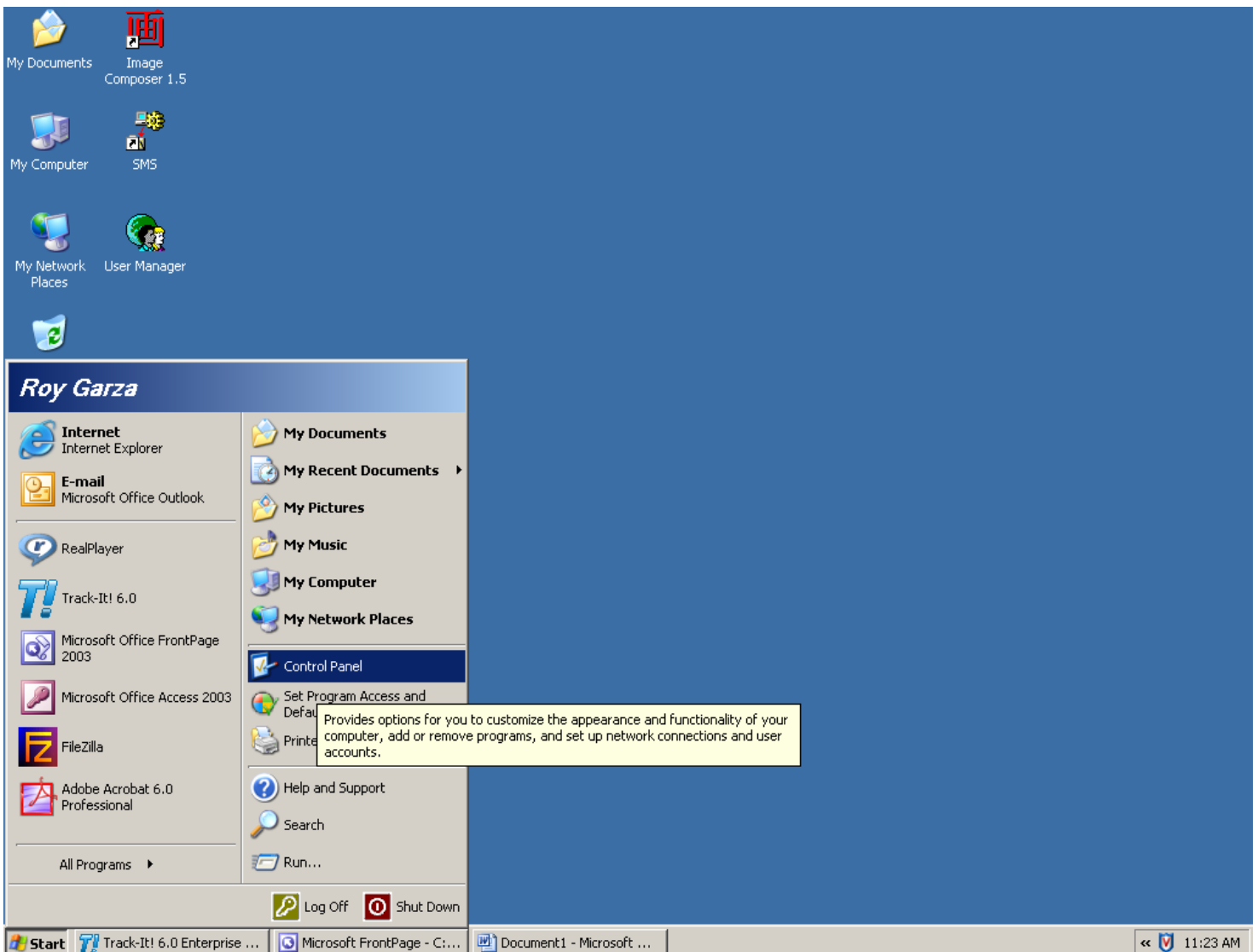


How to remove unwanted or unneeded programs

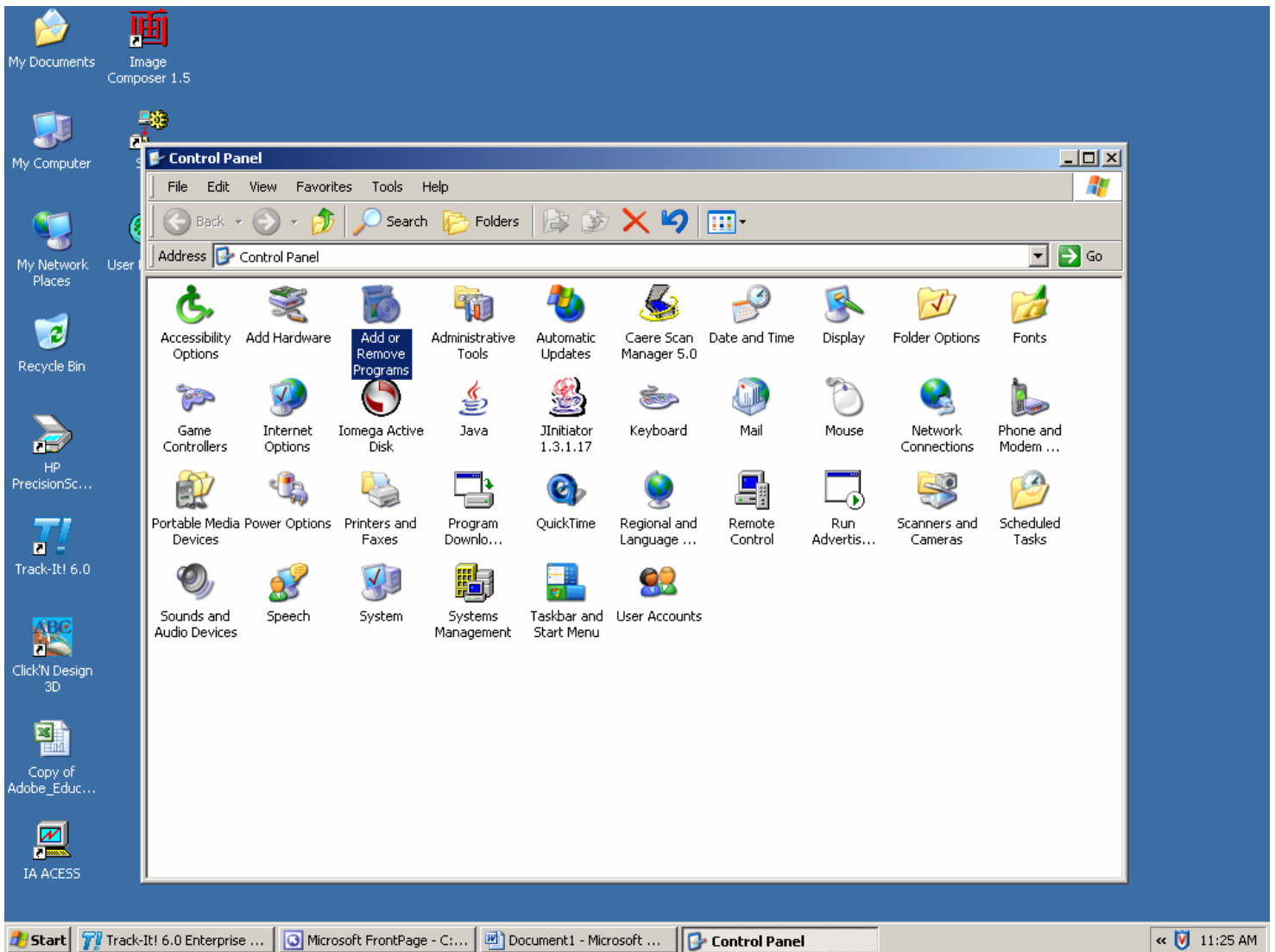
During the course of using your computer sometimes we visit different web sites that contain a lot of pop up advertisements. Most of the times we have a tendency to click on the ok button and accidentally install unneeded and unwanted programs. Or we install a program that we will never use or rarely use. The procedures to remove these programs are the following:

First step is to go to the Add/Remove Programs Utility that is located in the Control Panel. To go to the Control Panel do the following:

Select the Start button and scroll over to the control panel button:

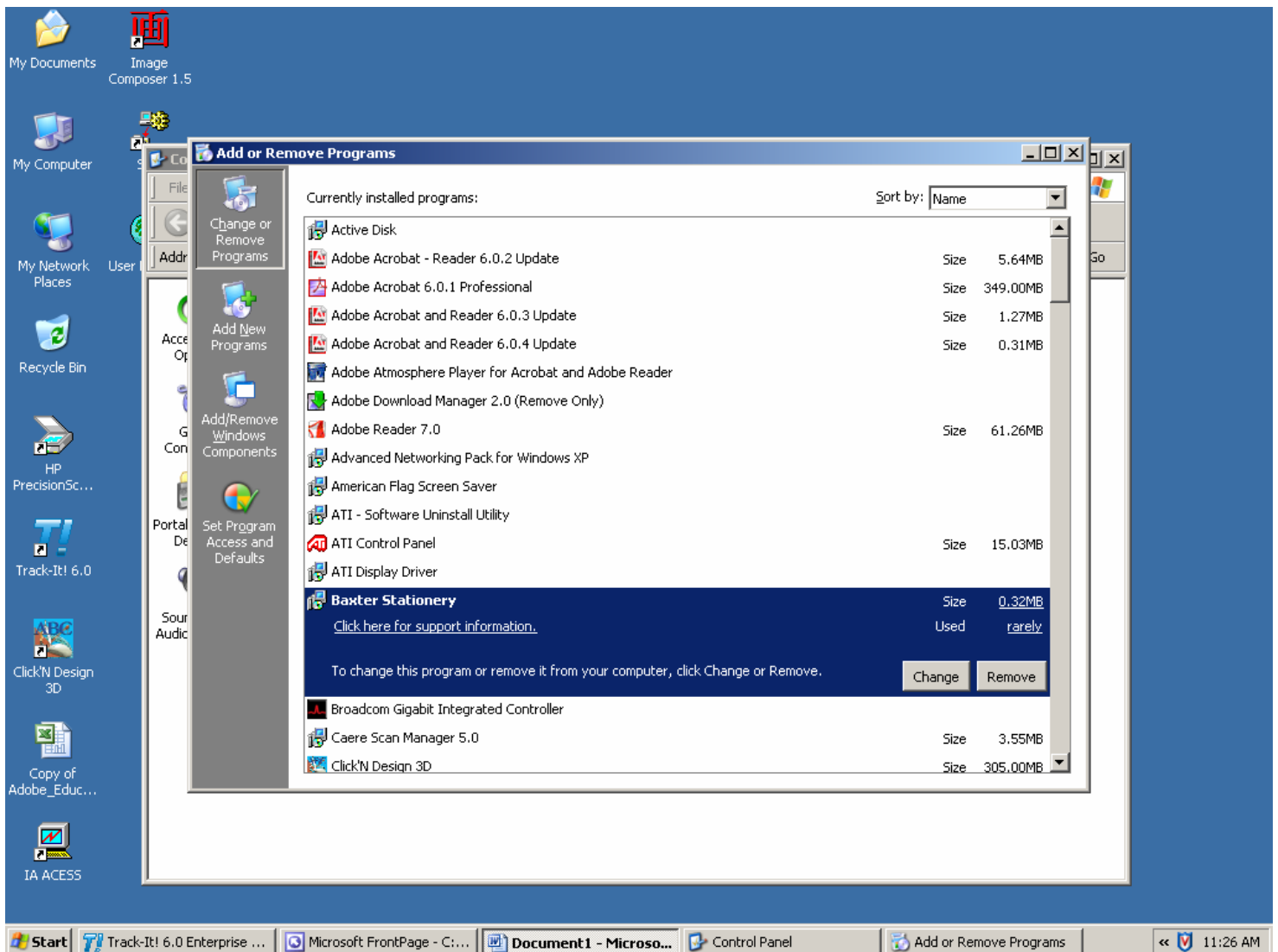


Click on the Control Panel Button this will open up the Control Panel

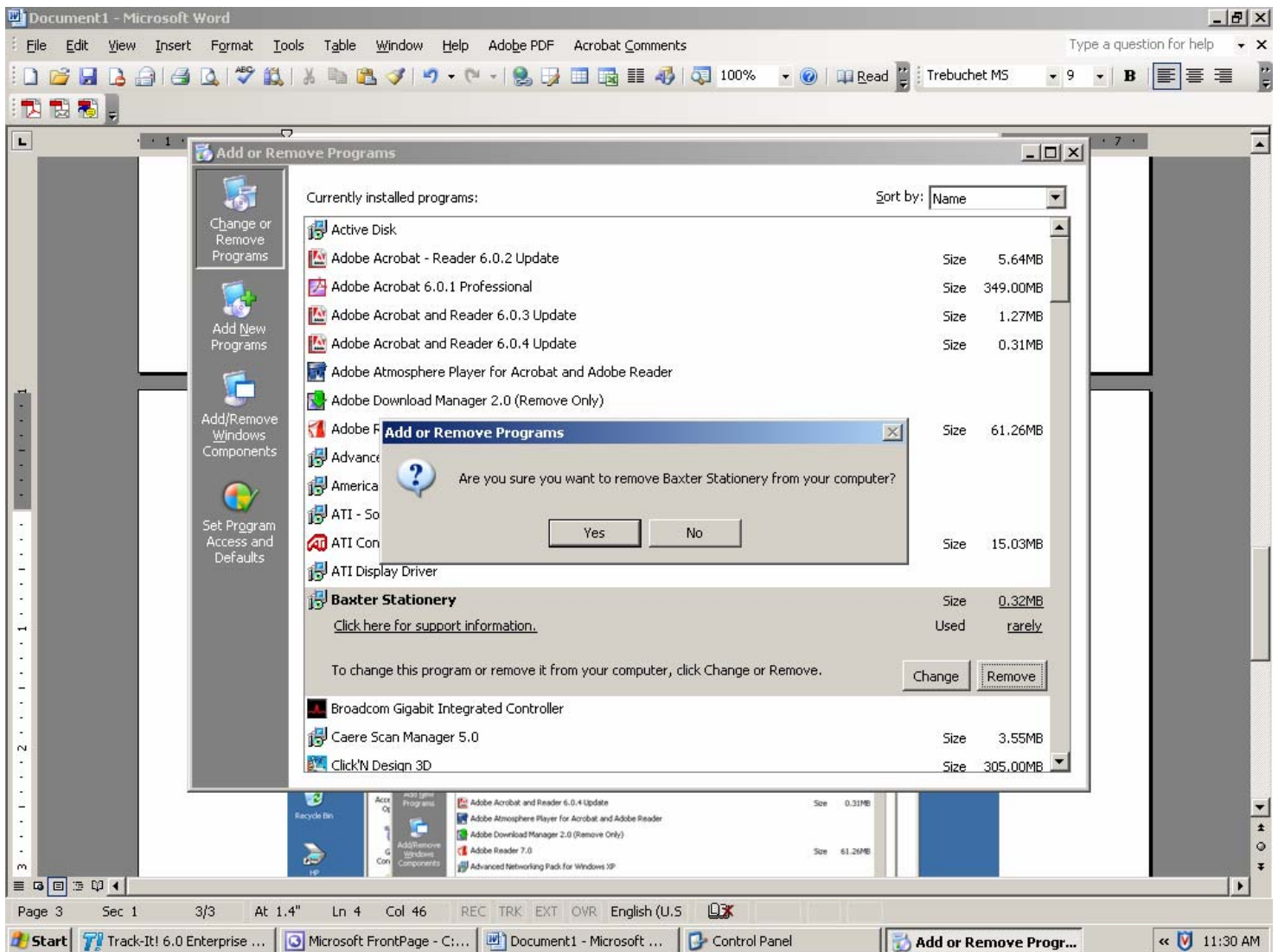


Once inside the Control Panel, select and click on the Add/Remove Programs Icon this will open the Add/Remove Programs Dialogue Box.

Proceed to search for unneeded or unwanted programs that you no longer use and select the ones that you need to remove. Once you select the program that you want to remove, two buttons will appear change or remove. Click on remove and the remove utility will start removing the program.



When you select and click on remove button utility the computer will give you a warning message “Are you sure you want to remove the program from your computer?”. Click on Yes and the remove utility will proceed to remove the programs from your computer.



After the programs have been removed, exit out of the Control Panel by clicking on the x box located at the top right hand corner of the Add/Remove Programs Dialogue Box and you are done removing the program. It is always good practice to restart you computer so that it can reconfigure itself.

If you have done this procedures and the computer gives you an error message, do not be discouraged, it is probably a security settings letting you know that you do not sufficient rights to do this procedure. If this message should come up, please do not hesitate to call the IS&P Help Desk for assistance, at 872-2111. In order to proceed to access your computer the IS&P technician must confirm permission to do so. The IS&P Help Desk technician will check to see if your computer has the client software that allows the technician to access your computer remotely. If the technician can access your computer remotely, she will then proceed to assist you. If not a work order will be created for you so a computer technician will be assigned to you work order request.