



Recover from a malware attack

Sometimes a link or an email will lead to a fraudulent site that locks your browser. Sites like these, often called "extortion sites" or "malicious sites," often try to make you believe you have to pay to keep using your computer. This isn't the case. You can unlock Chrome browser in a few steps and continue using your Chromebook as usual.

Unlock Chrome browser

1. Press **Refresh+Power** on your keyboard.  **Refresh**  **+ Power**.
2. Sign in to your Chromebook and open Chrome browser. A restore window will open.
3. Click **X** in the upper right corner. The window will close.
4. **Note:** Do **NOT** click on **Restore**. If you click on **Restore**, this will reopen the malicious web page and lock your browser again.
5. Browse to a few websites to make sure that Chrome browser is working correctly. **Note:** If you are off campus you will get the ibosssso warning again. Click accept

If the browser is still locked, you will need to submit a help ticket and show up 07:30-8:00 in the media center in order to have your Chromebook restored.