



CAPABILITY ENHANCEMENT GUIDE

SOFTWARE REMOVAL GUIDE FOR PERSONAL DEVICES

TLP:CLEAR



PURPOSE

Federal Government agencies often identify security concerns with a vendor or software product. Your ability to remove problematic software from personal devices is critical to efficiently reducing your cyber risk. This guide provides information on how to effectively identify and remove unwanted software and applications from your personal device(s).

AUDIENCE & SCOPE

Enhancement Guides support efforts to reduce risks to the nation's cyber and physical infrastructure by sharing high-priority recommendations, best practices, and operational insights in response to systemic threats, vulnerabilities, and risks. This guide is intended to provide the general public with the tools to identify and remove unwanted software and applications from personal devices including home computers, mobile phones, and tablets.

RECOMMENDATIONS

- **Monitor** federal government websites, including the [CISA website](#), for new software advisories. When new alerts are published, determine if your software, operating system(s), or other devices are affected.
- **Review** what software and applications are installed on your personal devices. Follow the vendor-recommended steps to find the inventory of software installed on your device(s).
- **Familiarize** yourself with vendor recommendations on how to remove unwanted software and applications from personal devices.
- **Remove** unwanted software and applications from your personal computer and mobile devices to minimize your exposure to cyber risk. Software and applications can typically be removed through a device's application store feature. However, in some cases, you will need to use an alternative method to uninstall certain features.

ADDITIONAL RESOURCES

For additional information and step-by-step instructions on how to remove unwanted software and applications, visit the following vendor websites:

1. Windows: <https://support.microsoft.com/en-us/windows/uninstall-or-remove-apps-and-programs-in-windows-4b55f974-2cc6-2d2b-d092-5905080eaf98>
2. macOS: <https://support.apple.com/en-us/HT202235>
3. iOS/iPadOS: <https://support.apple.com/guide/iphone/remove-apps-iph248b543ca/ios>
4. Android: <https://support.google.com/googleplay/answer/2521768>

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