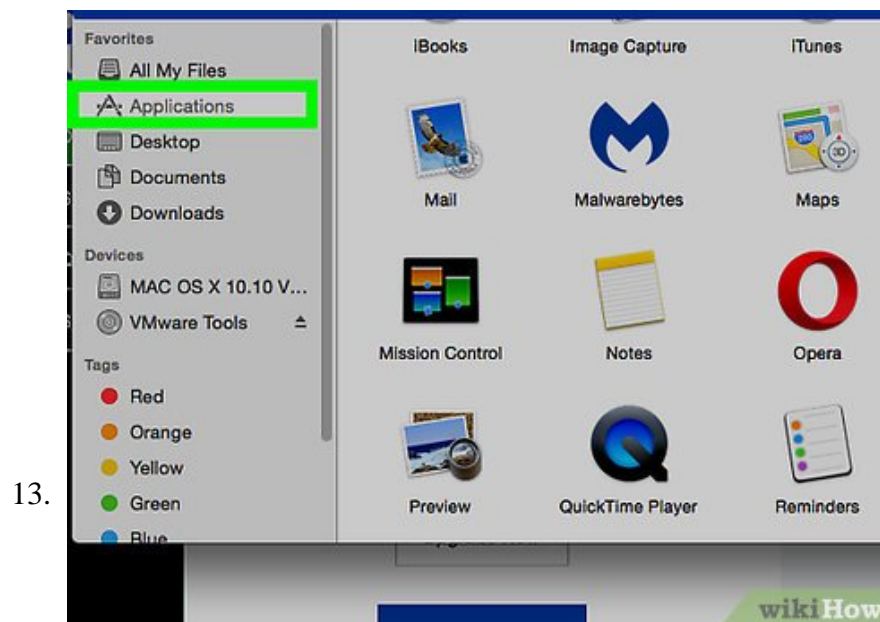
Click **Privacy & Security**. During the "Security & Privacy" section of the installation, you may be prompted that you need to go into system preferences and allow apps from Malwarebytes Corp. Click the button in the lower-right corner of the window to open system preferences. Click the lock icon in the lower-left corner of the System Preferences windows, and then type your Mac login password, then click continue.



Click **Close**. It's located in the lower-right corner. This will conclude the installation process.

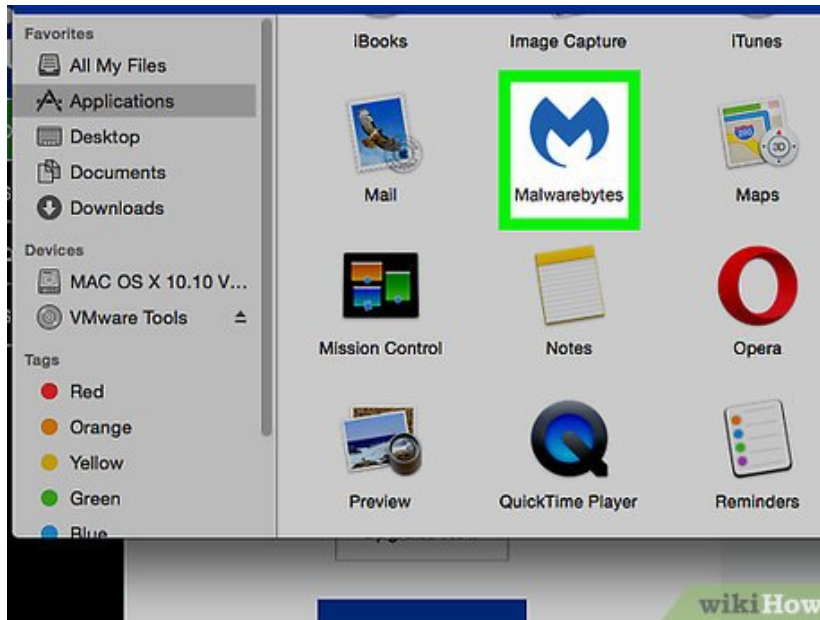


Open a new Finder window. It's the icon that resembles a blue and white smiley face on the far-left side of the dock at the bottom of your Mac's screen.



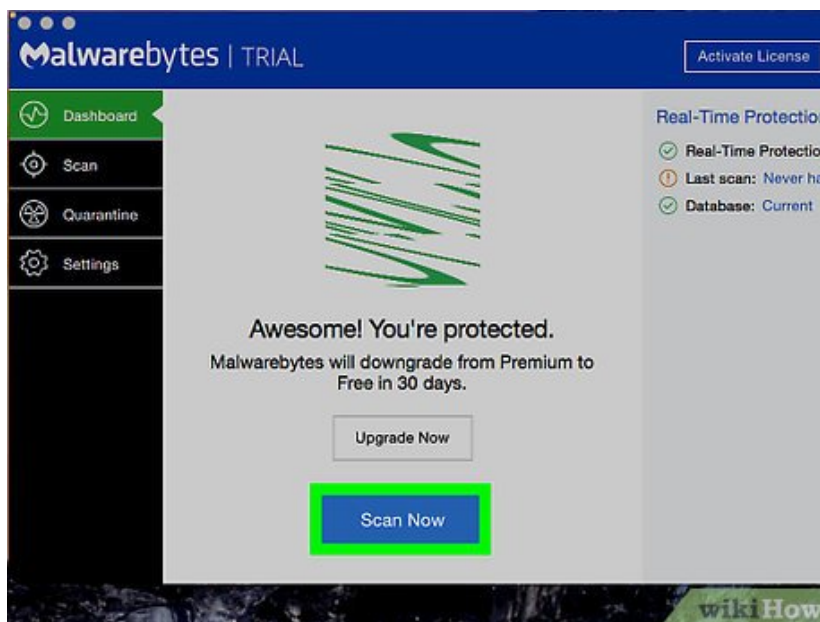
Click [Applications](#). It's located in the left column of the Finder window.

14.



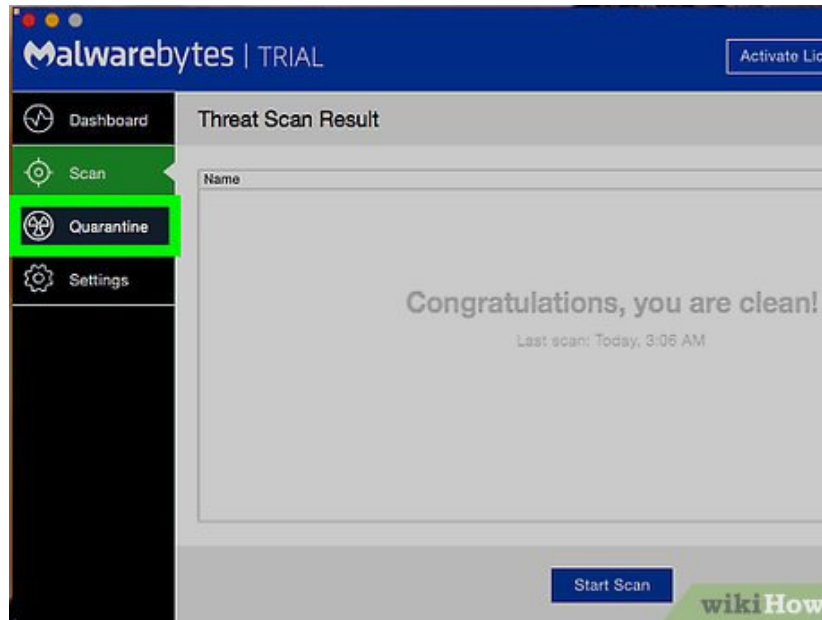
Double-click the Malwarebytes app. It's the app that has an image of a blue, pointy capital "M". This will launch Malwarebytes.

15.



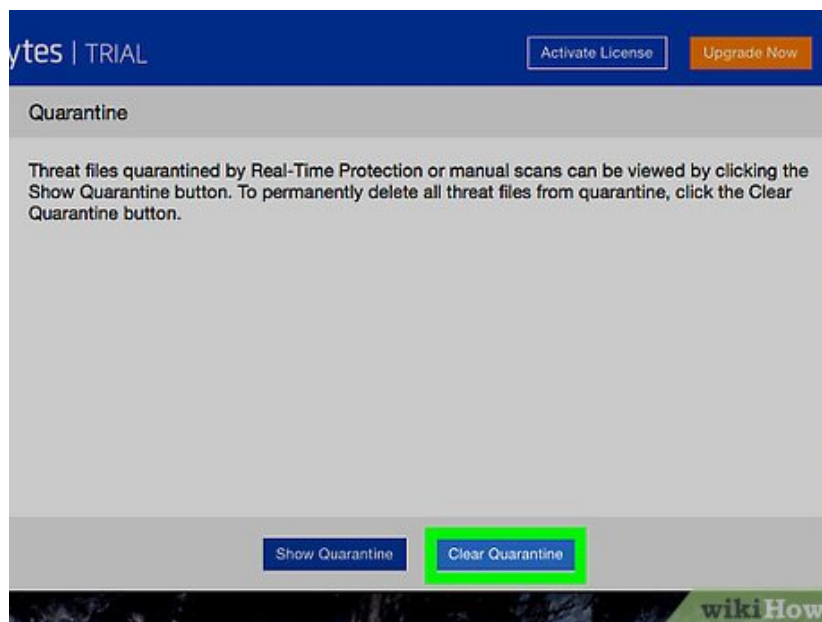
Click **Scan Now**. It's the blue button at the bottom of the app. Malwarebytes will start scanning for viruses and malware. The scan may take a while to complete. Once the scan is complete, threats will be moved to a quarantine area and you may be asked to restart your computer.

16.



When the scan is complete, click **Quarantine**. It's in the column on the left side of the Malwarebytes window.

17.



Click **Clear Quarantine**. It's a blue button at the bottom-right of the Quarantine window of the Malwarebytes window. This will delete any malware that was found on your Mac computer.

Method 2 of 2:

Removing via Software Update

1. **Restart your computer in safe mode.** If malware is preventing you from using your computer normally, then restarting your computer in safe mode should help stop the malware from running. Safe mode only starts software by Apple on login, and should prevent the malware from starting up. To restart your Mac in

safe mode, press and hold the shift key while your Mac is booting. Keep on holding the shift key until you see the login screen.

1. You will know if you are in safe mode if graphics become more fuzzy, animations seem to tear, and your computer runs a lot slower than normal.
2. **Click "About this Mac" from the Apple menu.** You will see a dialog box appear on your screen.
3. **Click "Software update".** This will bring you to the software update screen. Let your Mac check for updates, then choose "Update Now".
4. **Let the updates install.** You will be able to continue using your Mac normally, though it may be a little slow installing the updates if you are in safe mode.
5. **Restart your computer.** When prompted, choose "Restart now" to reboot your computer. This will finish installing updates that will patch the vulnerabilities that the malware installed is using.
 1. Do not hold any keys when your computer restarts.
6. **Choose to move items to the trash when prompted to.** Items determined by your Mac to be malicious will be moved to the trash. After moving the item to the trash, choose "Empty trash". This will permanently remove the malicious application.

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