

Interview Guide

1. General Questions

- (a) How do you usually create your credentials?
- (b) For different accounts, do you use different strategies? Why or why not?
- (c) Do you reuse your password across accounts?
 - i. If yes, for what accounts do you reuse passwords? and why?
 - ii. If yes, what do you think are the risks for reusing passwords? Are you concerned about the risk?
- (d) How do you manage your credentials?
- (e) What kind of accounts do you save on your browser? Why did you choose to save those accounts?
- (f) When do you usually change your passwords?

2. Experience with 3CN

- (a) Could you describe your experience of receiving the notification?
- (b) What is your first impression of the notification?
- (c) How many times have you received the notification?
- (d) (If applicable) Why do you think the notification is a mistake?
- (e) How many insecure accounts did you have? What do you think are the similarities between these accounts?

3. Perceptions of 3CN

- (a) What is your understanding of the notification?
- (b) (If there is any) what part of the notification did you find confusing?
- (c) (If applicable) How do you think Chrome finds out your breached credential?
- (d) After receiving the notification, what actions have you taken?
 - i. Why did you take the action?
 - ii. Have you experienced any challenges in terms of taking the action?
 - iii. (If changed the passwords) What strategies did you use to create the new passwords? Why did you adopt the strategy?
 - iv. (If applicable) why did you decide to change the passwords for some accounts, but not all accounts?
 - v. (If applicable) Why have not you taken any action?

4. Additional knowledge about 3CN

- (a) Regarding the notification, is there any other thing you would like to share?
- (b) Why do you want to know such information?