**UX 105**

LastPass UX Research

**PURPOSE OF STUDY**

To conduct UX Research into the mobile application LastPass, a password manager which helps users manage their passwords securely. Our goal is to redesign the app with our focus primarily on Mobile User Experience. This study will allow us to validate assumptions and create a informed plan for redesigning the Mobile App LastPass.

**RISKS**  
  
\*\* Recorded information will include: Hand gestures the tester uses, where you touch/navigate the screen throughout each stage, eye tracking (with further consent), time taken to complete a task, pain points / difficult parts of a task and any other specific problems the tester encounters.

\*\* This app will use sensitive data including usernames and passwords. DO NOT USE YOUR OWN INFORMATION – We will provide you with an approved list of usernames and passwords to use in this study to protect you from entering your own information accidently.  
  
**CONFIDENTIALITY**

Please do not write any identifying information.

Every effort will be made by the researcher to preserve your confidentiality including the following:

* Assigning code names/numbers for participants that will be used on all research notes and documents.
* Keeping notes, interview transcriptions, and any other identifying participant information in a locked file cabinet in the personal possession of the researcher.

Participant data will be kept confidential except in cases where the researcher is legally obligated to report specific incidents. These incidents include, but may not be limited to, incidents of abuse and suicide risk.

**CONTACT INFORMATION**   
  
If you have questions at any time about this study, or you experience adverse effects as the result of participating in this study, you may contact the researcher whose contact information is provided on the first page. If you have questions regarding your rights as a research participant, or if problems arise which you do not feel you can discuss at the time, directly contact us at the following email address [270168960@yoobeestudent.ac.nz](mailto:270168960@yoobeestudent.ac.nz).

**EYE TRACKING**

If you consent to eye tracking tick this box.  
\*\*only eye movement is recorded, the rest of the face will be blanked.

**VOLUNTARY PARTICIPATION**  
  
Your participation in this study is voluntary. It is up to you to decide whether to take part in this study. If you decide to take part in this study, you will be asked to sign this consent form. After you sign the consent form, you are still free to withdraw at any time and without giving a reason. Withdrawing from this study will not affect the relationship you have, if any, with the researcher. If you withdraw from the study before data collection is completed, your data will be returned to you or destroyed.

*Note****:*** *Please delineate the "Consent" section of the Informed Consent Form by drawing a line across the page (like this - ~~Example~~). This delineation is important because the consent form grammar shifts from second person to first person, as shown in the example.*

**CONSENT**  
  
I have read, and I understand the provided information and have had the opportunity to ask questions. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving a reason and without cost. I understand that I will be given a copy of this consent form. I voluntarily agree to take part in this study.

**Participant's Signature** [\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_](https://esign.com/) Date \_\_\_\_\_\_\_\_\_\_   
  
  
**Researcher’s Signature** [\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_](https://esign.com/) Date \_\_\_\_\_\_\_\_\_\_