Themes and Codes

The List of Themes Identified through Online Comments Analysis.

In the following, we list the 10 themes identified through online comment analysis. The themes in green are reported in this manuscript.

- Emotional perceptions of 3CN

- Perceived information gap of 3CN

- Strategies adopted to create credentials

- Misunderstanding of the 3CN

- Behavioral responses

- Reasons for lack of response

- UI issues (As the UI kept changing during our data collection period and there is lack of space in the manuscript, we decided not to discuss this matter.)

- Concerns about 3CN

- Perceptions about Google

- Users' expected features

The List of New Themes Identified through the Interviews.

The following themes were identified though interviews. The themes in green are reported in this manuscript.

- Time when updated the credentials

- Methods used to manage credentials

- Reasons for (not) saving certain accounts' credentials on Chrome

- Reasons for (not) using Chrome suggested passwords

- Reasons for reusing credentials/passwords

- Perceived risks of reusing passwords

- Reasons for not being concerned about 3CN

- Reasons for trusting Google

- Expected instructions of response

- Perceived (un)important accounts

- Strategies to mitigate concerns