

# Malware Information for Chromebooks

## Unwanted ads, pop-ups, & malware on Chrome

If you're seeing some of these problems with Google Chrome, you might have unwanted software or malware installed on your computer:

- Pop-up ads won't go away.
- Your Chrome homepage or search engine keeps changing or is not set to Google anymore.
- Unwanted Chrome extensions or toolbars keep coming back.
- You keep getting redirected to unfamiliar webpages.
- Your Chromebook battery life is dramatically reduced.
- Chrome browser crashing.
- Unexplained "glitches".

You can reset your browser to get rid of unwanted software. In the future, avoid malware by only downloading files or visiting sites that you know are secure.

Related: [How to spot malware](#)

## Reset your browser settings

1. On your computer, open Chrome.
2. At the top right, click ⋮ (vertical ellipsis)
3. Select **Settings**.
4. At the bottom, click **Show advanced settings**.
5. Under the "Reset settings" section, click **Reset settings**.
6. Confirm by clicking **Reset**.
7. Alternatively, a shortcut to the above sequence is to open Chrome and navigate to `chrome://settings/resetProfileSettings`

## What changes when you restore your settings

The following settings will change back to the default:

- Default search engine, which is changed back to Google.
- Homepage and tabs.
- The new tab page.
- Tabs you have pinned.
- Content settings, like letting a site use your camera or microphone.
- Cookies and site data, like items in an online shopping cart.
- Extensions and themes.

Only the settings for the Chrome profile you're signed in to will be reset. Your new settings will apply across all computers or devices where you're signed in to your active profile. Chrome won't delete your bookmarks, browsing history, or saved passwords, so your important personal data will be kept.

For more information about keeping your Chromebook malware-free and running smoothly, please visit Google's Healthy Browsing page at <https://g.co/healthybrowsing>