

## HOW TO: Computer Security and Virus Protection

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**Perform Mac Updates** **Update** the software on your **Mac**. **Update** OS X and apps from the **Mac** App Store. To check for **Mac** software **updates**, open the App Store app on your **Mac**, then click **Updates** in the toolbar. If **updates** are available, click the **Update** buttons to download and install them. **Note:** For more information go to <https://support.apple.com/en-us/HT201541> **Perform Windows Critical Updates** Open the start menu, go to **All Programs** and select **Windows Update**. Click on **Check for updates** on the left side of the window. Only install updates marked as Important.

\*\*Some updates will need to be installed alone, so you will need to perform the previous steps again. Make sure to reboot when prompted. **Note:** Every couple days take a minute to power down your laptop so that it can perform updates and have a chance to reboot.

**Install and Update Virus Scanning Software**

**Download** Trend Micro from [download.clemson.edu](http://download.clemson.edu). **Update** Trend micro regularly. **Run** one of the three different scans periodically. For example, **Quick Scan** will be sufficient if you are not experiencing any noticeable issues.

**Contacting the Help Desk** Contact the Help Desk to let them know the status of your machine if you received a phone call or e-mail **Employees** - If you are unable to resolve the problem, contact your TSP or local consultant. You may also contact the Help Desk at 656-3494 or e-mail [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) CCIT Support Center on the second floor of Cooper Library. [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu), 864-656-3494

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