

Using CTRL+ALT+DELETE (Windows 8 and 10 users)
(Abruptly shut down stuck or fake programs)

Never trust any search engines such as Google, Yahoo, Bing, etc. Search engines are targeted quite frequently by perpetrators who attempt to compromise computers and networks all the time!! When a page with a threatening message comes up, NEVER turn off your computer. This can harm it and potentially destroy your hard drive. Please complete the following steps:

1. Press and hold the CTRL and ALT keys
2. Do NOT let go of these 2 keys!!! Press Delete
3. A blue screen appears..... Click Task Manager
4. A dialog box windows appears showing you the “tasks” you have open
5. Click on the task not responding to you (or program name you were in showing message)
6. Click “End Task” shown in the lower left corner
7. If a second dialog box appears asking you what you wish to do, click end task again
8. If you were using Google Chrome, DO NOT click “restore pages” as your original problem will reoccur.

You can now use your computer normally. If you continue to have problems, please don't hesitate to contact us!! We're here to help you!!!!

Thank You,
Computer Training & Support Services (CTSS)
847-998-1975 or 847-736-2326