

Context:

- User was informed that they were taking part in a think-aloud study for a project for a Human-Computer Interaction course
 - This may have biased initial thoughts during login process to be more UI focused
- We first went through the TikTok login process
- I then brought up the “hidden” T&C/PP embedded in the login flow
- I introduced the T&C and had the user go through it

Login Process

- I started user on the TikTok login page
- User was more focused on clean UI of TikTok login
- Concerned about what email to provide
 - I prepared fake email to use in advance
- Login flow ends at QR code for downloading the app
 - Our current idea involves monitoring for PP/T&C on web browsers, but would need to be modified for phones
- Did not notice the agreement to PP/T&C when signing up for an account
 - Was surprised when I pointed it out on the login page

T&C

- User read through at a quick pace, skimmed more as he got deeper into the document
- Focused on certain sections more than others
 - Severability
 - Forced arbitration
- Has read a few T&C and knew certain parts to look for
- Pays attention to how long T&C are
 - Shorter is easier and nicer
- Knows of a few notable policies like Google docs being able to take anything you have
 - Creative ownership