

Study of User password policy costs Survey 5

Response ID	Completion date	
624524-624515-66093791	7 Oct 2020, 18:26 (BST)	

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

2	I consent to participate in this survey:	Yes
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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:	5

4	Include specific character types in your password. E.g. your password must include uppercase, lowercase, digit, symbol	
4.1	Makes it more difficult to create a password	
4.1.a	Severity of Cost	Minor
4.1.b	Frequency Cost is Experienced	Once off
4.2	Makes it less easy to remember	
4.2.a	Severity of Cost	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	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	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	Don't use published phrases as your password (e.g. "OpenSesame")	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Major
5.1.b	Frequency Cost is Experienced	Periodic
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	Major
5.4.b	Frequency Cost is Experienced	At Login
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 leave your passwords in plain sight	
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	Once off
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	
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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	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	Doesn't apply
7.6.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	No
7.b	Comments	

Reuse

8	Never reuse a password	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	N/A
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	N/A
8.3	Requires extra resources	
8.3.a	Severity of Cost	Doesn't apply

8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Major
8.4.b	Frequency Cost is Experienced	N/A
8.5	Increases the computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Doesn't apply
8.6.b	Frequency Cost is Experienced	N/A
8.a	Do you approve of this advice?	No
8.b	Comments	

Sharing

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

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

10	Regularly apply security updates for your personal devices	
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	Minor
10.5.b	Frequency Cost is Experienced	N/A
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Minor
10.6.b	Frequency Cost is Experienced	N/A
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Keep anti-virus updated	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	
11.1.b	Frequency Cost is Experienced	
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	

11.2.b	Frequency Cost is Experienced	
11.3	Requires extra resources	
11.3.a	Severity of Cost	Major
11.3.b	Frequency Cost is Experienced	
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	
11.4.b	Frequency Cost is Experienced	
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Minor
11.5.b	Frequency Cost is Experienced	
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	Minor
11.6.b	Frequency Cost is Experienced	
11.a	Do you approve of this advice?	Yes
11.b	Comments	

Logging in

12	You should not be able to paste your password when logging in	
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?	No
12.b	Comments	

Username

13	Don't reuse your username at multiple sites	
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	Major
13.2.b	Frequency Cost is Experienced	N/A
13.3	Requires extra resources	
13.3.a	Severity of Cost	Minor
13.3.b	Frequency Cost is Experienced	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	Major
13.6.b	Frequency Cost is Experienced	N/A
13.a	Do you approve of this advice?	No
13.b	Comments	

Two factor authentication

14	You should use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
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	Minor
14.3.b	Frequency Cost is Experienced	N/A
14.4	Requires the creation of a new password	
14.4.a	Severity of Cost	Positive
14.4.b	Frequency Cost is Experienced	N/A
14.5	Increases the computing power needed	
14.5.a	Severity of Cost	Minor
14.5.b	Frequency Cost is Experienced	N/A
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Minor
14.6.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	

Password manager

15	You should use a password manager to store your passwords	
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	Positive

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

16	Each user account must be password protected	
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	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	Positive
16.4.b	Frequency Cost is Experienced	N/A
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Positive
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?	No
16.b	Comments	

Generated passwords

17	Passwords generated for you should only be valid for first login	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Minor
17.1.b	Frequency Cost is Experienced	Once off
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	Major
17.6.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Neutral
17.b	Comments	

Final Comments

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

Response ID	Completion date	
624524-624515-66090074	7 Oct 2020, 18:54 (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
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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:	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	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	Don't use published phrases as your password (e.g. "OpenSesame")	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	Once off
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Minor
5.2.b	Frequency Cost is Experienced	At Login
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Doesn't apply
5.4.b	Frequency Cost is Experienced	N/A
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Minor
5.6.b	Frequency Cost is Experienced	Once off
5.a	Do you approve of this advice?	Yes

Personal password storage

6	Don't leave your passwords in plain sight	
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	At Login
6.3	Requires extra resources	
6.3.a	Severity of Cost	Minor
6.3.b	Frequency Cost is Experienced	At Login
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Doesn't apply
6.4.b	Frequency Cost is Experienced	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	Once off
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	Minor
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	Minor
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	Minor
7.6.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Neutral
7.b	Comments	

Reuse

8	Never reuse a password	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	Once off
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	At Login
8.3	Requires extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Minor

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

Sharing

9	Never share your password	
9.1	Makes it more difficult to create a password	
9.1.a	Severity of Cost	Doesn't apply
9.1.b	Frequency Cost is Experienced	N/A
9.2	Makes it less easy to remember	
9.2.a	Severity of Cost	Positive
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	
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10	Regularly apply security updates for your personal devices	
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	Minor
10.3.b	Frequency Cost is Experienced	Periodic
10.4	Requires the creation of a new password	
10.4.a	Severity of Cost	Minor
10.4.b	Frequency Cost is Experienced	Periodic
10.5	Increases the computing power needed	
10.5.a	Severity of Cost	Minor
10.5.b	Frequency Cost is Experienced	Periodic
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Minor
10.6.b	Frequency Cost is Experienced	Periodic
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Keep anti-virus updated	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	
11.1.b	Frequency Cost is Experienced	
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	
11.2.b	Frequency Cost is Experienced	
11.3	Requires extra resources	
11.3.a	Severity of Cost	Major

11.3.b	Frequency Cost is Experienced	Periodic
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	
11.4.b	Frequency Cost is Experienced	
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Minor
11.5.b	Frequency Cost is Experienced	Periodic
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	
11.6.b	Frequency Cost is Experienced	
11.a	Do you approve of this advice?	Neutral
11.b	Comments	

Logging in

12	You should not be able to paste your password when logging in	
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?	Neutral
12.b	Comments	

Username

13	Don't reuse your username at multiple sites	
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	Major
13.2.b	Frequency Cost is Experienced	At Login
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?	No
13.b	Comments	

Two factor authentication

14	You should use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
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	Minor
14.5.b	Frequency Cost is Experienced	At Login
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	

Password manager

15	You should use a password manager to store your passwords	
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	Minor
15.3.b	Frequency Cost is Experienced	At Login
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	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	Each user account must be password protected	
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	Minor
16.4.b	Frequency Cost is Experienced	At Login
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Minor
16.5.b	Frequency Cost is Experienced	At Login
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?	Yes
16.b	Comments	

Generated passwords

17	Passwords generated for you should only be valid for first login	
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	Positive
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	Positive
17.6.b	Frequency Cost is Experienced	Once off
17.a	Do you approve of this advice?	Yes
17.b	Comments	

Final Comments

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

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

Response ID	Completion date	
624524-624515-66100578	7 Oct 2020, 22:17 (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:	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	Minor
4.6.b	Frequency Cost is Experienced	Once off
4.a	Do you approve of this advice?	Yes
4.b	Comments	

5	Don't use published phrases as your password (e.g. "OpenSesame")	
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	Minor
5.6.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	No

Personal password storage

6	Don't leave your passwords in plain sight	
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	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	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	Doesn't apply
7.6.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	No
7.b	Comments	

Reuse

8	Never reuse a password	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	Periodic
8.3	Requires extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Major

8.4.b	Frequency Cost is Experienced	Periodic
8.5	Increases the computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Major
8.6.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	No
8.b	Comments	I experience regular frustration and lose valuable time at work trying to login to numerous platforms with different passwords

Sharing

9	Never share your 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	N/A
9.3	Requires extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Doesn't apply
9.4.b	Frequency Cost is Experienced	N/A
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Doesn't apply

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

10	Regularly apply security updates for your personal devices	
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	

11	Keep anti-virus updated	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	
11.1.b	Frequency Cost is Experienced	
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	
11.2.b	Frequency Cost is Experienced	

11.3	Requires extra resources	
11.3.a	Severity of Cost	
11.3.b	Frequency Cost is Experienced	
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	
11.4.b	Frequency Cost is Experienced	
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	
11.5.b	Frequency Cost is Experienced	
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	Minor
11.6.b	Frequency Cost is Experienced	
11.a	Do you approve of this advice?	Yes
11.b	Comments	

Logging in

12	You should not be able to paste your password when logging in	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Positive
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	

Username

13	Don't reuse your username at multiple sites	
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	Major
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?	No
13.b	Comments	

Two factor authentication

14	You should use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
14.1	Makes it more difficult to create a password	
14.1.a	Severity of Cost	Minor
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	I like this feature for anything related to monetary transactions

Password manager

15	You should use a password manager to store your passwords	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Minor
15.1.b	Frequency Cost is Experienced	N/A
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	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	Each user account must be password protected	
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	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	

Generated passwords

17	Passwords generated for you should only be valid for first login	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Positive
17.1.b	Frequency Cost is Experienced	N/A
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	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	

Final Comments

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

The cost to personal health of the stress of constantly interacting with devices that require various different logins and passwords-and eat up time and energy!!

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

Yes I am sick of passwords and logins and they are making me less productive as I have to look up the passwords so often!!

Response ID	Completion date	
624524-624515-66120285	8 Oct 2020, 12:55 (BST)	

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

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

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

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

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

5	Don't use published phrases as your password (e.g. "OpenSesame")	
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	Once off
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Positive
5.4.b	Frequency Cost is Experienced	Once off
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Doesn't apply
5.6.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	Yes

Personal password storage

6	Don't leave your passwords in plain sight	
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	At Login
6.3	Requires extra resources	
6.3.a	Severity of Cost	Doesn't apply
6.3.b	Frequency Cost is Experienced	N/A
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Doesn't apply
6.4.b	Frequency Cost is Experienced	N/A
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	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	Minor
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	Doesn't apply
7.6.b	Frequency Cost is Experienced	N/A
7.a	Do you approve of this advice?	No
7.b	Comments	

Reuse

8	Never reuse a password	
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	Minor

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

Sharing

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

9.b	Comments	
10	Regularly apply security updates for your personal devices	
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	Minor
10.5.b	Frequency Cost is Experienced	Periodic
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Positive
10.6.b	Frequency Cost is Experienced	Periodic
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Keep anti-virus updated	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	
11.1.b	Frequency Cost is Experienced	
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	
11.2.b	Frequency Cost is Experienced	
11.3	Requires extra resources	

11.3.a	Severity of Cost	
11.3.b	Frequency Cost is Experienced	
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	
11.4.b	Frequency Cost is Experienced	
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Minor
11.5.b	Frequency Cost is Experienced	Periodic
11.6	Requires other extra time or effort	
11.6.a	Severity of Cost	Positive
11.6.b	Frequency Cost is Experienced	Periodic
11.a	Do you approve of this advice?	Yes
11.b	Comments	

Logging in

12	You should not be able to paste your password when logging in	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Doesn't apply
12.1.b	Frequency Cost is Experienced	N/A
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Minor
12.2.b	Frequency Cost is Experienced	At Login
12.3	Requires extra resources	
12.3.a	Severity of Cost	Doesn't apply
12.3.b	Frequency Cost is Experienced	N/A
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A

12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Doesn't apply
12.6.b	Frequency Cost is Experienced	N/A
12.a	Do you approve of this advice?	No
12.b	Comments	When using password managers, copying and pasting generated passwords is best practice

Username

13	Don't reuse your username at multiple sites	
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	Major
13.2.b	Frequency Cost is Experienced	Periodic
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?	No
13.b	Comments	Why would anyone require this?

Two factor authentication

14	You should use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
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	Positive
14.2.b	Frequency Cost is Experienced	At Login
14.3	Requires extra resources	
14.3.a	Severity of Cost	Minor
14.3.b	Frequency Cost is Experienced	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	Doesn't apply
14.6.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	

Password manager

15	You should use a password manager to store your passwords	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Positive
15.1.b	Frequency Cost is Experienced	Periodic
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Positive

15.2.b	Frequency Cost is Experienced	At Login
15.3	Requires extra resources	
15.3.a	Severity of Cost	Minor
15.3.b	Frequency Cost is Experienced	Once off
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	Each user account must be password protected	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Positive
16.1.b	Frequency Cost is Experienced	Periodic
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Minor
16.2.b	Frequency Cost is Experienced	At Login
16.3	Requires extra resources	
16.3.a	Severity of Cost	Doesn't apply
16.3.b	Frequency Cost is Experienced	N/A
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Positive
16.4.b	Frequency Cost is Experienced	Once off
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	

Generated passwords

17	Passwords generated for you should only be valid for first login	
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	Positive
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	Doesn't apply
17.6.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Yes
17.b	Comments	

Final Comments

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

Response ID	Completion date	
624524-624515-66142552	8 Oct 2020, 19:12 (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

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

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

5	Don't use published phrases as your password (e.g. "OpenSesame")	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	Periodic
5.2	Makes it less easy to remember	
5.2.a	Severity of Cost	Major
5.2.b	Frequency Cost is Experienced	Periodic
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Doesn't apply
5.4.b	Frequency Cost is Experienced	N/A
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Minor
5.6.b	Frequency Cost is Experienced	Periodic
5.a	Do you approve of this advice?	Yes

Personal password storage

6	Don't leave your passwords in plain sight	
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	Major
6.3.b	Frequency Cost is Experienced	Periodic
6.4	Requires the creation of a new password	
6.4.a	Severity of Cost	Doesn't apply
6.4.b	Frequency Cost is Experienced	N/A
6.5	Increases the computing power needed	
6.5.a	Severity of Cost	Doesn't apply
6.5.b	Frequency Cost is Experienced	N/A
6.6	Requires other extra time or effort	
6.6.a	Severity of Cost	Major
6.6.b	Frequency Cost is Experienced	Periodic
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	Periodic
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	Doesn't apply
7.4.b	Frequency Cost is Experienced	N/A
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	Minor
7.5.b	Frequency Cost is Experienced	Periodic
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	

Reuse

8	Never reuse a password	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	Periodic
8.3	Requires extra resources	
8.3.a	Severity of Cost	Major
8.3.b	Frequency Cost is Experienced	Periodic
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	Major
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	

Sharing

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

9.b	Comments	
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10	Regularly apply security updates for your personal devices	
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	Periodic
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	Minor
10.5.b	Frequency Cost is Experienced	Periodic
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Major
10.6.b	Frequency Cost is Experienced	Periodic
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Keep anti-virus updated	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	
11.1.b	Frequency Cost is Experienced	
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	
11.2.b	Frequency Cost is Experienced	
11.3	Requires extra resources	
11.3.a	Severity of Cost	Major

11.3.b	Frequency Cost is Experienced	Periodic
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	
11.4.b	Frequency Cost is Experienced	
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Minor
11.5.b	Frequency Cost is Experienced	Periodic
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?	No
11.b	Comments	I prefer to not use devices that need anti-virus software.

Logging in

12	You should not be able to paste your password when logging in	
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	Major
12.3.b	Frequency Cost is Experienced	At Login
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	

12.6.a	Severity of Cost	Major
12.6.b	Frequency Cost is Experienced	At Login
12.a	Do you approve of this advice?	No
12.b	Comments	

Username

13	Don't reuse your username at multiple sites	
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	Major
13.2.b	Frequency Cost is Experienced	Periodic
13.3	Requires extra resources	
13.3.a	Severity of Cost	Major
13.3.b	Frequency Cost is Experienced	Periodic
13.4	Requires the creation of a new password	
13.4.a	Severity of Cost	Doesn't apply
13.4.b	Frequency Cost is Experienced	N/A
13.5	Increases the computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.6	Requires other extra time or effort	
13.6.a	Severity of Cost	Major
13.6.b	Frequency Cost is Experienced	Periodic
13.a	Do you approve of this advice?	Neutral
13.b	Comments	

Two factor authentication

14	You should use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
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	Minor
14.5.b	Frequency Cost is Experienced	At Login
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Major
14.6.b	Frequency Cost is Experienced	At Login
14.a	Do you approve of this advice?	Neutral
14.b	Comments	

Password manager

15	You should use a password manager to store your passwords	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Positive
15.1.b	Frequency Cost is Experienced	Periodic
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Positive
15.2.b	Frequency Cost is Experienced	Periodic

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

16	Each user account must be password protected	
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	Major
16.2.b	Frequency Cost is Experienced	Periodic
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	Minor
16.5.b	Frequency Cost is Experienced	Periodic
16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Major

16.6.b	Frequency Cost is Experienced	Periodic
16.a	Do you approve of this advice?	Yes
16.b	Comments	

Generated passwords

17	Passwords generated for you should only be valid for first login	
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	Minor
17.4.b	Frequency Cost is Experienced	At Login
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	

Final Comments

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

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

Probably should be able to select more than one of the 6 "Frequency Costs" in the right column.

Response ID	Completion date	
624524-624515-66157772	9 Oct 2020, 10:14 (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:	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	Minor
4.2.b	Frequency Cost is Experienced	At Login
4.3	Requires extra resources	
4.3.a	Severity of Cost	Doesn't apply

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

5	Don't use published phrases as your password (e.g. "OpenSesame")	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Minor
5.1.b	Frequency Cost is Experienced	Periodic
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

Personal password storage

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

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	Minor
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	Minor
7.6.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	
7.b	Comments	

Reuse

8	Never reuse a password	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Doesn't apply
8.1.b	Frequency Cost is Experienced	N/A
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Doesn't apply
8.2.b	Frequency Cost is Experienced	N/A
8.3	Requires extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Doesn't apply

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

Sharing

9	Never share your 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	Doesn't apply
9.2.b	Frequency Cost is Experienced	N/A
9.3	Requires extra resources	
9.3.a	Severity of Cost	Doesn't apply
9.3.b	Frequency Cost is Experienced	N/A
9.4	Requires the creation of a new password	
9.4.a	Severity of Cost	Doesn't apply
9.4.b	Frequency Cost is Experienced	N/A
9.5	Increases the computing power needed	
9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Doesn't apply
9.6.b	Frequency Cost is Experienced	N/A
9.a	Do you approve of this advice?	Yes

9.b	Comments	
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10	Regularly apply security updates for your personal devices	
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	Positive
10.3.b	Frequency Cost is Experienced	Periodic
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	Keep anti-virus updated	
11.1	Makes it more difficult to create a password	
11.1.a	Severity of Cost	
11.1.b	Frequency Cost is Experienced	
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	
11.2.b	Frequency Cost is Experienced	
11.3	Requires extra resources	
11.3.a	Severity of Cost	Positive

11.3.b	Frequency Cost is Experienced	Periodic
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	
11.4.b	Frequency Cost is Experienced	
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Minor
11.5.b	Frequency Cost is Experienced	Periodic
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?	Neutral
11.b	Comments	

Logging in

12	You should not be able to paste your password when logging in	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Major
12.1.b	Frequency Cost is Experienced	N/A
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Minor
12.2.b	Frequency Cost is Experienced	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	Minor
12.4.b	Frequency Cost is Experienced	Periodic
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	

12.6.a	Severity of Cost	Minor
12.6.b	Frequency Cost is Experienced	Periodic
12.a	Do you approve of this advice?	Neutral
12.b	Comments	

Username

13	Don't reuse your username at multiple sites	
13.1	Makes it more difficult to create a password	
13.1.a	Severity of Cost	Minor
13.1.b	Frequency Cost is Experienced	Don't know
13.2	Makes it less easy to remember	
13.2.a	Severity of Cost	Major
13.2.b	Frequency Cost is Experienced	Don't know
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	Minor
13.4.b	Frequency Cost is Experienced	Once off
13.5	Increases the computing power needed	
13.5.a	Severity of Cost	Doesn't apply
13.5.b	Frequency Cost is Experienced	N/A
13.6	Requires other extra time or effort	
13.6.a	Severity of Cost	Minor
13.6.b	Frequency Cost is Experienced	Periodic
13.a	Do you approve of this advice?	Neutral
13.b	Comments	

Two factor authentication

14	You should use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
14.1	Makes it more difficult to create a password	
14.1.a	Severity of Cost	Doesn't apply
14.1.b	Frequency Cost is Experienced	N/A
14.2	Makes it less easy to remember	
14.2.a	Severity of Cost	Doesn't apply
14.2.b	Frequency Cost is Experienced	N/A
14.3	Requires extra resources	
14.3.a	Severity of Cost	Positive
14.3.b	Frequency Cost is Experienced	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	Doesn't apply
14.6.b	Frequency Cost is Experienced	N/A
14.a	Do you approve of this advice?	Yes
14.b	Comments	

Password manager

15	You should use a password manager to store your passwords	
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	Minor
15.3.b	Frequency Cost is Experienced	Once off
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Doesn't apply
15.5.b	Frequency Cost is Experienced	N/A
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	Minor
15.6.b	Frequency Cost is Experienced	Once off
15.a	Do you approve of this advice?	Yes
15.b	Comments	

16	Each user account must be password protected	
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	

Generated passwords

17	Passwords generated for you should only be valid for first login	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Minor
17.1.b	Frequency Cost is Experienced	Once off
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	Minor
17.4.b	Frequency Cost is Experienced	Once off
17.5	Increases the computing power needed	
17.5.a	Severity of Cost	Minor
17.5.b	Frequency Cost is Experienced	Once off
17.6	Requires other extra time or effort	
17.6.a	Severity of Cost	Minor
17.6.b	Frequency Cost is Experienced	Once off
17.a	Do you approve of this advice?	Yes
17.b	Comments	

Final Comments

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

Response ID	Completion date	
624524-624515-66154886	9 Oct 2020, 11:58 (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

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

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

5	Don't use published phrases as your password (e.g. "OpenSesame")	
5.1	Makes it more difficult to create a password	
5.1.a	Severity of Cost	Major
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	Positive
5.4.b	Frequency Cost is Experienced	Periodic
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	
5.6.a	Severity of Cost	Minor
5.6.b	Frequency Cost is Experienced	N/A
5.a	Do you approve of this advice?	Neutral

Personal password storage

6	Don't leave your passwords in plain sight	
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	Periodic
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	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	Positive
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	Positive
6.6.b	Frequency Cost is Experienced	Periodic
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	At Login
7.3	Requires extra resources	
7.3.a	Severity of Cost	Doesn't apply
7.3.b	Frequency Cost is Experienced	N/A
7.4	Requires the creation of a new password	
7.4.a	Severity of Cost	Major
7.4.b	Frequency Cost is Experienced	At Login
7.5	Increases the computing power needed	
7.5.a	Severity of Cost	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	At Login
7.a	Do you approve of this advice?	No
7.b	Comments	

Reuse

8	Never reuse a password	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Major
8.1.b	Frequency Cost is Experienced	At Login
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Major
8.2.b	Frequency Cost is Experienced	At Login
8.3	Requires extra resources	
8.3.a	Severity of Cost	Minor
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	Periodic
8.5	Increases the computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Major
8.6.b	Frequency Cost is Experienced	At Login
8.a	Do you approve of this advice?	No
8.b	Comments	approve of password re-use in limited circumstances for less important services

Sharing

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

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

10	Regularly apply security updates for your personal devices	
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	Keep anti-virus updated	
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	

Logging in

12	You should not be able to paste your password when logging in	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Major
12.1.b	Frequency Cost is Experienced	Periodic
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Major
12.2.b	Frequency Cost is Experienced	At Login
12.3	Requires extra resources	
12.3.a	Severity of Cost	Major
12.3.b	Frequency Cost is Experienced	N/A
12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Major
12.4.b	Frequency Cost is Experienced	Periodic
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A

12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Major
12.6.b	Frequency Cost is Experienced	At Login
12.a	Do you approve of this advice?	No
12.b	Comments	Prevents ease of use of password managers

Username

13	Don't reuse your username at multiple sites	
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	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	At Login
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	Major
13.6.b	Frequency Cost is Experienced	At Login
13.a	Do you approve of this advice?	Neutral
13.b	Comments	

Two factor authentication

14	You should use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
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	Minor
14.3.b	Frequency Cost is Experienced	At Login
14.4	Requires the creation of a new password	
14.4.a	Severity of Cost	Doesn't apply
14.4.b	Frequency Cost is Experienced	N/A
14.5	Increases the computing power needed	
14.5.a	Severity of Cost	Doesn't apply
14.5.b	Frequency Cost is Experienced	N/A
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Minor
14.6.b	Frequency Cost is Experienced	At Login
14.a	Do you approve of this advice?	Yes
14.b	Comments	

Password manager

15	You should use a password manager to store your passwords	
15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Positive
15.1.b	Frequency Cost is Experienced	Periodic
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Positive
15.2.b	Frequency Cost is Experienced	At Login
15.3	Requires extra resources	

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

16	Each user account must be password protected	
16.1	Makes it more difficult to create a password	
16.1.a	Severity of Cost	Minor
16.1.b	Frequency Cost is Experienced	Periodic
16.2	Makes it less easy to remember	
16.2.a	Severity of Cost	Major
16.2.b	Frequency Cost is Experienced	At Login
16.3	Requires extra resources	
16.3.a	Severity of Cost	Doesn't apply
16.3.b	Frequency Cost is Experienced	N/A
16.4	Requires the creation of a new password	
16.4.a	Severity of Cost	Minor
16.4.b	Frequency Cost is Experienced	Periodic
16.5	Increases the computing power needed	
16.5.a	Severity of Cost	Doesn't apply
16.5.b	Frequency Cost is Experienced	N/A
16.6	Requires other extra time or effort	
16.6.a	Severity of Cost	Minor
16.6.b	Frequency Cost is Experienced	Periodic

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

Generated passwords

17	Passwords generated for you should only be valid for first login	
17.1	Makes it more difficult to create a password	
17.1.a	Severity of Cost	Minor
17.1.b	Frequency Cost is Experienced	Once off
17.2	Makes it less easy to remember	
17.2.a	Severity of Cost	Minor
17.2.b	Frequency Cost is Experienced	Once off
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	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	Doesn't apply
17.6.b	Frequency Cost is Experienced	N/A
17.a	Do you approve of this advice?	Yes
17.b	Comments	

Final Comments

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

Response ID	Completion date	
624524-624515-66189577	9 Oct 2020, 23:08 (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:	5

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

4.3.b	Frequency Cost is Experienced	N/A
4.4	Requires the creation of a new password	
4.4.a	Severity of Cost	Minor
4.4.b	Frequency Cost is Experienced	Once off
4.5	Increases the computing power needed	
4.5.a	Severity of Cost	Doesn't apply
4.5.b	Frequency Cost is Experienced	N/A
4.6	Requires other extra time or effort	
4.6.a	Severity of Cost	Minor
4.6.b	Frequency Cost is Experienced	Periodic
4.a	Do you approve of this advice?	Yes
4.b	Comments	In general making passwords less guessable via dictionary based attacks is a good idea, especially relevant if hashed passwords are leaked, which continues to be a regular occurrence.

5	Don't use published phrases as your password (e.g. "OpenSesame")	
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	Periodic
5.3	Requires extra resources	
5.3.a	Severity of Cost	Doesn't apply
5.3.b	Frequency Cost is Experienced	N/A
5.4	Requires the creation of a new password	
5.4.a	Severity of Cost	Minor
5.4.b	Frequency Cost is Experienced	Once off
5.5	Increases the computing power needed	
5.5.a	Severity of Cost	Doesn't apply
5.5.b	Frequency Cost is Experienced	N/A
5.6	Requires other extra time or effort	

5.6.a	Severity of Cost	Minor
5.6.b	Frequency Cost is Experienced	Periodic
5.a	Do you approve of this advice?	Yes
5.b	Comments	Variation of previous question, avoid dictionary attacks that use phrases.

Personal password storage

6	Don't leave your passwords in plain sight	
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	Periodic
6.a	Do you approve of this advice?	Yes
6.b	Comments	Defeats purpose of a secret

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	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	Minor
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	Minor
7.6.b	Frequency Cost is Experienced	Periodic
7.a	Do you approve of this advice?	Neutral
7.b	Comments	Prefer to force change if evidence of use in wrong place or a leak

Reuse

8	Never reuse a password	
8.1	Makes it more difficult to create a password	
8.1.a	Severity of Cost	Minor
8.1.b	Frequency Cost is Experienced	Periodic
8.2	Makes it less easy to remember	
8.2.a	Severity of Cost	Minor
8.2.b	Frequency Cost is Experienced	Periodic

8.3	Requires extra resources	
8.3.a	Severity of Cost	Doesn't apply
8.3.b	Frequency Cost is Experienced	N/A
8.4	Requires the creation of a new password	
8.4.a	Severity of Cost	Minor
8.4.b	Frequency Cost is Experienced	Periodic
8.5	Increases the computing power needed	
8.5.a	Severity of Cost	Doesn't apply
8.5.b	Frequency Cost is Experienced	N/A
8.6	Requires other extra time or effort	
8.6.a	Severity of Cost	Minor
8.6.b	Frequency Cost is Experienced	Periodic
8.a	Do you approve of this advice?	Yes
8.b	Comments	You don't always know who got access to previously used passwords

Sharing

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

9.5.a	Severity of Cost	Doesn't apply
9.5.b	Frequency Cost is Experienced	N/A
9.6	Requires other extra time or effort	
9.6.a	Severity of Cost	Minor
9.6.b	Frequency Cost is Experienced	Periodic
9.a	Do you approve of this advice?	Yes
9.b	Comments	Exceptions apply where access is via a shared secret (e.g. hidden parts of a website)

10	Regularly apply security updates for your personal devices	
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	Minor
10.3.b	Frequency Cost is Experienced	Periodic
10.4	Requires the creation of a new password	
10.4.a	Severity of Cost	Doesn't apply
10.4.b	Frequency Cost is Experienced	N/A
10.5	Increases the computing power needed	
10.5.a	Severity of Cost	Doesn't apply
10.5.b	Frequency Cost is Experienced	N/A
10.6	Requires other extra time or effort	
10.6.a	Severity of Cost	Minor
10.6.b	Frequency Cost is Experienced	Periodic
10.a	Do you approve of this advice?	Yes
10.b	Comments	

11	Keep anti-virus updated	
11.1	Makes it more difficult to create a password	

11.1.a	Severity of Cost	
11.1.b	Frequency Cost is Experienced	
11.2	Makes it less easy to remember	
11.2.a	Severity of Cost	
11.2.b	Frequency Cost is Experienced	
11.3	Requires extra resources	
11.3.a	Severity of Cost	Minor
11.3.b	Frequency Cost is Experienced	Periodic
11.4	Requires the creation of a new password	
11.4.a	Severity of Cost	
11.4.b	Frequency Cost is Experienced	
11.5	Increases the computing power needed	
11.5.a	Severity of Cost	Minor
11.5.b	Frequency Cost is Experienced	Periodic
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	

Logging in

12	You should not be able to paste your password when logging in	
12.1	Makes it more difficult to create a password	
12.1.a	Severity of Cost	Doesn't apply
12.1.b	Frequency Cost is Experienced	N/A
12.2	Makes it less easy to remember	
12.2.a	Severity of Cost	Major
12.2.b	Frequency Cost is Experienced	At Login
12.3	Requires extra resources	
12.3.a	Severity of Cost	Doesn't apply
12.3.b	Frequency Cost is Experienced	N/A

12.4	Requires the creation of a new password	
12.4.a	Severity of Cost	Doesn't apply
12.4.b	Frequency Cost is Experienced	N/A
12.5	Increases the computing power needed	
12.5.a	Severity of Cost	Doesn't apply
12.5.b	Frequency Cost is Experienced	N/A
12.6	Requires other extra time or effort	
12.6.a	Severity of Cost	Doesn't apply
12.6.b	Frequency Cost is Experienced	N/A
12.a	Do you approve of this advice?	No
12.b	Comments	Password managers are useful

Username

13	Don't reuse your username at multiple sites	
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	Major

13.6.b	Frequency Cost is Experienced	Periodic
13.a	Do you approve of this advice?	Neutral
13.b	Comments	In many cases it is useful to standardise identity

Two factor authentication

14	You should use 2-factor authentication when logging into accounts (e.g. enter an additional code from an app, text or a special device)	
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	Minor
14.5.b	Frequency Cost is Experienced	At Login
14.6	Requires other extra time or effort	
14.6.a	Severity of Cost	Minor
14.6.b	Frequency Cost is Experienced	Periodic
14.a	Do you approve of this advice?	Yes
14.b	Comments	Drastically reduces risks

Password manager

15	You should use a password manager to store your passwords	
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15.1	Makes it more difficult to create a password	
15.1.a	Severity of Cost	Positive
15.1.b	Frequency Cost is Experienced	Periodic
15.2	Makes it less easy to remember	
15.2.a	Severity of Cost	Positive
15.2.b	Frequency Cost is Experienced	Periodic
15.3	Requires extra resources	
15.3.a	Severity of Cost	Minor
15.3.b	Frequency Cost is Experienced	Periodic
15.4	Requires the creation of a new password	
15.4.a	Severity of Cost	Doesn't apply
15.4.b	Frequency Cost is Experienced	N/A
15.5	Increases the computing power needed	
15.5.a	Severity of Cost	Minor
15.5.b	Frequency Cost is Experienced	Periodic
15.6	Requires other extra time or effort	
15.6.a	Severity of Cost	Minor
15.6.b	Frequency Cost is Experienced	Periodic
15.a	Do you approve of this advice?	Yes
15.b	Comments	

16	Each user account must be password protected	
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	

Generated passwords

17	Passwords generated for you should only be valid for first login	
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

Final Comments

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