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..Clarity and Legibility

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..Clarity and Legibility
..Impact of Animations
..Impact of Animations

..Potential Improvements
..Negative

..Simplicity

Interview - Teilnehmer 5:

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

I: How did you generally perceive the warnings?

B: The warnings were overall good and helpful. The contrast colors of the warnings caught my attention well, not just because of the color but also due to the length of the messages which were clear and descriptive.

B: The little yellow warning triangle was also catchy because of the color contrast. The warnings helped with my decisions. Without them, my decisions would probably have been the same, but the alerts definitely helped me recognize faster that it is a phishing email.

I: Can you talk more about the effectiveness of the warnings? Maybe go through each of them?

B: I really liked the signature warnings. That could be something that might not catch the user's attention at all. I like it more than the greeting warning, as for the greeting, you might be a person that has a different kind of of greeting for every message you send. The Signature tho, stays the same.

B: It would be better if the warnings appeared immediately upon opening the email instead of having a delay. This warning (hover warning) is perfect, as it stops the user from clicking on a potential dangerous link.

I: What about the design aspects of the warnings such as animations, colors, fonts etc.?

B: Moving warnings are more noticeable than constant ones that just stay on the screen. But if you put moving warnings on all phishing mails, it might be overwhelming and tire the eyes and mind. A balance is necessary. The idea is good, the execution too, but the design could be improved so that it is still secure without being overwhelming. Maybe being too flashy, could lead to desensitization over time.

I: Do you have suggestions for improving the design of the warning messages?

B: The warnings could look more modern and appear faster. A delay effect was implemented so that the warnings are not perceived as part of the email, which makes sense, but they could appear quicker.

B: This is a really long warning message (referring to greeting warning, detailed). This is kind almost as large as the email itself. Not good I think? Oh and those are clickable, yeah. I would definitely avoid clicking these, as these could also be part of the phishing mail. But I get the idea behind it and that it might be helpful for less savvy people. The idea is fine, the way it is executed can be enhanced.

I: How would you rate the different warnings in terms of their level of detail?

B: Personally, I prefer simpler warnings because I am already somewhat familiar with the subject. However, people who are more susceptible to phishing might need more detailed explanations to be convinced that something is not legitimate.

I: Are there specific pieces of information in the warnings that you



hadn't paid attention to before?

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B: Information about the senders and signatures was new to me. I used to ignore these often, but now I look more closely. This could be especially useful for detecting phishing in a company that uses many automated emails.

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I: How do you usually handle emails once there's a suspicion of phishing? Or what specifically do you look at once there's a suspicion?

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B: I definitely first look at the sender. Also other things such as, typos, grammar etc.