

How do I remove malware from my site?

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You will be alerted via email should Website Security detect any compromises or vulnerabilities. You'll need to submit a malware removal request once you've received this notification. To do so: [Log into your Customer Area](#) and your Website Security service. Click the '**Cleanup Now**' button. Click '**New Malware Removal Requests**'. If your website is hosted with Heart Internet, choose the domain that Website Security is protecting. Then, choose the option that relates to your issue and click '**Submit Request**'. If your site is hosted somewhere else, please fill out your FTP details including your FTP host, port, username, and password. Our experts will begin the malware removal process on receipt of your request, and you'll receive an email when it is complete.

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Online URL: <https://www.heartinternet.uk/support/article/how-do-i-remove-malware-from-my-site.html>