

**Thank you for stopping at bmp customer service. Rated 5 Star Fix**

If your browser is running slow, locks up, Pop ups that say you have a virus and so on...

This sounds like a pop up scam, or you just want protection. The issue can be resolved by purging your browsers.

**The first step in this process will be to reset any browser that is installed on your computer.**

**For Firefox:**

Click the menu button and then click help .

From the Help menu choose Troubleshooting Information. ...

Click the Reset Firefox... button in the upper-right corner of the Troubleshooting Information page.

To continue, click Reset Firefox in the confirmation window that opens.

**For Chrome:**

Open Chrome's menu and select Settings.

Type "reset settings" in the search box.

Now you will see the Reset browser settings button.

Press this button.

**For Internet Explorer**

Open Internet Explorer.

Click the Tools button, and then click Internet options.

Click the Advanced tab, and then click Reset. ...

In the Reset Internet Explorer Settings dialog box, click Reset

**For Windows 10 Edge Browser:**

Right click on the Start button and click on Command Prompt (Admin)

then type or copy/paste the following:

```
taskkill /im MicrosoftEdgeCP.exe /f
```

Sometimes with these "rotating" scam pages, it has to be done a couple of times.

Next click on the 3 dots on the upper right of the browser, go to settings, then click "Choose what to clear" under Clear browsing data.

Click the "Clear" button

Close Edge and reopen

Once you have reset your browsers you will want to run the free version of ADWCleaner which specializes in removing trace elements of Potentially Unwanted Browser Applications.

ADWCleaner <https://toolslib.net/downloads/viewdownload/1-awcleaner/>

When the scan is complete, reset the computer.

Once the computer is powered back up, run a Full scan with PC Matic

To do this you will Download and install pc-pitstop from PC Matic, and click on the gear shaped "Options" icon.

Once you are in the options menu, you will want to find the "Quick/Full Malware Scan" setting and ensure that "Full" is selected from the selection box.

You will also want to ensure that "Auto-Fix" is set to "On" as well.

If you have made any changes, click the red Save button at the bottom of the page, then the white X in the upper right corner to exit the options menu.

Now you can click the black circular "Scan" icon to initiate the Full Scan.

Once the scan is completed, restart the computer once more.

Let us know if we can be of further assistance.