

## Google Account Study (Prolific)

### Prolific ID

Please enter your Prolific ID.

### Study procedure

You will firstly be asked to provide some information about your IT skills and your devices. After that, you will be asked to sign in to your Google account and to check your account settings. There will be example screenshots showing where to find the relevant information. It might differ slightly from what you are actually seeing (e.g. if you use another language). Keep in mind that the questions always refer to your account settings.

**Please remember:** Your completion code will be shown on the very last page after you submitted the survey. Make sure to copy-paste the code before you close the browser window or tab.

### Privacy statement

There are no questions asking for any sensitive information such as passwords, phone numbers or email addresses. We only ask about your IT skills and what authentication and recovery methods are enabled in your user account. Demographics from participants provided by Prolific may be used to derive statistics about user behaviour. Beyond that, no further linking of the collected information to individuals can be made.

### IT Skills (1)

**Are you currently or were you previously employed in an IT-related job?**

Yes

No

**Which of the following focus areas describes your current or previous IT-related job experience?**

*This element is only shown when the option 'Yes' is selected in the question 'Are you currently or were you previously employed in an IT-related job?'*

Please select multiple if applicable.

Cyber security

Software development

IT infrastructure

IT support

Data management

### IT Skills (2)

**How would you rate your IT-skills?**

Please select a value that corresponds with your IT expertise.

### Devices (1)

For the remaining questions you need to create a list of your devices. You can either use pen and paper or a text / spread sheet document.

Please create an enumerated list with your **phones**, **computers (including PCs, laptops)**, **tablets** and **security keys** (e.g. YubiKey) that you use frequently, i.e. no older devices. Use simple nicknames so you know which device you are referring to. We expect a user to have max. 3 phones, 3 computers, 2

tablets, 2 smart watches and 2 security keys. Below you find an example for a list, which might be used as a template.

The list should look something like this:

**Phones:**

Phone 1: iPhone

Phone 2: -

Phone 3: -

**Computers / Laptops:**

Computer 1: Computer (home)

Computer 2: Laptop (office)

Computer 3: -

**Tablets:**

Tablet 1: iPad

Tablet 2: -

**Smart Watches:**

Smart Watch 1: Smart Watch

Smart Watch 2: -

**Security Keys:**

Security Key 1: YubiKey

Security Key 2: -

**Please confirm that you created a list of your devices.**

I have created a list of my devices

**Devices (2)**

Please indicate what devices you have added to your list by selecting the respective devices.

**Phones**

Phone 1

Phone 2

Phone 3

**Computers / Laptops**

Computer 1

Computer 2

Computer 3

**Tablets**

Tablet 1

Tablet 2

**Smart Watches**

Smart Watch 1

Smart Watch 2

**Security Keys**

Security Key 1

Security Key 2

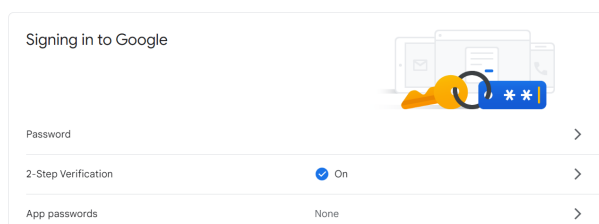
## Google Account

### How important is the Google account for you?

Please indicate how important this account is to you. Consider how many devices and services are connected to this account.

### Login

Please have a closer look at the settings for your Google account. Go to <https://google.com> and sign in with your user. Select *Manage your Google Account* > *Security*. Then scroll to the section *Signing in to Google*.



### Google account - Password access

By which means can you access your Google account password? Please select multiple if applicable.

I can remember my password

Password manager

Stored by browser / device

I wrote it down on paper

### Google account - Password manager

*This element is only shown when the option 'Password manager' is selected in the question 'Google account - Password access'*

Please select all your devices on which you have installed a password manager that has stored your Google account password.

Phone 1

Phone 2

Phone 3

Computer 1

Computer 2

Computer 3

Tablet 1

Tablet 2

### Google account - Password stored by browser / device

*This element is only shown when the option 'Stored by browser / device' is selected in the question 'Google account - Password access'*

Please select all your devices which have stored your Google password or which have a browser that has stored your password.

Phone 1

Phone 2

Phone 3

Computer 1

Computer 2

Computer 3

Tablet 1

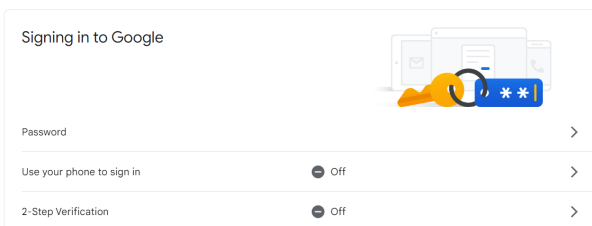
Tablet 2

### Google account - Second factor enabled?

Is 2-Step Verification enabled for your Google account?

Yes

No



The screenshot shows the 'Signing in to Google' settings page. It includes a 'Password' field, a 'Use your phone to sign in' toggle set to 'Off', and a '2-Step Verification' toggle set to 'Off'. Each toggle has a right-pointing chevron. An illustration of a smartphone and a key is visible in the background.

### Google account - Sign in by phone enabled?

*This element is only shown when the option 'No' is selected in the question 'Google account - Second factor enabled?'*

Is the option *Use your phone to sign in* enabled?

Yes

No

### Google account - Sign in by phone

*This element is only shown when the option 'Yes' is selected in the question 'Google account - Sign in by phone enabled?'*

Please select all phones that are configured for *Use your phone to sign in*.

Phone 1

Phone 2

Phone 3

### Google account - Selected second factor(s)?

*This element is only shown when the option 'Yes' is selected in the question 'Google account - Second factor enabled?'*

Click on *2-Step Verification* to get detailed information. Which 2-Step Verification methods are set up for your Google account?

Google Prompts

Authenticator app

Backup codes

Voice or text message

Security Key

### Google account - Google prompts

*This element is only shown when the option 'Google Prompts' is selected in the question 'Google account - Selected second factor(s)?'*

Please select all your devices that are set up with this Google account to be used for *Google prompts*.

Phone 1

Phone 2

Phone 3

Tablet 1

## Tablet 2

### Google account - Authenticator app

*This element is only shown when the option 'Authenticator app' is selected in the question 'Google account - Selected second factor(s)?'*

Please select all your devices that have installed an *Authenticator app* that is registered with this Google account.

Phone 1

Phone 2

Phone 3

Computer 1

Computer 2

Computer 3

Tablet 1

Tablet 2

### Google account - Voice or text message

*This element is only shown when the option 'Voice or text message' is selected in the question 'Google account - Selected second factor(s)?'*

Please select all your devices that have a phone number which is used for *voice or text message* as second authentication factor.

Phone 1

Phone 2

Phone 3

### Google account - Security key

*This element is only shown when the option 'Security Key' is selected in the question 'Google account - Selected second factor(s)?'*

Please select all devices that are registered as *Security key* in your Google account. Note that other types of devices such as phones, tablets or computers can also be used as security keys.

Security Key 1

Security Key 2

Phone 1

Phone 2

Phone 3

Computer 1

Computer 2

Computer 3

Tablet 1


Tablet 2



## Recovery

Now scroll to the section *Ways that we can verify that it's you.*

Ways that we can verify that it's you

These can be used to make sure that it's really you signing in or to contact you if there's suspicious activity in your account



Recovery phone		>
Recovery email		>

### Google account - Selected recovery options?

Please indicate if one or both of the following recovery options are enabled.

Recovery phone

Recovery email

### Google account - Recovery phone

*This element is only shown when the option 'Recovery phone' is selected in the question 'Google account - Selected recovery options?'*

Please select all your devices that have a phone number which is used for *Recovery phone*.

Phone 1

Phone 2

Phone 3

### Conclusion

If you have any comments, we'd appreciate your feedback in the text field below. Also, if you discovered any errors in this survey or had any problems, please let us know.

**Finally, don't forget to click on *Send* when you are done. You will find your Prolific Completion Code on the next page.**

### Feedback