**EVALUATION MATERIALS THINK ALOUD**

**Context 1:**

Imagine that you are a young adult aged 18-26, you want to use the SECURE app to see if any of your recent calls/contacts are unsafe. You will start in the lockscreen of your phone.

**Task 1:**

First, navigate through your phone and open the SECURE app. Note that you have to give the app permission to access your contacts, in order to use the app. We already gave you a set username and password to try out the app. Now, I would like you to identify which of your recent call’s contact is unsafe and why? Second, I would like you to use the search feature and search 647 231 4166 then tell me what other nicknames, Miriam is listed as.

**Context 2:**

Imagine that your friend who is similar to your age got scammed recently and you want to keep up with the latest updates on scams or ways to prevent scams.

**Task 2:**

Now, I would like you to show me how you would make use of the application and list what features you can use to raise your awareness towards online scams. Feel free to explore the app's interface as you see fit.

**Context 3:**

Imagine that you are getting a call from an unknown number. You pick up the call and the caller says that they are an official at RBC (you have an account at RBC). They identify you by your name and your profession. You are confused as to whether it is a scam or not and want to verify their identity.

**Task 3:**

Now I would like you to show me how you would go about verifying the caller’s claim. Feel free to explore the interface as you see fit.

**Context 4:**

Imagine that you are someone who uses text messages quite often. You’re trying to check your inbox at the start of your workday, and want to address every email and message. You checked a few emails and felt suspicious of the messages. You want to read all emails, but don’t want to click on malicious links or share sensitive data.

**Task 4:**

Now, I would like you to read all new emails and messages in your inbox while ensuring that you are able to avoid being scammed/phished, and identify which of the emails is malicious.

**EXPERT EVALUATION MATERIALS**

**Context 1:**

Imagine that you are getting a call from an unknown number. You pick up the call and the caller says that they are an official at RBC (you have an account at RBC). They identify you by your name and your profession. You are confused as to whether it is a scam or not and want to verify their identity.

**Task 1:**

Now I would like you to show me how you would go about verifying the caller’s claim. Feel free to explore the interface as you see fit.

**Context 2:**

Imagine that you are someone who uses text messages quite often. You’re trying to check your inbox at the start of your workday, and want to address every email and message. You checked a few emails and felt suspicious of the messages. You want to read all emails, but don’t want to click on malicious links or share sensitive data.

**Task 2:**

Now, I would like you to read all new emails and messages in your inbox while ensuring that you are able to avoid being scammed/phished, and identify which of the emails is malicious.

**Context 3:**

Imagine that your friend who is similar to your age got scammed recently and you want to keep up with the latest updates on scams or ways to prevent scams.

**Task 3:**

Now, I would like you to show me how you would make use of the application and list what features you can use to raise your awareness towards online scams. Feel free to explore the app's interface as you see fit.

**THINK ALOUD METHOD FOR FACILITATOR**

1. Define the context and the task the participant should complete

2. Observe the participant as they complete the task

3. Ask the participant to verbalize:

• What they are doing

• What they are trying to do

• What they are thinking

• Why (to all the above)

**HEURISTIC EVALUATION FOR EXPERTS**

List of heuristics for the expert’s usage:

1. Visibility of system status

2. Match between system and real world

3. Aesthetic and minimalist design

4. User control and freedom

5. Consistency and standards

6. Error prevention

7. Recognition rather than recall

8. Flexibility and efficiency of use

9. Recognition, diagnosis and recovery from error

10. Help and documentation

Severity Rating Scale:

0 = Not a usability problem

1 = Cosmetic problem (fix if extra time)

2 = Minor usability problem (low priority to fix)

3 = Major usability problem (high priority to fix)

4 = Usability catastrophe (must be fixed before release)