Please follow these steps **exactly** as outlined.

Download Avast Uninstall Utility (http://www.avast.com/en-gb/uninstall-utility) to your **Desktop**.

For Windows XP and Vista get the Avast Removal tool from here:
https://install.avcdn.avast.com/iavs9x-xp/avastclear.exe

Download the correct version of Avast from the links below:
https://www.avast.com/download-software

If your Avast settings are not the default settings and you want them restored after the Clean Install, follow this:
Instructions to Back up settings - Restore settings.

Uninstall Avast via the control panel and follow the directions.

- **Run the Uninstall Utility and accept the reboot to safe mode**
- **Once complete reboot your system**
- **Go back online**
- **Reinstall Avast**

Upon completion, please **reboot your system** to make sure all changes have been completed.

A video to help you use the Avast Uninstall Utility is available at:
https://youtu.be/KD8LO8OxmvM

I hope this has helped you solve your problem,

bob3160