Study of User password policy costs Survey 2

Response ID	Completion date	
624348-624339-66086919	7 Oct 2020, 16:44 (BST)	

1	Informed consent
1.1	The purpose and nature of this study has been explained to me.

1.1.a		Yes

1.2	I am participating voluntarily.

1.2.a		Yes

1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.

1.3.a		Yes

1.4	I understand the limits of confidentiality as described in the information sheet.

1.4.a		Yes

1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:

1.5.a		Yes

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.
3.1	Internet security knowledge:	4

4	Include specific character types in your password. E.g. your password must include uppercase, lowercase, digit, symbol
4.1	Makes it more difficult to create a password

4.1.a	Severity of Cost	Doesn't apply
4.1.b	Frequency Cost is Experienced	Periodic

4.2	Makes it less easy to remember

4.2.a	Severity of Cost	Minor

4.2.b	Frequency Cost is Experienced	Periodic
4.3	Requires extra resources	
4.3.a	Severity of Cost	Minor
4.3.b	Frequency Cost is Experienced	Once off
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Minor
4.4.b	Frequency Cost is Experienced	Periodic
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Minor
4.5.b	Frequency Cost is Experienced	Once off
4.6	Requires other extra time or effort	
4.6.a	Severity of Cost	Doesn't apply
4.6.b	Frequency Cost is Experienced	Once off
4.a	Do you approve of this advice?	Yes
4.b	Comments	computing power once off - IE back-end set up to cater for more symbols than some base level settings

5	Don't include personal information, account details or names in your password	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Doesn't apply
5.1.b	Frequency Cost is Experienced	N/A
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	Periodic
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Minor
5.4.b	Frequency Cost is Experienced	Periodic
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply

5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Doesn't apply
5.6.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	Yes
5.b	Comments	

6	Don't use dictionary words in your password	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Don't know
6.1.b	Frequency Cost is Experienced	N/A
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Major
6.2.b	Frequency Cost is Experienced	Periodic
6.3	Requires extra resources	
6.3.a	Severity of Cost	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Minor
6.4.b	Frequency Cost is Experienced	Periodic
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Doesn't apply
6.6.b	Frequency Cost is Experienced	N/A
6.a	Do you approve of this advice?	Neutral
6.b	Comments	to what degree - Personally I would still limit to pronouncable fictional words for memorizing - leading to some pattern / rules I would abide by

Personal password storage

7	Write your password down safely	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Positive
7.2.b	Frequency Cost is Experienced	Once off
7.3	Requires extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	Once off
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Minor
7.5.b	Frequency Cost is Experienced	N/A
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	Minor
7.6.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Neutral
7.b	Comments	

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	Periodic
8.3	Requires extra resources	

8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Minor
8.4.b	Frequency Cost is Experienced	Once off
8.5	Increases the computing power needed	
8.5.a	Severity of Cost	Minor
8.5.b	Frequency Cost is Experienced	Periodic
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Minor
8.6.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Yes
8.b	Comments	

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Minor
9.1.b	Frequency Cost is Experienced	N/A
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Minor
9.2.b	Frequency Cost is Experienced	Periodic
9.3	Requires extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Minor
9.4.b	Frequency Cost is Experienced	N/A
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A

9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Minor
9.6.b	Frequency Cost is Experienced	Periodic
9.a	Do you approve of this advice?	Yes
9.b	Comments	

Sharing

10	Never share your password	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Doesn't apply
10.1.b	Frequency Cost is Experienced	N/A
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Doesn't apply
10.2.b	Frequency Cost is Experienced	N/A
10.3	Requires extra resources	
10.3.a	Severity of Cost	Doesn't apply
10.3.b	Frequency Cost is Experienced	N/A
10.4	Requires the creation of a new password	
10.4.a	Severity of Cost	Doesn't apply
10.4.b	Frequency Cost is Experienced	N/A
10.5	Increases the computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Doesn't apply
10.6.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Don't give passwords over phone	
11.1	Makes it more difficult to create a password	

11.1.a	Severity of Cost	Doesn't apply
11.1.b	Frequency Cost is Experienced	N/A
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	Doesn't apply
11.2.b	Frequency Cost is Experienced	N/A
11.3	Requires extra resources	
11.3.a	Severity of Cost	Doesn't apply
11.3.b	Frequency Cost is Experienced	N/A
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	Doesn't apply
11.4.b	Frequency Cost is Experienced	N/A
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	Doesn't apply
11.6.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	Yes
11.b	Comments	

12	Manually type web addresses (URLs), rather than clicking on links	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Doesn't apply
12.1.b	Frequency Cost is Experienced	N/A
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Doesn't apply
12.2.b	Frequency Cost is Experienced	N/A
12.3	Requires extra resources	
12.3.a	Severity of Cost	Doesn't apply
12.3.b	Frequency Cost is Experienced	N/A
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A

12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Minor
12.6.b	Frequency Cost is Experienced	Periodic
12.a	Do you approve of this advice?	Yes
12.b	Comments	I would be more likely to use a search engine for the source than click or use a link directly given

13	Password protect your phone	
13.1	Makes it more difficult to create a password	
13.1.a	Severity of Cost	Minor
13.1.b	Frequency Cost is Experienced	N/A
13.2	Makes it less easy to remember	
13.2.a	Severity of Cost	Minor
13.2.b	Frequency Cost is Experienced	Once off
13.3	Requires extra resources	
13.3.a	Severity of Cost	Doesn't apply
13.3.b	Frequency Cost is Experienced	N/A
13.4	Requires the creation of a new password	
13.4.a	Severity of Cost	Minor
13.4.b	Frequency Cost is Experienced	Once off
13.5	Increases the computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.6	Requires other extra time or effort	
13.6.a	Severity of Cost	Minor
13.6.b	Frequency Cost is Experienced	Once off
13.a	Do you approve of this advice?	Yes
13.b	Comments	

Logging in

14	You should not be able to paste your password when logging in	
14.1	Makes it more difficult to create a password	
14.1.a	Severity of Cost	Minor
14.1.b	Frequency Cost is Experienced	Once off
14.2	Makes it less easy to remember	
14.2.a	Severity of Cost	Positive
14.2.b	Frequency Cost is Experienced	At Login
14.3	Requires extra resources	
14.3.a	Severity of Cost	Doesn't apply
14.3.b	Frequency Cost is Experienced	N/A
14.4	Requires the creation of a new password	
14.4.a	Severity of Cost	Doesn't apply
14.4.b	Frequency Cost is Experienced	N/A
14.5	Increases the computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Minor
14.6.b	Frequency Cost is Experienced	At Login
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	You should enter your password discreetly	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Doesn't apply
15.1.b	Frequency Cost is Experienced	N/A
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Doesn't apply
15.2.b	Frequency Cost is Experienced	N/A
15.3	Requires extra resources	

15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	Doesn't apply
15.6.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Yes
15.b	Comments	

Two factor authentication

16	You should need to use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Requires extra resources	
16.3.a	Severity of Cost	Minor
16.3.b	Frequency Cost is Experienced	Periodic
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A

16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Minor
16.6.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	Neutral
16.b	Comments	

Password manager

17	You should use a password manager to store your passwords	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Doesn't apply
17.1.b	Frequency Cost is Experienced	N/A
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	Positive
17.2.b	Frequency Cost is Experienced	N/A
17.3	Requires extra resources	
17.3.a	Severity of Cost	Minor
17.3.b	Frequency Cost is Experienced	N/A
17.4	Requires the creation of a new password	
17.4.a	Severity of Cost	Doesn't apply
17.4.b	Frequency Cost is Experienced	N/A
17.5	Increases the computing power needed	
17.5.a	Severity of Cost	Doesn't apply
17.5.b	Frequency Cost is Experienced	N/A
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Minor
17.6.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Yes
17.b	Comments	

18	Access controls should be applied, so you only have access to relevant parts of a system.	
18.1	Makes it more difficult to create a password	

18.1.a	Severity of Cost	Doesn't apply
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Minor
18.3.b	Frequency Cost is Experienced	N/A
18.4	Requires the creation of a new password	
18.4.a	Severity of Cost	Minor
18.4.b	Frequency Cost is Experienced	N/A
18.5	Increases the computing power needed	
18.5.a	Severity of Cost	Doesn't apply
18.5.b	Frequency Cost is Experienced	N/A
18.6	Requires other extra time or effort	
18.6.a	Severity of Cost	Minor
18.6.b	Frequency Cost is Experienced	N/A
18.a	Do you approve of this advice?	Yes
18.b	Comments	

Generated passwords

19	Passwords generated for you should try to aid memory retention	
19.1	Makes it more difficult to create a password	
19.1.a	Severity of Cost	Major
19.1.b	Frequency Cost is Experienced	N/A
19.2	Makes it less easy to remember	
19.2.a	Severity of Cost	Don't know
19.2.b	Frequency Cost is Experienced	Periodic
19.3	Requires extra resources	
19.3.a	Severity of Cost	Minor
19.3.b	Frequency Cost is Experienced	Don't know

19.4	Requires the creation of a new password	
19.4.a	Severity of Cost	Minor
19.4.b	Frequency Cost is Experienced	N/A
19.5	Increases the computing power needed	
19.5.a	Severity of Cost	Minor
19.5.b	Frequency Cost is Experienced	Don't know
19.6	Requires other extra time or effort	
19.6.a	Severity of Cost	Minor
19.6.b	Frequency Cost is Experienced	Periodic
19.a	Do you approve of this advice?	No
19.b	Comments	I would not be inclined to ever stick with a generated password - especially with added constraints to be memorable

Final Comments

20	Do you agree with the six cost categories that were used in the survey?	Somewhat
20.a	Are there any cost categories that you think should be added or removed?	

21	This is the end of the survey do you have any final comments?	

Response ID	Completion date	
624348-624339-66098450	7 Oct 2020, 20:52 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	I am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.	
3.1	Internet security knowledge:	4

4	Include specific character types in your password. E.g. your password must include uppercase, lowercase, digit, symbol	
4.1	Makes it more difficult to create a password	
4.1.a	Severity of Cost	Major
4.1.b	Frequency Cost is Experienced	Periodic
4.2	Makes it less easy to remember	
4.2.a	Severity of Cost	Doesn't apply
4.2.b	Frequency Cost is Experienced	N/A
4.3	Requires extra resources	
4.3.a	Severity of Cost	Major

4.3.b	Frequency Cost is Experienced	Periodic
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Doesn't apply
4.4.b	Frequency Cost is Experienced	N/A
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.6	Requires other extra time or effort	
4.6.a	Severity of Cost	Major
4.6.b	Frequency Cost is Experienced	Periodic
4.a	Do you approve of this advice?	No
4.b	Comments	

5	Don't include personal information, account details or names in your password	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Doesn't apply
5.1.b	Frequency Cost is Experienced	N/A
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Doesn't apply
5.2.b	Frequency Cost is Experienced	N/A
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Doesn't apply
5.4.b	Frequency Cost is Experienced	N/A
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Doesn't apply
5.6.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	Yes

5.b	Comments	

6	Don't use dictionary words in your password	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	Periodic
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Doesn't apply
6.2.b	Frequency Cost is Experienced	N/A
6.3	Requires extra resources	
6.3.a	Severity of Cost	Minor
6.3.b	Frequency Cost is Experienced	Periodic
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Doesn't apply
6.4.b	Frequency Cost is Experienced	N/A
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Minor
6.6.b	Frequency Cost is Experienced	Periodic
6.a	Do you approve of this advice?	No
6.b	Comments	

Personal password storage

7	Write your password down safely	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Doesn't apply

7.2.b	Frequency Cost is Experienced	N/A
7.3	Requires extra resources	
7.3.a	Severity of Cost	Doesn't apply
7.3.b	Frequency Cost is Experienced	N/A
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	Doesn't apply
7.6.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	No
7.b	Comments	

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Doesn't apply
8.1.b	Frequency Cost is Experienced	N/A
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Doesn't apply
8.2.b	Frequency Cost is Experienced	N/A
8.3	Requires extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Doesn't apply
8.4.b	Frequency Cost is Experienced	N/A
8.5	Increases the computing power needed	

8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Doesn't apply
8.6.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	No
8.b	Comments	

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Doesn't apply
9.1.b	Frequency Cost is Experienced	N/A
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Doesn't apply
9.2.b	Frequency Cost is Experienced	N/A
9.3	Requires extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Doesn't apply
9.4.b	Frequency Cost is Experienced	N/A
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Doesn't apply
9.6.b	Frequency Cost is Experienced	N/A
9.a	Do you approve of this advice?	Yes
9.b	Comments	

Sharing

10	Never share your password	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Doesn't apply
10.1.b	Frequency Cost is Experienced	N/A
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Doesn't apply
10.2.b	Frequency Cost is Experienced	N/A
10.3	Requires extra resources	
10.3.a	Severity of Cost	Doesn't apply
10.3.b	Frequency Cost is Experienced	N/A
10.4	Requires the creation of a new password	
10.4.a	Severity of Cost	Doesn't apply
10.4.b	Frequency Cost is Experienced	N/A
10.5	Increases the computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Doesn't apply
10.6.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Don't give passwords over phone	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	Doesn't apply
11.1.b	Frequency Cost is Experienced	N/A
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	Doesn't apply
11.2.b	Frequency Cost is Experienced	N/A
11.3	Requires extra resources	
11.3.a	Severity of Cost	Doesn't apply

11.3.b	Frequency Cost is Experienced	N/A
11.4	**Requires the creation of a new password**	
11.4.a	Severity of Cost	Doesn't apply
11.4.b	Frequency Cost is Experienced	N/A
11.5	**Increases the computing power needed**	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.6	**Requires other extra time or effort**	
11.6.a	Severity of Cost	Doesn't apply
11.6.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	Yes
11.b	Comments	

12	**Manually type web addresses (URLs), rather than clicking on links**	
12.1	**Makes it more difficult to create a password**	
12.1.a	Severity of Cost	Doesn't apply
12.1.b	Frequency Cost is Experienced	N/A
12.2	**Makes it less easy to remember**	
12.2.a	Severity of Cost	Doesn't apply
12.2.b	Frequency Cost is Experienced	N/A
12.3	**Requires extra resources**	
12.3.a	Severity of Cost	Doesn't apply
12.3.b	Frequency Cost is Experienced	N/A
12.4	**Requires the creation of a new password**	
12.4.a	Severity of Cost	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
12.5	**Increases the computing power needed**	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.6	**Requires other extra time or effort**	
12.6.a	Severity of Cost	Doesn't apply
12.6.b	Frequency Cost is Experienced	N/A
12.a	Do you approve of this advice?	No

12.b	Comments	

13	Password protect your phone	
13.1	Makes it more difficult to create a password	
13.1.a	Severity of Cost	Doesn't apply
13.1.b	Frequency Cost is Experienced	N/A
13.2	Makes it less easy to remember	
13.2.a	Severity of Cost	Doesn't apply
13.2.b	Frequency Cost is Experienced	N/A
13.3	Requires extra resources	
13.3.a	Severity of Cost	Doesn't apply
13.3.b	Frequency Cost is Experienced	N/A
13.4	Requires the creation of a new password	
13.4.a	Severity of Cost	Doesn't apply
13.4.b	Frequency Cost is Experienced	N/A
13.5	Increases the computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.6	Requires other extra time or effort	
13.6.a	Severity of Cost	Doesn't apply
13.6.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Yes
13.b	Comments	

Logging in

14	You should not be able to paste your password when logging in	
14.1	Makes it more difficult to create a password	
14.1.a	Severity of Cost	Doesn't apply
14.1.b	Frequency Cost is Experienced	N/A
14.2	Makes it less easy to remember	
14.2.a	Severity of Cost	Doesn't apply

14.2.b	Frequency Cost is Experienced	N/A
14.3	Requires extra resources	
14.3.a	Severity of Cost	Doesn't apply
14.3.b	Frequency Cost is Experienced	N/A
14.4	Requires the creation of a new password	
14.4.a	Severity of Cost	Doesn't apply
14.4.b	Frequency Cost is Experienced	N/A
14.5	Increases the computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Major
14.6.b	Frequency Cost is Experienced	At Login
14.a	Do you approve of this advice?	No
14.b	Comments	

15	You should enter your password discreetly	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Doesn't apply
15.1.b	Frequency Cost is Experienced	N/A
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Doesn't apply
15.2.b	Frequency Cost is Experienced	N/A
15.3	Requires extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	

15.6.a	Severity of Cost	Doesn't apply
15.6.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Yes
15.b	Comments	

Two factor authentication

16	You should need to use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Requires extra resources	
16.3.a	Severity of Cost	Doesn't apply
16.3.b	Frequency Cost is Experienced	N/A
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A
16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Doesn't apply
16.6.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	Neutral
16.b	Comments	

Password manager

17	You should use a password manager to store your passwords	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Positive
17.1.b	Frequency Cost is Experienced	At Login
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	Positive
17.2.b	Frequency Cost is Experienced	At Login
17.3	Requires extra resources	
17.3.a	Severity of Cost	Positive
17.3.b	Frequency Cost is Experienced	At Login
17.4	Requires the creation of a new password	
17.4.a	Severity of Cost	Positive
17.4.b	Frequency Cost is Experienced	At Login
17.5	Increases the computing power needed	
17.5.a	Severity of Cost	Positive
17.5.b	Frequency Cost is Experienced	At Login
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Positive
17.6.b	Frequency Cost is Experienced	At Login
17.a	Do you approve of this advice?	Yes
17.b	Comments	

18	Access controls should be applied, so you only have access to relevant parts of a system.	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Doesn't apply
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Doesn't apply
18.3.b	Frequency Cost is Experienced	N/A
18.4	Requires the creation of a new password	

18.4.a	Severity of Cost	Doesn't apply
18.4.b	Frequency Cost is Experienced	N/A
18.5	Increases the computing power needed	
18.5.a	Severity of Cost	Doesn't apply
18.5.b	Frequency Cost is Experienced	N/A
18.6	Requires other extra time or effort	
18.6.a	Severity of Cost	Doesn't apply
18.6.b	Frequency Cost is Experienced	N/A
18.a	Do you approve of this advice?	Yes
18.b	Comments	

Generated passwords

19	Passwords generated for you should try to aid memory retention	
19.1	Makes it more difficult to create a password	
19.1.a	Severity of Cost	Doesn't apply
19.1.b	Frequency Cost is Experienced	N/A
19.2	Makes it less easy to remember	
19.2.a	Severity of Cost	Doesn't apply
19.2.b	Frequency Cost is Experienced	N/A
19.3	Requires extra resources	
19.3.a	Severity of Cost	Doesn't apply
19.3.b	Frequency Cost is Experienced	N/A
19.4	Requires the creation of a new password	
19.4.a	Severity of Cost	Doesn't apply
19.4.b	Frequency Cost is Experienced	N/A
19.5	Increases the computing power needed	
19.5.a	Severity of Cost	Doesn't apply
19.5.b	Frequency Cost is Experienced	N/A
19.6	Requires other extra time or effort	
19.6.a	Severity of Cost	Doesn't apply
19.6.b	Frequency Cost is Experienced	N/A

19.a	Do you approve of this advice?	Neutral
19.b	Comments	

Final Comments

20	Do you agree with the six cost categories that were used in the survey?	Somewhat
20.a	Are there any cost categories that you think should be added or removed?	

21	This is the end of the survey do you have any final comments?	

Response ID	Completion date	
624348-624339-66099649	7 Oct 2020, 21:43 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	I am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.	
3.1	Internet security knowledge:	4

4	Include specific character types in your password. E.g. your password must include uppercase, lowercase, digit, symbol	
4.1	Makes it more difficult to create a password	
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	Once off
4.2	Makes it less easy to remember	
4.2.a	Severity of Cost	Doesn't apply
4.2.b	Frequency Cost is Experienced	At Login
4.3	Requires extra resources	
4.3.a	Severity of Cost	Minor

4.3.b	Frequency Cost is Experienced	At Login
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Major
4.4.b	Frequency Cost is Experienced	Periodic
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Minor
4.5.b	Frequency Cost is Experienced	Once off
4.6	Requires other extra time or effort	
4.6.a	Severity of Cost	Minor
4.6.b	Frequency Cost is Experienced	Once off
4.a	Do you approve of this advice?	Yes
4.b	Comments	

5	Don't include personal information, account details or names in your password	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	Once off
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	At Login
5.3	Requires extra resources	
5.3.a	Severity of Cost	Minor
5.3.b	Frequency Cost is Experienced	At Login
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Doesn't apply
5.4.b	Frequency Cost is Experienced	Once off
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Minor
5.5.b	Frequency Cost is Experienced	Once off
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Minor
5.6.b	Frequency Cost is Experienced	Once off
5.a	Do you approve of this advice?	Yes

5.b	Comments	

6	Don't use dictionary words in your password	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	Once off
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Minor
6.2.b	Frequency Cost is Experienced	At Login
6.3	Requires extra resources	
6.3.a	Severity of Cost	Minor
6.3.b	Frequency Cost is Experienced	At Login
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Doesn't apply
6.4.b	Frequency Cost is Experienced	Once off
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Minor
6.5.b	Frequency Cost is Experienced	Once off
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Minor
6.6.b	Frequency Cost is Experienced	Once off
6.a	Do you approve of this advice?	Yes
6.b	Comments	

Personal password storage

7	Write your password down safely	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Doesn't apply

7.2.b	Frequency Cost is Experienced	N/A
7.3	Requires extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	Periodic
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	Doesn't apply
7.6.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	No
7.b	Comments	

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Minor
8.2.b	Frequency Cost is Experienced	At Login
8.3	Requires extra resources	
8.3.a	Severity of Cost	Minor
8.3.b	Frequency Cost is Experienced	Don't know
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Major
8.4.b	Frequency Cost is Experienced	Periodic
8.5	Increases the computing power needed	

8.5.a	Severity of Cost	Minor
8.5.b	Frequency Cost is Experienced	At Login
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Major
8.6.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Neutral
8.b	Comments	

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Major
9.1.b	Frequency Cost is Experienced	Periodic
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Major
9.2.b	Frequency Cost is Experienced	At Login
9.3	Requires extra resources	
9.3.a	Severity of Cost	Minor
9.3.b	Frequency Cost is Experienced	Periodic
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Major
9.4.b	Frequency Cost is Experienced	Periodic
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Major
9.6.b	Frequency Cost is Experienced	Periodic
9.a	Do you approve of this advice?	No
9.b	Comments	

Sharing

10	Never share your password	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Positive
10.1.b	Frequency Cost is Experienced	N/A
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Positive
10.2.b	Frequency Cost is Experienced	N/A
10.3	Requires extra resources	
10.3.a	Severity of Cost	Positive
10.3.b	Frequency Cost is Experienced	N/A
10.4	Requires the creation of a new password	
10.4.a	Severity of Cost	Positive
10.4.b	Frequency Cost is Experienced	N/A
10.5	Increases the computing power needed	
10.5.a	Severity of Cost	Positive
10.5.b	Frequency Cost is Experienced	N/A
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Positive
10.6.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Don't give passwords over phone	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	Positive
11.1.b	Frequency Cost is Experienced	Periodic
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	Minor
11.2.b	Frequency Cost is Experienced	Periodic
11.3	Requires extra resources	
11.3.a	Severity of Cost	Minor

11.3.b	Frequency Cost is Experienced	Periodic
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	Major
11.4.b	Frequency Cost is Experienced	Periodic
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	Minor
11.6.b	Frequency Cost is Experienced	Periodic
11.a	Do you approve of this advice?	Yes
11.b	Comments	

12	Manually type web addresses (URLs), rather than clicking on links	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Doesn't apply
12.1.b	Frequency Cost is Experienced	N/A
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Doesn't apply
12.2.b	Frequency Cost is Experienced	N/A
12.3	Requires extra resources	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	Periodic
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Major
12.6.b	Frequency Cost is Experienced	Periodic

| 12.a | Do you approve of this advice? | Neutral |
| 12.b | Comments | |

13	Password protect your phone	
13.1	Makes it more difficult to create a password	
13.1.a	Severity of Cost	Doesn't apply
13.1.b	Frequency Cost is Experienced	N/A
13.2	Makes it less easy to remember	
13.2.a	Severity of Cost	Minor
13.2.b	Frequency Cost is Experienced	Periodic
13.3	Requires extra resources	
13.3.a	Severity of Cost	Minor
13.3.b	Frequency Cost is Experienced	Periodic
13.4	Requires the creation of a new password	
13.4.a	Severity of Cost	Minor
13.4.b	Frequency Cost is Experienced	Periodic
13.5	Increases the computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.6	Requires other extra time or effort	
13.6.a	Severity of Cost	Major
13.6.b	Frequency Cost is Experienced	Periodic
13.a	Do you approve of this advice?	Yes
13.b	Comments	

Logging in

14	You should not be able to paste your password when logging in	
14.1	Makes it more difficult to create a password	
14.1.a	Severity of Cost	Major
14.1.b	Frequency Cost is Experienced	Periodic
14.2	Makes it less easy to remember	

14.2.a	Severity of Cost	Major
14.2.b	Frequency Cost is Experienced	At Login
14.3	Requires extra resources	
14.3.a	Severity of Cost	Major
14.3.b	Frequency Cost is Experienced	Periodic
14.4	Requires the creation of a new password	
14.4.a	Severity of Cost	Major
14.4.b	Frequency Cost is Experienced	Periodic
14.5	Increases the computing power needed	
14.5.a	Severity of Cost	Minor
14.5.b	Frequency Cost is Experienced	Periodic
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Major
14.6.b	Frequency Cost is Experienced	At Login
14.a	Do you approve of this advice?	No
14.b	Comments	

15	You should enter your password discreetly	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Minor
15.1.b	Frequency Cost is Experienced	Periodic
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Minor
15.2.b	Frequency Cost is Experienced	Periodic
15.3	Requires extra resources	
15.3.a	Severity of Cost	Minor
15.3.b	Frequency Cost is Experienced	At Login
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A

15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	Major
15.6.b	Frequency Cost is Experienced	Periodic
15.a	Do you approve of this advice?	Yes
15.b	Comments	

Two factor authentication

16	You should need to use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Requires extra resources	
16.3.a	Severity of Cost	Major
16.3.b	Frequency Cost is Experienced	At Login
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Major
16.5.b	Frequency Cost is Experienced	At Login
16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Major
16.6.b	Frequency Cost is Experienced	At Login
16.a	Do you approve of this advice?	Neutral
16.b	Comments	

Password manager

17	You should use a password manager to store your passwords	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Positive
17.1.b	Frequency Cost is Experienced	Periodic
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	Positive
17.2.b	Frequency Cost is Experienced	At Login
17.3	Requires extra resources	
17.3.a	Severity of Cost	Minor
17.3.b	Frequency Cost is Experienced	At Login
17.4	Requires the creation of a new password	
17.4.a	Severity of Cost	Positive
17.4.b	Frequency Cost is Experienced	Periodic
17.5	Increases the computing power needed	
17.5.a	Severity of Cost	Minor
17.5.b	Frequency Cost is Experienced	At Login
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Positive
17.6.b	Frequency Cost is Experienced	At Login
17.a	Do you approve of this advice?	Yes
17.b	Comments	

18	Access controls should be applied, so you only have access to relevant parts of a system.	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Doesn't apply
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Minor
18.3.b	Frequency Cost is Experienced	Periodic
18.4	Requires the creation of a new password	

18.4.a	Severity of Cost	Doesn't apply
18.4.b	Frequency Cost is Experienced	N/A
18.5	Increases the computing power needed	
18.5.a	Severity of Cost	Doesn't apply
18.5.b	Frequency Cost is Experienced	N/A
18.6	Requires other extra time or effort	
18.6.a	Severity of Cost	Minor
18.6.b	Frequency Cost is Experienced	Periodic
18.a	Do you approve of this advice?	Yes
18.b	Comments	

Generated passwords

19	Passwords generated for you should try to aid memory retention	
19.1	Makes it more difficult to create a password	
19.1.a	Severity of Cost	Major
19.1.b	Frequency Cost is Experienced	Periodic
19.2	Makes it less easy to remember	
19.2.a	Severity of Cost	Major
19.2.b	Frequency Cost is Experienced	At Login
19.3	Requires extra resources	
19.3.a	Severity of Cost	Minor
19.3.b	Frequency Cost is Experienced	At Login
19.4	Requires the creation of a new password	
19.4.a	Severity of Cost	Major
19.4.b	Frequency Cost is Experienced	Periodic
19.5	Increases the computing power needed	
19.5.a	Severity of Cost	Doesn't apply
19.5.b	Frequency Cost is Experienced	N/A
19.6	Requires other extra time or effort	
19.6.a	Severity of Cost	Major
19.6.b	Frequency Cost is Experienced	Periodic

19.a	Do you approve of this advice?	Neutral
19.b	Comments	

Final Comments

20	Do you agree with the six cost categories that were used in the survey?	Somewhat
20.a	Are there any cost categories that you think should be added or removed?	

21	This is the end of the survey do you have any final comments?	Answers often mismatched questions. Bit of a jumble, really.

Response ID	Completion date	
624348-624339-66100194	7 Oct 2020, 22:10 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	I am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.	
3.1	Internet security knowledge:	4

4	Include specific character types in your password. E.g. your password must include uppercase, lowercase, digit, symbol	
4.1	Makes it more difficult to create a password	
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	Periodic
4.2	Makes it less easy to remember	
4.2.a	Severity of Cost	Major
4.2.b	Frequency Cost is Experienced	Periodic
4.3	Requires extra resources	
4.3.a	Severity of Cost	Doesn't apply

4.3.b	Frequency Cost is Experienced	N/A
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Minor
4.4.b	Frequency Cost is Experienced	Periodic
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.6	Requires other extra time or effort	
4.6.a	Severity of Cost	Minor
4.6.b	Frequency Cost is Experienced	Periodic
4.a	Do you approve of this advice?	Yes
4.b	Comments	

5	Don't include personal information, account details or names in your password	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Doesn't apply
5.1.b	Frequency Cost is Experienced	N/A
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Doesn't apply
5.2.b	Frequency Cost is Experienced	N/A
5.3	Requires extra resources	
5.3.a	Severity of Cost	Minor
5.3.b	Frequency Cost is Experienced	Periodic
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Doesn't apply
5.4.b	Frequency Cost is Experienced	N/A
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Doesn't apply
5.6.b	Frequency Cost is Experienced	N/A

5.a	Do you approve of this advice?	Yes
5.b	Comments	

6	Don't use dictionary words in your password	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	N/A
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Doesn't apply
6.2.b	Frequency Cost is Experienced	Periodic
6.3	Requires extra resources	
6.3.a	Severity of Cost	Minor
6.3.b	Frequency Cost is Experienced	Periodic
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Doesn't apply
6.4.b	Frequency Cost is Experienced	N/A
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Minor
6.6.b	Frequency Cost is Experienced	Periodic
6.a	Do you approve of this advice?	Neutral
6.b	Comments	

Personal password storage

7	Write your password down safely	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	Makes it less easy to remember	

7.2.a	Severity of Cost	Doesn't apply
7.2.b	Frequency Cost is Experienced	N/A
7.3	Requires extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	Periodic
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	Minor
7.6.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	Yes
7.b	Comments	

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	Periodic
8.3	Requires extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Positive
8.4.b	Frequency Cost is Experienced	Periodic

8.5	Increases the computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Minor
8.6.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Yes
8.b	Comments	

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Minor
9.1.b	Frequency Cost is Experienced	Periodic
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Major
9.2.b	Frequency Cost is Experienced	Periodic
9.3	Requires extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Minor
9.4.b	Frequency Cost is Experienced	Periodic
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Minor
9.6.b	Frequency Cost is Experienced	Periodic
9.a	Do you approve of this advice?	Yes
9.b	Comments	

Sharing

10	Never share your password	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Doesn't apply
10.1.b	Frequency Cost is Experienced	N/A
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Doesn't apply
10.2.b	Frequency Cost is Experienced	N/A
10.3	Requires extra resources	
10.3.a	Severity of Cost	Doesn't apply
10.3.b	Frequency Cost is Experienced	N/A
10.4	Requires the creation of a new password	
10.4.a	Severity of Cost	Doesn't apply
10.4.b	Frequency Cost is Experienced	N/A
10.5	Increases the computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Doesn't apply
10.6.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Don't give passwords over phone	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	Doesn't apply
11.1.b	Frequency Cost is Experienced	N/A
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	Doesn't apply
11.2.b	Frequency Cost is Experienced	N/A
11.3	Requires extra resources	
11.3.a	Severity of Cost	Doesn't apply

11.3.b	Frequency Cost is Experienced	N/A
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	Doesn't apply
11.4.b	Frequency Cost is Experienced	N/A
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	Doesn't apply
11.6.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	Yes
11.b	Comments	

12	Manually type web addresses (URLs), rather than clicking on links	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Major
12.1.b	Frequency Cost is Experienced	Periodic
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Major
12.2.b	Frequency Cost is Experienced	Periodic
12.3	Requires extra resources	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	Periodic
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Minor
12.6.b	Frequency Cost is Experienced	N/A
12.a	Do you approve of this advice?	Yes

12.b	Comments	

13	Password protect your phone	
13.1	Makes it more difficult to create a password	
13.1.a	Severity of Cost	Doesn't apply
13.1.b	Frequency Cost is Experienced	N/A
13.2	Makes it less easy to remember	
13.2.a	Severity of Cost	Minor
13.2.b	Frequency Cost is Experienced	Once off
13.3	Requires extra resources	
13.3.a	Severity of Cost	Doesn't apply
13.3.b	Frequency Cost is Experienced	N/A
13.4	Requires the creation of a new password	
13.4.a	Severity of Cost	Minor
13.4.b	Frequency Cost is Experienced	Once off
13.5	Increases the computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.6	Requires other extra time or effort	
13.6.a	Severity of Cost	Doesn't apply
13.6.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	Yes
13.b	Comments	

Logging in

14	You should not be able to paste your password when logging in	
14.1	Makes it more difficult to create a password	
14.1.a	Severity of Cost	Doesn't apply
14.1.b	Frequency Cost is Experienced	N/A
14.2	Makes it less easy to remember	
14.2.a	Severity of Cost	Minor

14.2.b	Frequency Cost is Experienced	Periodic
14.3	Requires extra resources	
14.3.a	Severity of Cost	Doesn't apply
14.3.b	Frequency Cost is Experienced	N/A
14.4	Requires the creation of a new password	
14.4.a	Severity of Cost	Minor
14.4.b	Frequency Cost is Experienced	Periodic
14.5	Increases the computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Minor
14.6.b	Frequency Cost is Experienced	Periodic
14.a	Do you approve of this advice?	Yes
14.b	Comments	

15	You should enter your password discreetly	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Doesn't apply
15.1.b	Frequency Cost is Experienced	N/A
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Doesn't apply
15.2.b	Frequency Cost is Experienced	N/A
15.3	Requires extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	

15.6.a	Severity of Cost	Minor
15.6.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Yes
15.b	Comments	

Two factor authentication

16	You should need to use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Requires extra resources	
16.3.a	Severity of Cost	Minor
16.3.b	Frequency Cost is Experienced	Periodic
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A
16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Minor
16.6.b	Frequency Cost is Experienced	Periodic
16.a	Do you approve of this advice?	Yes
16.b	Comments	

Password manager

17	You should use a password manager to store your passwords	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Doesn't apply
17.1.b	Frequency Cost is Experienced	N/A
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	Minor
17.2.b	Frequency Cost is Experienced	Periodic
17.3	Requires extra resources	
17.3.a	Severity of Cost	Doesn't apply
17.3.b	Frequency Cost is Experienced	N/A
17.4	Requires the creation of a new password	
17.4.a	Severity of Cost	Doesn't apply
17.4.b	Frequency Cost is Experienced	N/A
17.5	Increases the computing power needed	
17.5.a	Severity of Cost	Doesn't apply
17.5.b	Frequency Cost is Experienced	N/A
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Doesn't apply
17.6.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Yes
17.b	Comments	

18	Access controls should be applied, so you only have access to relevant parts of a system.	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Doesn't apply
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Doesn't apply
18.3.b	Frequency Cost is Experienced	N/A

18.4	Requires the creation of a new password	
18.4.a	Severity of Cost	Doesn't apply
18.4.b	Frequency Cost is Experienced	N/A
18.5	Increases the computing power needed	
18.5.a	Severity of Cost	Doesn't apply
18.5.b	Frequency Cost is Experienced	N/A
18.6	Requires other extra time or effort	
18.6.a	Severity of Cost	Doesn't apply
18.6.b	Frequency Cost is Experienced	N/A
18.a	Do you approve of this advice?	Neutral
18.b	Comments	

Generated passwords

19	Passwords generated for you should try to aid memory retention	
19.1	Makes it more difficult to create a password	
19.1.a	Severity of Cost	Major
19.1.b	Frequency Cost is Experienced	Periodic
19.2	Makes it less easy to remember	
19.2.a	Severity of Cost	Major
19.2.b	Frequency Cost is Experienced	Periodic
19.3	Requires extra resources	
19.3.a	Severity of Cost	Doesn't apply
19.3.b	Frequency Cost is Experienced	N/A
19.4	Requires the creation of a new password	
19.4.a	Severity of Cost	Doesn't apply
19.4.b	Frequency Cost is Experienced	N/A
19.5	Increases the computing power needed	
19.5.a	Severity of Cost	Doesn't apply
19.5.b	Frequency Cost is Experienced	N/A
19.6	Requires other extra time or effort	
19.6.a	Severity of Cost	Doesn't apply

19.6.b	Frequency Cost is Experienced	N/A
19.a	Do you approve of this advice?	Neutral
19.b	Comments	

Final Comments

20	Do you agree with the six cost categories that were used in the survey?	Somewhat
20.a	Are there any cost categories that you think should be added or removed?	

21	This is the end of the survey do you have any final comments?	

Response ID	Completion date	
624348-624339-66109671	8 Oct 2020, 10:26 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	I am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.	
3.1	Internet security knowledge:	5

4	Include specific character types in your password. E.g. your password must include uppercase, lowercase, digit, symbol	
4.1	Makes it more difficult to create a password	
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	Once off
4.2	Makes it less easy to remember	
4.2.a	Severity of Cost	Minor
4.2.b	Frequency Cost is Experienced	Once off
4.3	Requires extra resources	
4.3.a	Severity of Cost	Minor

4.3.b	Frequency Cost is Experienced	Once off
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Doesn't apply
4.4.b	Frequency Cost is Experienced	N/A
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.6	Requires other extra time or effort	
4.6.a	Severity of Cost	Minor
4.6.b	Frequency Cost is Experienced	Once off
4.a	Do you approve of this advice?	Neutral
4.b	Comments	For my current password handling practices, upper/lowercase and digits are fine, but special characters create extra toil.

5	Don't include personal information, account details or names in your password	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Doesn't apply
5.1.b	Frequency Cost is Experienced	N/A
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Doesn't apply
5.2.b	Frequency Cost is Experienced	N/A
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Doesn't apply
5.4.b	Frequency Cost is Experienced	N/A
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Doesn't apply

5.6.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	Yes
5.b	Comments	

6	Don't use dictionary words in your password	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Doesn't apply
6.1.b	Frequency Cost is Experienced	N/A
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Doesn't apply
6.2.b	Frequency Cost is Experienced	N/A
6.3	Requires extra resources	
6.3.a	Severity of Cost	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Doesn't apply
6.4.b	Frequency Cost is Experienced	N/A
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Doesn't apply
6.6.b	Frequency Cost is Experienced	N/A
6.a	Do you approve of this advice?	Neutral
6.b	Comments	

Personal password storage

7	Write your password down safely	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Minor
7.1.b	Frequency Cost is Experienced	N/A

7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Positive
7.2.b	Frequency Cost is Experienced	N/A
7.3	Requires extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	N/A
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Minor
7.5.b	Frequency Cost is Experienced	N/A
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	Doesn't apply
7.6.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	Yes
7.b	Comments	

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Minor
8.2.b	Frequency Cost is Experienced	Periodic
8.3	Requires extra resources	
8.3.a	Severity of Cost	Major
8.3.b	Frequency Cost is Experienced	Periodic
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Major

8.4.b	Frequency Cost is Experienced	Periodic
8.5	Increases the computing power needed	
8.5.a	Severity of Cost	Minor
8.5.b	Frequency Cost is Experienced	Periodic
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Major
8.6.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	No
8.b	Comments	

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Minor
9.1.b	Frequency Cost is Experienced	Once off
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Minor
9.2.b	Frequency Cost is Experienced	At Login
9.3	Requires extra resources	
9.3.a	Severity of Cost	Minor
9.3.b	Frequency Cost is Experienced	Once off
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Major
9.4.b	Frequency Cost is Experienced	Once off
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	Minor
9.5.b	Frequency Cost is Experienced	Once off
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Doesn't apply
9.6.b	Frequency Cost is Experienced	N/A
9.a	Do you approve of this advice?	Yes

9.b	Comments	Seems very effective in case of data breaches and (partly) phishing

Sharing

10	Never share your password	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Doesn't apply
10.1.b	Frequency Cost is Experienced	N/A
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Doesn't apply
10.2.b	Frequency Cost is Experienced	N/A
10.3	Requires extra resources	
10.3.a	Severity of Cost	Doesn't apply
10.3.b	Frequency Cost is Experienced	N/A
10.4	Requires the creation of a new password	
10.4.a	Severity of Cost	Minor
10.4.b	Frequency Cost is Experienced	Once off
10.5	Increases the computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Doesn't apply
10.6.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Neutral
10.b	Comments	Sometimes it makes sense to share an account with close collaborators or family (if the underlying system doesn't otherwise support collaborative use). Sharing passwords may be a justifiable risk.

11	Don't give passwords over phone	
11.1	Makes it more difficult to create a password	

11.1.a	Severity of Cost	Doesn't apply
11.1.b	Frequency Cost is Experienced	N/A
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	Doesn't apply
11.2.b	Frequency Cost is Experienced	N/A
11.3	Requires extra resources	
11.3.a	Severity of Cost	Minor
11.3.b	Frequency Cost is Experienced	Once off
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	Doesn't apply
11.4.b	Frequency Cost is Experienced	N/A
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	Minor
11.6.b	Frequency Cost is Experienced	Once off
11.a	Do you approve of this advice?	Neutral
11.b	Comments	

12	Manually type web addresses (URLs), rather than clicking on links	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Doesn't apply
12.1.b	Frequency Cost is Experienced	N/A
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Doesn't apply
12.2.b	Frequency Cost is Experienced	N/A
12.3	Requires extra resources	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	At Login
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A

12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Major
12.6.b	Frequency Cost is Experienced	At Login
12.a	Do you approve of this advice?	Neutral
12.b	Comments	

13	Password protect your phone	
13.1	Makes it more difficult to create a password	
13.1.a	Severity of Cost	Major
13.1.b	Frequency Cost is Experienced	Once off
13.2	Makes it less easy to remember	
13.2.a	Severity of Cost	Major
13.2.b	Frequency Cost is Experienced	At Login
13.3	Requires extra resources	
13.3.a	Severity of Cost	Minor
13.3.b	Frequency Cost is Experienced	Once off
13.4	Requires the creation of a new password	
13.4.a	Severity of Cost	Major
13.4.b	Frequency Cost is Experienced	Once off
13.5	Increases the computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.6	Requires other extra time or effort	
13.6.a	Severity of Cost	Major
13.6.b	Frequency Cost is Experienced	At Login
13.a	Do you approve of this advice?	No
13.b	Comments	

Logging in

14	You should not be able to paste your password when logging in	
14.1	Makes it more difficult to create a password	
14.1.a	Severity of Cost	Minor
14.1.b	Frequency Cost is Experienced	Once off
14.2	Makes it less easy to remember	
14.2.a	Severity of Cost	Doesn't apply
14.2.b	Frequency Cost is Experienced	N/A
14.3	Requires extra resources	
14.3.a	Severity of Cost	Minor
14.3.b	Frequency Cost is Experienced	At Login
14.4	Requires the creation of a new password	
14.4.a	Severity of Cost	Doesn't apply
14.4.b	Frequency Cost is Experienced	N/A
14.5	Increases the computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Major
14.6.b	Frequency Cost is Experienced	At Login
14.a	Do you approve of this advice?	No
14.b	Comments	This advice comes from people writing/installing keyloggers, right?

15	You should enter your password discreetly	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Minor
15.1.b	Frequency Cost is Experienced	Once off
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Doesn't apply
15.2.b	Frequency Cost is Experienced	N/A
15.3	Requires extra resources	
15.3.a	Severity of Cost	Doesn't apply

15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	Minor
15.6.b	Frequency Cost is Experienced	At Login
15.a	Do you approve of this advice?	Yes
15.b	Comments	Don't read along loudly

Two factor authentication

16	You should need to use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Minor
16.1.b	Frequency Cost is Experienced	Once off
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Requires extra resources	
16.3.a	Severity of Cost	Major
16.3.b	Frequency Cost is Experienced	Periodic
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Minor
16.4.b	Frequency Cost is Experienced	Once off
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Minor
16.5.b	Frequency Cost is Experienced	Periodic
16.6	Requires other extra time or effort	

16.6.a	Severity of Cost	Minor
16.6.b	Frequency Cost is Experienced	Once off
16.a	Do you approve of this advice?	Yes
16.b	Comments	Sabotages many applications of phished/leaked credentials, which seems to be a major cyber risk in practice.

Password manager

17	You should use a password manager to store your passwords	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Doesn't apply
17.1.b	Frequency Cost is Experienced	N/A
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	Doesn't apply
17.2.b	Frequency Cost is Experienced	N/A
17.3	Requires extra resources	
17.3.a	Severity of Cost	Major
17.3.b	Frequency Cost is Experienced	Once off
17.4	Requires the creation of a new password	
17.4.a	Severity of Cost	Doesn't apply
17.4.b	Frequency Cost is Experienced	N/A
17.5	Increases the computing power needed	
17.5.a	Severity of Cost	Minor
17.5.b	Frequency Cost is Experienced	At Login
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Minor
17.6.b	Frequency Cost is Experienced	At Login
17.a	Do you approve of this advice?	Yes
17.b	Comments	

18	Access controls should be applied, so you only have access to relevant parts of a system.	
18.1	Makes it more difficult to create a password	

18.1.a	Severity of Cost	Doesn't apply
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Major
18.3.b	Frequency Cost is Experienced	Once off
18.4	Requires the creation of a new password	
18.4.a	Severity of Cost	Doesn't apply
18.4.b	Frequency Cost is Experienced	N/A
18.5	Increases the computing power needed	
18.5.a	Severity of Cost	Doesn't apply
18.5.b	Frequency Cost is Experienced	N/A
18.6	Requires other extra time or effort	
18.6.a	Severity of Cost	Major
18.6.b	Frequency Cost is Experienced	Once off
18.a	Do you approve of this advice?	Neutral
18.b	Comments	The problem is that someone has to decide which parts of the system are relevant for everyone else, and it's easy to err on the "safe" side, which can create lots of friction.

Generated passwords

19	Passwords generated for you should try to aid memory retention	
19.1	Makes it more difficult to create a password	
19.1.a	Severity of Cost	Doesn't apply
19.1.b	Frequency Cost is Experienced	N/A
19.2	Makes it less easy to remember	
19.2.a	Severity of Cost	Positive
19.2.b	Frequency Cost is Experienced	Once off

19.3	Requires extra resources	
19.3.a	Severity of Cost	Doesn't apply
19.3.b	Frequency Cost is Experienced	N/A
19.4	Requires the creation of a new password	
19.4.a	Severity of Cost	Doesn't apply
19.4.b	Frequency Cost is Experienced	N/A
19.5	Increases the computing power needed	
19.5.a	Severity of Cost	Doesn't apply
19.5.b	Frequency Cost is Experienced	N/A
19.6	Requires other extra time or effort	
19.6.a	Severity of Cost	Doesn't apply
19.6.b	Frequency Cost is Experienced	N/A
19.a	Do you approve of this advice?	Neutral
19.b	Comments	

Final Comments

20	Do you agree with the six cost categories that were used in the survey?	Yes
20.a	Are there any cost categories that you think should be added or removed?	

21	This is the end of the survey do you have any final comments?	

Response ID	Completion date	
624348-624339-66414562	16 Oct 2020, 12:05 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	I am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the information sheet.	
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:	
1.5.a		Yes

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.	
3.1	Internet security knowledge:	3

4	Include specific character types in your password. E.g. your password must include uppercase, lowercase, digit, symbol	
4.1	Makes it more difficult to create a password	
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	Once off
4.2	Makes it less easy to remember	
4.2.a	Severity of Cost	Minor
4.2.b	Frequency Cost is Experienced	At Login
4.3	Requires extra resources	
4.3.a	Severity of Cost	Doesn't apply

4.3.b	Frequency Cost is Experienced	N/A
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Doesn't apply
4.4.b	Frequency Cost is Experienced	N/A
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.6	Requires other extra time or effort	
4.6.a	Severity of Cost	Minor
4.6.b	Frequency Cost is Experienced	Once off
4.a	Do you approve of this advice?	Neutral
4.b	Comments	

5	Don't include personal information, account details or names in your password	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	Once off
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	At Login
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Doesn't apply
5.4.b	Frequency Cost is Experienced	N/A
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Minor
5.6.b	Frequency Cost is Experienced	Once off
5.a	Do you approve of this advice?	Neutral

5.b	Comments	

6	Don't use dictionary words in your password	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Major
6.1.b	Frequency Cost is Experienced	Once off
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Major
6.2.b	Frequency Cost is Experienced	At Login
6.3	Requires extra resources	
6.3.a	Severity of Cost	Minor
6.3.b	Frequency Cost is Experienced	Once off
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Doesn't apply
6.4.b	Frequency Cost is Experienced	N/A
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Major
6.6.b	Frequency Cost is Experienced	Once off
6.a	Do you approve of this advice?	Neutral
6.b	Comments	

Personal password storage

7	Write your password down safely	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Doesn't apply

7.2.b	Frequency Cost is Experienced	N/A
7.3	Requires extra resources	
7.3.a	Severity of Cost	Doesn't apply
7.3.b	Frequency Cost is Experienced	N/A
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	Doesn't apply
7.6.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	
7.b	Comments	

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	Periodic
8.3	Requires extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Major
8.4.b	Frequency Cost is Experienced	Periodic
8.5	Increases the computing power needed	

8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Major
8.6.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Neutral
8.b	Comments	

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Minor
9.1.b	Frequency Cost is Experienced	Periodic
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Minor
9.2.b	Frequency Cost is Experienced	Periodic
9.3	Requires extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Major
9.4.b	Frequency Cost is Experienced	Periodic
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Major
9.6.b	Frequency Cost is Experienced	Periodic
9.a	Do you approve of this advice?	Neutral
9.b	Comments	

Sharing

10	Never share your password	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Doesn't apply
10.1.b	Frequency Cost is Experienced	N/A
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Doesn't apply
10.2.b	Frequency Cost is Experienced	N/A
10.3	Requires extra resources	
10.3.a	Severity of Cost	Doesn't apply
10.3.b	Frequency Cost is Experienced	N/A
10.4	Requires the creation of a new password	
10.4.a	Severity of Cost	Doesn't apply
10.4.b	Frequency Cost is Experienced	N/A
10.5	Increases the computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Doesn't apply
10.6.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	
10.b	Comments	

11	Don't give passwords over phone	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	Positive
11.1.b	Frequency Cost is Experienced	Once off
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	Doesn't apply
11.2.b	Frequency Cost is Experienced	N/A
11.3	Requires extra resources	
11.3.a	Severity of Cost	Minor

11.3.b	Frequency Cost is Experienced	Once off
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	Minor
11.4.b	Frequency Cost is Experienced	Once off
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	Doesn't apply
11.6.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	Neutral
11.b	Comments	

12	Manually type web addresses (URLs), rather than clicking on links	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Minor
12.1.b	Frequency Cost is Experienced	Once off
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Doesn't apply
12.2.b	Frequency Cost is Experienced	N/A
12.3	Requires extra resources	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	Periodic
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Minor
12.6.b	Frequency Cost is Experienced	Periodic
12.a	Do you approve of this advice?	Neutral

12.b	Comments	

13	Password protect your phone	
13.1	Makes it more difficult to create a password	
13.1.a	Severity of Cost	Positive
13.1.b	Frequency Cost is Experienced	Once off
13.2	Makes it less easy to remember	
13.2.a	Severity of Cost	Doesn't apply
13.2.b	Frequency Cost is Experienced	N/A
13.3	Requires extra resources	
13.3.a	Severity of Cost	Minor
13.3.b	Frequency Cost is Experienced	Periodic
13.4	Requires the creation of a new password	
13.4.a	Severity of Cost	Doesn't apply
13.4.b	Frequency Cost is Experienced	N/A
13.5	Increases the computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.6	Requires other extra time or effort	
13.6.a	Severity of Cost	Minor
13.6.b	Frequency Cost is Experienced	At Login
13.a	Do you approve of this advice?	Neutral
13.b	Comments	

Logging in

14	You should not be able to paste your password when logging in	
14.1	Makes it more difficult to create a password	
14.1.a	Severity of Cost	Positive
14.1.b	Frequency Cost is Experienced	Once off
14.2	Makes it less easy to remember	
14.2.a	Severity of Cost	Positive

14.2.b	Frequency Cost is Experienced	At Login
14.3	Requires extra resources	
14.3.a	Severity of Cost	Minor
14.3.b	Frequency Cost is Experienced	Once off
14.4	Requires the creation of a new password	
14.4.a	Severity of Cost	Doesn't apply
14.4.b	Frequency Cost is Experienced	N/A
14.5	Increases the computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Minor
14.6.b	Frequency Cost is Experienced	Once off
14.a	Do you approve of this advice?	Neutral
14.b	Comments	

15	You should enter your password discreetly	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Minor
15.1.b	Frequency Cost is Experienced	Once off
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Doesn't apply
15.2.b	Frequency Cost is Experienced	At Login
15.3	Requires extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	

15.6.a	Severity of Cost	Minor
15.6.b	Frequency Cost is Experienced	Once off
15.a	Do you approve of this advice?	Neutral
15.b	Comments	

Two factor authentication

16	You should need to use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Minor
16.1.b	Frequency Cost is Experienced	Once off
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Positive
16.2.b	Frequency Cost is Experienced	At Login
16.3	Requires extra resources	
16.3.a	Severity of Cost	Major
16.3.b	Frequency Cost is Experienced	At Login
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A
16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Minor
16.6.b	Frequency Cost is Experienced	At Login
16.a	Do you approve of this advice?	Neutral
16.b	Comments	

Password manager

17	You should use a password manager to store your passwords	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Positive
17.1.b	Frequency Cost is Experienced	Periodic
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	Positive
17.2.b	Frequency Cost is Experienced	At Login
17.3	Requires extra resources	
17.3.a	Severity of Cost	Minor
17.3.b	Frequency Cost is Experienced	Periodic
17.4	Requires the creation of a new password	
17.4.a	Severity of Cost	Doesn't apply
17.4.b	Frequency Cost is Experienced	N/A
17.5	Increases the computing power needed	
17.5.a	Severity of Cost	Doesn't apply
17.5.b	Frequency Cost is Experienced	N/A
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Minor
17.6.b	Frequency Cost is Experienced	At Login
17.a	Do you approve of this advice?	Neutral
17.b	Comments	

18	Access controls should be applied, so you only have access to relevant parts of a system.	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Doesn't apply
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Minor
18.3.b	Frequency Cost is Experienced	Periodic
18.4	Requires the creation of a new password	

18.4.a	Severity of Cost	Doesn't apply
18.4.b	Frequency Cost is Experienced	N/A
18.5	Increases the computing power needed	
18.5.a	Severity of Cost	Minor
18.5.b	Frequency Cost is Experienced	Periodic
18.6	Requires other extra time or effort	
18.6.a	Severity of Cost	Minor
18.6.b	Frequency Cost is Experienced	Periodic
18.a	Do you approve of this advice?	Neutral
18.b	Comments	

Generated passwords

19	Passwords generated for you should try to aid memory retention	
19.1	Makes it more difficult to create a password	
19.1.a	Severity of Cost	Minor
19.1.b	Frequency Cost is Experienced	Once off
19.2	Makes it less easy to remember	
19.2.a	Severity of Cost	Major
19.2.b	Frequency Cost is Experienced	At Login
19.3	Requires extra resources	
19.3.a	Severity of Cost	Doesn't apply
19.3.b	Frequency Cost is Experienced	N/A
19.4	Requires the creation of a new password	
19.4.a	Severity of Cost	Minor
19.4.b	Frequency Cost is Experienced	Once off
19.5	Increases the computing power needed	
19.5.a	Severity of Cost	Doesn't apply
19.5.b	Frequency Cost is Experienced	N/A
19.6	Requires other extra time or effort	
19.6.a	Severity of Cost	Doesn't apply
19.6.b	Frequency Cost is Experienced	N/A

| 19.a | Do you approve of this advice? | Neutral |
| 19.b | Comments | |

Final Comments

| 20 | Do you agree with the six cost categories that were used in the survey? | Yes |
| 20.a | Are there any cost categories that you think should be added or removed? | |

| 21 | This is the end of the survey do you have any final comments? | |

Response ID	Completion date	
624348-624339-66438231	16 Oct 2020, 20:35 (BST)	

1	Informed consent
1.1	The purpose and nature of this study has been explained to me.
1.1.a	Yes
1.2	I am participating voluntarily.
1.2.a	Yes
1.3	I understand that I can withdraw from the survey up until it is submitted. I understand that after that point, as the survey is anonymous, it will not be possible to identify and remove the data.
1.3.a	Yes
1.4	I understand the limits of confidentiality as described in the information sheet.
1.4.a	Yes
1.5	I understand that my anonymous responses may be used in future research projects and the data from this study may be deposited in an archive if I give permission here:
1.5.a	Yes

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.
3.1	Internet security knowledge:	4

4	Include specific character types in your password. E.g. your password must include uppercase, lowercase, digit, symbol
4.1	Makes it more difficult to create a password
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	Once off
4.2	Makes it less easy to remember
4.2.a	Severity of Cost	Major
4.2.b	Frequency Cost is Experienced	At Login
4.3	Requires extra resources
4.3.a	Severity of Cost	Doesn't apply

4.3.b	Frequency Cost is Experienced	N/A
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Minor
4.4.b	Frequency Cost is Experienced	Once off
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.6	Requires other extra time or effort	
4.6.a	Severity of Cost	Minor
4.6.b	Frequency Cost is Experienced	At Login
4.a	Do you approve of this advice?	Yes
4.b	Comments	Especially when using a memorable word/phrase buyt manipuling. e.g using 4 or @ instead of A/a

5	Don't include personal information, account details or names in your password	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	Once off
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	At Login
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Minor
5.4.b	Frequency Cost is Experienced	Once off
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Minor

5.6.b	Frequency Cost is Experienced	Once off
5.a	Do you approve of this advice?	Yes
5.b	Comments	Anything that can be easily found is a massive danger

6	Don't use dictionary words in your password	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Major
6.1.b	Frequency Cost is Experienced	Once off
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Major
6.2.b	Frequency Cost is Experienced	At Login
6.3	Requires extra resources	
6.3.a	Severity of Cost	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Major
6.4.b	Frequency Cost is Experienced	Once off
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Major
6.6.b	Frequency Cost is Experienced	Once off
6.a	Do you approve of this advice?	Yes
6.b	Comments	

Personal password storage

7	Write your password down safely	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Doesn't apply

7.1.b	Frequency Cost is Experienced	N/A
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Positive
7.2.b	Frequency Cost is Experienced	N/A
7.3	Requires extra resources	
7.3.a	Severity of Cost	Minor
7.3.b	Frequency Cost is Experienced	At Login
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Minor
7.4.b	Frequency Cost is Experienced	Once off
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	Minor
7.6.b	Frequency Cost is Experienced	Once off
7.a	Do you approve of this advice?	Yes
7.b	Comments	

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Minor
8.2.b	Frequency Cost is Experienced	At Login
8.3	Requires extra resources	
8.3.a	Severity of Cost	Minor
8.3.b	Frequency Cost is Experienced	Periodic
8.4	Requires the creation of a new password	

8.4.a	Severity of Cost	Minor
8.4.b	Frequency Cost is Experienced	Once off
8.5	Increases the computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Minor
8.6.b	Frequency Cost is Experienced	Once off
8.a	Do you approve of this advice?	Yes
8.b	Comments	

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Major
9.1.b	Frequency Cost is Experienced	Once off
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Major
9.2.b	Frequency Cost is Experienced	At Login
9.3	Requires extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Major
9.4.b	Frequency Cost is Experienced	Periodic
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Major
9.6.b	Frequency Cost is Experienced	Once off

9.a	Do you approve of this advice?	Yes
9.b	Comments	

Sharing

10	Never share your password	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Doesn't apply
10.1.b	Frequency Cost is Experienced	N/A
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Doesn't apply
10.2.b	Frequency Cost is Experienced	N/A
10.3	Requires extra resources	
10.3.a	Severity of Cost	Doesn't apply
10.3.b	Frequency Cost is Experienced	N/A
10.4	Requires the creation of a new password	
10.4.a	Severity of Cost	Doesn't apply
10.4.b	Frequency Cost is Experienced	N/A
10.5	Increases the computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Doesn't apply
10.6.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Don't give passwords over phone	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	Doesn't apply
11.1.b	Frequency Cost is Experienced	N/A
11.2	Makes it less easy to remember	

11.2.a	Severity of Cost	Doesn't apply
11.2.b	Frequency Cost is Experienced	N/A
11.3	Requires extra resources	
11.3.a	Severity of Cost	Doesn't apply
11.3.b	Frequency Cost is Experienced	N/A
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	Doesn't apply
11.4.b	Frequency Cost is Experienced	N/A
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	Doesn't apply
11.6.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	Yes
11.b	Comments	

12	Manually type web addresses (URLs), rather than clicking on links	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Major
12.1.b	Frequency Cost is Experienced	At Login
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Doesn't apply
12.2.b	Frequency Cost is Experienced	N/A
12.3	Requires extra resources	
12.3.a	Severity of Cost	Doesn't apply
12.3.b	Frequency Cost is Experienced	N/A
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply

12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Major
12.6.b	Frequency Cost is Experienced	At Login
12.a	Do you approve of this advice?	Neutral
12.b	Comments	Unless you absolutely trust it and using google can be an alternative

13	Password protect your phone	
13.1	Makes it more difficult to create a password	
13.1.a	Severity of Cost	Positive
13.1.b	Frequency Cost is Experienced	At Login
13.2	Makes it less easy to remember	
13.2.a	Severity of Cost	Minor
13.2.b	Frequency Cost is Experienced	Once off
13.3	Requires extra resources	
13.3.a	Severity of Cost	Minor
13.3.b	Frequency Cost is Experienced	At Login
13.4	Requires the creation of a new password	
13.4.a	Severity of Cost	Minor
13.4.b	Frequency Cost is Experienced	At Login
13.5	Increases the computing power needed	
13.5.a	Severity of Cost	Minor
13.5.b	Frequency Cost is Experienced	At Login
13.6	Requires other extra time or effort	
13.6.a	Severity of Cost	Minor
13.6.b	Frequency Cost is Experienced	At Login
13.a	Do you approve of this advice?	Yes
13.b	Comments	Minor inconvenience

Logging in

14	You should not be able to paste your password when logging in	
14.1	Makes it more difficult to create a password	
14.1.a	Severity of Cost	Major
14.1.b	Frequency Cost is Experienced	At Login
14.2	Makes it less easy to remember	
14.2.a	Severity of Cost	Major
14.2.b	Frequency Cost is Experienced	At Login
14.3	Requires extra resources	
14.3.a	Severity of Cost	Major
14.3.b	Frequency Cost is Experienced	At Login
14.4	Requires the creation of a new password	
14.4.a	Severity of Cost	Doesn't apply
14.4.b	Frequency Cost is Experienced	N/A
14.5	Increases the computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Major
14.6.b	Frequency Cost is Experienced	At Login
14.a	Do you approve of this advice?	Neutral
14.b	Comments	This makes password managers a bad thing. If i can create a 64 character password with symbols, numbers, upper and lower case i wont remember that to type in once go. If i can copy it from a password manager that is a positive thing. without using this i would be for this advice how i would be more for you not being able to copy a password from a password box but not being able to paste encourages good privacy habits on devices

15	You should enter your password discreetly
15.1	Makes it more difficult to create a password

15.1.a	Severity of Cost	Minor
15.1.b	Frequency Cost is Experienced	At Login
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Doesn't apply
15.2.b	Frequency Cost is Experienced	N/A
15.3	Requires extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	Doesn't apply
15.6.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Yes
15.b	Comments	Absolutely! All password boxes should be starred or invisible to type

Two factor authentication

16	You should need to use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Doesn't apply
16.1.b	Frequency Cost is Experienced	N/A
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Requires extra resources	

16.3.a	Severity of Cost	Major
16.3.b	Frequency Cost is Experienced	At Login
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Doesn't apply
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Major
16.5.b	Frequency Cost is Experienced	At Login
16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Major
16.6.b	Frequency Cost is Experienced	At Login
16.a	Do you approve of this advice?	Yes
16.b	Comments	Inconvenient but absolutely essential for good privacy and piece of mind

Password manager

17	You should use a password manager to store your passwords	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Positive
17.1.b	Frequency Cost is Experienced	Once off
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	Positive
17.2.b	Frequency Cost is Experienced	At Login
17.3	Requires extra resources	
17.3.a	Severity of Cost	Major
17.3.b	Frequency Cost is Experienced	At Login
17.4	Requires the creation of a new password	
17.4.a	Severity of Cost	Positive
17.4.b	Frequency Cost is Experienced	At Login
17.5	Increases the computing power needed	
17.5.a	Severity of Cost	Major

17.5.b	Frequency Cost is Experienced	At Login
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Positive
17.6.b	Frequency Cost is Experienced	At Login
17.a	Do you approve of this advice?	Yes
17.b	Comments	Yes! I believe everyone should use them So handy, avoids re-use, helps to remember, allows you to share details for accounts more than one person are on and can help you to create a secure password in seconds.

18	Access controls should be applied, so you only have access to relevant parts of a system.	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Doesn't apply
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Minor
18.3.b	Frequency Cost is Experienced	At Login
18.4	Requires the creation of a new password	
18.4.a	Severity of Cost	Minor
18.4.b	Frequency Cost is Experienced	At Login
18.5	Increases the computing power needed	
18.5.a	Severity of Cost	Major
18.5.b	Frequency Cost is Experienced	At Login
18.6	Requires other extra time or effort	
18.6.a	Severity of Cost	Minor
18.6.b	Frequency Cost is Experienced	At Login
18.a	Do you approve of this advice?	Yes
18.b	Comments	

Generated passwords

19	Passwords generated for you should try to aid memory retention	
19.1	Makes it more difficult to create a password	
19.1.a	Severity of Cost	Major
19.1.b	Frequency Cost is Experienced	At Login
19.2	Makes it less easy to remember	
19.2.a	Severity of Cost	Positive
19.2.b	Frequency Cost is Experienced	At Login
19.3	Requires extra resources	
19.3.a	Severity of Cost	Minor
19.3.b	Frequency Cost is Experienced	At Login
19.4	Requires the creation of a new password	
19.4.a	Severity of Cost	Minor
19.4.b	Frequency Cost is Experienced	At Login
19.5	Increases the computing power needed	
19.5.a	Severity of Cost	Minor
19.5.b	Frequency Cost is Experienced	At Login
19.6	Requires other extra time or effort	
19.6.a	Severity of Cost	Major
19.6.b	Frequency Cost is Experienced	At Login
19.a	Do you approve of this advice?	Yes
19.b	Comments	

Final Comments

20	Do you agree with the six cost categories that were used in the survey?	Yes
20.a	Are there any cost categories that you think should be added or removed?	

21	This is the end of the survey do you have any final comments?	