

iPhone, iPad & Android | Advanced | 1 min read

Android: remove adverts and pop-ups caused by malware or adware

Constant pop-ups, adverts on the home screen, unexpected apps or a browser that keeps redirecting can mean adware or malware. Android is open, so this can happen after installing an app from an unknown source or tapping a bad link. You can usually clean it yourself.

Step 1: check Google Play Protect

1. Open the **Google Play Store**.
2. Tap your profile picture, then **Play Protect**.
3. Tap **Scan** and follow any prompts to remove harmful apps.

Step 2: look for suspicious apps

1. Go to **Settings** then **Apps** and look through the list. Remove anything you do not recognise or no longer use.
2. Also check apps with **Display over other apps** or **Device admin** access, which adware often abuses. The location of these varies by phone, so look under **Special access** or **Apps** and use search in Settings if needed.
3. If an app will not uninstall, it may be a device admin. Remove its admin rights and try again.

Step 3: use Safe mode

Hold the power button, press and hold **Power off**, then tap **Safe mode**. Downloaded apps are turned off. If the adverts stop, an app is to blame. Uninstall recent apps one by one, then restart.

Factory reset as a last resort

A reset removes everything on the phone, including photos, messages and apps. Back up your photos and contacts first, and only restore apps you trust. Do not restore a backup that may include the bad app until you know what it was.

When to get more help

Get help if the adverts return, if you are asked for money or card details, or if you used online banking while infected. Contact your bank at once if you entered financial details. We can check the phone and clean it thoroughly.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.