

Study of User password policy costs Survey 1

Response ID	Completion date	
624141-624132-66099728	7 Oct 2020, 22:08 (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 suppoint, as the survey is anonymous, it will not be possible to ide	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the info	ormation sheet.
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in fut from this study may be deposited in an archive if I give permiss	
1.5.a		Yes
2	consent to participate in this survey:	Yes
	Select a rank on the below scale from 1 (very poor) to 5 (very kno security knowledge.	owledgeable) to describe your internet
3.1	Internet security knowledge:	4
4	Include specific character types in your password. E.g. your pas lowercase, digit, symbol	sword must include uppercase,
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	Doesn't apply
4.6.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	Yes
4.b	Comments	I had difficulty answering this. I think using a password manager is pretty much essential at this stage, so there's little or no cost if you do, but if you don't there's a mild cost in creating/remembering.
5	You should substitute symbols for the letters in your password (e.	g. "pa\$\$word")
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	

Doesn't apply

Doesn't apply

N/A

N/A

5.3.a

5.3.b

5.4

5.4.a

5.4.b

5.5

Severity of Cost

Severity of Cost

Frequency Cost is Experienced

Frequency Cost is Experienced

Requires the creation of a new password

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?	No
5.b	Comments	This is dangerous advice, because people may get a false sense of password security. This is trivial to attack, if the password is not already otherwise strong.

Personal password storage

6	Don't store your passwords in a computer file	
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	Positive
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	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?	Yes

6.b	Comments	Terrible security practice if it's the user's own file and format, probably unencrypted. Huge security hole.
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Expiry

7	Change your password regularly	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Minor
7.1.b	Frequency Cost is Experienced	Periodic
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Major
7.2.b	Frequency Cost is Experienced	At Login
7.3	Requires extra resources	
7.3.a	Severity of Cost	Major
7.3.b	Frequency Cost is Experienced	Periodic
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Major
7.4.b	Frequency Cost is Experienced	Periodic
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	Major
7.6.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	No

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8	Change your password if you suspect it has been compromised	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Don't know
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Minor
8.2.b	Frequency Cost is Experienced	Don't know
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	Don't know
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?	Yes
8.b	Comments	The cost of a one-off change after a breach is minimal, and essential!

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	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	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	Yes, but to implement this really requires use of a password manager. Otherwise, pragmatically, people will ignore it.

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	Basic password safety. Any system which results in people feeling the need to share a password probably has problems that need to be addressed.
		system which results in people feeling the need to share a password probably has problems
11	Don't send passwords by email	system which results in people feeling the need to share a password probably has problems
11 11.1	Don't send passwords by email Makes it more difficult to create a password	system which results in people feeling the need to share a password probably has problems that need to be addressed.
11 11.1 11.1.a	Don't send passwords by email Makes it more difficult to create a password Severity of Cost	system which results in people feeling the need to share a password probably has problems that need to be addressed. Doesn't apply
11 11.1 11.1.a 11.1.b	Don't send passwords by email Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	system which results in people feeling the need to share a password probably has problems that need to be addressed.
11 11.1 11.1.a 11.1.b 11.2	Don't send passwords by email Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	system which results in people feeling the need to share a password probably has problems that need to be addressed. Doesn't apply N/A
11 11.1 11.1.a 11.1.b 11.2 11.2.a	Don't send passwords by email Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	system which results in people feeling the need to share a password probably has problems that need to be addressed. Doesn't apply
11 11.1 11.1.a 11.1.b 11.2 11.2.a 11.2.b	Don't send passwords by email Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	system which results in people feeling the need to share a password probably has problems that need to be addressed. Doesn't apply N/A
11 11.1.a 11.1.b 11.2 11.2.a 11.2.b 11.3	Don't send passwords by email Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	system which results in people feeling the need to share a password probably has problems that need to be addressed. Doesn't apply N/A Doesn't apply N/A
11 11.1.a 11.1.b 11.2 11.2.a 11.2.b 11.3 11.3.a	Don't send passwords by email Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	system which results in people feeling the need to share a password probably has problems that need to be addressed. Doesn't apply N/A Doesn't apply N/A Doesn't apply
11 11.1.a 11.1.b 11.2 11.2.a 11.2.b 11.3	Don't send passwords by email Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	system which results in people feeling the need to share a password probably has problems that need to be addressed. Doesn't apply N/A Doesn't apply N/A
11 11.1.a 11.1.b 11.2 11.2.a 11.2.b 11.3 11.3.a	Don't send passwords by email Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	system which results in people feeling the need to share a password probably has problems that need to be addressed. Doesn't apply N/A Doesn't apply N/A 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	Periodic
11.a	Do you approve of this advice?	Yes
11.b	Comments	Basic password safety. Never!

12	Check web pages are encrypted by looking for the padlock or "https"	
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	N/A
12.6.a	Severity of Cost	Minor
12.6.b	Frequency Cost is Experienced	At Login
12.0.b	Do you approve of this advice?	Yes
IZ.a	Do you approve or this advice:	163

12.b	Comments	Requires consciousness, which some browsers may help with (Chrome flagging HTTP as insecure, for example).

13	Log out after using public computers	
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	Minor
13.6.b	Frequency Cost is Experienced	At Login
13.a	Do you approve of this advice?	Yes
13.b	Comments	Fairly low cost, super high risk. Definitely important.

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	N/A
14.a	Do you approve of this advice?	No
14.b	Comments	This is horrendous advice that leads to problems using password managers. It encourages using crappy passwords.

15	You should have an option to view your password after you have typed it	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Positive
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?	Neutral
15.b	Comments	There's a trade-off to be made. Context matters. If you're in a public space, it is riskier. If you're at home or otherwise alone, it can be helpful. Suitable for low security applications (meme generator account?). Not suitable for high security applications (bank?).

16	Make your security answers difficult to guess	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Major
16.1.b	Frequency Cost is Experienced	Once off
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Minor
16.2.b	Frequency Cost is Experienced	Once off
16.3	Requires extra resources	
16.3.a	Severity of Cost	Minor
16.3.b	Frequency Cost is Experienced	Once off
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?	No
16.b	Comments	Security questions/answers are terrible. Either you answer truthfully and make it easier to compromise your account, or you answer with line noise and you have to have a way to store them (not usefully supported by the password manager I use I have to put them in a Notes section). Most people use public or discoverable information.

Two factor authentication

17	You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device)	
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	Minor
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	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?	Yes
17.b	Comments	

Password manager

18	You should use a password manager to store your passwords	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Positive
18.1.b	Frequency Cost is Experienced	Once off
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	Once off
18.4	Requires the creation of a new password	
18.4.a	Severity of Cost	Positive
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	At Login
18.a	Do you approve of this advice?	Yes
18.b	Comments	Definitely!!!

19	When using a password manager, you should use it to create long random passwords	
19.1	Makes it more difficult to create a password	
19.1.a	Severity of Cost	Positive
19.1.b	Frequency Cost is Experienced	Once off
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?	Yes
19.b	Comments	The only difficulty is when sites refuse good, long, strong passwords, or accept them at account creation (having different rules, or truncating) but break at login (your non-truncated password doesn't match the truncated password you don't know? There's different rules applied?).

Generated passwords

20	Passwords generated for you should be generated with a random generator	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Doesn't apply
20.1.b	Frequency Cost is Experienced	N/A
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	Minor
20.2.b	Frequency Cost is Experienced	Once off

20.3	Requires extra resources	
20.3.a	Severity of Cost	Doesn't apply
20.3.b	Frequency Cost is Experienced	N/A
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	Doesn't apply
20.4.b	Frequency Cost is Experienced	N/A
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Doesn't apply
20.5.b	Frequency Cost is Experienced	N/A
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Minor
20.6.b	Frequency Cost is Experienced	Once off
20.a	Do you approve of this advice?	Yes
20.b	Comments	This is more unavoidable than good. It's good to maybe try to generate them using some system that makes them a little easier to read/type, and require a password change at first login with the generated password.

Final Comments

21	Do you agree with the six cost categories that were used in the survey?	Somewhat
21.a	Are there any cost categories that you think should be added or removed?	I think computing power is irrelevant, unless you mean computing power of an evil attacker.

22	This is the end of the survey do you have any final comments?	Took me ~30 minutes to complete.
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Response ID	Completion date	
624141-624132-66101105	7 Oct 2020, 22:41 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		No
1.2	I am participating voluntarily.	
1.2.a		No
1.3	I understand that I can withdraw from the survey up until it is su point, as the survey is anonymous, it will not be possible to ider	
1.3.a		No
1.4	I understand the limits of confidentiality as described in the info	rmation sheet.
1.4.a		No
1.5	I understand that my anonymous responses may be used in futue from this study may be deposited in an archive if I give permiss	
1.5.a		No
2 1	consent to participate in this survey:	Yes
	Select a rank on the below scale from 1 (very poor) to 5 (very kno security knowledge.	wledgeable) to describe your internet
3.1	Internet security knowledge:	2
4	Include specific character types in your password. E.g. your pass lowercase, digit, symbol	sword must include uppercase,
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	Doesn't apply

requency Cost is Experienced	N/A
equires the creation of a new password	
everity of Cost	Minor
requency Cost is Experienced	Once off
creases the computing power needed	
everity of Cost	Doesn't apply
requency Cost is Experienced	N/A
equires other extra time or effort	
everity of Cost	Doesn't apply
requency Cost is Experienced	N/A
o you approve of this advice?	Yes
omments	
	equires the creation of a new password everity of Cost equency Cost is Experienced creases the computing power needed everity of Cost equency Cost is Experienced equires other extra time or effort everity of Cost equency Cost is Experienced everity of Cost

5	You should substitute symbols for the letters in your password (e.g. "pa\$\$word")	
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	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	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	Doesn't apply
5.6.b	Frequency Cost is Experienced	N/A

5.a	Do you approve of this advice?	Neutral
5.b	Comments	Better to use random symbols as replacing eg s with \$ might be predictable

Personal password storage

6	Don't store your passwords in a computer file	
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	Minor
6.2.b	Frequency Cost is Experienced	Don't know
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	Minor
6.6.b	Frequency Cost is Experienced	Don't know
6.a	Do you approve of this advice?	Yes
6.b	Comments	

Expiry

7	Change your password regularly
7.1	Makes it more difficult to create a password

7.1.a	Severity of Cost	Minor
7.1.b	Frequency Cost is Experienced	Periodic
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Major
7.2.b	Frequency Cost is Experienced	Periodic
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	Major
7.4.b	Frequency Cost is Experienced	Periodic
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	Major
7.6.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Neutral
7.b	Comments	
8	Change your password if you suspect it has been compromised	
8.1	Makes it more difficult to create a password	- W
8.1.a	Severity of Cost	Positive
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	D
8.2.a	Severity of Cost	Doesn't apply
8.2.b	Frequency Cost is Experienced	N/A
8.3	Requires extra resources	Describeration
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	M.
8.4.a	Severity of Cost	Minor
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	Doesn't apply
8.6.b	Frequency Cost is Experienced	N/A
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	Positive
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	Don't know
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	Once off
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	Positive
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 send passwords by email	
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	Check web pages are encrypted by looking for the padlock or "htt	ps"
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

Minor

At Login

Requires other extra time or effort

Frequency Cost is Experienced

Severity of Cost

12.6

12.6.a

12.6.b

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

13	Log out after using public computers	
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	Positive
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	Positive
14.1.b	Frequency Cost is Experienced	At Login
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	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 have an option to view your password after you have	typed it
15.1	Makes it more difficult to create a password	
15.1 15.1.a	Makes it more difficult to create a password Severity of Cost	Doesn't apply
15.1.a 15.1.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	
15.1.a 15.1.b 15.2	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	Doesn't apply N/A Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3 15.3.a 15.3.b 15.4	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3 15.3.a 15.3.b 15.4 15.4.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	Doesn't apply N/A Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3 15.3.a 15.3.b 15.4	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a 15.4.a 15.4.b 15.5	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A Doesn't apply
15.1 15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3 15.3.a 15.3.b 15.4. 15.4.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A Doesn't apply

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?	No
15.b	Comments	

16	Make your security answers difficult to guess	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Positive
16.1.b	Frequency Cost is Experienced	N/A
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Positive
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	Positive
16.6.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	Yes
16.b	Comments	

Two factor authentication

17	You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device)

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	At Login
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	N/A
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Major
17.6.b	Frequency Cost is Experienced	At Login
17.a	Do you approve of this advice?	Neutral
17.b	Comments	

Password manager

18	You should use a password manager to store your passwords	
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	December annly
20.2.4	Seventy of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
	•	,
18.2.b	Frequency Cost is Experienced	,

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	

19	When using a password manager, you should use it to create long random passwords	
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	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	Periodic
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	Minor
19.6.b	Frequency Cost is Experienced	Periodic
19.a	Do you approve of this advice?	Neutral

Generated passwords

20	Passwords generated for you should be generated with a random generator	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Doesn't apply
20.1.b	Frequency Cost is Experienced	N/A
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	Major
20.2.b	Frequency Cost is Experienced	At Login
20.3	Requires extra resources	
20.3.a	Severity of Cost	Minor
20.3.b	Frequency Cost is Experienced	Once off
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	Doesn't apply
20.4.b	Frequency Cost is Experienced	N/A
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Doesn't apply
20.5.b	Frequency Cost is Experienced	N/A
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Minor
20.6.b	Frequency Cost is Experienced	Once off
20.a	Do you approve of this advice?	Neutral
20.b	Comments	

Final Comments

21	Do you agree with the six cost categories that were used in the survey?	Yes
21.a	Are there any cost categories that you think should be added or removed?	Decreases sense of security in password

Response ID	Completion date	
624141-624132-66108778	8 Oct 2020, 09:54 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me	·.
1.1.a		Yes
1.2	l am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is s point, as the survey is anonymous, it will not be possible to ide	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the inf	ormation sheet.
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in fut from this study may be deposited in an archive if I give permis	
1.5.a		Yes
2	consent to participate in this survey:	Yes
	Select a rank on the below scale from 1 (very poor) to 5 (very kn security knowledge.	owledgeable) to describe your internet
3.1	Internet security knowledge:	3
4	Include specific character types in your password. E.g. your pas lowercase, digit, symbol	ssword must include uppercase,
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	Don't know
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	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?	Yes
4.b	Comments	

5	You should substitute symbols for the letters in your password (e.g. "pa\$\$word")	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
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?	Neutral
5.b	Comments	

Personal password storage

6	Don't store your passwords in a computer file	
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	Minor
6.2.b	Frequency Cost is Experienced	N/A
6.3	Requires extra resources	
6.3.a	Severity of Cost	Major
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	Minor
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	N/A
6.a	Do you approve of this advice?	Neutral
6.b	Comments	if encrypted maybe, but then there is software for that

Expiry

7	Cł	nange your password regularly
7.3	M	akes it more difficult to create a password

7.1.a	Severity of Cost	Major
7.1.b	Frequency Cost is Experienced	Periodic
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Major
7.2.b	Frequency Cost is Experienced	Periodic
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	Major
7.4.b	Frequency Cost is Experienced	Periodic
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	Positive
7.6.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Neutral
7.b	Comments	
8	Change your password if you suspect it has been compromised	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Positive
8.1.b	Frequency Cost is Experienced	Once off
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Positive
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	Once off
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Positive

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	Major
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	Positive
9.1.b	Frequency Cost is Experienced	N/A
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Positive
9.2.b	Frequency Cost is Experienced	N/A
9.3	Requires extra resources	
9.3.a	Severity of Cost	Positive
9.3.b	Frequency Cost is Experienced	N/A
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Positive
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	Positive
9.6.b	Frequency Cost is Experienced	N/A
9.a	Do you approve of this advice?	Neutral

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	Major
10.3.b	Frequency Cost is Experienced	Don't know
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	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	Positive
10.6.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Yes
10.b	Comments	
10.b		

11	Don't send passwords by email	
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	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	Major
11.6.b	Frequency Cost is Experienced	Periodic
11.a	Do you approve of this advice?	Yes
11.b	Comments	Sadly too many software such as mailman has to learn this still
12	Check web pages are encrypted by looking for the padlock or "htt	rps"
12	Check web pages are encrypted by looking for the padlock or "htt Makes it more difficult to create a password	rps"
		Doesn't apply
12.1	Makes it more difficult to create a password	
12.1 12.1.a	Makes it more difficult to create a password Severity of Cost	Doesn't apply
12.1.a 12.1.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	Doesn't apply
12.1.a 12.1.b 12.2	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	Doesn't apply N/A
12.1.a 12.1.b 12.2 12.2.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	Doesn't apply N/A Doesn't apply
12.1.a 12.1.b 12.2 12.2.a 12.2.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply
12.1.a 12.1.b 12.2 12.2.a 12.2.b 12.3	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	Doesn't apply N/A Doesn't apply N/A
12.1.a 12.1.b 12.2 12.2.a 12.2.b 12.3 12.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	Doesn't apply N/A Doesn't apply N/A Doesn't apply
12.1.a 12.1.b 12.2 12.2.a 12.2.b 12.3 12.3.a 12.3.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply N/A Doesn't apply
12.1 12.1.a 12.1.b 12.2 12.2.a 12.2.b 12.3 12.3.a 12.3.b 12.4	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A
12.1 12.1.a 12.1.b 12.2 12.2.a 12.2.b 12.3 12.3.a 12.3.b 12.4 12.4.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A Doesn't apply

N/A

12.5.b

Frequency Cost is Experienced

12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Positive
12.6.b	Frequency Cost is Experienced	At Login
12.a	Do you approve of this advice?	Yes
12.b	Comments	

13	Log out after using public computers	
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	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?	Yes
14.b	Comments	auto-fill is okay, paste is not
4.5		
15	You should have an option to view your password after you have t	yped it
15.1	Makes it more difficult to create a password	De seelt engly
15.1.a	Severity of Cost	Doesn't apply
15.1.b	Frequency Cost is Experienced Makes it loss easy to remember	N/A
15.2 15.2.a	Makes it less easy to remember Severity of Cost	Doesn't apply
15.2.a	Frequency Cost is Experienced	N/A
15.3	Requires extra resources	N/A
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
13.7.0	Trequency cost is Experienced	14/7 (

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	And the opposite; one should be able not to see the password or its length at all (not even the letter currently typed)
16	Make your security answers difficult to guess	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Minor
16.1.b	Frequency Cost is Experienced	N/A
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Minor
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	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	Major
16.6.b	Frequency Cost is Experienced	N/A
16.a	Do you approve of this advice?	Neutral

16.b

Comments

Two factor authentication

17	You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device)	
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	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	Major
17.5.b	Frequency Cost is Experienced	Periodic
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Major
17.6.b	Frequency Cost is Experienced	Periodic
17.a	Do you approve of this advice?	No
17.b	Comments	Very few exceptions but not for general use.

Password manager

18	You should use a password manager to store your passwords	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Don't know
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	

18.2.a	Severity of Cost	Positive
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Positive
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	Positive
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	Password managers can be good. Muscle memory is better.
19	When using a password manager, you should use it to create long	random passwords
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	Major
19.2.b	Frequency Cost is Experienced	N/A
19.3	Requires extra resources	
19.3.a	Severity of Cost	Minor

N/A

Major

Once off

Doesn't apply

19.3.b

19.4

19.4.a

19.4.b

19.5

19.5.a

Frequency Cost is Experienced

Frequency Cost is Experienced

Severity of Cost

Severity of Cost

Requires the creation of a new password

Increases the computing power needed

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	

Generated passwords

20	Passwords generated for you should be generated with a random generator	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Doesn't apply
20.1.b	Frequency Cost is Experienced	N/A
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	Doesn't apply
20.2.b	Frequency Cost is Experienced	N/A
20.3	Requires extra resources	
20.3.a	Severity of Cost	Doesn't apply
20.3.b	Frequency Cost is Experienced	N/A
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	Doesn't apply
20.4.b	Frequency Cost is Experienced	N/A
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Positive
20.5.b	Frequency Cost is Experienced	Once off
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Doesn't apply
20.6.b	Frequency Cost is Experienced	N/A
20.a	Do you approve of this advice?	Yes
20.b	Comments	Can also be a random generator producing haikus ;-)

Final Comments

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

|--|

Response ID	Completion date	
624141-624132-66283296	13 Oct 2020, 11:36 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	l am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is su point, as the survey is anonymous, it will not be possible to iden	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the info	rmation sheet.
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in futu from this study may be deposited in an archive if I give permiss	
1.5.a		Yes
2	consent to participate in this survey:	Yes
	Select a rank on the below scale from 1 (very poor) to 5 (very knossecurity knowledge.	wledgeable) to describe your internet
3.1	Internet security knowledge:	2
4	Include specific character types in your password. E.g. your pass lowercase, digit, symbol	word must include uppercase,
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	Doesn't apply
4.6.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	Yes
4.b	Comments	
5	You should substitute symbols for the letters in your password (e.	g. "pa\$\$word")
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
		Office of f
5.2	Makes it less easy to remember	Once on
5.2 5.2.a		Minor
	Makes it less easy to remember	
5.2.a	Makes it less easy to remember Severity of Cost	Minor
5.2.a 5.2.b	Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	Minor
5.2.a 5.2.b 5.3	Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	Minor At Login
5.2.a 5.2.b 5.3 5.3.a	Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	Minor At Login Doesn't apply
5.2.a 5.2.b 5.3 5.3.a 5.3.b	Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Minor At Login Doesn't apply
5.2.a 5.2.b 5.3 5.3.a 5.3.b 5.4	Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	Minor At Login Doesn't apply N/A
5.2.a 5.2.b 5.3 5.3.a 5.3.b 5.4 5.4.a	Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	Minor At Login Doesn't apply N/A Doesn't apply
5.2.a 5.2.b 5.3 5.3.a 5.3.b 5.4 5.4.a 5.4.b	Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	Minor At Login Doesn't apply N/A Doesn't apply
5.2.a 5.2.b 5.3 5.3.a 5.3.b 5.4 5.4.a 5.4.b	Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced Increases the computing power needed	Minor At Login Doesn't apply N/A Doesn't apply N/A

Doesn't apply

N/A

Neutral

5.6.a

5.6.b

5.a

Severity of Cost

Frequency Cost is Experienced

Do you approve of this advice?

Personal password storage

6	Don't store your passwords in a computer file	
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	Positive
6.2.b	Frequency Cost is Experienced	At Login
6.3	Requires extra resources	
6.3.a	Severity of Cost	Positive
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	Minor
6.6.b	Frequency Cost is Experienced	At Login
6.a	Do you approve of this advice?	Yes
6.b	Comments	

Expiry

7	Change your password regularly	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Major
7.1.b	Frequency Cost is Experienced	Periodic

7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Major
7.2.b	Frequency Cost is Experienced	Periodic
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	Major
7.4.b	Frequency Cost is Experienced	Periodic
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	Major
7.6.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Neutral
7.b	Comments	
7.b	Comments	
7.b	Change your password if you suspect it has been compromised	
8	Change your password if you suspect it has been compromised	Doesn't apply
8 8.1	Change your password if you suspect it has been compromised Makes it more difficult to create a password	Doesn't apply N/A
8 8.1 8.1.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost	
8 8.1 8.1.a 8.1.b	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	
8 8.1.a 8.1.b 8.2	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	N/A
8 8.1.a 8.1.b 8.2 8.2.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	N/A Minor
8 8.1.a 8.1.b 8.2 8.2.a 8.2.b	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	N/A Minor
8 8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	N/A Minor Once off
8 8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	N/A Minor Once off Doesn't apply
8 8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3.a 8.3.b	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	N/A Minor Once off Doesn't apply
8 8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3 8.3.a 8.3.b 8.4	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires treation of a new password	N/A Minor Once off Doesn't apply N/A
8 8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3 8.3.a 8.3.b 8.4.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	N/A Minor Once off Doesn't apply N/A Positive
8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3.a 8.3.a 8.3.b 8.4.a 8.4.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	N/A Minor Once off Doesn't apply N/A Positive

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	Minor
9.1.b	Frequency Cost is Experienced	Periodic
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Positive
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	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	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 send passwords by email	
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	2 Check web pages are encrypted by looking for the padlock or "https"	
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	
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13	Log out after using public computers	
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	Minor
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	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	N/A
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	N/A
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	N/A
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	N/A
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
	• • • •	163
	Comments	
14.b	Comments	
14.6	You should have an option to view your password after you have	typed it
		typed it
15	You should have an option to view your password after you have	typed it Doesn't apply
15 15.1	You should have an option to view your password after you have Makes it more difficult to create a password	
15 15.1 15.1.a	You should have an option to view your password after you have Makes it more difficult to create a password Severity of Cost	Doesn't apply
15 15.1 15.1.a 15.1.b	You should have an option to view your password after you have Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	Doesn't apply
15 15.1 15.1.a 15.1.b 15.2	You should have an option to view your password after you have Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	Doesn't apply N/A
15 15.1.a 15.1.b 15.2 15.2.a	You should have an option to view your password after you have Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	Doesn't apply N/A Doesn't apply
15 15.1.a 15.1.b 15.2 15.2.a 15.2.b	You should have an option to view your password after you have Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply
15 15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3	You should have an option to view your password after you have Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	Doesn't apply N/A Doesn't apply N/A
15.1.a 15.1.b 15.2.a 15.2.b 15.3.1 15.3.a	You should have an option to view your password after you have Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2.a 15.2.b 15.3.a 15.3.a 15.4	You should have an option to view your password after you have Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3 15.3.a	You should have an option to view your password after you have Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply N/A Doesn't apply

Doesn't apply

N/A

Increases the computing power needed

Frequency Cost is Experienced

Severity of Cost

15.5

15.5.a

15.5.b

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?	Neutral
15.b	Comments	

16	Make your security answers difficult to guess	
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	Major
16.2.b	Frequency Cost is Experienced	Once off
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	Major
16.6.b	Frequency Cost is Experienced	Once off
16.a	Do you approve of this advice?	Neutral
16.b	Comments	

Two factor authentication

17	You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device)

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	At Login
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	Major
17.6.b	Frequency Cost is Experienced	At Login
17.a	Do you approve of this advice?	Neutral
17.b	Comments	If it is for something where high security is very important like online banking then yes, I approve. But if it's for something simpler then while I understand it might be a good idea, it's just frustrating.

Password manager

18	You should use a password manager to store your passwords	
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	Once off
18.4	Requires the creation of a new password	
18.4.a	Severity of Cost	Minor
18.4.b	Frequency Cost is Experienced	Once off
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	Once off
18.a	Do you approve of this advice?	No
18.b	Comments	
19	When using a password manager, you should use it to create long	random passwords
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	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	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?	No
19.b	Comments	

Generated passwords

20	Passwords generated for you should be generated with a random generator	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Doesn't apply
20.1.b	Frequency Cost is Experienced	N/A
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	Minor
20.2.b	Frequency Cost is Experienced	At Login
20.3	Requires extra resources	
20.3.a	Severity of Cost	Doesn't apply
20.3.b	Frequency Cost is Experienced	N/A
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	Doesn't apply
20.4.b	Frequency Cost is Experienced	N/A
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Doesn't apply
20.5.b	Frequency Cost is Experienced	N/A
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Doesn't apply
20.6.b	Frequency Cost is Experienced	N/A
20.a	Do you approve of this advice?	No
20.b	Comments	

Final Comments

21	Do you agree with the six cost categories that were used in the	Yes
	survey?	

- 21.a Are there any cost categories that you think should be added or removed?
- This is the end of the survey do you have any final comments?

Response ID	Completion date	
624141-624132-66338242	14 Oct 2020, 14:09 (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 suppoint, as the survey is anonymous, it will not be possible to ide	
1.3.a	Yes
1.4 I understand the limits of confidentiality as described in the info	ormation sheet.
1.4.a	Yes
I understand that my anonymous responses may be used in fut from this study may be deposited in an archive if I give permiss	
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 knowledge.	owledgeable) to describe your internet
3.1 Internet security knowledge:	3
4 Include specific character types in your password. E.g. your pas lowercase, digit, symbol	sword must include uppercase,
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	Doesn't apply
4.6.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	Yes
4.b	Comments	
5	You should substitute symbols for the letters in your password (e.g	g. "pa\$\$word")
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	Major
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	Doesn't apply

N/A

No

5.6.b

5.a

Frequency Cost is Experienced

Do you approve of this advice?

Personal password storage

6	Don't store your passwords in a computer file	
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?	Yes
6.b	Comments	

Expiry

7	Change your password regularly	
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	Makes it less easy to remember	Major
7.2.a	Severity of Cost	Major
7.2.b	Frequency Cost is Experienced	At Login
7.3	Requires extra resources	5 0 1
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?	Yes
7.b	Comments	
8	Change your password if you suspect it has been compromised	
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	Minor
8.2.b	Frequency Cost is Experienced	Once off
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.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?	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	At Login
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	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?	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	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 send passwords by email	
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	Check web pages are encrypted by looking for the padlock or "https"	
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	At Login

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

13	Log out after using public computers	
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	Minor
13.6.b	Frequency Cost is Experienced	At Login
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 have an option to view your password after you have	typed it
15.1	Makes it more difficult to create a password	
15.1 15.1.a	Makes it more difficult to create a password Severity of Cost	Doesn't apply
15.1.a 15.1.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	
15.1.a 15.1.b 15.2	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	Doesn't apply N/A Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	Doesn't apply N/A Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a 15.3.b 15.4	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3 15.3.a 15.3.b 15.4 15.4	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A Doesn't apply
15.1 15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a 15.3.b 15.4.a 15.4.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A
15.1 15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a 15.3.b 15.4.a 15.4.a 15.4.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced Increases the computing power needed	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A
15.1 15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a 15.3.b 15.4.a 15.4.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A Doesn't apply

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	

16	Make your security answers difficult to guess	
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	Minor
16.6.b	Frequency Cost is Experienced	Once off
16.a	Do you approve of this advice?	Yes
16.b	Comments	

Two factor authentication

17	You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device)

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	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	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?	Yes
17.b	Comments	

Password manager

18	You should use a password manager to store your passwords	
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	Descrit apply
20.2.4	Severity of cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
	•	,
18.2.b	Frequency Cost is Experienced	,

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	At Login
18.a	Do you approve of this advice?	Yes
18.b	Comments	

19	When using a password manager, you should use it to create long random passwords	
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?	Yes

Generated passwords

20	Passwords generated for you should be generated with a random generator	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Doesn't apply
20.1.b	Frequency Cost is Experienced	N/A
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	Doesn't apply
20.2.b	Frequency Cost is Experienced	N/A
20.3	Requires extra resources	
20.3.a	Severity of Cost	Doesn't apply
20.3.b	Frequency Cost is Experienced	N/A
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	Doesn't apply
20.4.b	Frequency Cost is Experienced	N/A
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Doesn't apply
20.5.b	Frequency Cost is Experienced	N/A
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Doesn't apply
20.6.b	Frequency Cost is Experienced	N/A
20.a	Do you approve of this advice?	Yes
20.b	Comments	

Final Comments

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

Response ID	Completion date	
624141-624132-66412182	16 Oct 2020, 11:36 (BST)	

1	Informed consent		
1.1	.1 The purpose and nature of this study has been explained to me.		
1.1.a		Yes	
1.2	l am participating voluntarily.		
1.2.a		Yes	
1.3	I understand that I can withdraw from the survey up until it is su point, as the survey is anonymous, it will not be possible to iden		
1.3.a		Yes	
1.4	I understand the limits of confidentiality as described in the info	rmation 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	consent to participate in this survey:	Yes	
	Select a rank on the below scale from 1 (very poor) to 5 (very known security knowledge.	wledgeable) to describe your internet	
3.1	Internet security knowledge:	2	
4	Include specific character types in your password. E.g. your pass lowercase, digit, symbol	word must include uppercase,	
4.1	Makes it more difficult to create a password		
4.1.a	Severity of Cost	Major	
4.1.b	Frequency Cost is Experienced	At Login	
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	Minor	

4.3.b	Frequency Cost is Experienced	Periodic
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	Major
4.6.b	Frequency Cost is Experienced	At Login
4.a	Do you approve of this advice?	No
4.b	Comments	
5	You should substitute symbols for the letters in your password (e.	g. "pa\$\$word")
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Major
5.1.b	Frequency Cost is Experienced	At Login
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	Major
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	

Minor

No

Once off

5.6.a

5.6.b

5.a

Severity of Cost

Frequency Cost is Experienced

Do you approve of this advice?

Personal password storage

6	Don't store your passwords in a computer file	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Major
6.1.b	Frequency Cost is Experienced	At Login
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	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	At Login
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	At Login
6.a	Do you approve of this advice?	No
6.b	Comments	

Expiry

7	Change your password regularly	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Major

7.1.b	Frequency Cost is Experienced	At Login
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Major
7.2.b	Frequency Cost is Experienced	At Login
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	Major
7.6.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	No
7.b	Comments	
8	Change your password if you suspect it has been compromised	
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	Doesn't apply N/A
8.2	Frequency Cost is Experienced Makes it less easy to remember	N/A
8.2 8.2.a	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	N/A Doesn't apply
8.2 8.2.a 8.2.b	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	N/A
8.2.a 8.2.b 8.3	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	N/A Doesn't apply N/A
8.2 8.2.a 8.2.b 8.3 8.3.a	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	N/A Doesn't apply
8.2.a 8.2.b 8.3	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	N/A Doesn't apply N/A
8.2 8.2.a 8.2.b 8.3 8.3.a	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	N/A Doesn't apply N/A Major
8.2 8.2.a 8.2.b 8.3 8.3.a 8.3.b	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	N/A Doesn't apply N/A Major

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	At Login
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	At Login
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	Major
9.3.b	Frequency Cost is Experienced	At Login
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	At Login
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	At Login
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	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 send passwords by email	
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	Check web pages are encrypted by looking for the padlock or "https"	
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?	Neutral
12.b	Comments	

13	Log out after using public computers	
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	Doesn't apply
14.6.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	
15	You should have an option to view your password after you have	typed it
15.1	Makes it more difficult to create a password	typed it
		typed it Doesn't apply
15.1.a 15.1.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	
15.1.a	Makes it more difficult to create a password Severity of Cost	Doesn't apply
15.1.a 15.1.b 15.2 15.2.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	Doesn't apply
15.1.a 15.1.b 15.2	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.b 15.4	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	Doesn't apply N/A Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.b 15.4	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A
15.1 15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a 15.3.b 15.4.a 15.4.a 15.4.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A Doesn't apply
15.1 15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a 15.3.b 15.4.a 15.4.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A Doesn't apply N/A Doesn't apply N/A Doesn't apply

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	

16	Make your security answers difficult to guess	
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?	Yes
16.b	Comments	

Two factor authentication

17	You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device)

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	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?	No
17.b	Comments	

Password manager

18	You should use a password manager to store your passwords	
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	

19	When using a password manager, you should use it to create long random passwords	
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?	No

Generated passwords

20	Passwords generated for you should be generated with a random generator	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Doesn't apply
20.1.b	Frequency Cost is Experienced	N/A
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	Doesn't apply
20.2.b	Frequency Cost is Experienced	N/A
20.3	Requires extra resources	
20.3.a	Severity of Cost	Doesn't apply
20.3.b	Frequency Cost is Experienced	N/A
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	Doesn't apply
20.4.b	Frequency Cost is Experienced	N/A
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Doesn't apply
20.5.b	Frequency Cost is Experienced	N/A
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Doesn't apply
20.6.b	Frequency Cost is Experienced	N/A
20.a	Do you approve of this advice?	Yes
20.b	Comments	

Final Comments

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

Response ID	Completion date	
624141-624132-66423538	16 Oct 2020, 14:53 (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 su point, as the survey is anonymous, it will not be possible to iden	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the info	rmation sheet.
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in futue from this study may be deposited in an archive if I give permiss	
1.5.a		Yes
2 1	consent to participate in this survey:	Yes
	Select a rank on the below scale from 1 (very poor) to 5 (very knosecurity knowledge.	wledgeable) to describe your internet
3.1	Internet security knowledge:	3
4	Include specific character types in your password. E.g. your pass lowercase, digit, symbol	sword must include uppercase,
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	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	Doesn't apply
4.6.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	Yes
4.b	Comments	
5	You should substitute symbols for the letters in your password (e.	g. "pa\$\$word")
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	N/A
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Major
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

N/A

Neutral

5.6.b

5.a

Frequency Cost is Experienced

Do you approve of this advice?

5.b	Comments	Increasing complexity is good for security but bothersome to
		remember for the user

Personal password storage

6	Don't store your passwords in a computer file	
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	Minor
6.6.b	Frequency Cost is Experienced	N/A
6.a	Do you approve of this advice?	Yes
6.b	Comments	It makes sense not to keep valuable information in an accessible area

Expiry

Change your password regularly

7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Minor
7.1.b	Frequency Cost is Experienced	Periodic
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Major
7.2.b	Frequency Cost is Experienced	Periodic
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	Major
7.4.b	Frequency Cost is Experienced	Periodic
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	Major
7.6.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Neutral
7.b	Comments	So long as the frequency isn't too
		short for renewal then it seems like a sensible protocol
		short for renewal then it seems
8	Change your password if you suspect it has been compromised	short for renewal then it seems
8.1	Change your password if you suspect it has been compromised Makes it more difficult to create a password	short for renewal then it seems like a sensible protocol
8.1.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost	short for renewal then it seems like a sensible protocol Minor
8.1.a 8.1.b	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	short for renewal then it seems like a sensible protocol
8.1.a 8.1.b 8.2	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	short for renewal then it seems like a sensible protocol Minor Once off
8.1.a 8.1.b 8.2 8.2.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	short for renewal then it seems like a sensible protocol Minor Once off Minor
8.1.a 8.1.b 8.2 8.2.a 8.2.b	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	short for renewal then it seems like a sensible protocol Minor Once off
8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	Minor Once off Minor Once off
8.1.a 8.1.b 8.2 8.2.a 8.2.b	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	short for renewal then it seems like a sensible protocol Minor Once off Minor

8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Positive
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	Doesn't apply
8.6.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	Yes
8.b	Comments	It always better to be safe than sorry if you feel your data is unsafe

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	Major
9.6.b	Frequency Cost is Experienced	Periodic
9.a	Do you approve of this advice?	Neutral
9.b	Comments	using entirely new passwords for every site is taxing, but a varying part of the password for each site may be as effective

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?	Neutral
10.b	Comments	This feel obvious and not something a website needs to point out

email security is
mail security is
email security is
email security is
email security is
email security is

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	Positive
12.6.b	Frequency Cost is Experienced	Periodic
12.a	Do you approve of this advice?	Yes
12.b	Comments	
13	Log out after using public computers	
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	Positive

Periodic

13.6.b

Frequency Cost is Experienced

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	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	Periodic
14.a	Do you approve of this advice?	No
14.b	Comments	It's a nuisance

15	You should have an option to view your password after you have typed it	
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	
16	Make your security answers difficult to guess	
16.1	Makes it more difficult to create a password	December 1
16.1.a	Makes it more difficult to create a password Severity of Cost	Doesn't apply
16.1.a 16.1.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A
16.1.a 16.1.b 16.2	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	N/A
16.1.a 16.1.b 16.2 16.2.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	N/A Minor
16.1.a 16.1.b 16.2 16.2.a 16.2.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	N/A
16.1.a 16.1.b 16.2 16.2.a 16.2.b 16.3	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	N/A Minor Periodic
16.1.a 16.1.b 16.2 16.2.a 16.2.b 16.3 16.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	N/A Minor Periodic Doesn't apply
16.1.a 16.1.b 16.2 16.2.a 16.2.b 16.3 16.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	N/A Minor Periodic
16.1.a 16.1.b 16.2 16.2.a 16.2.b 16.3 16.3.a 16.3.b 16.4	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	N/A Minor Periodic Doesn't apply N/A
16.1.a 16.1.b 16.2 16.2.a 16.2.b 16.3 16.3.a 16.3.b 16.4 16.4.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	N/A Minor Periodic Doesn't apply N/A Doesn't apply
16.1.a 16.1.b 16.2.a 16.2.b 16.3.a 16.3.a 16.4.a 16.4.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	N/A Minor Periodic Doesn't apply N/A
16.1.a 16.1.b 16.2.a 16.2.b 16.3.a 16.3.a 16.4.a 16.4.b 16.5	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced Increases the computing power needed	N/A Minor Periodic Doesn't apply N/A Doesn't apply N/A
16.1.a 16.1.b 16.2 16.2.a 16.2.b 16.3 16.3.a 16.3.b 16.4 16.4.a 16.4.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	N/A Minor Periodic Doesn't apply N/A Doesn't apply

16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Positive
16.6.b	Frequency Cost is Experienced	Once off
16.a	Do you approve of this advice?	Neutral
16.b	Comments	Security questions should be something only you should know

Two factor authentication

17	You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device)	
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	Periodic
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	Minor
17.4.b	Frequency Cost is Experienced	Once off
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	Periodic
17.a	Do you approve of this advice?	Yes
17.b	Comments	

Password manager

18	You should use a password manager to store your passwords	
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	Don't know
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	Don't know
18.6.b	Frequency Cost is Experienced	N/A
18.a	Do you approve of this advice?	Neutral
18.b	Comments	I've never been recommended one or used one

19	When using a password manager, you should use it to create long random passwords	
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	Minor
19.3.b	Frequency Cost is Experienced	Periodic
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	Minor
19.5.b	Frequency Cost is Experienced	Periodic
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?	Neutral
19.b	Comments	Could be effective but irksome to input

Generated passwords

20	Passwords generated for you should be generated with a random generator	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Doesn't apply
20.1.b	Frequency Cost is Experienced	N/A
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	Major
20.2.b	Frequency Cost is Experienced	At Login
20.3	Requires extra resources	
20.3.a	Severity of Cost	Doesn't apply
20.3.b	Frequency Cost is Experienced	N/A
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	Doesn't apply
20.4.b	Frequency Cost is Experienced	N/A
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Doesn't apply

20.5.b	Frequency Cost is Experienced	N/A
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Doesn't apply
20.6.b	Frequency Cost is Experienced	N/A
20.a	Do you approve of this advice?	Neutral
20.b	Comments	The option to change is afterwards to something more personal and memorable should be given

Final Comments

21	Do you agree with the six cost categories that were used in the survey?	Yes
21.a	Are there any cost categories that you think should be added or removed?	No seems reasonable
22	This is the end of the survey do you have any final comments?	A good prompt to think about my own password generation and memorizing methods!

Response ID	Completion date	
624141-624132-66426525	16 Oct 2020, 15:23 (BST)	

1	Informed consent	
1.1	The purpose and nature of this study has been explained to me.	
1.1.a		Yes
1.2	l am participating voluntarily.	
1.2.a		Yes
1.3	I understand that I can withdraw from the survey up until it is su point, as the survey is anonymous, it will not be possible to ider	
1.3.a		Yes
1.4	I understand the limits of confidentiality as described in the info	rmation sheet.
1.4.a		Yes
1.5	I understand that my anonymous responses may be used in futu from this study may be deposited in an archive if I give permiss	
1.5.a		Yes
	I consent to participate in this survey:	Yes
	Select a rank on the below scale from ${f 1}$ (very poor) to ${f 5}$ (very kno security knowledge.	wledgeable) to describe your internet
3.1	Internet security knowledge:	3
4	Include specific character types in your password. E.g. your pass lowercase, digit, symbol	sword must include uppercase,
4.1	Makes it more difficult to create a password	
4.1.a	Severity of Cost	Positive
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	At Login
4.3	Requires extra resources	
4.3.a	Severity of Cost	Minor

4.3.b	Frequency Cost is Experienced	N/A
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Major
4.4.b	Frequency Cost is Experienced	N/A
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Minor
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	N/A
4.a	Do you approve of this advice?	Yes
4.b	Comments	
5	You should substitute symbols for the letters in your password (e.	g. "pa\$\$word")
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Positive
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	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	Positive
5.4.b	Frequency Cost is Experienced	At Login
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

Periodic

Yes

5.6.b

5.a

Frequency Cost is Experienced

Do you approve of this advice?

Personal password storage

6	Don't store your passwords in a computer file	
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	Major
6.2.b	Frequency Cost is Experienced	
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	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?	Yes
6.b	Comments	

Expiry

7	Change your password regularly	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Major
7.1.b	Frequency Cost is Experienced	Once off

7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Major
7.2.b	Frequency Cost is Experienced	
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	Major
7.4.b	Frequency Cost is Experienced	Periodic
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?	Yes
7.b	Comments	
8	Change your password if you suspect it has been compromised	
8 8.1	Change your password if you suspect it has been compromised Makes it more difficult to create a password	
8 8.1 8.1.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost	Positive
8 8.1 8.1.a 8.1.b	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	Positive Periodic
8.1.a 8.1.b 8.2	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	Periodic
8.1.a 8.1.b 8.2 8.2.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	Periodic Major
8.1.a 8.1.b 8.2	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	Periodic
8.1.a 8.1.b 8.2 8.2.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	Periodic Major
8.1.a 8.1.b 8.2 8.2.a 8.2.b	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	Periodic Major
8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Periodic Major At Login
8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	Periodic Major At Login Minor
8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3.a 8.3.b	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Periodic Major At Login Minor
8 8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3.a 8.3.b 8.4	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	Periodic Major At Login Minor Once off
8 8.1.a 8.1.b 8.2 8.2.a 8.2.b 8.3.a 8.3.b 8.4.a	Change your password if you suspect it has been compromised Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	Periodic Major At Login Minor Once off Minor

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?	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	At Login
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	Major
9.3.b	Frequency Cost is Experienced	At Login
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	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	Minor
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	
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	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		
11	Don't send passwords by email	
11.1	Makes it more difficult to create a password	Docking
11.1.a	Severity of Cost	Positive
11.1.b	Frequency Cost is Experienced	N/A
11.2	Makes it less easy to remember	Minor
11.2.a 11.2.b	Severity of Cost Fraguency Cost is Experienced	Minor
11.2.0	Frequency Cost is Experienced	N/A
11.3 11.3.a	Requires extra resources	Decen't apply
11.3.a 11.3.b	Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A
		IV/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	Check web pages are encrypted by looking for the padlock or "https"	
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?	Yes
12.b	Comments	

13	Log out after using public computers	
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	Major
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	Minor
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	Doesn't apply
14.6.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	
15	You should have an option to view your password after you have	typed it
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	Severity of Cost Frequency Cost is Experienced	Doesn't apply N/A
15.4.b 15.5	•	
	Frequency Cost is Experienced	
15.5	Frequency Cost is Experienced Increases the computing power needed	N/A
15.5 15.5.a	Frequency Cost is Experienced Increases the computing power needed Severity of Cost	N/A Doesn't apply
15.5.a 15.5.b	Frequency Cost is Experienced Increases the computing power needed Severity of Cost Frequency Cost is Experienced	N/A Doesn't apply

N/A

15.6.b

Frequency Cost is Experienced

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

16	Make your security answers difficult to guess	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Minor
16.1.b	Frequency Cost is Experienced	N/A
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Major
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	Minor
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?	Yes
16.b	Comments	

Two factor authentication

17	You should use 2-factor authentication when logging into account special device)	s (e.g. a code from an app or a
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	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	

Password manager

18	You should use a password manager to store your passwords	
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	

19	When using a password manager, you should use it to create long	ı random passwords
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	Major
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	Major
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	Major
19.6.b	Frequency Cost is Experienced	N/A
19.a	Do you approve of this advice?	Neutral
19.b	Comments	

Generated passwords

20	Passwords generated for you should be generated with a random	generator
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Minor
20.1.b	Frequency Cost is Experienced	N/A
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	Major
20.2.b	Frequency Cost is Experienced	N/A
20.3	Requires extra resources	
20.3.a	Severity of Cost	Doesn't apply
20.3.b	Frequency Cost is Experienced	N/A
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	Minor
20.4.b	Frequency Cost is Experienced	N/A
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Doesn't apply
20.5.b	Frequency Cost is Experienced	N/A
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Doesn't apply
20.6.b	Frequency Cost is Experienced	N/A
20.a	Do you approve of this advice?	Yes
20.b	Comments	

Final Comments

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

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

Response ID	Completion date	
624141-624132-66420857	16 Oct 2020, 15:23 (BST)	

1 Informed conser	nt	
1.1 The purpose and	nature of this study has been explained	to me.
1.1.a		Yes
1.2 I am participatir	ng voluntarily.	
1.2.a		Yes
	t I can withdraw from the survey up until vey is anonymous, it will not be possible	it is submitted. I understand that after that to identify and remove the data.
1.3.a		Yes
1.4 I understand the	limits of confidentiality as described in t	he information sheet.
1.4.a		Yes
	t my anonymous responses may be used may be deposited in an archive if I give p	
1.5.a		Yes
	ipate in this survey:	Yes
3 Select a rank on the security knowledge		ery knowledgeable) to describe your internet
3.1 Internet security k	knowledge:	2
4 Include specific lowercase, digit,	character types in your password. E.g. yo , symbol	ur password must include uppercase,
_	ifficult to create a password	
4.1.a Severity of Cost		Major
4.1.b Frequency Cost	·	Once off
	sy to remember	
4.2.a Severity of Cost		Minor
4.2.b Frequency Cost	is Experienced	At Login
4.3 Requires extra r	esources	
4.3.a Severity of Cost		Don't know

4.3.b	Frequency Cost is Experienced	N/A
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Major
4.4.b	Frequency Cost is Experienced	Once off
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Don't know
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?	No
4.b	Comments	
5	You should substitute symbols for the letters in your password (e.	g. "pa\$\$word")
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
5.1.a 5.1.b	Severity of Cost Frequency Cost is Experienced	Minor Once off
	· · · · · · · · · · · · · · · · · · ·	
5.1.b	Frequency Cost is Experienced	
5.1.b 5.2	Frequency Cost is Experienced Makes it less easy to remember	Once off
5.1.b 5.2 5.2.a	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	Once off Minor
5.1.b 5.2 5.2.a 5.2.b	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	Once off Minor
5.1.b 5.2 5.2.a 5.2.b 5.3	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	Once off Minor At Login
5.1.b 5.2 5.2.a 5.2.b 5.3 5.3.a	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	Once off Minor At Login Doesn't apply
5.1.b 5.2 5.2.a 5.2.b 5.3 5.3.a 5.3.b	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Once off Minor At Login Doesn't apply
5.1.b 5.2 5.2.a 5.2.b 5.3 5.3.a 5.3.b 5.4	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	Once off Minor At Login Doesn't apply N/A
5.1.b 5.2 5.2.a 5.2.b 5.3 5.3.a 5.3.b 5.4 5.4.a	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	Once off Minor At Login Doesn't apply N/A Major
5.1.b 5.2 5.2.a 5.2.b 5.3 5.3.a 5.3.b 5.4 5.4.a 5.4.b	Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	Once off Minor At Login Doesn't apply N/A Major

Minor

Once off

Neutral

5.6

5.6.a

5.6.b

5.a

Requires other extra time or effort

Frequency Cost is Experienced

Do you approve of this advice?

Severity of Cost

Personal password storage

6	Don't store your passwords in a computer file	
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	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	Don't know
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	Fraguency Cost is Experienced	At Login
	Frequency Cost is Experienced De you approve of this advise?	At Login
6.a	Do you approve of this advice?	No
6.b	Comments	

Expiry

7	Change your password regularly	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Major

7.1.b	Frequency Cost is Experienced	Periodic
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Major
7.2.b	Frequency Cost is Experienced	At Login
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	Major
7.4.b	Frequency Cost is Experienced	At Login
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Don't know
7.5.b	Frequency Cost is Experienced	N/A
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	Major
7.6.b	Frequency Cost is Experienced	At Login
7.a	Do you approve of this advice?	No
7.b	Comments	
8	Change your password if you suspect it has been compromised	
8.1	Makes it more difficult to create a password	Describerable
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	December
8.2.a	Severity of Cost	Doesn't apply
8.2.b	Frequency Cost is Experienced	N/A
8.3	Requires extra resources	December
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	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?	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	At Login
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	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	At Login
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Minor
9.6.b	Frequency Cost is Experienced	Once off
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	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	Minor
10.2.b	Frequency Cost is Experienced	At Login
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	Don't know
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 send passwords by email	
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	Minor
11.2.b	Frequency Cost is Experienced	At Login
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?	Yes
11.b	Comments	
12	Check web pages are encrypted by looking for the padlock or "htt	ps"
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	Don't know
12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Minor

At Login

12.6.b

Frequency Cost is Experienced

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

13	Log out after using public computers	
13.1	Makes it more difficult to create a password	
13.1.a	Severity of Cost	Minor
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	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	Major
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	

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	Major
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	At Login
14.a	Do you approve of this advice?	Neutral
14.b	Comments	
4.5		
15	You should have an option to view your password after you have	typed it
15.1	Makes it more difficult to create a password	
15.1 15.1.a	Makes it more difficult to create a password Severity of Cost	Positive
15.1.a 15.1.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced	
15.1.a 15.1.b 15.2	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember	Positive Once off
15.1.a 15.1.b 15.2 15.2.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost	Positive Once off Positive
15.1.a 15.1.b 15.2 15.2.a 15.2.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced	Positive Once off
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources	Positive Once off Positive N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost	Positive Once off Positive N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3.a 15.3.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced	Positive Once off Positive N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3 15.3.a 15.3.b 15.4	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password	Positive Once off Positive N/A Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3 15.3.a 15.3.b 15.4 15.4.a	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost	Positive Once off Positive N/A Doesn't apply N/A Doesn't apply
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3 15.3.a 15.3.b 15.4 15.4.a 15.4.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	Positive Once off Positive N/A Doesn't apply N/A
15.1.a 15.1.b 15.2.a 15.2.b 15.3.a 15.3.b 15.4.a 15.4.b 15.5	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced Increases the computing power needed	Positive Once off Positive N/A Doesn't apply N/A Doesn't apply N/A
15.1.a 15.1.b 15.2 15.2.a 15.2.b 15.3 15.3.a 15.3.b 15.4 15.4.a 15.4.b	Makes it more difficult to create a password Severity of Cost Frequency Cost is Experienced Makes it less easy to remember Severity of Cost Frequency Cost is Experienced Requires extra resources Severity of Cost Frequency Cost is Experienced Requires the creation of a new password Severity of Cost Frequency Cost is Experienced	Positive Once off Positive N/A Doesn't apply N/A Doesn't apply

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

16	Make your security answers difficult to guess	
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	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	Major
16.5.b	Frequency Cost is Experienced	Periodic
16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Major
16.6.b	Frequency Cost is Experienced	Periodic
16.a	Do you approve of this advice?	Neutral
16.b	Comments	

Two factor authentication

17	You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device)

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	At Login
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	Major
17.5.b	Frequency Cost is Experienced	At Login
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Major
17.6.b	Frequency Cost is Experienced	At Login
17.a	Do you approve of this advice?	No
17.b	Comments	

Password manager

18	You should use a password manager to store your passwords	
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	Positive
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	Minor
18.5.b	Frequency Cost is Experienced	At Login
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	

19	When using a password manager, you should use it to create long random passwords	
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	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	Positive
19.4.b	Frequency Cost is Experienced	Once off
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	Doesn't apply
19.6.b	Frequency Cost is Experienced	N/A
19.a	Do you approve of this advice?	Yes

Generated passwords

20	Passwords generated for you should be generated with a random	generator
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Positive
20.1.b	Frequency Cost is Experienced	Once off
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	Major
20.2.b	Frequency Cost is Experienced	At Login
20.3	Requires extra resources	
20.3.a	Severity of Cost	Doesn't apply
20.3.b	Frequency Cost is Experienced	N/A
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	Major
20.4.b	Frequency Cost is Experienced	Once off
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Don't know
20.5.b	Frequency Cost is Experienced	N/A
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Positive
20.6.b	Frequency Cost is Experienced	N/A
20.a	Do you approve of this advice?	Yes
20.b	Comments	

Final Comments

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