Jisc

Study of User password policy costs Survey 3

Response ID	Completion date	
633858-633849-66089396	7 Oct 2020, 16:48 (BST)	

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

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.	
3.1	Internet security knowledge:	2

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

4.2.b	Frequency Cost is Experienced	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	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	A password should be rejected if it is too common	
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	Doesn't apply
5.4.b	Frequency Cost is Experienced	N/A
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	

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

6	Password must be longer than a certain length (e.g. greater than 8 or 12 characters)	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Major
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	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?	No
6.b	Comments	

Personal password storage

7	Don't choose "remember me" when logging in to a website or computer	
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	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	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	
7.5.b	Frequency Cost is Experienced	
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	
7.6.b	Frequency Cost is Experienced	
7.a	Do you approve of this advice?	No
7.b	Comments	

Expiry

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

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

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Major
9.1.b	Frequency Cost is Experienced	Once off
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Minor
9.2.b	Frequency Cost is Experienced	Once off
9.3	Requires extra resources	
9.3.a	Severity of Cost	
9.3.b	Frequency Cost is Experienced	
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	
9.4.b	Frequency Cost is Experienced	
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	
9.5.b	Frequency Cost is Experienced	
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	
9.6.b	Frequency Cost is Experienced	

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

10	**You should alter your password and then reuse it on other websites or computers**	
10.1	**Makes it more difficult to create a password**	
10.1.a	Severity of Cost	Don't know
10.1.b	Frequency Cost is Experienced	
10.2	**Makes it less easy to remember**	
10.2.a	Severity of Cost	Don't know
10.2.b	Frequency Cost is Experienced	
10.3	**Requires extra resources**	
10.3.a	Severity of Cost	Don't know
10.3.b	Frequency Cost is Experienced	
10.4	**Requires the creation of a new password**	
10.4.a	Severity of Cost	Don't know
10.4.b	Frequency Cost is Experienced	
10.5	**Increases the computing power needed**	
10.5.a	Severity of Cost	Don't know
10.5.b	Frequency Cost is Experienced	
10.6	**Requires other extra time or effort**	
10.6.a	Severity of Cost	Don't know
10.6.b	Frequency Cost is Experienced	
10.a	Do you approve of this advice?	No
10.b	Comments	

Sharing

11	**Never share your password**	
11.1	**Makes it more difficult to create a password**	
11.1.a	Severity of Cost	Minor
11.1.b	Frequency Cost is Experienced	
11.2	**Makes it less easy to remember**	

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

12	Do not store hints about your password	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Major
12.1.b	Frequency Cost is Experienced	
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Major
12.2.b	Frequency Cost is Experienced	
12.3	Requires extra resources	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	
12.4.b	Frequency Cost is Experienced	
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	
12.5.b	Frequency Cost is Experienced	

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

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

14	Make digital & physical back-ups of your work	
14.1	Makes it more difficult to create a password	
14.1.a	Severity of Cost	Minor
14.1.b	Frequency Cost is Experienced	
14.2	Makes it less easy to remember	

14.2.a	Severity of Cost	Doesn't apply
14.2.b	Frequency Cost is Experienced	
14.3	Requires extra resources	
14.3.a	Severity of Cost	Major
14.3.b	Frequency Cost is Experienced	
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	
14.5	Increases the computing power needed	
14.5.a	Severity of Cost	
14.5.b	Frequency Cost is Experienced	
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Major
14.6.b	Frequency Cost is Experienced	
14.a	Do you approve of this advice?	Yes
14.b	Comments	

Logging in

15	You should not be able to paste your password when logging in	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Major
15.1.b	Frequency Cost is Experienced	
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Major
15.2.b	Frequency Cost is Experienced	
15.3	Requires extra resources	
15.3.a	Severity of Cost	
15.3.b	Frequency Cost is Experienced	
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	
15.4.b	Frequency Cost is Experienced	

15.5	Increases the computing power needed	
15.5.a	Severity of Cost	
15.5.b	Frequency Cost is Experienced	
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	Major
15.6.b	Frequency Cost is Experienced	
15.a	Do you approve of this advice?	No
15.b	Comments	

16	You can only make so many attempts to enter your password before a delay or lock out.	
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	
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	
16.3	Requires extra resources	
16.3.a	Severity of Cost	
16.3.b	Frequency Cost is Experienced	
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	
16.4.b	Frequency Cost is Experienced	
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	
16.5.b	Frequency Cost is Experienced	
16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	
16.6.b	Frequency Cost is Experienced	
16.a	Do you approve of this advice?	Yes
16.b	Comments	

Two factor authentication

17	When you want to log in, you should have to enter an additional code from an app or a special device	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Major
17.1.b	Frequency Cost is Experienced	Periodic
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	Doesn't apply
17.2.b	Frequency Cost is Experienced	
17.3	Requires extra resources	
17.3.a	Severity of Cost	Major
17.3.b	Frequency Cost is Experienced	
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	
17.5	Increases the computing power needed	
17.5.a	Severity of Cost	
17.5.b	Frequency Cost is Experienced	
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	
17.6.b	Frequency Cost is Experienced	
17.a	Do you approve of this advice?	Yes
17.b	Comments	

18	When you want to log in, you should have to enter an additional code that is sent to you by text message (or phone call)	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Major
18.1.b	Frequency Cost is Experienced	Periodic
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	
18.3	Requires extra resources	
18.3.a	Severity of Cost	Major
18.3.b	Frequency Cost is Experienced	Periodic

18.4	Requires the creation of a new password	
18.4.a	Severity of Cost	
18.4.b	Frequency Cost is Experienced	
18.5	Increases the computing power needed	
18.5.a	Severity of Cost	
18.5.b	Frequency Cost is Experienced	
18.6	Requires other extra time or effort	
18.6.a	Severity of Cost	
18.6.b	Frequency Cost is Experienced	
18.a	Do you approve of this advice?	No
18.b	Comments	

Password manager

19	You should use a password manager to store your 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	
19.2	Makes it less easy to remember	
19.2.a	Severity of Cost	
19.2.b	Frequency Cost is Experienced	
19.3	Requires extra resources	
19.3.a	Severity of Cost	
19.3.b	Frequency Cost is Experienced	
19.4	Requires the creation of a new password	
19.4.a	Severity of Cost	
19.4.b	Frequency Cost is Experienced	
19.5	Increases the computing power needed	
19.5.a	Severity of Cost	
19.5.b	Frequency Cost is Experienced	
19.6	Requires other extra time or effort	
19.6.a	Severity of Cost	

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

20	You should change your password if it was successfully guessed in a security test by your website or organization.	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	
20.1.b	Frequency Cost is Experienced	
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	
20.2.b	Frequency Cost is Experienced	
20.3	Requires extra resources	
20.3.a	Severity of Cost	
20.3.b	Frequency Cost is Experienced	
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	
20.4.b	Frequency Cost is Experienced	
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	
20.5.b	Frequency Cost is Experienced	
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	
20.6.b	Frequency Cost is Experienced	
20.a	Do you approve of this advice?	No
20.b	Comments	

Generated passwords

21	Passwords generated for you should be given to you as soon as they are issued	
21.1	Makes it more difficult to create a password	
21.1.a	Severity of Cost	
21.1.b	Frequency Cost is Experienced	

21.2	Makes it less easy to remember	
21.2.a	Severity of Cost	
21.2.b	Frequency Cost is Experienced	
21.3	Requires extra resources	
21.3.a	Severity of Cost	
21.3.b	Frequency Cost is Experienced	
21.4	Requires the creation of a new password	
21.4.a	Severity of Cost	
21.4.b	Frequency Cost is Experienced	
21.5	Increases the computing power needed	
21.5.a	Severity of Cost	
21.5.b	Frequency Cost is Experienced	
21.6	Requires other extra time or effort	
21.6.a	Severity of Cost	
21.6.b	Frequency Cost is Experienced	
21.a	Do you approve of this advice?	Yes
21.b	Comments	

Final Comments

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

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

Response ID	Completion date	
633858-633849-66116193	8 Oct 2020, 12:04 (BST)	

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

2	I consent to participate in this survey:	Yes

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

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

5	A password should be rejected if it is too common	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	Once off
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	At Login
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Doesn't apply
5.4.b	Frequency Cost is Experienced	N/A
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Doesn't apply
5.6.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	Yes

5.b	Comments	

6	Password must be longer than a certain length (e.g. greater than 8 or 12 characters)	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Major
6.1.b	Frequency Cost is Experienced	Once off
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Major
6.2.b	Frequency Cost is Experienced	At Login
6.3	Requires extra resources	
6.3.a	Severity of Cost	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	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	At Login
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?	No
6.b	Comments	

Personal password storage

7	Don't choose "remember me" when logging in to a website or computer	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Minor

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

Expiry

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

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

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Major
9.1.b	Frequency Cost is Experienced	Once off
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Major
9.2.b	Frequency Cost is Experienced	At Login
9.3	Requires extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	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?	Neutral
9.b	Comments	

10	You should alter your password and then reuse it on other websites or computers	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Positive
10.1.b	Frequency Cost is Experienced	Once off
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Positive
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	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?	No
10.b	Comments	

Sharing

11	Never share your password	
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	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	Do not store hints about your password	
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	Major
12.2.b	Frequency Cost is Experienced	At Login
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	Don't open emails from strangers	
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	

14	Make digital & physical back-ups of your work	
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	Major
14.5.b	Frequency Cost is Experienced	Periodic
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Major
14.6.b	Frequency Cost is Experienced	Periodic
14.a	Do you approve of this advice?	Yes
14.b	Comments	

Logging in

15	You should not be able to paste your password when logging in	
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	Minor
15.2.b	Frequency Cost is Experienced	At Login
15.3	Requires extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply

15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	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	You can only make so many attempts to enter your password before a delay or lock out.	
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	When you want to log in, you should have to enter an additional 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	At Login
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?	Neutral
17.b	Comments	

18	When you want to log in, you should have to enter an additional code that is sent to you by text message (or phone call)	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Doesn't apply
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Major
18.3.b	Frequency Cost is Experienced	At Login
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?	Neutral
18.b	Comments	

Password manager

19	You should use a password manager to store your 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	Positive
19.2.b	Frequency Cost is Experienced	At Login
19.3	Requires extra resources	
19.3.a	Severity of Cost	Minor
19.3.b	Frequency Cost is Experienced	At Login
19.4	Requires the creation of a new password	
19.4.a	Severity of Cost	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	

20	You should change your password if it was successfully guessed in a security test by your website or organization.	
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	Major
20.4.b	Frequency Cost is Experienced	Once off
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	

Generated passwords

21	Passwords generated for you should be given to you as soon as they are issued	
21.1	Makes it more difficult to create a password	
21.1.a	Severity of Cost	
21.1.b	Frequency Cost is Experienced	
21.2	Makes it less easy to remember	

21.2.a	Severity of Cost	
21.2.b	Frequency Cost is Experienced	
21.3	Requires extra resources	
21.3.a	Severity of Cost	
21.3.b	Frequency Cost is Experienced	
21.4	Requires the creation of a new password	
21.4.a	Severity of Cost	
21.4.b	Frequency Cost is Experienced	
21.5	Increases the computing power needed	
21.5.a	Severity of Cost	
21.5.b	Frequency Cost is Experienced	
21.6	Requires other extra time or effort	
21.6.a	Severity of Cost	
21.6.b	Frequency Cost is Experienced	
21.a	Do you approve of this advice?	Yes
21.b	Comments	

Final Comments

22	Do you agree with the six cost categories that were used in the survey?	Somewhat
22.a	Are there any cost categories that you think should be added or removed?	Maybe: Makes it harder to follow other advice. E.g. when you should have a long password, it might make it harder to not write them down somewhere.

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

Response ID	Completion date	
633858-633849-66308193	13 Oct 2020, 18:56 (BST)	

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

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.	
3.1	Internet security knowledge:	2

4	Include specific character types in your password. E.g. your password must include uppercase, lowercase, digit, symbol	
4.1	Makes it more difficult to create a password	
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	At Login
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	Minor
4.5.b	Frequency Cost is Experienced	At Login
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	A password should be rejected if it is too common	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Positive
5.1.b	Frequency Cost is Experienced	At Login
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	Major
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	Major
5.6.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	Neutral

5.b	Comments	

6	Password must be longer than a certain length (e.g. greater than 8 or 12 characters)	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Positive
6.1.b	Frequency Cost is Experienced	N/A
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Major
6.2.b	Frequency Cost is Experienced	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	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	Doesn't apply
6.6.b	Frequency Cost is Experienced	N/A
6.a	Do you approve of this advice?	No
6.b	Comments	

Personal password storage

7	Don't choose "remember me" when logging in to a website or computer	
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	Major
7.4.b	Frequency Cost is Experienced	At Login
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Major
7.5.b	Frequency Cost is Experienced	At Login
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	

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	At Login
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	N/A
8.3	Requires extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Major
8.4.b	Frequency Cost is Experienced	At Login
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	N/A
8.a	Do you approve of this advice?	No
8.b	Comments	

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Major
9.1.b	Frequency Cost is Experienced	Periodic
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Major
9.2.b	Frequency Cost is Experienced	Periodic
9.3	Requires extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	At Login
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Major
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	

10	You should alter your password and then reuse it on other websites or computers	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Major
10.1.b	Frequency Cost is Experienced	Periodic
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Major
10.2.b	Frequency Cost is Experienced	Periodic
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?	No
10.b	Comments	Impossible to remember what password goes with what site

Sharing

11	Never share your password	
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	Do not store hints about your password	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Major
12.1.b	Frequency Cost is Experienced	At Login
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Major
12.2.b	Frequency Cost is Experienced	At Login
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	Don't know
12.4.b	Frequency Cost is Experienced	N/A
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Major

12.6.b	Frequency Cost is Experienced	N/A
12.a	Do you approve of this advice?	No
12.b	Comments	

13	Don't open emails from strangers	
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	

14	Make digital & physical back-ups of your work	
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	Positive
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	Positive
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	

Logging in

15	You should not be able to paste your password when logging in	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Major
15.1.b	Frequency Cost is Experienced	At Login
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Major
15.2.b	Frequency Cost is Experienced	At Login
15.3	Requires extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Don't know
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Don't know

15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	Major
15.6.b	Frequency Cost is Experienced	N/A
15.a	Do you approve of this advice?	Neutral
15.b	Comments	

16	You can only make so many attempts to enter your password before a delay or lock out.	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Major
16.1.b	Frequency Cost is Experienced	At Login
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	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?	
16.b	Comments	

Two factor authentication

17	When you want to log in, you should have to enter an additional code from an app or a special device

17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Positive
17.1.b	Frequency Cost is Experienced	N/A
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	Positive
17.2.b	Frequency Cost is Experienced	N/A
17.3	Requires extra resources	
17.3.a	Severity of Cost	Positive
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	Positive
17.6.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Yes
17.b	Comments	Or code sent to phone while on computer or Face ID

18	When you want to log in, you should have to enter an additional code that is sent to you by text message (or phone call)	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Positive
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	Positive
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	Positive
18.6.b	Frequency Cost is Experienced	N/A
18.a	Do you approve of this advice?	Yes
18.b	Comments	I thought that was what other device meant in previous question

Password manager

19	You should use a password manager to store your 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?	Neutral
19.b	Comments	Don't know what a password manager is

20	You should change your password if it was successfully guessed in a security test by your website or organization.	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Major
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	Major
20.4.b	Frequency Cost is Experienced	N/A
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Major
20.5.b	Frequency Cost is Experienced	N/A
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Major
20.6.b	Frequency Cost is Experienced	N/A
20.a	Do you approve of this advice?	Yes
20.b	Comments	

Generated passwords

21	Passwords generated for you should be given to you as soon as they are issued	
21.1	Makes it more difficult to create a password	

21.1.a	Severity of Cost	
21.1.b	Frequency Cost is Experienced	
21.2	Makes it less easy to remember	
21.2.a	Severity of Cost	
21.2.b	Frequency Cost is Experienced	
21.3	Requires extra resources	
21.3.a	Severity of Cost	
21.3.b	Frequency Cost is Experienced	
21.4	Requires the creation of a new password	
21.4.a	Severity of Cost	
21.4.b	Frequency Cost is Experienced	
21.5	Increases the computing power needed	
21.5.a	Severity of Cost	
21.5.b	Frequency Cost is Experienced	
21.6	Requires other extra time or effort	
21.6.a	Severity of Cost	Major
21.6.b	Frequency Cost is Experienced	
21.a	Do you approve of this advice?	No
21.b	Comments	Difficult to remember random letters and numbers and only works if you can write them down or press "remember me"

Final Comments

22	Do you agree with the six cost categories that were used in the survey?	Somewhat
22.a	Are there any cost categories that you think should be added or removed?	A yes no answer for each question would have been easier Cost not monitory but time wise

23	This is the end of the survey do you have any final comments?	Not sure about Ag login in periodically.. as if I need to change passwords it would be every login in where if I got text to verify it would be at login but if I press remember me it would be once off

Response ID	Completion date	
633858-633849-66371141	15 Oct 2020, 12:16 (BST)	

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

2	I consent to participate in this survey:	Yes

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

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

4.3.b	Frequency Cost is Experienced	N/A
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Doesn't apply
4.4.b	Frequency Cost is Experienced	N/A
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.6	Requires other extra time or effort	
4.6.a	Severity of Cost	Minor
4.6.b	Frequency Cost is Experienced	N/A
4.a	Do you approve of this advice?	Yes
4.b	Comments	Good advice, painful policy, better to have it as a recommendation than an enforcement

5	A password should be rejected if it is too common	
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	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	Minor
5.5.b	Frequency Cost is Experienced	Periodic
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	too common in general or too common for this service? if service requires major additional computing power as well as potentially being a sec issue in itself as could identify popular passwords by what gets rejected

6	Password must be longer than a certain length (e.g. greater than 8 or 12 characters)	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	Once off
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Minor
6.2.b	Frequency Cost is Experienced	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	is only a cost if not using passphrases or a very large length minimum

Personal password storage

7	Don't choose "remember me" when logging in to a website or computer	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Minor
7.1.b	Frequency Cost is Experienced	Once off
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	
7.2.b	Frequency Cost is Experienced	N/A
7.3	Requires extra resources	
7.3.a	Severity of Cost	Doesn't apply
7.3.b	Frequency Cost is Experienced	N/A
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	Minor
7.6.b	Frequency Cost is Experienced	At Login
7.a	Do you approve of this advice?	Neutral
7.b	Comments	will depend on the site and sensitivity of information, bank account etc nope, game login then make my life easier please.

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Doesn't apply

8.2.b	Frequency Cost is Experienced	N/A
8.3	Requires extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Major
8.4.b	Frequency Cost is Experienced	Periodic
8.5	Increases the computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Minor
8.6.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	No
8.b	Comments	Majority of people I know that have this restriction follow a pattern eg Password1, Password2 etc, makes the change useless

Reuse

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

9.4.b	Frequency Cost is Experienced	Periodic
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Doesn't apply
9.6.b	Frequency Cost is Experienced	N/A
9.a	Do you approve of this advice?	Yes
9.b	Comments	Advice yes, policy more questionable. Also don't follow it, depends on

10	You should alter your password and then reuse it on other websites or computers	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Minor
10.1.b	Frequency Cost is Experienced	Periodic
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Minor
10.2.b	Frequency Cost is Experienced	Periodic
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	Periodic
10.5	Increases the computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Doesn't apply
10.6.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	

10.b	Comments	Is either a simple alteration (ie PasswordFacebook, PasswordGmail) or completely unique password which would be much better. costs are a little different for each; More difficult to create vs easy to remember in a direct trade off

Sharing

11	Never share your password	
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	Periodic
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	Minor
11.4.b	Frequency Cost is Experienced	Periodic
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Doesn't apply
11.5.b	Frequency Cost is Experienced	N/A
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	Doesn't apply
11.6.b	Frequency Cost is Experienced	N/A
11.a	Do you approve of this advice?	Yes
11.b	Comments	If shared for some reason will require creation of new one. More difficult for 1 person to remember than multiple

12	Do not store hints about your password	
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	Minor
12.2.b	Frequency Cost is Experienced	Periodic
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	Don't open emails from strangers	
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?	Neutral
13.b	Comments	levels of stranger, if I've just ordered from a new shop and get an email :p, wouldn't download attachments, and automatically don't download images.

14	Make digital & physical back-ups of your work	
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	Periodic
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	Minor
14.5.b	Frequency Cost is Experienced	Periodic
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	

Logging in

15	You should not be able to paste your password when logging in	
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	Major
15.2.b	Frequency Cost is Experienced	At Login
15.3	Requires extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	Major
15.6.b	Frequency Cost is Experienced	At Login
15.a	Do you approve of this advice?	No
15.b	Comments	negates use of password managers, not sure how this would help security? can simulate typing into a field

16	You can only make so many attempts to enter your password before a delay or lock out.	
16.1	Makes it more difficult to create a password	

16.1.a	Severity of Cost	Minor
16.1.b	Frequency Cost is Experienced	Periodic
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Minor
16.2.b	Frequency Cost is Experienced	At Login
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	At Login
16.a	Do you approve of this advice?	Neutral
16.b	Comments	means you want to be extra sure of your password, either having it linked to the site/service or else stored somewhere that you can be sure of getting it correct

Two factor authentication

17	When you want to log in, you should have to enter an additional 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	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	2FA is good for some services

18	When you want to log in, you should have to enter an additional code that is sent to you by text message (or phone call)	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Doesn't apply
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Minor
18.3.b	Frequency Cost is Experienced	At Login
18.4	Requires the creation of a new password	
18.4.a	Severity of Cost	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	need to have your phone with battery for access. Approve for some services, but not all.

Password manager

19	You should use a password manager to store your 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	Periodic
19.2	Makes it less easy to remember	
19.2.a	Severity of Cost	Positive
19.2.b	Frequency Cost is Experienced	At Login
19.3	Requires extra resources	
19.3.a	Severity of Cost	Minor
19.3.b	Frequency Cost is Experienced	Once off
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	need to setup the password manager, and be able to access it where entering password

20	You should change your password if it was successfully guessed in a security test by your website or organization.	

20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Minor
20.1.b	Frequency Cost is Experienced	Once off
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	Major
20.4.b	Frequency Cost is Experienced	Once off
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	

Generated passwords

21	Passwords generated for you should be given to you as soon as they are issued	
21.1	Makes it more difficult to create a password	
21.1.a	Severity of Cost	
21.1.b	Frequency Cost is Experienced	
21.2	Makes it less easy to remember	
21.2.a	Severity of Cost	
21.2.b	Frequency Cost is Experienced	
21.3	Requires extra resources	
21.3.a	Severity of Cost	

21.3.b	Frequency Cost is Experienced	
21.4	Requires the creation of a new password	
21.4.a	Severity of Cost	Minor
21.4.b	Frequency Cost is Experienced	Once off
21.5	Increases the computing power needed	
21.5.a	Severity of Cost	Minor
21.5.b	Frequency Cost is Experienced	Once off
21.6	Requires other extra time or effort	
21.6.a	Severity of Cost	
21.6.b	Frequency Cost is Experienced	
21.a	Do you approve of this advice?	Yes
21.b	Comments	Should also be replaced hence the added cost to create. Some cost that is linked to generating and giving at same time

Final Comments

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

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

Response ID	Completion date	
633858-633849-66411931	16 Oct 2020, 11:27 (BST)	

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

2	I consent to participate in this survey:	Yes

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

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

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

5	A password should be rejected if it is too common	
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	

6	Password must be longer than a certain length (e.g. greater than 8 or 12 characters)	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Major
6.1.b	Frequency Cost is Experienced	Once off
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Major
6.2.b	Frequency Cost is Experienced	At Login
6.3	Requires extra resources	
6.3.a	Severity of Cost	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Major
6.4.b	Frequency Cost is Experienced	Once off
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Doesn't apply
6.6.b	Frequency Cost is Experienced	N/A
6.a	Do you approve of this advice?	Neutral
6.b	Comments	

Personal password storage

7	Don't choose "remember me" when logging in to a website or computer	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Minor

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	Doesn't apply
7.6.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	Neutral
7.b	Comments	

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Minor
8.2.b	Frequency Cost is Experienced	At Login
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	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?	No
8.b	Comments	

Reuse

9	Never reuse a password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Minor
9.1.b	Frequency Cost is Experienced	Once off
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	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	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?	Neutral
9.b	Comments	

10	You should alter your password and then reuse it on other websites or computers	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Positive
10.1.b	Frequency Cost is Experienced	Periodic
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Positive
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	Positive
10.4.b	Frequency Cost is Experienced	Periodic
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	

Sharing

11	Never share your password	
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	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?	Neutral
11.b	Comments	

12	Do not store hints about your password	
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	Minor
12.2.b	Frequency Cost is Experienced	At Login
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	Don't open emails from strangers	
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?	Neutral
13.b	Comments	

14	Make digital & physical back-ups of your work	
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?	Neutral
14.b	Comments	

Logging in

15	You should not be able to paste your password when logging in	
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	Minor
15.2.b	Frequency Cost is Experienced	At Login
15.3	Requires extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply

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

16	You can only make so many attempts to enter your password before a delay or lock out.	
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	At Login
16.a	Do you approve of this advice?	Neutral
16.b	Comments	

Two factor authentication

17	When you want to log in, you should have to enter an additional 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	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	

18	When you want to log in, you should have to enter an additional code that is sent to you by text message (or phone call)	
18.1	Makes it more difficult to create a password	
18.1.a	Severity of Cost	Doesn't apply
18.1.b	Frequency Cost is Experienced	N/A
18.2	Makes it less easy to remember	
18.2.a	Severity of Cost	Doesn't apply
18.2.b	Frequency Cost is Experienced	N/A
18.3	Requires extra resources	
18.3.a	Severity of Cost	Major
18.3.b	Frequency Cost is Experienced	At Login
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	Major
18.6.b	Frequency Cost is Experienced	At Login
18.a	Do you approve of this advice?	No
18.b	Comments	

Password manager

19	You should use a password manager to store your 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	Positive
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?	Neutral
19.b	Comments	

20	You should change your password if it was successfully guessed in a security test by your website or organization.	
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	Minor
20.4.b	Frequency Cost is Experienced	Once off
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	

Generated passwords

21	Passwords generated for you should be given to you as soon as they are issued	
21.1	Makes it more difficult to create a password	
21.1.a	Severity of Cost	Doesn't apply
21.1.b	Frequency Cost is Experienced	Once off

21.2	Makes it less easy to remember	
21.2.a	Severity of Cost	Major
21.2.b	Frequency Cost is Experienced	At Login
21.3	Requires extra resources	
21.3.a	Severity of Cost	Doesn't apply
21.3.b	Frequency Cost is Experienced	N/A
21.4	Requires the creation of a new password	
21.4.a	Severity of Cost	Doesn't apply
21.4.b	Frequency Cost is Experienced	N/A
21.5	Increases the computing power needed	
21.5.a	Severity of Cost	Doesn't apply
21.5.b	Frequency Cost is Experienced	N/A
21.6	Requires other extra time or effort	
21.6.a	Severity of Cost	Doesn't apply
21.6.b	Frequency Cost is Experienced	N/A
21.a	Do you approve of this advice?	Neutral
21.b	Comments	

Final Comments

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

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

Response ID	Completion date	
633858-633849-66414034	16 Oct 2020, 12:04 (BST)	

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

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.	
3.1	Internet security knowledge:	2

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

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

5	A password should be rejected if it is too common	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	Once off
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	At Login
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Positive
5.4.b	Frequency Cost is Experienced	Once off
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Minor
5.6.b	Frequency Cost is Experienced	Once off
5.a	Do you approve of this advice?	Yes

5.b	Comments	

6	Password must be longer than a certain length (e.g. greater than 8 or 12 characters)	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Minor
6.1.b	Frequency Cost is Experienced	Once off
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Minor
6.2.b	Frequency Cost is Experienced	At Login
6.3	Requires extra resources	
6.3.a	Severity of Cost	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Minor
6.4.b	Frequency Cost is Experienced	Once off
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Minor
6.6.b	Frequency Cost is Experienced	Once off
6.a	Do you approve of this advice?	Yes
6.b	Comments	

Personal password storage

7	Don't choose "remember me" when logging in to a website or computer	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Minor

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	Minor
7.6.b	Frequency Cost is Experienced	At Login
7.a	Do you approve of this advice?	Neutral
7.b	Comments	Need to know more about password key chains to understand why this advice is important

Expiry

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

8.5	Increases the computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Major
8.6.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	No
8.b	Comments	It's time consuming, and peopel always just keep the same password and add a different number to the end of it. Or they keep the password simple as it makes it easier to remember.

Reuse

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

9.6.b	Frequency Cost is Experienced	Periodic
9.a	Do you approve of this advice?	Neutral
9.b	Comments	Too many passwords leads to confusion.

10	You should alter your password and then reuse it on other websites or computers	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Minor
10.1.b	Frequency Cost is Experienced	Once off
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	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	Minor
10.6.b	Frequency Cost is Experienced	At Login
10.a	Do you approve of this advice?	Yes
10.b	Comments	

Sharing

11	Never share your password	
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	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	Do not store hints about your password	
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?	
12.b	Comments	Wasn't sure what store hints referred to.

13	Don't open emails from strangers	
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	

14	Make digital & physical back-ups of your work	
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	Positive
14.3.b	Frequency Cost is Experienced	Periodic
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	Minor
14.5.b	Frequency Cost is Experienced	Periodic
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Minor
14.6.b	Frequency Cost is Experienced	Periodic
14.a	Do you approve of this advice?	Yes
14.b	Comments	

Logging in

15	You should not be able to paste your password when logging in	
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	Minor
15.2.b	Frequency Cost is Experienced	At Login
15.3	Requires extra resources	
15.3.a	Severity of Cost	Doesn't apply
15.3.b	Frequency Cost is Experienced	N/A
15.4	Requires the creation of a new password	

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

16	You can only make so many attempts to enter your password before a delay or lock out.	
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	Minor
16.2.b	Frequency Cost is Experienced	At Login
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	When you want to log in, you should have to enter an additional 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	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	Once off
17.a	Do you approve of this advice?	Yes
17.b	Comments	

18	When you want to log in, you should have to enter an additional code that is sent to you by text message (or phone call)	
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	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	

Password manager

19	**You should use a password manager to store your 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	
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?	
19.b	Comments	Unsure of a password manager is. Is it the same as a keychain?

20	You should change your password if it was successfully guessed in a security test by your website or organization.	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Minor
20.1.b	Frequency Cost is Experienced	Once off
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	Minor
20.4.b	Frequency Cost is Experienced	Once off
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	

Generated passwords

21	Passwords generated for you should be given to you as soon as they are issued

21.1	Makes it more difficult to create a password	
21.1.a	Severity of Cost	
21.1.b	Frequency Cost is Experienced	
21.2	Makes it less easy to remember	
21.2.a	Severity of Cost	
21.2.b	Frequency Cost is Experienced	
21.3	Requires extra resources	
21.3.a	Severity of Cost	
21.3.b	Frequency Cost is Experienced	
21.4	Requires the creation of a new password	
21.4.a	Severity of Cost	
21.4.b	Frequency Cost is Experienced	
21.5	Increases the computing power needed	
21.5.a	Severity of Cost	
21.5.b	Frequency Cost is Experienced	
21.6	Requires other extra time or effort	
21.6.a	Severity of Cost	
21.6.b	Frequency Cost is Experienced	
21.a	Do you approve of this advice?	Yes
21.b	Comments	

Final Comments

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

23	This is the end of the survey do you have any final comments?	Some of the terminology I was unsure of. Or sometimes there were questions that I was unsure how they related to the 6 cost categories.

Response ID	Completion date	
633858-633849-66427330	16 Oct 2020, 15:55 (BST)	

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

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.	
3.1	Internet security knowledge:	2

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

4.3.b	Frequency Cost is Experienced	N/A
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Major
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	Periodic
4.a	Do you approve of this advice?	Yes
4.b	Comments	

5	A password should be rejected if it is too common	
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	Periodic
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Minor
5.6.b	Frequency Cost is Experienced	Once off
5.a	Do you approve of this advice?	Yes

5.b	Comments	

6	Password must be longer than a certain length (e.g. greater than 8 or 12 characters)	
6.1	Makes it more difficult to create a password	
6.1.a	Severity of Cost	Positive
6.1.b	Frequency Cost is Experienced	Once off
6.2	Makes it less easy to remember	
6.2.a	Severity of Cost	Minor
6.2.b	Frequency Cost is Experienced	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	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	Minor
6.6.b	Frequency Cost is Experienced	Once off
6.a	Do you approve of this advice?	Yes
6.b	Comments	

Personal password storage

7	Don't choose "remember me" when logging in to a website or computer	
7.1	Makes it more difficult to create a password	
7.1.a	Severity of Cost	Doesn't apply
7.1.b	Frequency Cost is Experienced	N/A
7.2	Makes it less easy to remember	
7.2.a	Severity of Cost	Doesn't apply

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

Expiry

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

8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	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	Positive
9.1.b	Frequency Cost is Experienced	Once off
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Minor
9.2.b	Frequency Cost is Experienced	At Login
9.3	Requires extra resources	
9.3.a	Severity of Cost	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	Positive
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?	Yes
9.b	Comments	

10	You should alter your password and then reuse it on other websites or computers	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Minor
10.1.b	Frequency Cost is Experienced	Once off
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?	No
10.b	Comments	

Sharing

11	Never share your password	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	Doesn't apply
11.1.b	Frequency Cost is Experienced	N/A
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	Doesn't apply
11.2.b	Frequency Cost is Experienced	N/A
11.3	Requires extra resources	

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

12	Do not store hints about your password	
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	Major
12.2.b	Frequency Cost is Experienced	At Login
12.3	Requires extra resources	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	Periodic
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Minor
12.4.b	Frequency Cost is Experienced	Periodic
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	Once off

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

13	Don't open emails from strangers	
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	Positive
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	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.6	Requires other extra time or effort	
13.6.a	Severity of Cost	Minor
13.6.b	Frequency Cost is Experienced	Once off
13.a	Do you approve of this advice?	Yes
13.b	Comments	

14	Make digital & physical back-ups of your work	
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	Positive
14.3.b	Frequency Cost is Experienced	Periodic
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	Minor
14.5.b	Frequency Cost is Experienced	Periodic
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Major
14.6.b	Frequency Cost is Experienced	Periodic
14.a	Do you approve of this advice?	Yes
14.b	Comments	

Logging in

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

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

16	You can only make so many attempts to enter your password before a delay or lock out.	
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	Minor
16.2.b	Frequency Cost is Experienced	Once off
16.3	Requires extra resources	
16.3.a	Severity of Cost	Positive
16.3.b	Frequency Cost is Experienced	At Login
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Minor
16.4.b	Frequency Cost is Experienced	Periodic
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	Periodic
16.a	Do you approve of this advice?	Yes
16.b	Comments	

Two factor authentication

17	When you want to log in, you should have to enter an additional 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	Minor
17.4.b	Frequency Cost is Experienced	Periodic
17.5	Increases the computing power needed	
17.5.a	Severity of Cost	Minor
17.5.b	Frequency Cost is Experienced	Periodic
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Positive
17.6.b	Frequency Cost is Experienced	At Login
17.a	Do you approve of this advice?	Yes
17.b	Comments	

18	When you want to log in, you should have to enter an additional code that is sent to you by text message (or phone call)	
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	Positive
18.3.b	Frequency Cost is Experienced	At Login
18.4	Requires the creation of a new password	
18.4.a	Severity of Cost	Minor

18.4.b	Frequency Cost is Experienced	Periodic
18.5	Increases the computing power needed	
18.5.a	Severity of Cost	Positive
18.5.b	Frequency Cost is Experienced	At Login
18.6	Requires other extra time or effort	
18.6.a	Severity of Cost	Positive
18.6.b	Frequency Cost is Experienced	At Login
18.a	Do you approve of this advice?	Yes
18.b	Comments	

Password manager

19	You should use a password manager to store your 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	Major
19.3.b	Frequency Cost is Experienced	Periodic
19.4	Requires the creation of a new password	
19.4.a	Severity of Cost	Minor
19.4.b	Frequency Cost is Experienced	Periodic
19.5	Increases the computing power needed	
19.5.a	Severity of Cost	Major
19.5.b	Frequency Cost is Experienced	Periodic
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	

20	You should change your password if it was successfully guessed in a security test by your website or organization.	
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	Minor
20.3.b	Frequency Cost is Experienced	Periodic
20.4	Requires the creation of a new password	
20.4.a	Severity of Cost	Positive
20.4.b	Frequency Cost is Experienced	Periodic
20.5	Increases the computing power needed	
20.5.a	Severity of Cost	Minor
20.5.b	Frequency Cost is Experienced	Periodic
20.6	Requires other extra time or effort	
20.6.a	Severity of Cost	Minor
20.6.b	Frequency Cost is Experienced	Periodic
20.a	Do you approve of this advice?	Yes
20.b	Comments	

Generated passwords

21	Passwords generated for you should be given to you as soon as they are issued	
21.1	Makes it more difficult to create a password	
21.1.a	Severity of Cost	Doesn't apply
21.1.b	Frequency Cost is Experienced	
21.2	Makes it less easy to remember	
21.2.a	Severity of Cost	Minor

21.2.b	Frequency Cost is Experienced	Once off
21.3	Requires extra resources	
21.3.a	Severity of Cost	Minor
21.3.b	Frequency Cost is Experienced	Periodic
21.4	Requires the creation of a new password	
21.4.a	Severity of Cost	Doesn't apply
21.4.b	Frequency Cost is Experienced	N/A
21.5	Increases the computing power needed	
21.5.a	Severity of Cost	Minor
21.5.b	Frequency Cost is Experienced	Once off
21.6	Requires other extra time or effort	
21.6.a	Severity of Cost	Doesn't apply
21.6.b	Frequency Cost is Experienced	N/A
21.a	Do you approve of this advice?	No
21.b	Comments	

Final Comments

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

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

Response ID	Completion date	
633858-633849-66433837	16 Oct 2020, 17:55 (BST)	

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

2	I consent to participate in this survey:	Yes

3	Select a rank on the below scale from 1 (very poor) to 5 (very knowledgeable) to describe your internet security knowledge.	
3.1	Internet security knowledge:	2

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

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

5	A password should be rejected if it is too common	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Positive
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	Periodic
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Minor
5.4.b	Frequency Cost is Experienced	Periodic
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Minor
5.5.b	Frequency Cost is Experienced	Periodic
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Minor
5.6.b	Frequency Cost is Experienced	Periodic
5.a	Do you approve of this advice?	Yes

5.b	Comments	

6	Password must be longer than a certain length (e.g. greater than 8 or 12 characters)	
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	Periodic
6.3	Requires extra resources	
6.3.a	Severity of Cost	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Minor
6.4.b	Frequency Cost is Experienced	Periodic
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Minor
6.5.b	Frequency Cost is Experienced	Periodic
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Minor
6.6.b	Frequency Cost is Experienced	Periodic
6.a	Do you approve of this advice?	Neutral
6.b	Comments	

Personal password storage

7	Don't choose "remember me" when logging in to a website or computer	
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	Minor
7.3.b	Frequency Cost is Experienced	Periodic
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Doesn't apply
7.5.b	Frequency Cost is Experienced	N/A
7.6	Requires other extra time or effort	
7.6.a	Severity of Cost	Minor
7.6.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Neutral
7.b	Comments	

Expiry

8	Change your password regularly	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Minor
8.2.b	Frequency Cost is Experienced	At Login
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	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	Minor
8.6.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Yes
8.b	Comments	

Reuse

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

10	You should alter your password and then reuse it on other websites or computers	
10.1	Makes it more difficult to create a password	
10.1.a	Severity of Cost	Positive
10.1.b	Frequency Cost is Experienced	Periodic
10.2	Makes it less easy to remember	
10.2.a	Severity of Cost	Positive
10.2.b	Frequency Cost is Experienced	Periodic
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	Periodic
10.a	Do you approve of this advice?	Yes
10.b	Comments	

Sharing

11	Never share your password	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	Positive
11.1.b	Frequency Cost is Experienced	Once off
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	Doesn't apply
11.2.b	Frequency Cost is Experienced	N/A
11.3	Requires extra resources	

11.3.a	Severity of Cost	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	**Do not store hints about your password**	
12.1	**Makes it more difficult to create a password**	
12.1.a	Severity of Cost	Minor
12.1.b	Frequency Cost is Experienced	Periodic
12.2	**Makes it less easy to remember**	
12.2.a	Severity of Cost	Minor
12.2.b	Frequency Cost is Experienced	Periodic
12.3	**Requires extra resources**	
12.3.a	Severity of Cost	Minor
12.3.b	Frequency Cost is Experienced	Periodic
12.4	**Requires the creation of a new password**	
12.4.a	Severity of Cost	Minor
12.4.b	Frequency Cost is Experienced	Periodic
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?	No
12.b	Comments	

13	Don't open emails from strangers	
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	

14	Make digital & physical back-ups of your work	
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	Periodic
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	Major
14.5.b	Frequency Cost is Experienced	Periodic
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Positive
14.6.b	Frequency Cost is Experienced	Periodic
14.a	Do you approve of this advice?	Yes
14.b	Comments	

Logging in

15	You should not be able to paste your password when logging in	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Minor
15.1.b	Frequency Cost is Experienced	Periodic
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Minor
15.2.b	Frequency Cost is Experienced	Periodic
15.3	Requires extra resources	
15.3.a	Severity of Cost	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	Minor

15.5.b	Frequency Cost is Experienced	Periodic
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	Minor
15.6.b	Frequency Cost is Experienced	Periodic
15.a	Do you approve of this advice?	No
15.b	Comments	

16	You can only make so many attempts to enter your password before a delay or lock out.	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Minor
16.1.b	Frequency Cost is Experienced	At Login
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Doesn't apply
16.2.b	Frequency Cost is Experienced	N/A
16.3	Requires extra resources	
16.3.a	Severity of Cost	Minor
16.3.b	Frequency Cost is Experienced	Periodic
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Minor
16.4.b	Frequency Cost is Experienced	Periodic
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Minor
16.5.b	Frequency Cost is Experienced	Periodic
16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Major
16.6.b	Frequency Cost is Experienced	Periodic
16.a	Do you approve of this advice?	No
16.b	Comments	

Two factor authentication

17	When you want to log in, you should have to enter an additional 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	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	Minor
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	Periodic
17.a	Do you approve of this advice?	Yes
17.b	Comments	

18	**When you want to log in, you should have to enter an additional code that is sent to you by text message (or phone call)**	
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	Positive
18.3.b	Frequency Cost is Experienced	Periodic
18.4	**Requires the creation of a new password**	

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

Password manager

19	You should use a password manager to store your 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	Positive
19.2.b	Frequency Cost is Experienced	Periodic
19.3	Requires extra resources	
19.3.a	Severity of Cost	Minor
19.3.b	Frequency Cost is Experienced	Once off
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	Once off
19.6	Requires other extra time or effort	
19.6.a	Severity of Cost	Positive
19.6.b	Frequency Cost is Experienced	Once off

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

20	You should change your password if it was successfully guessed in a security test by your website or organization.	
20.1	Makes it more difficult to create a password	
20.1.a	Severity of Cost	Minor
20.1.b	Frequency Cost is Experienced	Once off
20.2	Makes it less easy to remember	
20.2.a	Severity of Cost	Minor
20.2.b	Frequency Cost is Experienced	Periodic
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	Once off
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	

Generated passwords

21	Passwords generated for you should be given to you as soon as they are issued	
21.1	Makes it more difficult to create a password	
21.1.a	Severity of Cost	Positive
21.1.b	Frequency Cost is Experienced	Periodic

21.2	Makes it less easy to remember	
21.2.a	Severity of Cost	Positive
21.2.b	Frequency Cost is Experienced	Periodic
21.3	Requires extra resources	
21.3.a	Severity of Cost	
21.3.b	Frequency Cost is Experienced	
21.4	Requires the creation of a new password	
21.4.a	Severity of Cost	
21.4.b	Frequency Cost is Experienced	
21.5	Increases the computing power needed	
21.5.a	Severity of Cost	
21.5.b	Frequency Cost is Experienced	
21.6	Requires other extra time or effort	
21.6.a	Severity of Cost	Positive
21.6.b	Frequency Cost is Experienced	Periodic
21.a	Do you approve of this advice?	Yes
21.b	Comments	

Final Comments

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

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