GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

General Information

Scan Results - what you’re seeing and what to do next

Your scan finished and the Results window pops up. Don’t stress. This screen is your action hub: it shows what was found, lets you choose what happens, and gets you back to a clean PC in a couple of clicks. Big message at the top tells...

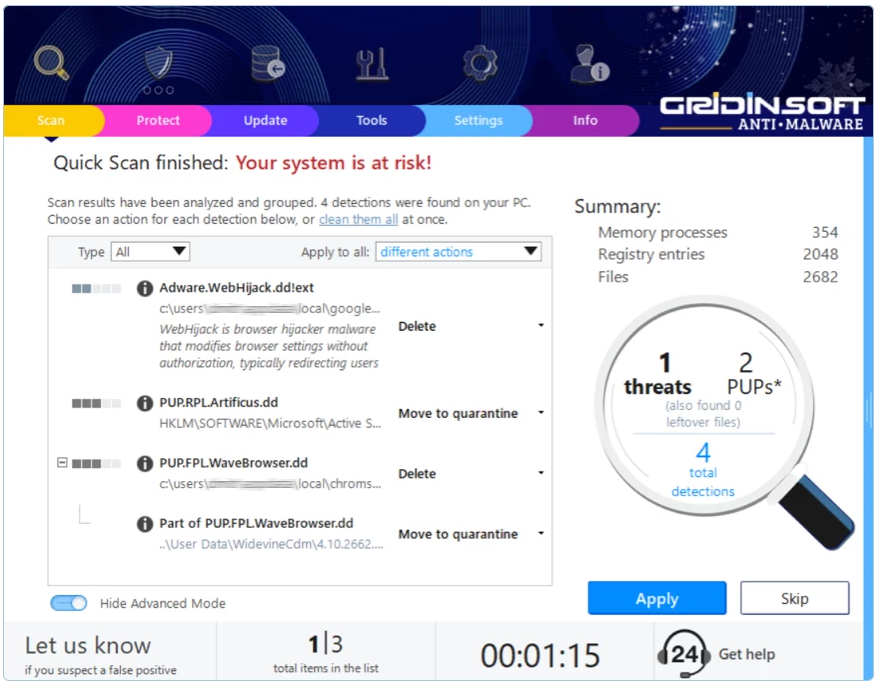
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Your scan finished and the Results window pops up. Don’t stress. This screen is your action hub: it shows what was found, lets you choose what happens, and gets you back to a clean PC in a couple of clicks.



- **Big message at the top** tells you how things went. If it says *Your system is at risk!*, it just means action is needed.
- **List in the middle** shows every item that was flagged.
- **Panel on the right** shows totals: threats, PUPs, and how many things were checked.
- **Two buttons** at the bottom: **Apply** to fix, **Skip** to leave things as they are.

That’s it. Now let’s make smart choices.

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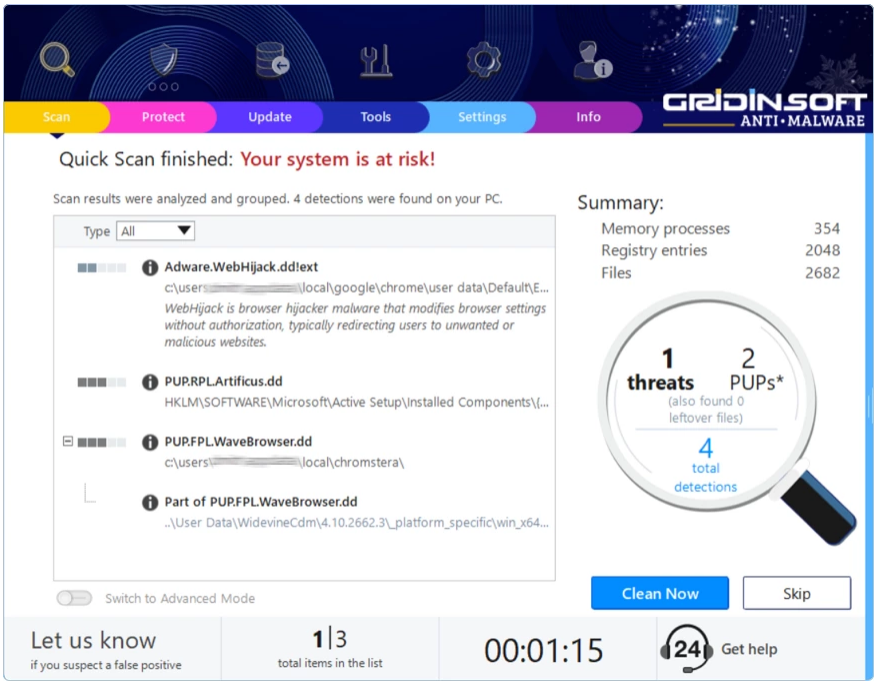
01 Step 1 - filter if you want

At the top of the list you can set **Type: All** to something else if you only want to see one kind of result.

- **Threats** are the serious stuff.
- **PUPs** are potentially unwanted programs like toolbars or adware.

- **Parts of a threat** are extra pieces or another location for the same thing.

Advanced mode: there’s a toggle at the bottom. When it’s ON, you choose a different action for each item. When it’s OFF, Gridinsoft Anti-Malware auto-selects smart, safe actions for you.

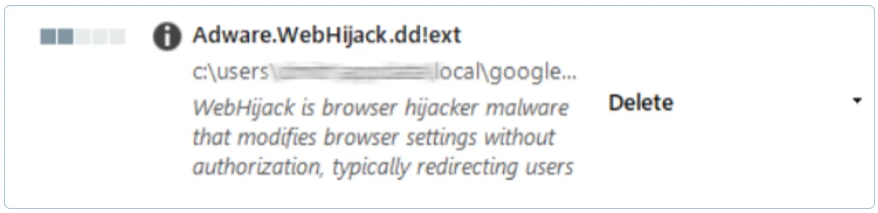


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02 Step 2 - read a line

Each row tells you:

- **Name** of the detection
- **Where it lives** on your PC
- **One sentence** about what it tries to do
- **An action menu** on the right



03 Cheat-sheet actions

- **Move to quarantine** - recommended for almost everything. Safe, reversible.
- **Delete** - permanent. Use when you are sure you will never need it.
- **Ignore** - keep it as is. Use for known safe items only.

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04 Step 3 - fix fast with bulk actions

Above the list you will see **Apply to all**. Use it to set one action for all shown items at once.

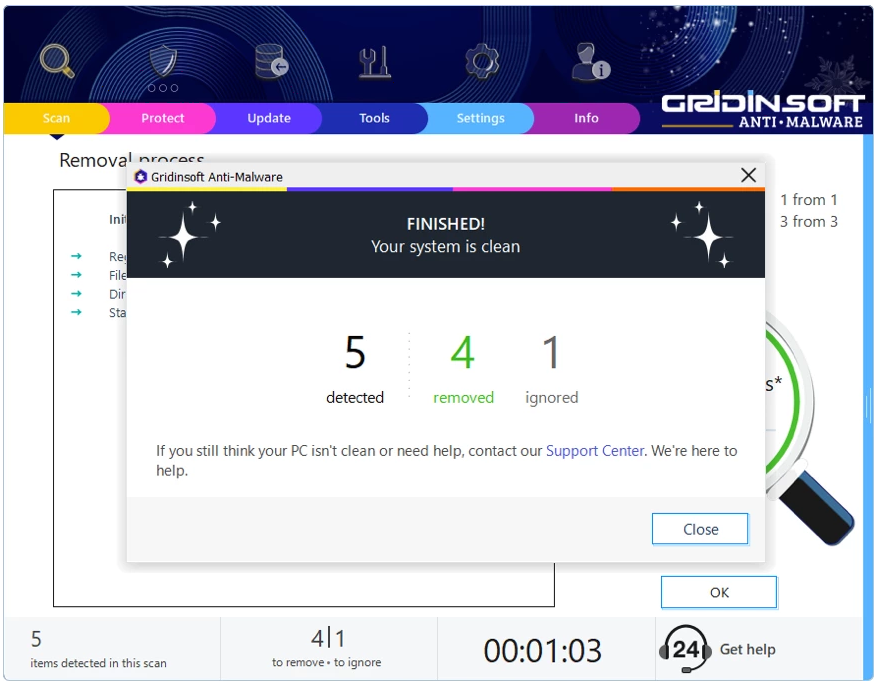
Example: quarantine all PUPs in a single click.

Tip: filter to a type first, then use **Apply to all** for a clean sweep.

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05 Step 4 - press Apply

Ready? Click **Apply**. Gridinsoft does the work and shows a completion message. If you are still unsure about something, it is fine to **Skip** and return later.



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06 What the Summary panel means

This magnifier-style panel on the right is your scoreboard:

- **Threats** - count of risky items
- **PUPs** - count of potentially unwanted programs
- **Total detections** - everything found this scan

You don’t need to click anything here. It’s just a quick snapshot.

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07 If you think we flagged a good file

It happens. Choose **Quarantine** first so nothing can run. Then:

- Open **Quarantine** later and **Restore** if you confirm it is safe.

- Or add it to your **Ignore list** to prevent future flags.
- Still unsure? Use the **Let us know** link at the bottom to report a possible false positive.

08 Handy mini-FAQ

Can I use the PC while I decide?

Yes. The Results window just waits for your choice.

What should I pick by default?

Move to quarantine. It is safe and you can undo it.

Why are there several lines for one thing?

Some threats have extra parts in different places. Taking action on the main line handles the pieces too.

I just want the app to choose for me

Click **clean them all** at the top. Gridinsoft uses sensible defaults.

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09 As a summary:

- Review the list, pick **Move to quarantine** for threats and potentially unwanted programs;
- Use **Apply to all** for quick cleanups;
- Press **Apply** and you’re done.

If you hit a question, we’re here to help.

NEED MORE HELP?

We are here when the guide is not enough.

Visit the Gridinsoft Support Center for current product guidance or submit a support request with the details of your case.

Open this guide online at support.gridinsoft.com