

**Good practice guidelines for avoiding virus infection:**

* Never open unsolicited e-mail attachments, even from people you know. The attachment may have been sent by malware on their computer - the messages are designed to get you to click the attachment ("Check out what I found").
* Don't download "free ringtones", "free smileys", and toolbars unless from a source you know and trust. Many of these freebies contain malware. Also avoid dubious music and file downloading sites. “Free” is a word to be used cautiously when surfing the internet.
* Avoid clicking on pop-up advertisements - close them instead.
* **Download files only from reputable sources**. Read the license agreement before you install new software.
* Avoid Peer-to-peer file sharing programs, they often come bundled with malware.
* Avoid malware masquerading as anti-spyware. If in doubt: Before you install a program, make sure it is genuine e.g. by searching for the name of the program in a search engine.
* If at any time you see a message asking you to allow a program to run: If you recognize the program or you were doing something on the computer which likely caused the message, say yes. If you were just browsing the web when the message appeared, say no.

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