Interview - Teilnehmer 13:

Bevor das Interview beginnt, wird der Teilnehmer über die Studie debriefed und es werden nochmal alle Warnungen durchgezeigt.

I: How did you perceive the warnings? Did they stand out to you immediately?

..Conspicuous
..Clarity and Legibil
Attention Engagement

B: For sure. They stood out not only because they were in a pop-up bubble and it was kind of blinking, but also it's red. So, it's very eye-grabbing. Some of the warnings I thought were much better than other types. For instance, the warning that showed up when you hover the mouse over the link—I feel like someone could accidentally end up clicking on it before reading the full warning. But others were pretty informative, especially one that gives you a reference to go back and check for differences in how to spot phishing emails.

..Positive

I: The link warning actually won't let you accidentally click the link. It appears immediately upon hovering over it.

B: Ah I see, that's great then!

I: Were there any elements in the warnings that stood out to you?

..Positive

..Positive

B: Yes, this one (signature, detailed) definitely stood out the most to me, particularly how during the signature it says that the designation is different. Often, when you read the mail, you don't see the designation because you know the person and where it's coming from. So, you don't focus on these small details, but the fact that the warning indicated that the signature is different really stood out because people often overlook that.

I: I assume the warnings play a significant role in your decisions too?

B: For sure, they did.

I: About the effectiveness of each warning, maybe we can do kind of a ranking from top to bottom?

B: This one was right here. How many other ones? All of them are phishing emails, right?

I: Yes, we have like four different types of warnings with one variation each.

..Impact of Animati
..More Details
..Positive

B: So this one immediately doesn't show up, but takes some time. I would say rank this one first because it gives me a reference to verify. These two because they indicate the pattern that I need to notice often in case of phishing attempts.

I: And about the design of the warnings, how did you like the animations, the colors, the fonts?

..Clarity and Legibility
Attention Engagement
..Positive

B: The color obviously was a good choice because red is very eye-grabbing, similar to why we have traffic lights as red. It reaches you immediately. The warning with this color forces people to stop and read because if you still go ahead and click on the link, whatever happens to you—whether you lose your data or your money—it's on you. So this warning was a really good idea to make you stop, read this first, and then make your decision

I: And were there any new pieces of information in the warnings which you hadn't paid attention to before?

Novelties for Participants

B: Definitely. Usually, I have not seen such tailored warnings in phishing emails, which recognize a specific pattern and tell you why

Novelties for Participants

it's a phishing attempt. That is very new to me.

19 I: Lastly, what's your usual behavior when you receive an email and you suspect it to be phishing, but your email client does not flag it?

20 B: Of course, the sender's and the receiver's email because if the sender's email is from a known domain, otherwise it would be from some random domains. So, those are the things I've often observed. If it's a very vague email and they want me to do something specific, I get immediately skeptical. I also put in the domain name in Google to see if there have been victims of such scams or phishing attempts before. If I'm still unsure of it, I just delete it. If it's an important mail and someone really needs to reach out to me to get something done, they would send the same mail again.

21 B: I think this is a really nice study. I enjoyed being part of this study because it shows that people are actually coming up with plugins like this to improve security and safety.