

Study of User password policy costs Survey 1

| Response ID | Completion date | |
|------------------------|-------------------------|--|
| 624141-624132-66099728 | 7 Oct 2020, 22:08 (BST) | |

| | | |
|-------|---|-----|
| 1 | Informed consent | |
| 1.1 | The purpose and nature of this study has been explained to me. | |
| 1.1.a | | Yes |
| 1.2 | I am participating voluntarily. | |
| 1.2.a | | Yes |
| 1.3 | I understand that I can withdraw from the survey up until it is 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 |
|---|--|-----|

| | | |
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| 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 |

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|-------|--|----------|
| 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? | Yes |
| 4.b | Comments | I had difficulty answering this. I think using a password manager is pretty much essential at this stage, so there's little or no cost if you do, but if you don't there's a mild cost in creating/remembering. |

| | | |
|-------|--|---------------|
| 5 | You should substitute symbols for the letters in your password (e.g. "pa\$\$word") | |
| 5.1 | Makes it more difficult to create a password | |
| 5.1.a | Severity of Cost | Minor |
| 5.1.b | Frequency Cost is Experienced | Once off |
| 5.2 | Makes it less easy to remember | |
| 5.2.a | Severity of Cost | Minor |
| 5.2.b | Frequency Cost is Experienced | At Login |
| 5.3 | Requires extra resources | |
| 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? | No |
| 5.b | Comments | This is dangerous advice, because people may get a false sense of password security. This is trivial to attack, if the password is not already otherwise strong. |

Personal password storage

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

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

Expiry

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|-------|--|---------------|
| 7 | Change your password regularly | |
| 7.1 | Makes it more difficult to create a password | |
| 7.1.a | Severity of Cost | Minor |
| 7.1.b | Frequency Cost is Experienced | Periodic |
| 7.2 | Makes it less easy to remember | |
| 7.2.a | Severity of Cost | Major |
| 7.2.b | Frequency Cost is Experienced | At Login |
| 7.3 | Requires extra resources | |
| 7.3.a | Severity of Cost | Major |
| 7.3.b | Frequency Cost is Experienced | Periodic |
| 7.4 | Requires the creation of a new password | |
| 7.4.a | Severity of Cost | Major |
| 7.4.b | Frequency Cost is Experienced | Periodic |
| 7.5 | Increases the computing power needed | |
| 7.5.a | Severity of Cost | Doesn't apply |
| 7.5.b | Frequency Cost is Experienced | N/A |
| 7.6 | Requires other extra time or effort | |
| 7.6.a | Severity of Cost | Major |
| 7.6.b | Frequency Cost is Experienced | Periodic |
| 7.a | Do you approve of this advice? | No |

| | | |
|-----|----------|---|
| 7.b | Comments | This is in conflict with evidence-based approaches to password security from NIST. Frequent password change requirements lead to people using worse passwords because they keep having to remember new ones. They will generally make minimal changes, and may be driven to record them somewhere insecure. This reduces security. It can cause upheaval with access issues across heterogeneous systems. |
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| 8 | Change your password if you suspect it has been compromised | |
| 8.1 | Makes it more difficult to create a password | |
| 8.1.a | Severity of Cost | Minor |
| 8.1.b | Frequency Cost is Experienced | Don't know |
| 8.2 | Makes it less easy to remember | |
| 8.2.a | Severity of Cost | Minor |
| 8.2.b | Frequency Cost is Experienced | Don't know |
| 8.3 | Requires extra resources | |
| 8.3.a | Severity of Cost | Doesn't apply |
| 8.3.b | Frequency Cost is Experienced | N/A |
| 8.4 | Requires the creation of a new password | |
| 8.4.a | Severity of Cost | Minor |
| 8.4.b | Frequency Cost is Experienced | Don't know |
| 8.5 | Increases the computing power needed | |
| 8.5.a | Severity of Cost | Doesn't apply |
| 8.5.b | Frequency Cost is Experienced | N/A |
| 8.6 | Requires other extra time or effort | |
| 8.6.a | Severity of Cost | Doesn't apply |
| 8.6.b | Frequency Cost is Experienced | N/A |
| 8.a | Do you approve of this advice? | Yes |
| 8.b | Comments | The cost of a one-off change after a breach is minimal, and essential! |

Reuse

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

Sharing

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|--------|--|---------------|
| 10 | Never share your password | |
| 10.1 | Makes it more difficult to create a password | |
| 10.1.a | Severity of Cost | Doesn't apply |
| 10.1.b | Frequency Cost is Experienced | N/A |

| | | |
|--------|---|---|
| 10.2 | Makes it less easy to remember | |
| 10.2.a | Severity of Cost | Doesn't apply |
| 10.2.b | Frequency Cost is Experienced | N/A |
| 10.3 | Requires extra resources | |
| 10.3.a | Severity of Cost | Doesn't apply |
| 10.3.b | Frequency Cost is Experienced | N/A |
| 10.4 | Requires the creation of a new password | |
| 10.4.a | Severity of Cost | Doesn't apply |
| 10.4.b | Frequency Cost is Experienced | N/A |
| 10.5 | Increases the computing power needed | |
| 10.5.a | Severity of Cost | Doesn't apply |
| 10.5.b | Frequency Cost is Experienced | N/A |
| 10.6 | Requires other extra time or effort | |
| 10.6.a | Severity of Cost | Doesn't apply |
| 10.6.b | Frequency Cost is Experienced | N/A |
| 10.a | Do you approve of this advice? | Yes |
| 10.b | Comments | Basic password safety. Any system which results in people feeling the need to share a password probably has problems that need to be addressed. |

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| 11 | Don't send passwords by email | |
| 11.1 | Makes it more difficult to create a password | |
| 11.1.a | Severity of Cost | Doesn't apply |
| 11.1.b | Frequency Cost is Experienced | N/A |
| 11.2 | Makes it less easy to remember | |
| 11.2.a | Severity of Cost | Doesn't apply |
| 11.2.b | Frequency Cost is Experienced | N/A |
| 11.3 | Requires extra resources | |
| 11.3.a | Severity of Cost | Doesn't apply |
| 11.3.b | Frequency Cost is Experienced | N/A |
| 11.4 | Requires the creation of a new password | |
| 11.4.a | Severity of Cost | Doesn't apply |

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| 11.4.b | Frequency Cost is Experienced | N/A |
| 11.5 | Increases the computing power needed | |
| 11.5.a | Severity of Cost | Doesn't apply |
| 11.5.b | Frequency Cost is Experienced | N/A |
| 11.6 | Requires other extra time or effort | |
| 11.6.a | Severity of Cost | Minor |
| 11.6.b | Frequency Cost is Experienced | Periodic |
| 11.a | Do you approve of this advice? | Yes |
| 11.b | Comments | Basic password safety. Never! |

| | | |
|--------|---|---------------|
| 12 | Check web pages are encrypted by looking for the padlock or "https" | |
| 12.1 | Makes it more difficult to create a password | |
| 12.1.a | Severity of Cost | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced | N/A |
| 12.2 | Makes it less easy to remember | |
| 12.2.a | Severity of Cost | Doesn't apply |
| 12.2.b | Frequency Cost is Experienced | N/A |
| 12.3 | Requires extra resources | |
| 12.3.a | Severity of Cost | Doesn't apply |
| 12.3.b | Frequency Cost is Experienced | N/A |
| 12.4 | Requires the creation of a new password | |
| 12.4.a | Severity of Cost | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced | N/A |
| 12.5 | Increases the computing power needed | |
| 12.5.a | Severity of Cost | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced | N/A |
| 12.6 | Requires other extra time or effort | |
| 12.6.a | Severity of Cost | Minor |
| 12.6.b | Frequency Cost is Experienced | At Login |
| 12.a | Do you approve of this advice? | Yes |

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| 12.b | Comments | Requires consciousness, which some browsers may help with (Chrome flagging HTTP as insecure, for example). |
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| 13 | Log out after using public computers | |
| 13.1 | Makes it more difficult to create a password | |
| 13.1.a | Severity of Cost | Doesn't apply |
| 13.1.b | Frequency Cost is Experienced | N/A |
| 13.2 | Makes it less easy to remember | |
| 13.2.a | Severity of Cost | Doesn't apply |
| 13.2.b | Frequency Cost is Experienced | N/A |
| 13.3 | Requires extra resources | |
| 13.3.a | Severity of Cost | Doesn't apply |
| 13.3.b | Frequency Cost is Experienced | N/A |
| 13.4 | Requires the creation of a new password | |
| 13.4.a | Severity of Cost | Doesn't apply |
| 13.4.b | Frequency Cost is Experienced | N/A |
| 13.5 | Increases the computing power needed | |
| 13.5.a | Severity of Cost | Doesn't apply |
| 13.5.b | Frequency Cost is Experienced | N/A |
| 13.6 | Requires other extra time or effort | |
| 13.6.a | Severity of Cost | Minor |
| 13.6.b | Frequency Cost is Experienced | At Login |
| 13.a | Do you approve of this advice? | Yes |
| 13.b | Comments | Fairly low cost, super high risk. Definitely important. |

Logging in

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

| | | |
|--------|---|---|
| 14.2 | Makes it less easy to remember | |
| 14.2.a | Severity of Cost | Doesn't apply |
| 14.2.b | Frequency Cost is Experienced | N/A |
| 14.3 | Requires extra resources | |
| 14.3.a | Severity of Cost | Doesn't apply |
| 14.3.b | Frequency Cost is Experienced | N/A |
| 14.4 | Requires the creation of a new password | |
| 14.4.a | Severity of Cost | Doesn't apply |
| 14.4.b | Frequency Cost is Experienced | N/A |
| 14.5 | Increases the computing power needed | |
| 14.5.a | Severity of Cost | Doesn't apply |
| 14.5.b | Frequency Cost is Experienced | N/A |
| 14.6 | Requires other extra time or effort | |
| 14.6.a | Severity of Cost | Major |
| 14.6.b | Frequency Cost is Experienced | N/A |
| 14.a | Do you approve of this advice? | No |
| 14.b | Comments | This is horrendous advice that leads to problems using password managers. It encourages using crappy passwords. |

| | | |
|--------|---|---------------|
| 15 | You should have an option to view your password after you have typed it | |
| 15.1 | Makes it more difficult to create a password | |
| 15.1.a | Severity of Cost | Positive |
| 15.1.b | Frequency Cost is Experienced | N/A |
| 15.2 | Makes it less easy to remember | |
| 15.2.a | Severity of Cost | Doesn't apply |
| 15.2.b | Frequency Cost is Experienced | N/A |
| 15.3 | Requires extra resources | |
| 15.3.a | Severity of Cost | Doesn't apply |
| 15.3.b | Frequency Cost is Experienced | N/A |
| 15.4 | Requires the creation of a new password | |
| 15.4.a | Severity of Cost | Doesn't apply |

| | | |
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| 15.4.b | Frequency Cost is Experienced | N/A |
| 15.5 | Increases the computing power needed | |
| 15.5.a | Severity of Cost | Doesn't apply |
| 15.5.b | Frequency Cost is Experienced | N/A |
| 15.6 | Requires other extra time or effort | |
| 15.6.a | Severity of Cost | Doesn't apply |
| 15.6.b | Frequency Cost is Experienced | N/A |
| 15.a | Do you approve of this advice? | Neutral |
| 15.b | Comments | There's a trade-off to be made. Context matters. If you're in a public space, it is riskier. If you're at home or otherwise alone, it can be helpful. Suitable for low security applications (meme generator account?). Not suitable for high security applications (bank?). |

| | | |
|--------|---|---------------|
| 16 | Make your security answers difficult to guess | |
| 16.1 | Makes it more difficult to create a password | |
| 16.1.a | Severity of Cost | Major |
| 16.1.b | Frequency Cost is Experienced | Once off |
| 16.2 | Makes it less easy to remember | |
| 16.2.a | Severity of Cost | Minor |
| 16.2.b | Frequency Cost is Experienced | Once off |
| 16.3 | Requires extra resources | |
| 16.3.a | Severity of Cost | Minor |
| 16.3.b | Frequency Cost is Experienced | Once off |
| 16.4 | Requires the creation of a new password | |
| 16.4.a | Severity of Cost | Doesn't apply |
| 16.4.b | Frequency Cost is Experienced | N/A |
| 16.5 | Increases the computing power needed | |
| 16.5.a | Severity of Cost | Doesn't apply |
| 16.5.b | Frequency Cost is Experienced | N/A |
| 16.6 | Requires other extra time or effort | |
| 16.6.a | Severity of Cost | Minor |

| | | |
|--------|--------------------------------|--|
| 16.6.b | Frequency Cost is Experienced | At Login |
| 16.a | Do you approve of this advice? | No |
| 16.b | Comments | Security questions/answers are terrible. Either you answer truthfully and make it easier to compromise your account, or you answer with line noise and you have to have a way to store them (not usefully supported by the password manager I use -- I have to put them in a Notes section). Most people use public or discoverable information. |

Two factor authentication

| | | |
|--------|---|---------------|
| 17 | You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device) | |
| 17.1 | Makes it more difficult to create a password | |
| 17.1.a | Severity of Cost | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced | N/A |
| 17.2 | Makes it less easy to remember | |
| 17.2.a | Severity of Cost | Doesn't apply |
| 17.2.b | Frequency Cost is Experienced | N/A |
| 17.3 | Requires extra resources | |
| 17.3.a | Severity of Cost | Minor |
| 17.3.b | Frequency Cost is Experienced | Once off |
| 17.4 | Requires the creation of a new password | |
| 17.4.a | Severity of Cost | Doesn't apply |
| 17.4.b | Frequency Cost is Experienced | N/A |
| 17.5 | Increases the computing power needed | |
| 17.5.a | Severity of Cost | Doesn't apply |
| 17.5.b | Frequency Cost is Experienced | N/A |
| 17.6 | Requires other extra time or effort | |
| 17.6.a | Severity of Cost | Minor |
| 17.6.b | Frequency Cost is Experienced | At Login |

| | | |
|------|--------------------------------|-----|
| 17.a | Do you approve of this advice? | Yes |
| 17.b | Comments | |

Password manager

| | | |
|--------|---|---------------|
| 18 | You should use a password manager to store your passwords | |
| 18.1 | Makes it more difficult to create a password | |
| 18.1.a | Severity of Cost | Positive |
| 18.1.b | Frequency Cost is Experienced | Once off |
| 18.2 | Makes it less easy to remember | |
| 18.2.a | Severity of Cost | Doesn't apply |
| 18.2.b | Frequency Cost is Experienced | N/A |
| 18.3 | Requires extra resources | |
| 18.3.a | Severity of Cost | Minor |
| 18.3.b | Frequency Cost is Experienced | Once off |
| 18.4 | Requires the creation of a new password | |
| 18.4.a | Severity of Cost | Positive |
| 18.4.b | Frequency Cost is Experienced | N/A |
| 18.5 | Increases the computing power needed | |
| 18.5.a | Severity of Cost | Doesn't apply |
| 18.5.b | Frequency Cost is Experienced | N/A |
| 18.6 | Requires other extra time or effort | |
| 18.6.a | Severity of Cost | Minor |
| 18.6.b | Frequency Cost is Experienced | At Login |
| 18.a | Do you approve of this advice? | Yes |
| 18.b | Comments | Definitely!!! |

| | | |
|--------|--|----------|
| 19 | When using a password manager, you should use it to create long random passwords | |
| 19.1 | Makes it more difficult to create a password | |
| 19.1.a | Severity of Cost | Positive |
| 19.1.b | Frequency Cost is Experienced | Once off |
| 19.2 | Makes it less easy to remember | |

| | | |
|--------|---|---|
| 19.2.a | Severity of Cost | Doesn't apply |
| 19.2.b | Frequency Cost is Experienced | N/A |
| 19.3 | Requires extra resources | |
| 19.3.a | Severity of Cost | Doesn't apply |
| 19.3.b | Frequency Cost is Experienced | N/A |
| 19.4 | Requires the creation of a new password | |
| 19.4.a | Severity of Cost | Doesn't apply |
| 19.4.b | Frequency Cost is Experienced | N/A |
| 19.5 | Increases the computing power needed | |
| 19.5.a | Severity of Cost | Doesn't apply |
| 19.5.b | Frequency Cost is Experienced | N/A |
| 19.6 | Requires other extra time or effort | |
| 19.6.a | Severity of Cost | Doesn't apply |
| 19.6.b | Frequency Cost is Experienced | N/A |
| 19.a | Do you approve of this advice? | Yes |
| 19.b | Comments | The only difficulty is when sites refuse good, long, strong passwords, or accept them at account creation (having different rules, or truncating) but break at login (your non-truncated password doesn't match the truncated password you don't know? There's different rules applied?). |

Generated passwords

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

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

Final Comments

| | | |
|------|--|---|
| 21 | Do you agree with the six cost categories that were used in the survey? | Somewhat |
| 21.a | Are there any cost categories that you think should be added or removed? | I think computing power is irrelevant, unless you mean computing power of an evil attacker. |
| 22 | This is the end of the survey do you have any final comments? | Took me ~30 minutes to complete. |

| Response ID | Completion date | |
|------------------------|-------------------------|--|
| 624141-624132-66101105 | 7 Oct 2020, 22:41 (BST) | |

| | | |
|-------|---|----|
| 1 | Informed consent | |
| 1.1 | The purpose and nature of this study has been explained to me. | |
| 1.1.a | | No |
| 1.2 | I am participating voluntarily. | |
| 1.2.a | | No |
| 1.3 | I understand that I can withdraw from the survey up until it is 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 | | No |
| 1.4 | I understand the limits of confidentiality as described in the information sheet. | |
| 1.4.a | | No |
| 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 | | No |

| | | |
|---|--|-----|
| 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 | Once off |
| 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? | Yes |
| 4.b | Comments | |

| | | |
|-------|--|---------------|
| 5 | You should substitute symbols for the letters in your password (e.g. "pa\$\$word") | |
| 5.1 | Makes it more difficult to create a password | |
| 5.1.a | Severity of Cost | Minor |
| 5.1.b | Frequency Cost is Experienced | Once off |
| 5.2 | Makes it less easy to remember | |
| 5.2.a | Severity of Cost | Doesn't apply |
| 5.2.b | Frequency Cost is Experienced | N/A |
| 5.3 | Requires extra resources | |
| 5.3.a | Severity of Cost | Doesn't apply |
| 5.3.b | Frequency Cost is Experienced | N/A |
| 5.4 | Requires the creation of a new password | |
| 5.4.a | Severity of Cost | Minor |
| 5.4.b | Frequency Cost is Experienced | Once off |
| 5.5 | Increases the computing power needed | |
| 5.5.a | Severity of Cost | Doesn't apply |
| 5.5.b | Frequency Cost is Experienced | N/A |
| 5.6 | Requires other extra time or effort | |
| 5.6.a | Severity of Cost | Doesn't apply |
| 5.6.b | Frequency Cost is Experienced | N/A |

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

Personal password storage

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

Expiry

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

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

| | | |
|-------|---|---------------|
| 8 | Change your password if you suspect it has been compromised | |
| 8.1 | Makes it more difficult to create a password | |
| 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 | 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 | Minor |
| 8.4.b | Frequency Cost is Experienced | Periodic |

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

Reuse

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

Sharing

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

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

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

| | | |
|--------|---|---------------|
| 12 | Check web pages are encrypted by looking for the padlock or "https" | |
| 12.1 | Makes it more difficult to create a password | |
| 12.1.a | Severity of Cost | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced | N/A |
| 12.2 | Makes it less easy to remember | |
| 12.2.a | Severity of Cost | Doesn't apply |
| 12.2.b | Frequency Cost is Experienced | N/A |
| 12.3 | Requires extra resources | |
| 12.3.a | Severity of Cost | Doesn't apply |
| 12.3.b | Frequency Cost is Experienced | N/A |
| 12.4 | Requires the creation of a new password | |
| 12.4.a | Severity of Cost | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced | N/A |
| 12.5 | Increases the computing power needed | |
| 12.5.a | Severity of Cost | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced | N/A |
| 12.6 | Requires other extra time or effort | |
| 12.6.a | Severity of Cost | Minor |
| 12.6.b | Frequency Cost is Experienced | At Login |

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

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

Logging in

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

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

| | | |
|--------|---|---------------|
| 15 | You should have an option to view your password after you have typed it | |
| 15.1 | Makes it more difficult to create a password | |
| 15.1.a | Severity of Cost | Doesn't apply |
| 15.1.b | Frequency Cost is Experienced | N/A |
| 15.2 | Makes it less easy to remember | |
| 15.2.a | Severity of Cost | Doesn't apply |
| 15.2.b | Frequency Cost is Experienced | N/A |
| 15.3 | Requires extra resources | |
| 15.3.a | Severity of Cost | Doesn't apply |
| 15.3.b | Frequency Cost is Experienced | N/A |
| 15.4 | Requires the creation of a new password | |
| 15.4.a | Severity of Cost | Doesn't apply |
| 15.4.b | Frequency Cost is Experienced | N/A |
| 15.5 | Increases the computing power needed | |
| 15.5.a | Severity of Cost | Doesn't apply |
| 15.5.b | Frequency Cost is Experienced | N/A |

| | | |
|--------|-------------------------------------|---------------|
| 15.6 | Requires other extra time or effort | |
| 15.6.a | Severity of Cost | Doesn't apply |
| 15.6.b | Frequency Cost is Experienced | N/A |
| 15.a | Do you approve of this advice? | No |
| 15.b | Comments | |

| | | |
|--------|---|---------------|
| 16 | Make your security answers difficult to guess | |
| 16.1 | Makes it more difficult to create a password | |
| 16.1.a | Severity of Cost | Positive |
| 16.1.b | Frequency Cost is Experienced | N/A |
| 16.2 | Makes it less easy to remember | |
| 16.2.a | Severity of Cost | Positive |
| 16.2.b | Frequency Cost is Experienced | N/A |
| 16.3 | Requires extra resources | |
| 16.3.a | Severity of Cost | Doesn't apply |
| 16.3.b | Frequency Cost is Experienced | N/A |
| 16.4 | Requires the creation of a new password | |
| 16.4.a | Severity of Cost | Doesn't apply |
| 16.4.b | Frequency Cost is Experienced | N/A |
| 16.5 | Increases the computing power needed | |
| 16.5.a | Severity of Cost | Doesn't apply |
| 16.5.b | Frequency Cost is Experienced | N/A |
| 16.6 | Requires other extra time or effort | |
| 16.6.a | Severity of Cost | Positive |
| 16.6.b | Frequency Cost is Experienced | N/A |
| 16.a | Do you approve of this advice? | Yes |
| 16.b | Comments | |

Two factor authentication

| | | |
|------|---|--|
| 17 | You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device) | |
| 17.1 | Makes it more difficult to create a password | |

| | | |
|--------|---|---------------|
| 17.1.a | Severity of Cost | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced | N/A |
| 17.2 | Makes it less easy to remember | |
| 17.2.a | Severity of Cost | Doesn't apply |
| 17.2.b | Frequency Cost is Experienced | N/A |
| 17.3 | Requires extra resources | |
| 17.3.a | Severity of Cost | Major |
| 17.3.b | Frequency Cost is Experienced | At Login |
| 17.4 | Requires the creation of a new password | |
| 17.4.a | Severity of Cost | Doesn't apply |
| 17.4.b | Frequency Cost is Experienced | N/A |
| 17.5 | Increases the computing power needed | |
| 17.5.a | Severity of Cost | Minor |
| 17.5.b | Frequency Cost is Experienced | N/A |
| 17.6 | Requires other extra time or effort | |
| 17.6.a | Severity of Cost | Major |
| 17.6.b | Frequency Cost is Experienced | At Login |
| 17.a | Do you approve of this advice? | Neutral |
| 17.b | Comments | |

Password manager

| | | |
|--------|---|---------------|
| 18 | You should use a password manager to store your passwords | |
| 18.1 | Makes it more difficult to create a password | |
| 18.1.a | Severity of Cost | Doesn't apply |
| 18.1.b | Frequency Cost is Experienced | N/A |
| 18.2 | Makes it less easy to remember | |
| 18.2.a | Severity of Cost | Doesn't apply |
| 18.2.b | Frequency Cost is Experienced | N/A |
| 18.3 | Requires extra resources | |
| 18.3.a | Severity of Cost | Minor |
| 18.3.b | Frequency Cost is Experienced | Periodic |

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

| | | |
|--------|--|---------------|
| 19 | When using a password manager, you should use it to create long random passwords | |
| 19.1 | Makes it more difficult to create a password | |
| 19.1.a | Severity of Cost | Doesn't apply |
| 19.1.b | Frequency Cost is Experienced | N/A |
| 19.2 | Makes it less easy to remember | |
| 19.2.a | Severity of Cost | Major |
| 19.2.b | Frequency Cost is Experienced | At Login |
| 19.3 | Requires extra resources | |
| 19.3.a | Severity of Cost | Minor |
| 19.3.b | Frequency Cost is Experienced | Periodic |
| 19.4 | Requires the creation of a new password | |
| 19.4.a | Severity of Cost | Doesn't apply |
| 19.4.b | Frequency Cost is Experienced | N/A |
| 19.5 | Increases the computing power needed | |
| 19.5.a | Severity of Cost | Doesn't apply |
| 19.5.b | Frequency Cost is Experienced | N/A |
| 19.6 | Requires other extra time or effort | |
| 19.6.a | Severity of Cost | Minor |
| 19.6.b | Frequency Cost is Experienced | Periodic |
| 19.a | Do you approve of this advice? | Neutral |

Generated passwords

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

Final Comments

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

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

| | | |
|-------|---|-----|
| 1 | Informed consent | |
| 1.1 | The purpose and nature of this study has been explained to me. | |
| 1.1.a | | Yes |
| 1.2 | 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 | Periodic |
| 4.2 | Makes it less easy to remember | |
| 4.2.a | Severity of Cost | Don't know |
| 4.2.b | Frequency Cost is Experienced | Periodic |
| 4.3 | Requires extra resources | |
| 4.3.a | Severity of Cost | Doesn't apply |

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

| | | |
|-------|--|---------------|
| 5 | You should substitute symbols for the letters in your password (e.g. "pa\$\$word") | |
| 5.1 | Makes it more difficult to create a password | |
| 5.1.a | Severity of Cost | Minor |
| 5.1.b | Frequency Cost is Experienced | N/A |
| 5.2 | Makes it less easy to remember | |
| 5.2.a | Severity of Cost | Doesn't apply |
| 5.2.b | Frequency Cost is Experienced | N/A |
| 5.3 | Requires extra resources | |
| 5.3.a | Severity of Cost | Doesn't apply |
| 5.3.b | Frequency Cost is Experienced | N/A |
| 5.4 | Requires the creation of a new password | |
| 5.4.a | Severity of Cost | Doesn't apply |
| 5.4.b | Frequency Cost is Experienced | N/A |
| 5.5 | Increases the computing power needed | |
| 5.5.a | Severity of Cost | Doesn't apply |
| 5.5.b | Frequency Cost is Experienced | N/A |
| 5.6 | Requires other extra time or effort | |
| 5.6.a | Severity of Cost | Doesn't apply |
| 5.6.b | Frequency Cost is Experienced | N/A |

| | | |
|-----|--------------------------------|---------|
| 5.a | Do you approve of this advice? | Neutral |
| 5.b | Comments | |

Personal password storage

| | | |
|-------|---|---|
| 6 | Don't store your passwords in a computer file | |
| 6.1 | Makes it more difficult to create a password | |
| 6.1.a | Severity of Cost | Doesn't apply |
| 6.1.b | Frequency Cost is Experienced | N/A |
| 6.2 | Makes it less easy to remember | |
| 6.2.a | Severity of Cost | Minor |
| 6.2.b | Frequency Cost is Experienced | N/A |
| 6.3 | Requires extra resources | |
| 6.3.a | Severity of Cost | Major |
| 6.3.b | Frequency Cost is Experienced | N/A |
| 6.4 | Requires the creation of a new password | |
| 6.4.a | Severity of Cost | Doesn't apply |
| 6.4.b | Frequency Cost is Experienced | N/A |
| 6.5 | Increases the computing power needed | |
| 6.5.a | Severity of Cost | Minor |
| 6.5.b | Frequency Cost is Experienced | N/A |
| 6.6 | Requires other extra time or effort | |
| 6.6.a | Severity of Cost | Major |
| 6.6.b | Frequency Cost is Experienced | N/A |
| 6.a | Do you approve of this advice? | Neutral |
| 6.b | Comments | if encrypted maybe, but then there is software for that |

Expiry

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

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

| | | |
|-------|---|----------|
| 8 | Change your password if you suspect it has been compromised | |
| 8.1 | Makes it more difficult to create a password | |
| 8.1.a | Severity of Cost | Positive |
| 8.1.b | Frequency Cost is Experienced | Once off |
| 8.2 | Makes it less easy to remember | |
| 8.2.a | Severity of Cost | Positive |
| 8.2.b | Frequency Cost is Experienced | Periodic |
| 8.3 | Requires extra resources | |
| 8.3.a | Severity of Cost | Major |
| 8.3.b | Frequency Cost is Experienced | Once off |
| 8.4 | Requires the creation of a new password | |
| 8.4.a | Severity of Cost | Positive |

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

Reuse

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

Sharing

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

| | | |
|--------|--|---------------|
| 11 | Don't send passwords by email | |
| 11.1 | Makes it more difficult to create a password | |
| 11.1.a | Severity of Cost | Doesn't apply |
| 11.1.b | Frequency Cost is Experienced | N/A |
| 11.2 | Makes it less easy to remember | |
| 11.2.a | Severity of Cost | Doesn't apply |

| | | |
|--------|---|---|
| 11.2.b | Frequency Cost is Experienced | N/A |
| 11.3 | Requires extra resources | |
| 11.3.a | Severity of Cost | Minor |
| 11.3.b | Frequency Cost is Experienced | N/A |
| 11.4 | Requires the creation of a new password | |
| 11.4.a | Severity of Cost | Doesn't apply |
| 11.4.b | Frequency Cost is Experienced | N/A |
| 11.5 | Increases the computing power needed | |
| 11.5.a | Severity of Cost | Doesn't apply |
| 11.5.b | Frequency Cost is Experienced | N/A |
| 11.6 | Requires other extra time or effort | |
| 11.6.a | Severity of Cost | Major |
| 11.6.b | Frequency Cost is Experienced | Periodic |
| 11.a | Do you approve of this advice? | Yes |
| 11.b | Comments | Sadly too many software such as mailman has to learn this still |

| | | |
|--------|---|---------------|
| 12 | Check web pages are encrypted by looking for the padlock or "https" | |
| 12.1 | Makes it more difficult to create a password | |
| 12.1.a | Severity of Cost | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced | N/A |
| 12.2 | Makes it less easy to remember | |
| 12.2.a | Severity of Cost | Doesn't apply |
| 12.2.b | Frequency Cost is Experienced | N/A |
| 12.3 | Requires extra resources | |
| 12.3.a | Severity of Cost | Doesn't apply |
| 12.3.b | Frequency Cost is Experienced | N/A |
| 12.4 | Requires the creation of a new password | |
| 12.4.a | Severity of Cost | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced | N/A |
| 12.5 | Increases the computing power needed | |
| 12.5.a | Severity of Cost | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced | N/A |

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

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

Logging in

| | | |
|------|---|--|
| 14 | You should not be able to paste your password when logging in | |
| 14.1 | Makes it more difficult to create a password | |

| | | |
|--------|---|---------------------------------|
| 14.1.a | Severity of Cost | Doesn't apply |
| 14.1.b | Frequency Cost is Experienced | N/A |
| 14.2 | Makes it less easy to remember | |
| 14.2.a | Severity of Cost | Doesn't apply |
| 14.2.b | Frequency Cost is Experienced | N/A |
| 14.3 | Requires extra resources | |
| 14.3.a | Severity of Cost | Major |
| 14.3.b | Frequency Cost is Experienced | At Login |
| 14.4 | Requires the creation of a new password | |
| 14.4.a | Severity of Cost | Doesn't apply |
| 14.4.b | Frequency Cost is Experienced | N/A |
| 14.5 | Increases the computing power needed | |
| 14.5.a | Severity of Cost | Doesn't apply |
| 14.5.b | Frequency Cost is Experienced | N/A |
| 14.6 | Requires other extra time or effort | |
| 14.6.a | Severity of Cost | Major |
| 14.6.b | Frequency Cost is Experienced | At Login |
| 14.a | Do you approve of this advice? | Yes |
| 14.b | Comments | auto-fill is okay, paste is not |

| | | |
|--------|---|---------------|
| 15 | You should have an option to view your password after you have typed it | |
| 15.1 | Makes it more difficult to create a password | |
| 15.1.a | Severity of Cost | Doesn't apply |
| 15.1.b | Frequency Cost is Experienced | N/A |
| 15.2 | Makes it less easy to remember | |
| 15.2.a | Severity of Cost | Doesn't apply |
| 15.2.b | Frequency Cost is Experienced | N/A |
| 15.3 | Requires extra resources | |
| 15.3.a | Severity of Cost | Doesn't apply |
| 15.3.b | Frequency Cost is Experienced | N/A |
| 15.4 | Requires the creation of a new password | |
| 15.4.a | Severity of Cost | Doesn't apply |
| 15.4.b | Frequency Cost is Experienced | N/A |

| | | |
|--------|--------------------------------------|---|
| 15.5 | Increases the computing power needed | |
| 15.5.a | Severity of Cost | Doesn't apply |
| 15.5.b | Frequency Cost is Experienced | N/A |
| 15.6 | Requires other extra time or effort | |
| 15.6.a | Severity of Cost | Doesn't apply |
| 15.6.b | Frequency Cost is Experienced | N/A |
| 15.a | Do you approve of this advice? | Yes |
| 15.b | Comments | And the opposite; one should be able not to see the password or its length at all (not even the letter currently typed) |

| | | |
|--------|---|---------------|
| 16 | Make your security answers difficult to guess | |
| 16.1 | Makes it more difficult to create a password | |
| 16.1.a | Severity of Cost | Minor |
| 16.1.b | Frequency Cost is Experienced | N/A |
| 16.2 | Makes it less easy to remember | |
| 16.2.a | Severity of Cost | Minor |
| 16.2.b | Frequency Cost is Experienced | N/A |
| 16.3 | Requires extra resources | |
| 16.3.a | Severity of Cost | Minor |
| 16.3.b | Frequency Cost is Experienced | N/A |
| 16.4 | Requires the creation of a new password | |
| 16.4.a | Severity of Cost | Doesn't apply |
| 16.4.b | Frequency Cost is Experienced | N/A |
| 16.5 | Increases the computing power needed | |
| 16.5.a | Severity of Cost | Doesn't apply |
| 16.5.b | Frequency Cost is Experienced | N/A |
| 16.6 | Requires other extra time or effort | |
| 16.6.a | Severity of Cost | Major |
| 16.6.b | Frequency Cost is Experienced | N/A |
| 16.a | Do you approve of this advice? | Neutral |
| 16.b | Comments | |

Two factor authentication

| | | |
|--------|---|--|
| 17 | You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device) | |
| 17.1 | Makes it more difficult to create a password | |
| 17.1.a | Severity of Cost | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced | N/A |
| 17.2 | Makes it less easy to remember | |
| 17.2.a | Severity of Cost | Doesn't apply |
| 17.2.b | Frequency Cost is Experienced | N/A |
| 17.3 | Requires extra resources | |
| 17.3.a | Severity of Cost | Major |
| 17.3.b | Frequency Cost is Experienced | Periodic |
| 17.4 | Requires the creation of a new password | |
| 17.4.a | Severity of Cost | Doesn't apply |
| 17.4.b | Frequency Cost is Experienced | N/A |
| 17.5 | Increases the computing power needed | |
| 17.5.a | Severity of Cost | Major |
| 17.5.b | Frequency Cost is Experienced | Periodic |
| 17.6 | Requires other extra time or effort | |
| 17.6.a | Severity of Cost | Major |
| 17.6.b | Frequency Cost is Experienced | Periodic |
| 17.a | Do you approve of this advice? | No |
| 17.b | Comments | Very few exceptions but not for general use. |

Password manager

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

| | | |
|--------|---|---|
| 18.2.a | Severity of Cost | Positive |
| 18.2.b | Frequency Cost is Experienced | N/A |
| 18.3 | Requires extra resources | |
| 18.3.a | Severity of Cost | Positive |
| 18.3.b | Frequency Cost is Experienced | N/A |
| 18.4 | Requires the creation of a new password | |
| 18.4.a | Severity of Cost | Doesn't apply |
| 18.4.b | Frequency Cost is Experienced | N/A |
| 18.5 | Increases the computing power needed | |
| 18.5.a | Severity of Cost | Positive |
| 18.5.b | Frequency Cost is Experienced | N/A |
| 18.6 | Requires other extra time or effort | |
| 18.6.a | Severity of Cost | Doesn't apply |
| 18.6.b | Frequency Cost is Experienced | N/A |
| 18.a | Do you approve of this advice? | Neutral |
| 18.b | Comments | Password managers can be good. Muscle memory is better. |

| | | |
|--------|--|---------------|
| 19 | When using a password manager, you should use it to create long random passwords | |
| 19.1 | Makes it more difficult to create a password | |
| 19.1.a | Severity of Cost | Doesn't apply |
| 19.1.b | Frequency Cost is Experienced | N/A |
| 19.2 | Makes it less easy to remember | |
| 19.2.a | Severity of Cost | Major |
| 19.2.b | Frequency Cost is Experienced | N/A |
| 19.3 | Requires extra resources | |
| 19.3.a | Severity of Cost | Minor |
| 19.3.b | Frequency Cost is Experienced | N/A |
| 19.4 | Requires the creation of a new password | |
| 19.4.a | Severity of Cost | Major |
| 19.4.b | Frequency Cost is Experienced | Once off |
| 19.5 | Increases the computing power needed | |
| 19.5.a | Severity of Cost | Doesn't apply |

| | | |
|--------|-------------------------------------|---------------|
| 19.5.b | Frequency Cost is Experienced | N/A |
| 19.6 | Requires other extra time or effort | |
| 19.6.a | Severity of Cost | Doesn't apply |
| 19.6.b | Frequency Cost is Experienced | N/A |
| 19.a | Do you approve of this advice? | Neutral |
| 19.b | Comments | |

Generated passwords

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

Final Comments

| | | |
|------|--|----------|
| 21 | Do you agree with the six cost categories that were used in the survey? | Somewhat |
| 21.a | Are there any cost categories that you think should be added or removed? | |
| 22 | This is the end of the survey do you have any final comments? | |

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

| | | |
|-------|---|-----|
| 1 | Informed consent | |
| 1.1 | The purpose and nature of this study has been explained to me. | |
| 1.1.a | | Yes |
| 1.2 | 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 | Doesn't apply |
| 4.4.b | Frequency Cost is Experienced | N/A |
| 4.5 | Increases the computing power needed | |
| 4.5.a | Severity of Cost | Doesn't apply |
| 4.5.b | Frequency Cost is Experienced | N/A |
| 4.6 | Requires other extra time or effort | |
| 4.6.a | Severity of Cost | Doesn't apply |
| 4.6.b | Frequency Cost is Experienced | N/A |
| 4.a | Do you approve of this advice? | Yes |
| 4.b | Comments | |

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

Personal password storage

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

Expiry

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

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

| | | |
|-------|---|---------------|
| 8 | Change your password if you suspect it has been compromised | |
| 8.1 | Makes it more difficult to create a password | |
| 8.1.a | Severity of Cost | Doesn't apply |
| 8.1.b | Frequency Cost is Experienced | N/A |
| 8.2 | Makes it less easy to remember | |
| 8.2.a | Severity of Cost | Minor |
| 8.2.b | Frequency Cost is Experienced | Once off |
| 8.3 | Requires extra resources | |
| 8.3.a | Severity of Cost | Doesn't apply |
| 8.3.b | Frequency Cost is Experienced | N/A |
| 8.4 | Requires the creation of a new password | |
| 8.4.a | Severity of Cost | Positive |
| 8.4.b | Frequency Cost is Experienced | Once off |
| 8.5 | Increases the computing power needed | |
| 8.5.a | Severity of Cost | Doesn't apply |

| | | |
|-------|-------------------------------------|----------|
| 8.5.b | Frequency Cost is Experienced | N/A |
| 8.6 | Requires other extra time or effort | |
| 8.6.a | Severity of Cost | Minor |
| 8.6.b | Frequency Cost is Experienced | Once off |
| 8.a | Do you approve of this advice? | Yes |
| 8.b | Comments | |

Reuse

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

Sharing

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

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

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

| | | |
|--------|---|---------------|
| 12 | Check web pages are encrypted by looking for the padlock or "https" | |
| 12.1 | Makes it more difficult to create a password | |
| 12.1.a | Severity of Cost | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced | N/A |
| 12.2 | Makes it less easy to remember | |
| 12.2.a | Severity of Cost | Doesn't apply |
| 12.2.b | Frequency Cost is Experienced | N/A |
| 12.3 | Requires extra resources | |
| 12.3.a | Severity of Cost | Doesn't apply |
| 12.3.b | Frequency Cost is Experienced | N/A |
| 12.4 | Requires the creation of a new password | |
| 12.4.a | Severity of Cost | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced | N/A |
| 12.5 | Increases the computing power needed | |
| 12.5.a | Severity of Cost | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced | N/A |
| 12.6 | Requires other extra time or effort | |
| 12.6.a | Severity of Cost | Minor |
| 12.6.b | Frequency Cost is Experienced | Periodic |
| 12.a | Do you approve of this advice? | Yes |

| | | |
|------|----------|--|
| 12.b | Comments | |
|------|----------|--|

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

Logging in

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

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

| | | |
|--------|---|---------------|
| 15 | You should have an option to view your password after you have typed it | |
| 15.1 | Makes it more difficult to create a password | |
| 15.1.a | Severity of Cost | Doesn't apply |
| 15.1.b | Frequency Cost is Experienced | N/A |
| 15.2 | Makes it less easy to remember | |
| 15.2.a | Severity of Cost | Doesn't apply |
| 15.2.b | Frequency Cost is Experienced | N/A |
| 15.3 | Requires extra resources | |
| 15.3.a | Severity of Cost | Doesn't apply |
| 15.3.b | Frequency Cost is Experienced | N/A |
| 15.4 | Requires the creation of a new password | |
| 15.4.a | Severity of Cost | Doesn't apply |
| 15.4.b | Frequency Cost is Experienced | N/A |
| 15.5 | Increases the computing power needed | |
| 15.5.a | Severity of Cost | Doesn't apply |
| 15.5.b | Frequency Cost is Experienced | N/A |

| | | |
|--------|-------------------------------------|---------------|
| 15.6 | Requires other extra time or effort | |
| 15.6.a | Severity of Cost | Doesn't apply |
| 15.6.b | Frequency Cost is Experienced | N/A |
| 15.a | Do you approve of this advice? | Neutral |
| 15.b | Comments | |

| | | |
|--------|---|---------------|
| 16 | Make your security answers difficult to guess | |
| 16.1 | Makes it more difficult to create a password | |
| 16.1.a | Severity of Cost | Minor |
| 16.1.b | Frequency Cost is Experienced | Once off |
| 16.2 | Makes it less easy to remember | |
| 16.2.a | Severity of Cost | Major |
| 16.2.b | Frequency Cost is Experienced | Once off |
| 16.3 | Requires extra resources | |
| 16.3.a | Severity of Cost | Doesn't apply |
| 16.3.b | Frequency Cost is Experienced | N/A |
| 16.4 | Requires the creation of a new password | |
| 16.4.a | Severity of Cost | Doesn't apply |
| 16.4.b | Frequency Cost is Experienced | N/A |
| 16.5 | Increases the computing power needed | |
| 16.5.a | Severity of Cost | Doesn't apply |
| 16.5.b | Frequency Cost is Experienced | N/A |
| 16.6 | Requires other extra time or effort | |
| 16.6.a | Severity of Cost | Major |
| 16.6.b | Frequency Cost is Experienced | Once off |
| 16.a | Do you approve of this advice? | Neutral |
| 16.b | Comments | |

Two factor authentication

| | | |
|------|---|--|
| 17 | You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device) | |
| 17.1 | Makes it more difficult to create a password | |

| | | |
|--------|---|---|
| 17.1.a | Severity of Cost | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced | N/A |
| 17.2 | Makes it less easy to remember | |
| 17.2.a | Severity of Cost | Doesn't apply |
| 17.2.b | Frequency Cost is Experienced | N/A |
| 17.3 | Requires extra resources | |
| 17.3.a | Severity of Cost | Major |
| 17.3.b | Frequency Cost is Experienced | At Login |
| 17.4 | Requires the creation of a new password | |
| 17.4.a | Severity of Cost | Doesn't apply |
| 17.4.b | Frequency Cost is Experienced | N/A |
| 17.5 | Increases the computing power needed | |
| 17.5.a | Severity of Cost | Doesn't apply |
| 17.5.b | Frequency Cost is Experienced | N/A |
| 17.6 | Requires other extra time or effort | |
| 17.6.a | Severity of Cost | Major |
| 17.6.b | Frequency Cost is Experienced | At Login |
| 17.a | Do you approve of this advice? | Neutral |
| 17.b | Comments | If it is for something where high security is very important like online banking then yes, I approve. But if it's for something simpler then while I understand it might be a good idea, it's just frustrating. |

Password manager

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

| | | |
|--------|---|---------------|
| 18.3 | Requires extra resources | |
| 18.3.a | Severity of Cost | Minor |
| 18.3.b | Frequency Cost is Experienced | Once off |
| 18.4 | Requires the creation of a new password | |
| 18.4.a | Severity of Cost | Minor |
| 18.4.b | Frequency Cost is Experienced | Once off |
| 18.5 | Increases the computing power needed | |
| 18.5.a | Severity of Cost | Doesn't apply |
| 18.5.b | Frequency Cost is Experienced | N/A |
| 18.6 | Requires other extra time or effort | |
| 18.6.a | Severity of Cost | Minor |
| 18.6.b | Frequency Cost is Experienced | Once off |
| 18.a | Do you approve of this advice? | No |
| 18.b | Comments | |

| | | |
|--------|--|---------------|
| 19 | When using a password manager, you should use it to create long random passwords | |
| 19.1 | Makes it more difficult to create a password | |
| 19.1.a | Severity of Cost | Doesn't apply |
| 19.1.b | Frequency Cost is Experienced | N/A |
| 19.2 | Makes it less easy to remember | |
| 19.2.a | Severity of Cost | Major |
| 19.2.b | Frequency Cost is Experienced | At Login |
| 19.3 | Requires extra resources | |
| 19.3.a | Severity of Cost | Doesn't apply |
| 19.3.b | Frequency Cost is Experienced | N/A |
| 19.4 | Requires the creation of a new password | |
| 19.4.a | Severity of Cost | Doesn't apply |
| 19.4.b | Frequency Cost is Experienced | N/A |
| 19.5 | Increases the computing power needed | |
| 19.5.a | Severity of Cost | Doesn't apply |
| 19.5.b | Frequency Cost is Experienced | N/A |
| 19.6 | Requires other extra time or effort | |
| 19.6.a | Severity of Cost | Doesn't apply |

| | | |
|--------|--------------------------------|-----|
| 19.6.b | Frequency Cost is Experienced | N/A |
| 19.a | Do you approve of this advice? | No |
| 19.b | Comments | |

Generated passwords

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

Final Comments

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

21.a Are there any cost categories that you think should be added or removed?

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

| Response ID | Completion date | |
|------------------------|--------------------------|--|
| 624141-624132-66338242 | 14 Oct 2020, 14:09 (BST) | |

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

| | | |
|---|--|-----|
| 2 | I consent to participate in this survey: | Yes |
|---|--|-----|

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

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

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

| | | |
|-------|--|---------------|
| 5 | You should substitute symbols for the letters in your password (e.g. "pa\$\$word") | |
| 5.1 | Makes it more difficult to create a password | |
| 5.1.a | Severity of Cost | Minor |
| 5.1.b | Frequency Cost is Experienced | Once off |
| 5.2 | Makes it less easy to remember | |
| 5.2.a | Severity of Cost | Major |
| 5.2.b | Frequency Cost is Experienced | At Login |
| 5.3 | Requires extra resources | |
| 5.3.a | Severity of Cost | Doesn't apply |
| 5.3.b | Frequency Cost is Experienced | N/A |
| 5.4 | Requires the creation of a new password | |
| 5.4.a | Severity of Cost | Doesn't apply |
| 5.4.b | Frequency Cost is Experienced | N/A |
| 5.5 | Increases the computing power needed | |
| 5.5.a | Severity of Cost | Doesn't apply |
| 5.5.b | Frequency Cost is Experienced | N/A |
| 5.6 | Requires other extra time or effort | |
| 5.6.a | Severity of Cost | Doesn't apply |
| 5.6.b | Frequency Cost is Experienced | N/A |
| 5.a | Do you approve of this advice? | No |

Personal password storage

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

Expiry

| | | |
|-------|--|---------------|
| 7 | Change your password regularly | |
| 7.1 | Makes it more difficult to create a password | |
| 7.1.a | Severity of Cost | Doesn't apply |
| 7.1.b | Frequency Cost is Experienced | N/A |

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

| | | |
|-------|---|---------------|
| 8 | Change your password if you suspect it has been compromised | |
| 8.1 | Makes it more difficult to create a password | |
| 8.1.a | Severity of Cost | Doesn't apply |
| 8.1.b | Frequency Cost is Experienced | N/A |
| 8.2 | Makes it less easy to remember | |
| 8.2.a | Severity of Cost | Minor |
| 8.2.b | Frequency Cost is Experienced | Once off |
| 8.3 | Requires extra resources | |
| 8.3.a | Severity of Cost | Doesn't apply |
| 8.3.b | Frequency Cost is Experienced | N/A |
| 8.4 | Requires the creation of a new password | |
| 8.4.a | Severity of Cost | Doesn't apply |
| 8.4.b | Frequency Cost is Experienced | N/A |
| 8.5 | Increases the computing power needed | |
| 8.5.a | Severity of Cost | Doesn't apply |

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

Reuse

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

Sharing

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

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

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

| | | |
|--------|---|---------------|
| 12 | Check web pages are encrypted by looking for the padlock or "https" | |
| 12.1 | Makes it more difficult to create a password | |
| 12.1.a | Severity of Cost | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced | N/A |
| 12.2 | Makes it less easy to remember | |
| 12.2.a | Severity of Cost | Doesn't apply |
| 12.2.b | Frequency Cost is Experienced | N/A |
| 12.3 | Requires extra resources | |
| 12.3.a | Severity of Cost | Doesn't apply |
| 12.3.b | Frequency Cost is Experienced | N/A |
| 12.4 | Requires the creation of a new password | |
| 12.4.a | Severity of Cost | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced | N/A |
| 12.5 | Increases the computing power needed | |
| 12.5.a | Severity of Cost | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced | N/A |
| 12.6 | Requires other extra time or effort | |
| 12.6.a | Severity of Cost | Minor |
| 12.6.b | Frequency Cost is Experienced | At Login |

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

| | | |
|--------|--|---------------|
| 13 | Log out after using public computers | |
| 13.1 | Makes it more difficult to create a password | |
| 13.1.a | Severity of Cost | Doesn't apply |
| 13.1.b | Frequency Cost is Experienced | N/A |
| 13.2 | Makes it less easy to remember | |
| 13.2.a | Severity of Cost | Doesn't apply |
| 13.2.b | Frequency Cost is Experienced | N/A |
| 13.3 | Requires extra resources | |
| 13.3.a | Severity of Cost | Doesn't apply |
| 13.3.b | Frequency Cost is Experienced | N/A |
| 13.4 | Requires the creation of a new password | |
| 13.4.a | Severity of Cost | Doesn't apply |
| 13.4.b | Frequency Cost is Experienced | N/A |
| 13.5 | Increases the computing power needed | |
| 13.5.a | Severity of Cost | Doesn't apply |
| 13.5.b | Frequency Cost is Experienced | N/A |
| 13.6 | Requires other extra time or effort | |
| 13.6.a | Severity of Cost | Minor |
| 13.6.b | Frequency Cost is Experienced | At Login |
| 13.a | Do you approve of this advice? | Yes |
| 13.b | Comments | |

Logging in

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

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

| | | |
|--------|---|---------------|
| 15 | You should have an option to view your password after you have typed it | |
| 15.1 | Makes it more difficult to create a password | |
| 15.1.a | Severity of Cost | Doesn't apply |
| 15.1.b | Frequency Cost is Experienced | N/A |
| 15.2 | Makes it less easy to remember | |
| 15.2.a | Severity of Cost | Doesn't apply |
| 15.2.b | Frequency Cost is Experienced | N/A |
| 15.3 | Requires extra resources | |
| 15.3.a | Severity of Cost | Doesn't apply |
| 15.3.b | Frequency Cost is Experienced | N/A |
| 15.4 | Requires the creation of a new password | |
| 15.4.a | Severity of Cost | Doesn't apply |
| 15.4.b | Frequency Cost is Experienced | N/A |
| 15.5 | Increases the computing power needed | |
| 15.5.a | Severity of Cost | Doesn't apply |
| 15.5.b | Frequency Cost is Experienced | N/A |

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

| | | |
|--------|---|---------------|
| 16 | Make your security answers difficult to guess | |
| 16.1 | Makes it more difficult to create a password | |
| 16.1.a | Severity of Cost | Doesn't apply |
| 16.1.b | Frequency Cost is Experienced | N/A |
| 16.2 | Makes it less easy to remember | |
| 16.2.a | Severity of Cost | Doesn't apply |
| 16.2.b | Frequency Cost is Experienced | N/A |
| 16.3 | Requires extra resources | |
| 16.3.a | Severity of Cost | Doesn't apply |
| 16.3.b | Frequency Cost is Experienced | N/A |
| 16.4 | Requires the creation of a new password | |
| 16.4.a | Severity of Cost | Doesn't apply |
| 16.4.b | Frequency Cost is Experienced | N/A |
| 16.5 | Increases the computing power needed | |
| 16.5.a | Severity of Cost | Doesn't apply |
| 16.5.b | Frequency Cost is Experienced | N/A |
| 16.6 | Requires other extra time or effort | |
| 16.6.a | Severity of Cost | Minor |
| 16.6.b | Frequency Cost is Experienced | Once off |
| 16.a | Do you approve of this advice? | Yes |
| 16.b | Comments | |

Two factor authentication

| | | |
|------|---|--|
| 17 | You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device) | |
| 17.1 | Makes it more difficult to create a password | |

| | | |
|--------|---|---------------|
| 17.1.a | Severity of Cost | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced | N/A |
| 17.2 | Makes it less easy to remember | |
| 17.2.a | Severity of Cost | Doesn't apply |
| 17.2.b | Frequency Cost is Experienced | N/A |
| 17.3 | Requires extra resources | |
| 17.3.a | Severity of Cost | Positive |
| 17.3.b | Frequency Cost is Experienced | At Login |
| 17.4 | Requires the creation of a new password | |
| 17.4.a | Severity of Cost | Doesn't apply |
| 17.4.b | Frequency Cost is Experienced | N/A |
| 17.5 | Increases the computing power needed | |
| 17.5.a | Severity of Cost | Doesn't apply |
| 17.5.b | Frequency Cost is Experienced | N/A |
| 17.6 | Requires other extra time or effort | |
| 17.6.a | Severity of Cost | Minor |
| 17.6.b | Frequency Cost is Experienced | At Login |
| 17.a | Do you approve of this advice? | Yes |
| 17.b | Comments | |

Password manager

| | | |
|--------|---|---------------|
| 18 | You should use a password manager to store your passwords | |
| 18.1 | Makes it more difficult to create a password | |
| 18.1.a | Severity of Cost | Doesn't apply |
| 18.1.b | Frequency Cost is Experienced | N/A |
| 18.2 | Makes it less easy to remember | |
| 18.2.a | Severity of Cost | 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 | Minor |
| 18.6.b | Frequency Cost is Experienced | At Login |
| 18.a | Do you approve of this advice? | Yes |
| 18.b | Comments | |

| | | |
|--------|--|---------------|
| 19 | When using a password manager, you should use it to create long random passwords | |
| 19.1 | Makes it more difficult to create a password | |
| 19.1.a | Severity of Cost | Doesn't apply |
| 19.1.b | Frequency Cost is Experienced | N/A |
| 19.2 | Makes it less easy to remember | |
| 19.2.a | Severity of Cost | Doesn't apply |
| 19.2.b | Frequency Cost is Experienced | N/A |
| 19.3 | Requires extra resources | |
| 19.3.a | Severity of Cost | Doesn't apply |
| 19.3.b | Frequency Cost is Experienced | N/A |
| 19.4 | Requires the creation of a new password | |
| 19.4.a | Severity of Cost | Doesn't apply |
| 19.4.b | Frequency Cost is Experienced | N/A |
| 19.5 | Increases the computing power needed | |
| 19.5.a | Severity of Cost | Doesn't apply |
| 19.5.b | Frequency Cost is Experienced | N/A |
| 19.6 | Requires other extra time or effort | |
| 19.6.a | Severity of Cost | Doesn't apply |
| 19.6.b | Frequency Cost is Experienced | N/A |
| 19.a | Do you approve of this advice? | Yes |

Generated passwords

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

Final Comments

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

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

| | | |
|-------|---|-----|
| 1 | Informed consent | |
| 1.1 | 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 | At Login |
| 4.2 | Makes it less easy to remember | |
| 4.2.a | Severity of Cost | Major |
| 4.2.b | Frequency Cost is Experienced | At Login |
| 4.3 | Requires extra resources | |
| 4.3.a | Severity of Cost | Minor |

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

| | | |
|-------|--|---------------|
| 5 | You should substitute symbols for the letters in your password (e.g. "pa\$\$word") | |
| 5.1 | Makes it more difficult to create a password | |
| 5.1.a | Severity of Cost | Major |
| 5.1.b | Frequency Cost is Experienced | At Login |
| 5.2 | Makes it less easy to remember | |
| 5.2.a | Severity of Cost | Minor |
| 5.2.b | Frequency Cost is Experienced | At Login |
| 5.3 | Requires extra resources | |
| 5.3.a | Severity of Cost | Minor |
| 5.3.b | Frequency Cost is Experienced | At Login |
| 5.4 | Requires the creation of a new password | |
| 5.4.a | Severity of Cost | Major |
| 5.4.b | Frequency Cost is Experienced | N/A |
| 5.5 | Increases the computing power needed | |
| 5.5.a | Severity of Cost | Doesn't apply |
| 5.5.b | Frequency Cost is Experienced | N/A |
| 5.6 | Requires other extra time or effort | |
| 5.6.a | Severity of Cost | Minor |
| 5.6.b | Frequency Cost is Experienced | Once off |
| 5.a | Do you approve of this advice? | No |

Personal password storage

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

Expiry

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

| | | |
|-------|---|---------------|
| 7.1.b | Frequency Cost is Experienced | At Login |
| 7.2 | Makes it less easy to remember | |
| 7.2.a | Severity of Cost | Major |
| 7.2.b | Frequency Cost is Experienced | At Login |
| 7.3 | Requires extra resources | |
| 7.3.a | Severity of Cost | Doesn't apply |
| 7.3.b | Frequency Cost is Experienced | N/A |
| 7.4 | Requires the creation of a new password | |
| 7.4.a | Severity of Cost | Doesn't apply |
| 7.4.b | Frequency Cost is Experienced | N/A |
| 7.5 | Increases the computing power needed | |
| 7.5.a | Severity of Cost | Doesn't apply |
| 7.5.b | Frequency Cost is Experienced | N/A |
| 7.6 | Requires other extra time or effort | |
| 7.6.a | Severity of Cost | Major |
| 7.6.b | Frequency Cost is Experienced | N/A |
| 7.a | Do you approve of this advice? | No |
| 7.b | Comments | |

| | | |
|-------|---|---------------|
| 8 | Change your password if you suspect it has been compromised | |
| 8.1 | Makes it more difficult to create a password | |
| 8.1.a | Severity of Cost | Doesn't apply |
| 8.1.b | Frequency Cost is Experienced | N/A |
| 8.2 | Makes it less easy to remember | |
| 8.2.a | Severity of Cost | Doesn't apply |
| 8.2.b | Frequency Cost is Experienced | N/A |
| 8.3 | Requires extra resources | |
| 8.3.a | Severity of Cost | Major |
| 8.3.b | Frequency Cost is Experienced | At Login |
| 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 | At Login |
| 8.a | Do you approve of this advice? | Yes |
| 8.b | Comments | |

Reuse

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

Sharing

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

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

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

| | | |
|--------|---|---------------|
| 12 | Check web pages are encrypted by looking for the padlock or "https" | |
| 12.1 | Makes it more difficult to create a password | |
| 12.1.a | Severity of Cost | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced | N/A |
| 12.2 | Makes it less easy to remember | |
| 12.2.a | Severity of Cost | Doesn't apply |
| 12.2.b | Frequency Cost is Experienced | N/A |
| 12.3 | Requires extra resources | |
| 12.3.a | Severity of Cost | Doesn't apply |
| 12.3.b | Frequency Cost is Experienced | N/A |
| 12.4 | Requires the creation of a new password | |
| 12.4.a | Severity of Cost | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced | N/A |
| 12.5 | Increases the computing power needed | |
| 12.5.a | Severity of Cost | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced | N/A |
| 12.6 | Requires other extra time or effort | |
| 12.6.a | Severity of Cost | Doesn't apply |
| 12.6.b | Frequency Cost is Experienced | N/A |

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

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

Logging in

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

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

| | | |
|--------|---|---------------|
| 15 | You should have an option to view your password after you have typed it | |
| 15.1 | Makes it more difficult to create a password | |
| 15.1.a | Severity of Cost | Doesn't apply |
| 15.1.b | Frequency Cost is Experienced | N/A |
| 15.2 | Makes it less easy to remember | |
| 15.2.a | Severity of Cost | Doesn't apply |
| 15.2.b | Frequency Cost is Experienced | N/A |
| 15.3 | Requires extra resources | |
| 15.3.a | Severity of Cost | Doesn't apply |
| 15.3.b | Frequency Cost is Experienced | N/A |
| 15.4 | Requires the creation of a new password | |
| 15.4.a | Severity of Cost | Doesn't apply |
| 15.4.b | Frequency Cost is Experienced | N/A |
| 15.5 | Increases the computing power needed | |
| 15.5.a | Severity of Cost | Doesn't apply |
| 15.5.b | Frequency Cost is Experienced | N/A |

| | | |
|--------|-------------------------------------|---------------|
| 15.6 | Requires other extra time or effort | |
| 15.6.a | Severity of Cost | Doesn't apply |
| 15.6.b | Frequency Cost is Experienced | N/A |
| 15.a | Do you approve of this advice? | Yes |
| 15.b | Comments | |

| | | |
|--------|---|---------------|
| 16 | Make your security answers difficult to guess | |
| 16.1 | Makes it more difficult to create a password | |
| 16.1.a | Severity of Cost | Doesn't apply |
| 16.1.b | Frequency Cost is Experienced | N/A |
| 16.2 | Makes it less easy to remember | |
| 16.2.a | Severity of Cost | Doesn't apply |
| 16.2.b | Frequency Cost is Experienced | N/A |
| 16.3 | Requires extra resources | |
| 16.3.a | Severity of Cost | Doesn't apply |
| 16.3.b | Frequency Cost is Experienced | N/A |
| 16.4 | Requires the creation of a new password | |
| 16.4.a | Severity of Cost | Doesn't apply |
| 16.4.b | Frequency Cost is Experienced | N/A |
| 16.5 | Increases the computing power needed | |
| 16.5.a | Severity of Cost | Doesn't apply |
| 16.5.b | Frequency Cost is Experienced | N/A |
| 16.6 | Requires other extra time or effort | |
| 16.6.a | Severity of Cost | Doesn't apply |
| 16.6.b | Frequency Cost is Experienced | N/A |
| 16.a | Do you approve of this advice? | Yes |
| 16.b | Comments | |

Two factor authentication

| | | |
|------|---|--|
| 17 | You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device) | |
| 17.1 | Makes it more difficult to create a password | |

| | | |
|--------|---|---------------|
| 17.1.a | Severity of Cost | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced | N/A |
| 17.2 | Makes it less easy to remember | |
| 17.2.a | Severity of Cost | Doesn't apply |
| 17.2.b | Frequency Cost is Experienced | N/A |
| 17.3 | Requires extra resources | |
| 17.3.a | Severity of Cost | Doesn't apply |
| 17.3.b | Frequency Cost is Experienced | N/A |
| 17.4 | Requires the creation of a new password | |
| 17.4.a | Severity of Cost | Doesn't apply |
| 17.4.b | Frequency Cost is Experienced | N/A |
| 17.5 | Increases the computing power needed | |
| 17.5.a | Severity of Cost | Doesn't apply |
| 17.5.b | Frequency Cost is Experienced | N/A |
| 17.6 | Requires other extra time or effort | |
| 17.6.a | Severity of Cost | Doesn't apply |
| 17.6.b | Frequency Cost is Experienced | N/A |
| 17.a | Do you approve of this advice? | No |
| 17.b | Comments | |

Password manager

| | | |
|--------|---|---------------|
| 18 | You should use a password manager to store your passwords | |
| 18.1 | Makes it more difficult to create a password | |
| 18.1.a | Severity of Cost | Doesn't apply |
| 18.1.b | Frequency Cost is Experienced | N/A |
| 18.2 | Makes it less easy to remember | |
| 18.2.a | Severity of Cost | Doesn't apply |
| 18.2.b | Frequency Cost is Experienced | N/A |
| 18.3 | Requires extra resources | |
| 18.3.a | Severity of Cost | Doesn't apply |
| 18.3.b | Frequency Cost is Experienced | N/A |

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

| | | |
|--------|--|---------------|
| 19 | When using a password manager, you should use it to create long random passwords | |
| 19.1 | Makes it more difficult to create a password | |
| 19.1.a | Severity of Cost | Doesn't apply |
| 19.1.b | Frequency Cost is Experienced | N/A |
| 19.2 | Makes it less easy to remember | |
| 19.2.a | Severity of Cost | Doesn't apply |
| 19.2.b | Frequency Cost is Experienced | N/A |
| 19.3 | Requires extra resources | |
| 19.3.a | Severity of Cost | Doesn't apply |
| 19.3.b | Frequency Cost is Experienced | N/A |
| 19.4 | Requires the creation of a new password | |
| 19.4.a | Severity of Cost | Doesn't apply |
| 19.4.b | Frequency Cost is Experienced | N/A |
| 19.5 | Increases the computing power needed | |
| 19.5.a | Severity of Cost | Doesn't apply |
| 19.5.b | Frequency Cost is Experienced | N/A |
| 19.6 | Requires other extra time or effort | |
| 19.6.a | Severity of Cost | Doesn't apply |
| 19.6.b | Frequency Cost is Experienced | N/A |
| 19.a | Do you approve of this advice? | No |

Generated passwords

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

Final Comments

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

| Response ID | Completion date | |
|------------------------|--------------------------|--|
| 624141-624132-66423538 | 16 Oct 2020, 14:53 (BST) | |

| | | |
|-------|---|-----|
| 1 | Informed consent | |
| 1.1 | The purpose and nature of this study has been explained to me. | |
| 1.1.a | | Yes |
| 1.2 | I am participating voluntarily. | |
| 1.2.a | | Yes |
| 1.3 | I understand that I can withdraw from the survey up until it is 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 | Major |
| 4.2.b | Frequency Cost is Experienced | At Login |
| 4.3 | Requires extra resources | |
| 4.3.a | Severity of Cost | Doesn't apply |

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

| | | |
|-------|--|---------------|
| 5 | You should substitute symbols for the letters in your password (e.g. "pa\$\$word") | |
| 5.1 | Makes it more difficult to create a password | |
| 5.1.a | Severity of Cost | Minor |
| 5.1.b | Frequency Cost is Experienced | N/A |
| 5.2 | Makes it less easy to remember | |
| 5.2.a | Severity of Cost | Major |
| 5.2.b | Frequency Cost is Experienced | N/A |
| 5.3 | Requires extra resources | |
| 5.3.a | Severity of Cost | Doesn't apply |
| 5.3.b | Frequency Cost is Experienced | N/A |
| 5.4 | Requires the creation of a new password | |
| 5.4.a | Severity of Cost | Doesn't apply |
| 5.4.b | Frequency Cost is Experienced | N/A |
| 5.5 | Increases the computing power needed | |
| 5.5.a | Severity of Cost | Doesn't apply |
| 5.5.b | Frequency Cost is Experienced | N/A |
| 5.6 | Requires other extra time or effort | |
| 5.6.a | Severity of Cost | Doesn't apply |
| 5.6.b | Frequency Cost is Experienced | N/A |
| 5.a | Do you approve of this advice? | Neutral |

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

Personal password storage

| | | |
|-------|---|---|
| 6 | Don't store your passwords in a computer file | |
| 6.1 | Makes it more difficult to create a password | |
| 6.1.a | Severity of Cost | Doesn't apply |
| 6.1.b | Frequency Cost is Experienced | N/A |
| 6.2 | Makes it less easy to remember | |
| 6.2.a | Severity of Cost | Doesn't apply |
| 6.2.b | Frequency Cost is Experienced | N/A |
| 6.3 | Requires extra resources | |
| 6.3.a | Severity of Cost | Doesn't apply |
| 6.3.b | Frequency Cost is Experienced | N/A |
| 6.4 | Requires the creation of a new password | |
| 6.4.a | Severity of Cost | Doesn't apply |
| 6.4.b | Frequency Cost is Experienced | N/A |
| 6.5 | Increases the computing power needed | |
| 6.5.a | Severity of Cost | Doesn't apply |
| 6.5.b | Frequency Cost is Experienced | N/A |
| 6.6 | Requires other extra time or effort | |
| 6.6.a | Severity of Cost | Minor |
| 6.6.b | Frequency Cost is Experienced | N/A |
| 6.a | Do you approve of this advice? | Yes |
| 6.b | Comments | It makes sense not to keep valuable information in an accessible area |

Expiry

| | | |
|---|--------------------------------|--|
| 7 | Change your password regularly | |
|---|--------------------------------|--|

| | | |
|-------|--|---|
| 7.1 | Makes it more difficult to create a password | |
| 7.1.a | Severity of Cost | Minor |
| 7.1.b | Frequency Cost is Experienced | Periodic |
| 7.2 | Makes it less easy to remember | |
| 7.2.a | Severity of Cost | Major |
| 7.2.b | Frequency Cost is Experienced | Periodic |
| 7.3 | Requires extra resources | |
| 7.3.a | Severity of Cost | Doesn't apply |
| 7.3.b | Frequency Cost is Experienced | N/A |
| 7.4 | Requires the creation of a new password | |
| 7.4.a | Severity of Cost | Major |
| 7.4.b | Frequency Cost is Experienced | Periodic |
| 7.5 | Increases the computing power needed | |
| 7.5.a | Severity of Cost | Doesn't apply |
| 7.5.b | Frequency Cost is Experienced | N/A |
| 7.6 | Requires other extra time or effort | |
| 7.6.a | Severity of Cost | Major |
| 7.6.b | Frequency Cost is Experienced | Periodic |
| 7.a | Do you approve of this advice? | Neutral |
| 7.b | Comments | So long as the frequency isn't too short for renewal then it seems like a sensible protocol |

| | | |
|-------|---|---------------|
| 8 | Change your password if you suspect it has been compromised | |
| 8.1 | Makes it more difficult to create a password | |
| 8.1.a | Severity of Cost | Minor |
| 8.1.b | Frequency Cost is Experienced | Once off |
| 8.2 | Makes it less easy to remember | |
| 8.2.a | Severity of Cost | Minor |
| 8.2.b | Frequency Cost is Experienced | Once off |
| 8.3 | Requires extra resources | |
| 8.3.a | Severity of Cost | Doesn't apply |
| 8.3.b | Frequency Cost is Experienced | N/A |

| | | |
|-------|---|--|
| 8.4 | Requires the creation of a new password | |
| 8.4.a | Severity of Cost | Positive |
| 8.4.b | Frequency Cost is Experienced | Once off |
| 8.5 | Increases the computing power needed | |
| 8.5.a | Severity of Cost | Doesn't apply |
| 8.5.b | Frequency Cost is Experienced | N/A |
| 8.6 | Requires other extra time or effort | |
| 8.6.a | Severity of Cost | Doesn't apply |
| 8.6.b | Frequency Cost is Experienced | N/A |
| 8.a | Do you approve of this advice? | Yes |
| 8.b | Comments | It always better to be safe than sorry if you feel your data is unsafe |

Reuse

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

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

Sharing

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

| | | |
|--------|--|---|
| 11 | Don't send passwords by email | |
| 11.1 | Makes it more difficult to create a password | |
| 11.1.a | Severity of Cost | Doesn't apply |
| 11.1.b | Frequency Cost is Experienced | N/A |
| 11.2 | Makes it less easy to remember | |
| 11.2.a | Severity of Cost | Doesn't apply |
| 11.2.b | Frequency Cost is Experienced | N/A |
| 11.3 | Requires extra resources | |
| 11.3.a | Severity of Cost | Doesn't apply |
| 11.3.b | Frequency Cost is Experienced | N/A |
| 11.4 | Requires the creation of a new password | |
| 11.4.a | Severity of Cost | Doesn't apply |
| 11.4.b | Frequency Cost is Experienced | N/A |
| 11.5 | Increases the computing power needed | |
| 11.5.a | Severity of Cost | Doesn't apply |
| 11.5.b | Frequency Cost is Experienced | N/A |
| 11.6 | Requires other extra time or effort | |
| 11.6.a | Severity of Cost | Doesn't apply |
| 11.6.b | Frequency Cost is Experienced | N/A |
| 11.a | Do you approve of this advice? | Yes |
| 11.b | Comments | Makes sense if email security is breached |

| | | |
|--------|---|---------------|
| 12 | Check web pages are encrypted by looking for the padlock or "https" | |
| 12.1 | Makes it more difficult to create a password | |
| 12.1.a | Severity of Cost | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced | N/A |
| 12.2 | Makes it less easy to remember | |
| 12.2.a | Severity of Cost | Doesn't apply |
| 12.2.b | Frequency Cost is Experienced | N/A |
| 12.3 | Requires extra resources | |
| 12.3.a | Severity of Cost | Doesn't apply |

| | | |
|--------|---|---------------|
| 12.3.b | Frequency Cost is Experienced | N/A |
| 12.4 | Requires the creation of a new password | |
| 12.4.a | Severity of Cost | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced | N/A |
| 12.5 | Increases the computing power needed | |
| 12.5.a | Severity of Cost | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced | N/A |
| 12.6 | Requires other extra time or effort | |
| 12.6.a | Severity of Cost | Positive |
| 12.6.b | Frequency Cost is Experienced | Periodic |
| 12.a | Do you approve of this advice? | Yes |
| 12.b | Comments | |

| | | |
|--------|--|---------------|
| 13 | Log out after using public computers | |
| 13.1 | Makes it more difficult to create a password | |
| 13.1.a | Severity of Cost | Doesn't apply |
| 13.1.b | Frequency Cost is Experienced | N/A |
| 13.2 | Makes it less easy to remember | |
| 13.2.a | Severity of Cost | Doesn't apply |
| 13.2.b | Frequency Cost is Experienced | N/A |
| 13.3 | Requires extra resources | |
| 13.3.a | Severity of Cost | Doesn't apply |
| 13.3.b | Frequency Cost is Experienced | N/A |
| 13.4 | Requires the creation of a new password | |
| 13.4.a | Severity of Cost | Doesn't apply |
| 13.4.b | Frequency Cost is Experienced | N/A |
| 13.5 | Increases the computing power needed | |
| 13.5.a | Severity of Cost | Doesn't apply |
| 13.5.b | Frequency Cost is Experienced | N/A |
| 13.6 | Requires other extra time or effort | |
| 13.6.a | Severity of Cost | Positive |
| 13.6.b | Frequency Cost is Experienced | Periodic |

| | | |
|------|--------------------------------|-----|
| 13.a | Do you approve of this advice? | Yes |
| 13.b | Comments | |

Logging in

| | | |
|--------|---|-----------------|
| 14 | You should not be able to paste your password when logging in | |
| 14.1 | Makes it more difficult to create a password | |
| 14.1.a | Severity of Cost | Doesn't apply |
| 14.1.b | Frequency Cost is Experienced | N/A |
| 14.2 | Makes it less easy to remember | |
| 14.2.a | Severity of Cost | Minor |
| 14.2.b | Frequency Cost is Experienced | Periodic |
| 14.3 | Requires extra resources | |
| 14.3.a | Severity of Cost | Doesn't apply |
| 14.3.b | Frequency Cost is Experienced | N/A |
| 14.4 | Requires the creation of a new password | |
| 14.4.a | Severity of Cost | Doesn't apply |
| 14.4.b | Frequency Cost is Experienced | N/A |
| 14.5 | Increases the computing power needed | |
| 14.5.a | Severity of Cost | Doesn't apply |
| 14.5.b | Frequency Cost is Experienced | N/A |
| 14.6 | Requires other extra time or effort | |
| 14.6.a | Severity of Cost | Minor |
| 14.6.b | Frequency Cost is Experienced | Periodic |
| 14.a | Do you approve of this advice? | No |
| 14.b | Comments | It's a nuisance |

| | | |
|--------|---|---------------|
| 15 | You should have an option to view your password after you have typed it | |
| 15.1 | Makes it more difficult to create a password | |
| 15.1.a | Severity of Cost | Doesn't apply |
| 15.1.b | Frequency Cost is Experienced | N/A |
| 15.2 | Makes it less easy to remember | |

| | | |
|--------|---|---------------|
| 15.2.a | Severity of Cost | Doesn't apply |
| 15.2.b | Frequency Cost is Experienced | N/A |
| 15.3 | Requires extra resources | |
| 15.3.a | Severity of Cost | Doesn't apply |
| 15.3.b | Frequency Cost is Experienced | N/A |
| 15.4 | Requires the creation of a new password | |
| 15.4.a | Severity of Cost | Doesn't apply |
| 15.4.b | Frequency Cost is Experienced | N/A |
| 15.5 | Increases the computing power needed | |
| 15.5.a | Severity of Cost | Doesn't apply |
| 15.5.b | Frequency Cost is Experienced | N/A |
| 15.6 | Requires other extra time or effort | |
| 15.6.a | Severity of Cost | Doesn't apply |
| 15.6.b | Frequency Cost is Experienced | N/A |
| 15.a | Do you approve of this advice? | Yes |
| 15.b | Comments | |

| | | |
|--------|---|---------------|
| 16 | Make your security answers difficult to guess | |
| 16.1 | Makes it more difficult to create a password | |
| 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 | Periodic |
| 16.3 | Requires extra resources | |
| 16.3.a | Severity of Cost | Doesn't apply |
| 16.3.b | Frequency Cost is Experienced | N/A |
| 16.4 | Requires the creation of a new password | |
| 16.4.a | Severity of Cost | Doesn't apply |
| 16.4.b | Frequency Cost is Experienced | N/A |
| 16.5 | Increases the computing power needed | |
| 16.5.a | Severity of Cost | Doesn't apply |
| 16.5.b | Frequency Cost is Experienced | N/A |

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

Two factor authentication

| | | |
|--------|---|---------------|
| 17 | You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device) | |
| 17.1 | Makes it more difficult to create a password | |
| 17.1.a | Severity of Cost | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced | N/A |
| 17.2 | Makes it less easy to remember | |
| 17.2.a | Severity of Cost | Doesn't apply |
| 17.2.b | Frequency Cost is Experienced | Periodic |
| 17.3 | Requires extra resources | |
| 17.3.a | Severity of Cost | Minor |
| 17.3.b | Frequency Cost is Experienced | Periodic |
| 17.4 | Requires the creation of a new password | |
| 17.4.a | Severity of Cost | Minor |
| 17.4.b | Frequency Cost is Experienced | Once off |
| 17.5 | Increases the computing power needed | |
| 17.5.a | Severity of Cost | Doesn't apply |
| 17.5.b | Frequency Cost is Experienced | N/A |
| 17.6 | Requires other extra time or effort | |
| 17.6.a | Severity of Cost | Minor |
| 17.6.b | Frequency Cost is Experienced | Periodic |
| 17.a | Do you approve of this advice? | Yes |
| 17.b | Comments | |

Password manager

| | | |
|--------|---|---|
| 18 | You should use a password manager to store your passwords | |
| 18.1 | Makes it more difficult to create a password | |
| 18.1.a | Severity of Cost | Doesn't apply |
| 18.1.b | Frequency Cost is Experienced | N/A |
| 18.2 | Makes it less easy to remember | |
| 18.2.a | Severity of Cost | Doesn't apply |
| 18.2.b | Frequency Cost is Experienced | N/A |
| 18.3 | Requires extra resources | |
| 18.3.a | Severity of Cost | Don't know |
| 18.3.b | Frequency Cost is Experienced | N/A |
| 18.4 | Requires the creation of a new password | |
| 18.4.a | Severity of Cost | Doesn't apply |
| 18.4.b | Frequency Cost is Experienced | N/A |
| 18.5 | Increases the computing power needed | |
| 18.5.a | Severity of Cost | Doesn't apply |
| 18.5.b | Frequency Cost is Experienced | N/A |
| 18.6 | Requires other extra time or effort | |
| 18.6.a | Severity of Cost | Don't know |
| 18.6.b | Frequency Cost is Experienced | N/A |
| 18.a | Do you approve of this advice? | Neutral |
| 18.b | Comments | I've never been recommended one or used one |

| | | |
|--------|--|---------------|
| 19 | When using a password manager, you should use it to create long random passwords | |
| 19.1 | Makes it more difficult to create a password | |
| 19.1.a | Severity of Cost | Doesn't apply |
| 19.1.b | Frequency Cost is Experienced | N/A |
| 19.2 | Makes it less easy to remember | |
| 19.2.a | Severity of Cost | Doesn't apply |
| 19.2.b | Frequency Cost is Experienced | N/A |
| 19.3 | Requires extra resources | |

| | | |
|--------|---|---|
| 19.3.a | Severity of Cost | Minor |
| 19.3.b | Frequency Cost is Experienced | Periodic |
| 19.4 | Requires the creation of a new password | |
| 19.4.a | Severity of Cost | Doesn't apply |
| 19.4.b | Frequency Cost is Experienced | N/A |
| 19.5 | Increases the computing power needed | |
| 19.5.a | Severity of Cost | Minor |
| 19.5.b | Frequency Cost is Experienced | Periodic |
| 19.6 | Requires other extra time or effort | |
| 19.6.a | Severity of Cost | Minor |
| 19.6.b | Frequency Cost is Experienced | Periodic |
| 19.a | Do you approve of this advice? | Neutral |
| 19.b | Comments | Could be effective but irksome to input |

Generated passwords

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

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

Final Comments

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

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

| | | |
|-------|---|-----|
| 1 | Informed consent | |
| 1.1 | The purpose and nature of this study has been explained to me. | |
| 1.1.a | | Yes |
| 1.2 | 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 | Positive |
| 4.1.b | Frequency Cost is Experienced | Periodic |
| 4.2 | Makes it less easy to remember | |
| 4.2.a | Severity of Cost | Major |
| 4.2.b | Frequency Cost is Experienced | At Login |
| 4.3 | Requires extra resources | |
| 4.3.a | Severity of Cost | Minor |

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

| | | |
|-------|--|---------------|
| 5 | You should substitute symbols for the letters in your password (e.g. "pa\$\$word") | |
| 5.1 | Makes it more difficult to create a password | |
| 5.1.a | Severity of Cost | Positive |
| 5.1.b | Frequency Cost is Experienced | N/A |
| 5.2 | Makes it less easy to remember | |
| 5.2.a | Severity of Cost | Doesn't apply |
| 5.2.b | Frequency Cost is Experienced | At Login |
| 5.3 | Requires extra resources | |
| 5.3.a | Severity of Cost | Minor |
| 5.3.b | Frequency Cost is Experienced | At Login |
| 5.4 | Requires the creation of a new password | |
| 5.4.a | Severity of Cost | Positive |
| 5.4.b | Frequency Cost is Experienced | At Login |
| 5.5 | Increases the computing power needed | |
| 5.5.a | Severity of Cost | Minor |
| 5.5.b | Frequency Cost is Experienced | Once off |
| 5.6 | Requires other extra time or effort | |
| 5.6.a | Severity of Cost | Minor |
| 5.6.b | Frequency Cost is Experienced | Periodic |
| 5.a | Do you approve of this advice? | Yes |

Personal password storage

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

Expiry

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

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

| | | |
|-------|---|---------------|
| 8 | Change your password if you suspect it has been compromised | |
| 8.1 | 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 | Major |
| 8.2.b | Frequency Cost is Experienced | At Login |
| 8.3 | Requires extra resources | |
| 8.3.a | Severity of Cost | Minor |
| 8.3.b | Frequency Cost is Experienced | Once off |
| 8.4 | Requires the creation of a new password | |
| 8.4.a | Severity of Cost | Minor |
| 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 | Doesn't apply |
| 8.6.b | Frequency Cost is Experienced | N/A |
| 8.a | Do you approve of this advice? | Yes |
| 8.b | Comments | |

Reuse

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

Sharing

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

| | | |
|--------|--|---------------|
| 11 | Don't send passwords by email | |
| 11.1 | Makes it more difficult to create a password | |
| 11.1.a | Severity of Cost | Positive |
| 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 | N/A |
| 11.3 | Requires extra resources | |
| 11.3.a | Severity of Cost | Doesn't apply |
| 11.3.b | Frequency Cost is Experienced | N/A |
| 11.4 | Requires the creation of a new password | |

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

| | | |
|--------|---|---------------|
| 12 | Check web pages are encrypted by looking for the padlock or "https" | |
| 12.1 | Makes it more difficult to create a password | |
| 12.1.a | Severity of Cost | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced | N/A |
| 12.2 | Makes it less easy to remember | |
| 12.2.a | Severity of Cost | Doesn't apply |
| 12.2.b | Frequency Cost is Experienced | N/A |
| 12.3 | Requires extra resources | |
| 12.3.a | Severity of Cost | Doesn't apply |
| 12.3.b | Frequency Cost is Experienced | N/A |
| 12.4 | Requires the creation of a new password | |
| 12.4.a | Severity of Cost | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced | N/A |
| 12.5 | Increases the computing power needed | |
| 12.5.a | Severity of Cost | Doesn't apply |
| 12.5.b | Frequency Cost is Experienced | N/A |
| 12.6 | Requires other extra time or effort | |
| 12.6.a | Severity of Cost | Doesn't apply |
| 12.6.b | Frequency Cost is Experienced | N/A |
| 12.a | Do you approve of this advice? | Yes |
| 12.b | Comments | |

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

Logging in

| | | |
|--------|---|---------------|
| 14 | You should not be able to paste your password when logging in | |
| 14.1 | Makes it more difficult to create a password | |
| 14.1.a | Severity of Cost | Doesn't apply |
| 14.1.b | Frequency Cost is Experienced | N/A |
| 14.2 | Makes it less easy to remember | |
| 14.2.a | Severity of Cost | Major |
| 14.2.b | Frequency Cost is Experienced | N/A |
| 14.3 | Requires extra resources | |

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

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

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

| | | |
|--------|---|---------------|
| 16 | Make your security answers difficult to guess | |
| 16.1 | Makes it more difficult to create a password | |
| 16.1.a | Severity of Cost | Minor |
| 16.1.b | Frequency Cost is Experienced | N/A |
| 16.2 | Makes it less easy to remember | |
| 16.2.a | Severity of Cost | Major |
| 16.2.b | Frequency Cost is Experienced | N/A |
| 16.3 | Requires extra resources | |
| 16.3.a | Severity of Cost | Doesn't apply |
| 16.3.b | Frequency Cost is Experienced | N/A |
| 16.4 | Requires the creation of a new password | |
| 16.4.a | Severity of Cost | Minor |
| 16.4.b | Frequency Cost is Experienced | N/A |
| 16.5 | Increases the computing power needed | |
| 16.5.a | Severity of Cost | Doesn't apply |
| 16.5.b | Frequency Cost is Experienced | N/A |
| 16.6 | Requires other extra time or effort | |
| 16.6.a | Severity of Cost | Minor |
| 16.6.b | Frequency Cost is Experienced | N/A |
| 16.a | Do you approve of this advice? | Yes |
| 16.b | Comments | |

Two factor authentication

| | | |
|--------|---|---------------|
| 17 | You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device) | |
| 17.1 | Makes it more difficult to create a password | |
| 17.1.a | Severity of Cost | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced | N/A |

| | | |
|--------|---|---------------|
| 17.2 | Makes it less easy to remember | |
| 17.2.a | Severity of Cost | Doesn't apply |
| 17.2.b | Frequency Cost is Experienced | N/A |
| 17.3 | Requires extra resources | |
| 17.3.a | Severity of Cost | Doesn't apply |
| 17.3.b | Frequency Cost is Experienced | N/A |
| 17.4 | Requires the creation of a new password | |
| 17.4.a | Severity of Cost | Doesn't apply |
| 17.4.b | Frequency Cost is Experienced | N/A |
| 17.5 | Increases the computing power needed | |
| 17.5.a | Severity of Cost | Doesn't apply |
| 17.5.b | Frequency Cost is Experienced | N/A |
| 17.6 | Requires other extra time or effort | |
| 17.6.a | Severity of Cost | Doesn't apply |
| 17.6.b | Frequency Cost is Experienced | N/A |
| 17.a | Do you approve of this advice? | Yes |
| 17.b | Comments | |

Password manager

| | | |
|--------|---|---------------|
| 18 | You should use a password manager to store your passwords | |
| 18.1 | Makes it more difficult to create a password | |
| 18.1.a | Severity of Cost | Doesn't apply |
| 18.1.b | Frequency Cost is Experienced | N/A |
| 18.2 | Makes it less easy to remember | |
| 18.2.a | Severity of Cost | Doesn't apply |
| 18.2.b | Frequency Cost is Experienced | N/A |
| 18.3 | Requires extra resources | |
| 18.3.a | Severity of Cost | Doesn't apply |
| 18.3.b | Frequency Cost is Experienced | N/A |
| 18.4 | Requires the creation of a new password | |
| 18.4.a | Severity of Cost | Doesn't apply |

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

| | | |
|--------|--|---------------|
| 19 | When using a password manager, you should use it to create long random passwords | |
| 19.1 | Makes it more difficult to create a password | |
| 19.1.a | Severity of Cost | Major |
| 19.1.b | Frequency Cost is Experienced | N/A |
| 19.2 | Makes it less easy to remember | |
| 19.2.a | Severity of Cost | Major |
| 19.2.b | Frequency Cost is Experienced | N/A |
| 19.3 | Requires extra resources | |
| 19.3.a | Severity of Cost | Doesn't apply |
| 19.3.b | Frequency Cost is Experienced | N/A |
| 19.4 | Requires the creation of a new password | |
| 19.4.a | Severity of Cost | Major |
| 19.4.b | Frequency Cost is Experienced | N/A |
| 19.5 | Increases the computing power needed | |
| 19.5.a | Severity of Cost | Doesn't apply |
| 19.5.b | Frequency Cost is Experienced | N/A |
| 19.6 | Requires other extra time or effort | |
| 19.6.a | Severity of Cost | Major |
| 19.6.b | Frequency Cost is Experienced | N/A |
| 19.a | Do you approve of this advice? | Neutral |
| 19.b | Comments | |

Generated passwords

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

Final Comments

| | | |
|------|--|----------|
| 21 | Do you agree with the six cost categories that were used in the survey? | Somewhat |
| 21.a | Are there any cost categories that you think should be added or removed? | |
| 22 | This is the end of the survey do you have any final comments? | |

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

| | | |
|-------|---|-----|
| 1 | Informed 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 | 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 | Don't know |

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

| | | |
|-------|--|---------------|
| 5 | You should substitute symbols for the letters in your password (e.g. "pa\$\$word") | |
| 5.1 | Makes it more difficult to create a password | |
| 5.1.a | Severity of Cost | Minor |
| 5.1.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 | Major |
| 5.4.b | Frequency Cost is Experienced | Once off |
| 5.5 | Increases the computing power needed | |
| 5.5.a | Severity of Cost | Don't know |
| 5.5.b | Frequency Cost is Experienced | N/A |
| 5.6 | Requires other extra time or effort | |
| 5.6.a | Severity of Cost | Minor |
| 5.6.b | Frequency Cost is Experienced | Once off |
| 5.a | Do you approve of this advice? | Neutral |

Personal password storage

| | | |
|-------|---|---------------|
| 6 | Don't store your passwords in a computer file | |
| 6.1 | Makes it more difficult to create a password | |
| 6.1.a | Severity of Cost | Minor |
| 6.1.b | Frequency Cost is Experienced | Once off |
| 6.2 | Makes it less easy to remember | |
| 6.2.a | Severity of Cost | Major |
| 6.2.b | Frequency Cost is Experienced | At Login |
| 6.3 | Requires extra resources | |
| 6.3.a | Severity of Cost | Minor |
| 6.3.b | Frequency Cost is Experienced | Once off |
| 6.4 | Requires the creation of a new password | |
| 6.4.a | Severity of Cost | Doesn't apply |
| 6.4.b | Frequency Cost is Experienced | N/A |
| 6.5 | Increases the computing power needed | |
| 6.5.a | Severity of Cost | Don't know |
| 6.5.b | Frequency Cost is Experienced | N/A |
| 6.6 | Requires other extra time or effort | |
| 6.6.a | Severity of Cost | Minor |
| 6.6.b | Frequency Cost is Experienced | At Login |
| 6.a | Do you approve of this advice? | No |
| 6.b | Comments | |

Expiry

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

| | | |
|-------|---|------------|
| 7.1.b | Frequency Cost is Experienced | Periodic |
| 7.2 | Makes it less easy to remember | |
| 7.2.a | Severity of Cost | Major |
| 7.2.b | Frequency Cost is Experienced | At Login |
| 7.3 | Requires extra resources | |
| 7.3.a | Severity of Cost | Minor |
| 7.3.b | Frequency Cost is Experienced | Once off |
| 7.4 | Requires the creation of a new password | |
| 7.4.a | Severity of Cost | Major |
| 7.4.b | Frequency Cost is Experienced | At Login |
| 7.5 | Increases the computing power needed | |
| 7.5.a | Severity of Cost | Don't know |
| 7.5.b | Frequency Cost is Experienced | N/A |
| 7.6 | Requires other extra time or effort | |
| 7.6.a | Severity of Cost | Major |
| 7.6.b | Frequency Cost is Experienced | At Login |
| 7.a | Do you approve of this advice? | No |
| 7.b | Comments | |

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

| | | |
|-------|--------------------------------------|----------|
| 8.5 | Increases the computing power needed | |
| 8.5.a | Severity of Cost | Minor |
| 8.5.b | Frequency Cost is Experienced | Periodic |
| 8.6 | Requires other extra time or effort | |
| 8.6.a | Severity of Cost | Major |
| 8.6.b | Frequency Cost is Experienced | Periodic |
| 8.a | Do you approve of this advice? | Yes |
| 8.b | Comments | |

Reuse

| | | |
|-------|--|----------|
| 9 | Never reuse a password | |
| 9.1 | Makes it more difficult to create a password | |
| 9.1.a | Severity of Cost | Major |
| 9.1.b | Frequency Cost is Experienced | At Login |
| 9.2 | Makes it less easy to remember | |
| 9.2.a | Severity of Cost | Major |
| 9.2.b | Frequency Cost is Experienced | At Login |
| 9.3 | Requires extra resources | |
| 9.3.a | Severity of Cost | Minor |
| 9.3.b | Frequency Cost is Experienced | Once off |
| 9.4 | Requires the creation of a new password | |
| 9.4.a | Severity of Cost | Major |
| 9.4.b | Frequency Cost is Experienced | Once off |
| 9.5 | Increases the computing power needed | |
| 9.5.a | Severity of Cost | Minor |
| 9.5.b | Frequency Cost is Experienced | At Login |
| 9.6 | Requires other extra time or effort | |
| 9.6.a | Severity of Cost | Minor |
| 9.6.b | Frequency Cost is Experienced | Once off |
| 9.a | Do you approve of this advice? | No |
| 9.b | Comments | |

Sharing

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

| | | |
|--------|--|---------------|
| 11 | Don't send passwords by email | |
| 11.1 | Makes it more difficult to create a password | |
| 11.1.a | Severity of Cost | Doesn't apply |
| 11.1.b | Frequency Cost is Experienced | N/A |
| 11.2 | Makes it less easy to remember | |
| 11.2.a | Severity of Cost | Minor |
| 11.2.b | Frequency Cost is Experienced | At Login |
| 11.3 | Requires extra resources | |

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

| | | |
|--------|---|---------------|
| 12 | Check web pages are encrypted by looking for the padlock or "https" | |
| 12.1 | Makes it more difficult to create a password | |
| 12.1.a | Severity of Cost | Doesn't apply |
| 12.1.b | Frequency Cost is Experienced | N/A |
| 12.2 | Makes it less easy to remember | |
| 12.2.a | Severity of Cost | Doesn't apply |
| 12.2.b | Frequency Cost is Experienced | N/A |
| 12.3 | Requires extra resources | |
| 12.3.a | Severity of Cost | Doesn't apply |
| 12.3.b | Frequency Cost is Experienced | N/A |
| 12.4 | Requires the creation of a new password | |
| 12.4.a | Severity of Cost | Doesn't apply |
| 12.4.b | Frequency Cost is Experienced | N/A |
| 12.5 | Increases the computing power needed | |
| 12.5.a | Severity of Cost | Don't know |
| 12.5.b | Frequency Cost is Experienced | N/A |
| 12.6 | Requires other extra time or effort | |
| 12.6.a | Severity of Cost | Minor |
| 12.6.b | Frequency Cost is Experienced | At Login |

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

| | | |
|--------|--|---------------|
| 13 | Log out after using public computers | |
| 13.1 | Makes it more difficult to create a password | |
| 13.1.a | Severity of Cost | Minor |
| 13.1.b | Frequency Cost is Experienced | Once off |
| 13.2 | Makes it less easy to remember | |
| 13.2.a | Severity of Cost | Major |
| 13.2.b | Frequency Cost is Experienced | At Login |
| 13.3 | Requires extra resources | |
| 13.3.a | Severity of Cost | Minor |
| 13.3.b | Frequency Cost is Experienced | Once off |
| 13.4 | Requires the creation of a new password | |
| 13.4.a | Severity of Cost | Doesn't apply |
| 13.4.b | Frequency Cost is Experienced | N/A |
| 13.5 | Increases the computing power needed | |
| 13.5.a | Severity of Cost | Major |
| 13.5.b | Frequency Cost is Experienced | At Login |
| 13.6 | Requires other extra time or effort | |
| 13.6.a | Severity of Cost | Minor |
| 13.6.b | Frequency Cost is Experienced | At Login |
| 13.a | Do you approve of this advice? | Yes |
| 13.b | Comments | |

Logging in

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

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

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

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

| | | |
|--------|---|---------------|
| 16 | Make your security answers difficult to guess | |
| 16.1 | Makes it more difficult to create a password | |
| 16.1.a | Severity of Cost | Doesn't apply |
| 16.1.b | Frequency Cost is Experienced | N/A |
| 16.2 | Makes it less easy to remember | |
| 16.2.a | Severity of Cost | Doesn't apply |
| 16.2.b | Frequency Cost is Experienced | N/A |
| 16.3 | Requires extra resources | |
| 16.3.a | Severity of Cost | Major |
| 16.3.b | Frequency Cost is Experienced | Periodic |
| 16.4 | Requires the creation of a new password | |
| 16.4.a | Severity of Cost | Doesn't apply |
| 16.4.b | Frequency Cost is Experienced | N/A |
| 16.5 | Increases the computing power needed | |
| 16.5.a | Severity of Cost | Major |
| 16.5.b | Frequency Cost is Experienced | Periodic |
| 16.6 | Requires other extra time or effort | |
| 16.6.a | Severity of Cost | Major |
| 16.6.b | Frequency Cost is Experienced | Periodic |
| 16.a | Do you approve of this advice? | Neutral |
| 16.b | Comments | |

Two factor authentication

| | | |
|------|---|--|
| 17 | You should use 2-factor authentication when logging into accounts (e.g. a code from an app or a special device) | |
| 17.1 | Makes it more difficult to create a password | |

| | | |
|--------|---|---------------|
| 17.1.a | Severity of Cost | Doesn't apply |
| 17.1.b | Frequency Cost is Experienced | N/A |
| 17.2 | Makes it less easy to remember | |
| 17.2.a | Severity of Cost | Doesn't apply |
| 17.2.b | Frequency Cost is Experienced | N/A |
| 17.3 | Requires extra resources | |
| 17.3.a | Severity of Cost | Major |
| 17.3.b | Frequency Cost is Experienced | At Login |
| 17.4 | Requires the creation of a new password | |
| 17.4.a | Severity of Cost | Doesn't apply |
| 17.4.b | Frequency Cost is Experienced | N/A |
| 17.5 | Increases the computing power needed | |
| 17.5.a | Severity of Cost | Major |
| 17.5.b | Frequency Cost is Experienced | At Login |
| 17.6 | Requires other extra time or effort | |
| 17.6.a | Severity of Cost | Major |
| 17.6.b | Frequency Cost is Experienced | At Login |
| 17.a | Do you approve of this advice? | No |
| 17.b | Comments | |

Password manager

| | | |
|--------|---|---------------|
| 18 | You should use a password manager to store your passwords | |
| 18.1 | Makes it more difficult to create a password | |
| 18.1.a | Severity of Cost | Doesn't apply |
| 18.1.b | Frequency Cost is Experienced | N/A |
| 18.2 | Makes it less easy to remember | |
| 18.2.a | Severity of Cost | Positive |
| 18.2.b | Frequency Cost is Experienced | N/A |
| 18.3 | Requires extra resources | |
| 18.3.a | Severity of Cost | Doesn't apply |
| 18.3.b | Frequency Cost is Experienced | N/A |

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

| | | |
|--------|--|---------------|
| 19 | When using a password manager, you should use it to create long random passwords | |
| 19.1 | Makes it more difficult to create a password | |
| 19.1.a | Severity of Cost | Minor |
| 19.1.b | Frequency Cost is Experienced | Once off |
| 19.2 | Makes it less easy to remember | |
| 19.2.a | Severity of Cost | Major |
| 19.2.b | Frequency Cost is Experienced | Periodic |
| 19.3 | Requires extra resources | |
| 19.3.a | Severity of Cost | Doesn't apply |
| 19.3.b | Frequency Cost is Experienced | N/A |
| 19.4 | Requires the creation of a new password | |
| 19.4.a | Severity of Cost | Positive |
| 19.4.b | Frequency Cost is Experienced | Once off |
| 19.5 | Increases the computing power needed | |
| 19.5.a | Severity of Cost | Minor |
| 19.5.b | Frequency Cost is Experienced | At Login |
| 19.6 | Requires other extra time or effort | |
| 19.6.a | Severity of Cost | Doesn't apply |
| 19.6.b | Frequency Cost is Experienced | N/A |
| 19.a | Do you approve of this advice? | Yes |

Generated passwords

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

Final Comments

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

