



# Device usage

- Multidevice : between 2 and 5 ;
- Only 1 does not use smartphone ;
- Very few have work-issued devices ;
- Mostly Windows and OS X ; however, interest to Linux among activists ;
- iOS and Android are more or less evenly distributed ;
- iOS preferred for security ;
- Android phones are used as "mission phones" more often than iOS ;
- Many reporters tend to down-grade during missions [Nokia 3310, « weak » Windows laptops...]

# Communication types

- Messaging is used for work [not only email!]
- Text-based messages preferred over voice and video calls [« obliging »] ;
- Short voice and sometimes video calls used for verification ;
- WebRTC is mostly used for video calls ; WhatsApp preferred for voice ; Skype is sometimes used [imposed by organizations] ;

# Messaging apps

- Users have between 4 and 10 different IMs ;
- 11 people put Facebook Messenger as their most used app ; WHY ?
  - Country context [Vk ban]
  - Features : contact discovery, verification, access to other services offered by Facebook
  - Very important : file search !



test chat with Vadym

showing off



↓ (1) Cory Doctorow-Walkaway-Tor Books (2017).epub



↓ James Gleick - Chaos\_ Making a New Science (2008, Penguin Books).mobi



Type a message...



Vadym Hudyma  
Active on Messenger



Options



Search in Conversation



Edit Nicknames



Change Color



Change Emoji



Notifications

Shared Files



James Gleick - Chaos\_ Making a New Science (2008, Penguin Books).mobi



(1) Cory Doctorow-Walkaway-Tor Books (2017).epub

Shared Photos



# Messaging apps

- WhatsApp is used by 10 people ; (easy to use with family)
- Telegram by 8 people (channels + perceived security) ;
- Signal - 7 - « there's no one here! »
- These apps are perceived as more secure than Facebook Messenger, and chosen for conversations that need more "protection" ;
- Viber - used for family/kids ;

# Messaging apps

- The most important factor - the network effect ; security is secondary ;
- Additional features, like channels, may be the reason to use an app ;
- Only one person chose a messaging app based on consulting online guides or materials ;
- Among other curious motivations, "a movie about hackers" was mentionned as the source for choosing a messenger.

## Group chats

- Main function - coordination for work ;
- Also - way of introducing people to each other ;
- Annoying : bad search for last unread message ;
- Annoying : notifications
- Request for an easier switch between group chat and direct messaging 1 to 1 ;



# Most annoying

- Advertisement (FB);
- Signal : poor quality of voice comms;
- Telegram : Being added to channels without explicit content; too many bots; bad system of commenting;
- Connection to phone number - bad (but some think it's important for verification) ;
- Bad organization of information (channels, chats...)
- Bad search ; (email is used for that !)

## **Really important features :**

- Disappearing messages (with preset timer) and remote deletion (at will) of messages (5);
- e2e encryption by default (2);
- send and download files, as well as file preview;
- "no " file limits on sent files ;
- sync with laptop;
- decentralisation and ability to run it on own server;
- mute conversations;

## **Email usage :**

- Average 3 accounts - usually 1 main personal + work [no clear separation] ;
- Better compartmentalization in messengers !
- Mostly Gmail ;
- Mostly browser [tried Thunderbird, didn't stick...] ;
- Rarely used email client : Mail [OS X] + built-in mobile phone clients ;
- IMAP I&^@(HF A WTF ??????
- JUNK/threads in Gmail and riseup...

# Files, attachments and stuff

- For attachments - not only email ! Also messengers and urls from external cloud services [e.g. Google Drive]
- The workflow with attachments:
  - receive a file on a secure messenger ;
  - send this over another channel that has a desktop version (messengers like Telegram, email) ;
  - Work with this file on desktop ;
- User-testing finding : people want to choose the path for file saving.

# Photos

- Preview on phone but save on a cloud service or forward to email/desktop-accessible messenger ;
- Journalists ask for less photo compression ;
- Journalists ask for a bigger camera ;

# Contacts

- Contact request and contact approval (« like in Wire ») : users mention to not want to be contacted without consent ;
- Request from user-testing : opt for alphabetic or frequency-based sorting of contacts ;

# **Anonymity and new email accounts**

- Anonymity – not so important [need for public reachibility] ;
- But aliases important as an option
- → some of the users are OK to have an email account created for them if it's easy ;
- BUT some users want to have all of their security notifications in one place ;

# Verification

- Verification was important for 12/16
- Use « out of band » channels [e.g. voice calls!]
- 1 – ad hoc secret question on Xabber ;



# Data recovery

- Messages and files - delete ;
- Contacts - recover

## **Requested features**

- Good search for files, photo, message history ;
- Disappearing messages ;
- Easy and fast delete of messages and files ;
- Remote-delete of messages and files (less important - of contacts) ;
- Sort chats and contacts ;

# Requested features

- File storage (2)
- Integration with "cloud" services such as Google Drive and Nextcloud;
- Calendar (3 + 1 reminders) ability to automatically add dates, times, events from message thread to calendar (like in FB Messenger)
- Pinned messages in channels and groups (2)
- Document previews (like in slack)
- Uncompressed photo - (2)
- Remote deletion of messages

## **Requested features**

- Customize disposition of message fields on the screen e.g for left-handed people