

## 1 Interview 1 Script

### Demographic

1. What age bracket do you fit into  
(a) 60-69 (b) 70-79 (c) 80-89 (d) 90-99 (e) 100+
2. What sex would you classify yourself as?  
(a) Male (b) Female (c) Transgender (d) Non-Binary (e) Other (f) Prefer not to say
3. What is/was your occupation
4. How do you personally rate your technological literacy?

### Finding Information Security Advice

1. How important do you think it is to be secure online?
2. How do you decide what your online security practices are?
3. Do you face any challenges implementing online security for your situation?
4. How do you prefer this type of information being presented to you?

### Day to Day Security

1. What do you do to keep yourself secure online? – Why?
2. Are you worried about your online security? – Why?
3. What do you wish was easier regarding online security?

**Account Ecosystem** I will now ask you questions about your account ecosystems. For each item you introduce you will give it a nickname such as Social1, Password2 or EmailOL. This is so that you can protect your privacy and not disclose any of your passwords. Please **DO NOT** share the any sensitive information such as passwords and PIN codes. We can go back to questions you have already answered if you want.

1. What devices do you use to access the internet?
  - (a) For each device give it a nickname. (Examples: Laptop1, WorkPhone2)
  - (b) What are the login methods and things you need to access this account?
    - i. For each method give a nickname for each entity needed or refer to the nickname that entity was given if already mentioned in the interview.
    - ii. Is this method a recovery method for this account?
  - (c) Can you view messages and notifications on this device when it is locked?
  - (d) Are there any comments you have on this device you would like to share?Repeat (a)–(d) for every Device.
2. Do you use password managers to access any of your accounts?
  - (a) For each password manager give it a nickname. (Examples: PM1, Manager1)
  - (b) What are the login methods and things you need to access this password manager?

- i. For each method give a nickname for each entity needed or refer to the nickname that entity was given if already mentioned in the interview.
    - ii. Is this method a recovery method for this account?
  - (c) Do you have open sessions (being logged in permanently) with this account?
    - i. For each open session on that account assign a nickname for each entity or refer to the nickname that entity was given if already mentioned.
  - (d) Are there any comments you have on this password manager you would like to share?
- Repeat (a)–(d) for every password manager.
3. What email addresses do you have access too?
    - (a) For each password manager give it a nickname. (Examples: OL1, Email76)
    - (b) What are the login methods and things you need to access this email?
      - i. For each method give a nickname for each entity needed or refer to the nickname that entity was given if already mentioned in the interview.
      - ii. Is this method a recovery method for this account?
    - (c) Do you have open sessions (being logged in permanently) with this account?
      - i. For each open session on that account assign a nickname for each entity or refer to the nickname that entity was given if already mentioned.
    - (d) Are there any comments you have on this email you would like to share?

Repeat (a)–(d) for every account in this category.

  - 4. What social media accounts do you use to stay connected?  
Sub-questions (a)–(d) as for questions above.
  - 5. What accounts do you have to access your online finances? What social media accounts do you use to stay connected?  
Sub-questions (a)–(d) as for questions above.
  - 6. What accounts do you use for online shopping? What social media accounts do you use to stay connected?  
Sub-questions (a)–(d) as for questions above.
  - 7. What accounts do you use for entertainment? What social media accounts do you use to stay connected?  
Sub-questions (a)–(d) as for questions above.
  - 8. What accounts do you use for gaming? What social media accounts do you use to stay connected?  
Sub-questions (a)–(d) as for questions above.
  - 9. Are there any more accounts or items you feel we have missed? What social media accounts do you use to stay connected?  
Sub-questions (a)–(d) as for questions above.
  - 10. Look over the passwords you mentioned
    - (a) How secure do you think your password is:
      - i. Strong = A password created by a password manager

- ii. Average = A password **YOU** made yourself that **YOU** consider strong
  - iii. Weak = A password you made yourself that you consider weak **OR** if they do not fit in the other two categories
  - (b) What are the login methods and things you need to access this password?
    - i. For each method give a nickname for each entity needed or refer to the nickname that entity was given if already mentioned in the interview.
    - ii. Is this method a recovery method to access this password?
  - (c) Are there any comments you have on this password you would like to share?
- Repeat (a)–(c) for every password in this category.

## 2 Interview 2 Script

### Checking the participants awareness of their security

1. What did you think was the most important part of your account ecosystem?
2. Are you aware of any account security vulnerabilities you may currently have?
3. Which of your account(s) do you think are the most important to keep secure?
4. Are you aware of anything you can do currently to improve your account security?

### Reflections

1. Were there vulnerabilities found within the analysis based on a security practice that you originally thought secure?
2. Are there any practices you currently do you thought were not secure but disproved by the analysis?