Survey Questionnaire

XXX represents the selected hardware device (Hardware Wallet, YubiKey or Smartphone) of a single participant from question 1.

1. Which of the following hardware devices do you own?

- ☐ Hardware Wallet
- ☐ YubiKey
- ☐ Smartphone
- ☐ Raspberry Pi*
- ☐ PC(Personal Computer)*Smart Watch*
- ☐ Laptop*
- ☐ RSA Token*

- ☐ U2F Fido Token*
- ☐ Hardware Random Number Generator*
- ☐ USB Armory*
- ☐ HSM Module*
- ☐ None of the above*
- ☐ Other*

*If answered with *, the participant was forwarded directly to question 23*

2. How often do you use your XXX?

- ○ Regularly
- ○ Seldom
- ○ I used it once
- ○ I never used it
- ○ Other

3. In what context do you mainly use your XXX?

- ○ Private
- ○ Professional
- ○ Both

4. Do you think that your X was genuine when you received it?

- ○ Yes
- ○ No
- ○ I don't know

4a. Why did you trust that your XXX was genuine when you received it?
Please, only select the answers, which influenced your trust in the authenticity of XXX.

The packaging...

- ☐ had the manufacturer's name
- ☐ had the manufacturer's logo
- ☐ had a (holographic) sticker
- ☐ was not damaged
- ☐ was not opened
- ☐ was wrapped in plastic
- ☐ was wrapped in bubble wrap
- ☐ was high-quality
- ☐ looked like the manufacturer's packages
- ☐ None of the above
- ☐ Other

The XXX...

- ☐ was made in one piece and cannot be opened
- ☐ was not damaged
- ☐ has not been put into operation
- ☐ has been put into operation
- ☐ had a protective foil on the device
- ☐ looked like a genuine XXX
- ☐ None of the above
- ☐ Other

I trusted...

- ☐ other people's opinion about the XXX
- ☐ the manufacturer
- ☐ none of the above
- ☐ Other

I bought/received the XXX...

- ☐ on the Internet and it arrived shortly after
- ☐ at a trusted hardware store
- ☐ from a person I trusted
- ☐ Other

4b. Why did you not trust the authenticity of your XXX?

Open-Ended Response

5. Which steps did you carry out after receiving your new XXX?

- ☐ I charged the battery
- ☐ I asked family/friends/colleagues for help with initialization
- ☐ I removed the protective foil
- ☐ I read the user manual
- ☐ I opened it to check the inside of the device
- ☐ I compared the outside with pictures on the Internet
- ☐ I compared the inside with pictures on the Internet
- ☐ I visited the manufacturer's homepage for authenticity checks
- ☐ I checked the signature/hash of the software
- ☐ None of the above
- ☐ I don't remember
- ☐ Other

6. In your opinion, what does it mean if the (holographic) sticker on the packaging of your XXX is intact?

- ☐ The device was not swapped with a fake one
- ☐ The device was not pre-initialized
- ☐ No software was altered
- ☐ No hardware was manipulated
- ☐ No hardware was added

- ☐ No valuable information was extracted
- ☐ The device has not yet been put into operation
- ☐ None of the above
- ☐ I don't know
- ☐ Other

7. In your opinion, what does it mean if the inside of your XXX (after opening it) looks like on the pictures on the manufacturer's homepage?

Answers same as question 6

8. In your opinion, were there any software authenticity checks automatically carried out when you put your XXX into operation for the first time?

- ○ Yes
- ○ No
- ○ I don't know

9. In your opinion, what is ensured by the software checks automatically carried out when you put your XXX into operation for the first time?

Answers same as question 6

10. Did you carry out any manual authenticity check of your XXX on the manufacturer's homepage?

- ○ Yes
- ○ No
- ○ I don't know

11. In your opinion, what does it mean if the authenticity check from the manufacturer's homepage of your XXX is successful?

Answers same as question 6

12. In your opinion, what does it mean if your XXX is made in one piece?

Answers same as question 6

13. In your opinion, what does it mean if the signature or hash of your XXX software is verified?

Answers same as question 6

14. How likely do you think it is that any of the following attacks was attempted on your XXX on the way between the manufacturer and you?

	Very likely	Likely	Somewhat likely	Unlikely	Very unlikely
Swapping it with a fake XXX	○	○	○	○	○
Altering the software	○	○	○	○	○
Altering the hardware	○	○	○	○	○
Building in additional hardware	○	○	○	○	○
Extracting valuable information (e.g.: keys, passwords etc.)	○	○	○	○	○

15. Did the manufacturer of your XXX provide any instructions for authenticity checks?

○ Yes
○ No
○ I don't know

16. Do you think that you carried out all methods for authenticity checking provided by your XXX manufacturer?

○ Yes
○ No
○ I don't know

16a. Why did you not carry out all methods for authenticity checking provided by your XXX manufacturer?

- ☐ I don't think that I can verify the authenticity of my device with the available methods
- ☐ I didn't know which methods exist
- ☐ The provided methods required technical knowledge, which I do not have.

- ☐ The authenticity of my XXX is not important
- ☐ I don't know
- ☐ Other

17. How important is it that your XXX is genuine?

very important	important	neutral	not so important	not important at all
○	○	○	○	○

18. Where did you purchase your XXX?

- ○ Ebay
- ○ Amazon
- ○ Manufacturer's homepage
- ○ Another online store
- ○ From an authorized retailer
- ○ From a physical retailer

- ○ Someone I know sold it to me
- ○ Someone I know gave it as a gift
- ○ I got it as a advertising gift
- ○ I don't remember
- ○ Other

19. Which of the following is your favorite sport to watch? This is a data quality check. Regardless of your true preference, please select Hockey.

- ○ Baseball
- ○ Basketball
- ○ Soccer
- ○ Hockey
- ○ Tennis

- ○ Volleyball
- ○ Skiing
- ○ Swimming
- ○ Other

20. Who is the manufacturer of your XXX?

Open-Ended Response

21. How long ago did you unpack and use your XXX for the first time?

- ○ 1-6 months
- ○ 6 months-1year
- ○ 1-2 years

- ○ 2-3 years
- ○ >3 years
- ○ I can't remember

22. How would you change the current methods for authenticity checks of smartphones to increase the usability?

Open-Ended Response

23. Security Behavior Intentions Scale (SeBIS)

	Never	Rarely	Sometimes	Often	Always
I set my computer screen to automatically lock if I don't use it for a prolonged period of time.	○	○	○	○	○
I use a password/passcode to unlock my laptop or tablet.	○	○	○	○	○
I manually lock my computer screen when I step away from it.	○	○	○	○	○
I use a PIN/ passcode/fingerprint to unlock my mobile phone.	○	○	○	○	○
When someone sends me a link, I open it without first verifying where it goes.	○	○	○	○	○
I know what website I'm visiting based on its look and feel, rather than by looking at the URL bar.	○	○	○	○	○
I submit information to websites without first verifying that it will be sent securely (e.g., SSL, "https://", a lock icon).	○	○	○	○	○
When browsing websites, I mouse over links to see where they go, before clicking them.	○	○	○	○	○
If I discover a security problem, I continue what I was doing because I assume someone else will fix it.	○	○	○	○	○

24. Your age group...

○ <18

○ 18-29

○ 30-44

○ 45-59

○ 60+

25. Gender

○ Male

○ Female

○ Other

○ Prefer not to say

26. Highest completed level of education

○ Compulsory school

○ Secondary education

○ Bachelor

○ Master

○ PhD

○ Other

27. Current occupation in the field of...

○ IT

○ Economics

○ Politics

○ Law

○ Arts

○ Agriculture

○ Finance

○ Retail

○ Science

○ Health care

○ Education or training

○ Real estate

○ Administration

○ Unemployed

○ Other

27a. Do you professionally deal with IT security?

○ Yes

○ No

28. Which country are you living in?

Open-Ended Response