

INFORMATION SHEET FOR PARTICIPANTS

Ethical Clearance Reference Number: HR-23/24-41353



Title of study

Evaluation of an email client

Invitation Paragraph

I would like to invite you to participate in this research project which forms part of our research. Before you decide whether you want to take part, it is important for you to understand why the research is being done and what your participation will involve. Please take time to read the following information carefully and discuss it with others if you wish. Ask me if there is anything that is not clear or if you would like more information.

What is the purpose of the study?

The purpose of the study is the usability evaluation of the prototype of an email client we are developing. We are indeed testing this prototype with users to address possible usability and UX problems and improve it.

Why have I been invited to take part?

You are being invited to participate in this study because you decided to take part through the *Prolific* platform. Any English-speaker user of 18 years of age or older is eligible for this study, with no specific restrictions on demographic or expertise levels. Participants are also asked to own a personal computer (laptop, desktop, etc.), possibly in a quiet and peaceful place where they are sure not to be disturbed during the activity. Participation via mobile/tablet/other devices is not allowed.

What will happen if I take part?

If you agree to take part you will complete a study anonymously. The study will ask you to interact with the prototype of an email client by imagining yourself as Alice, a fictitious 28-year-old employee that was asked to test the new email client of her company. You, as Alice, have to interact with the client by reading all the emails in her inbox and checking that any links in them work. At the end of the study you will be asked to fill in a few brief questionnaires to express your evaluation to what you will experience during the study.

The study will take you approximately 20 minutes to complete.

As part of participation you will be asked to provide your honest and considered answers to the questionnaires you will be administered. The interaction with the email client should also not be rushed. You must not insert any data that could identify your person in your answers. You need to insert your prolific ID (which we cannot link to your identity) to receive the compensation for the participation to the study and to link your demographic (anonymous) data to your response.

Do I have to take part?

Participation is completely voluntary. You should only take part if you want to and choosing not to take part will not disadvantage you in anyway. If you choose to take part you will be asked to provide your consent. To do this you will be asked to indicate that you have read and understood the information provided and that you consent to your anonymous data being used for the purposes explained.

You are free to withdraw at any point during completion of the study, without having to give a reason. Withdrawing from the study will not affect you in any way. Once you submit the study, it will no longer be possible to withdraw because the data will be fully anonymous. Please do not include any personal identifiable information in your responses.

Incentives

The reward for participating in this study is of £3.50, above the Prolific average compensation of £9/hour.

Important: in order to redeem the reward for participation, the completion link at the end of the study must be clicked, which will redirect the browser to the Prolific website to confirm the participation. If this last step is skipped, it will be impossible for us or Prolific to acknowledge a user actually completing the study.

What are the possible risks of taking part?

There is no actual risk in participating in this study. You will be exposed to emails that were specifically handcrafted for this study and any link in them will be disabled to prevent accessing external websites.

What are the possible benefits of taking part?

Participants that will complete the study without giving rushed or incomplete answers will be repaid according to what stated under the “Incentives” section.

Data handling and confidentiality

This research is anonymous. This means that nobody, including the researchers, will be aware of your identity, and that nobody will be able to connect you to the answers you provide, even indirectly. Your answers will nevertheless be treated confidentially and the information you provide will not allow you to be identified in any research outputs/publications. Your data will be held securely for a minimum of 10 years after the study has been completed, as recommended by [MRC principles and guidelines for good research practice](#). The stored data in its raw form will only be used by the research team. The data will be stored in the ReCaS data center of the University of Bari, Italy.

How is the project being funded?

This study is being funded by the Italian Ministry of University and Research (MUR) under grant PRIN 2022 PNRR “DAMOCLES: Detection And Mitigation Of Cyber attacks that exploit human vulnerabilities” – CUP: H53D23008140001. The principal investigator of DAMOCLES is Giuseppe Desolda

What will happen to the results of the study?

The results of the study will be summarised and published in a research paper and, possibly, as part of a PhD thesis.

Who should I contact for further information?

If you have any questions or require more information about this study, please contact me using the following contact details:

Francesco Greco: francesco.greco@kcl.ac.uk, [+44 \(0\)20 78482078](tel:+442078482078)

What if I have further questions, or if something goes wrong?

If this study has harmed you in any way or if you wish to make a complaint about the conduct of the study you can contact King's College London using the details below for further advice and information:

Prof. Luca Viganò: luca.vigano@kcl.ac.uk, [+44 \(0\)20 78482078](tel:+442078482078)

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Strand campus, 30 Aldwych, London, WC2B 4BG

Thank you for reading this information sheet and for considering taking part in this research.

To proceed to the study, please read carefully the following statements and express your consent by ticking the box at the bottom of this page.

1. I confirm that I have read and understood the information sheet dated 09 May 2024, version number 09/04/24 for the above study. I have had the opportunity to consider the information and asked questions which have been answered to my satisfaction.
2. I consent voluntarily to be a participant in this project and understand that I can refuse to take part and can withdraw from the study at any time, without having to give a reason.
3. I understand that my information may be subject to review by responsible individuals from the College for monitoring and audit purposes.
4. I understand that confidentiality and anonymity will be maintained, and it will not be possible to identify me in any research outputs
5. I agree that the research team can archive my anonymous data for future research projects.
6. I understand that I must not take part if I fall under the exclusion criteria as detailed in the information sheet and explained to me by the researcher.
7. I understand that the information I have submitted will be published as a report in aggregated form.
8. I consent to my non-identifiable data being stored at a third party data storage provider, ReCaS data center, University of Bari (Italy), as described in the information sheet.

☐ **I have read all the above statements and give my consent to take part in the study (mandatory).**