**Name:** P01

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|  | **Timespan** | **Content** | **Speaker** |
| 1 | 0:01.0 - 0:10.1 | And then thank you for taking this survey. The questions? Um, yeah. Okay. Go to the questions. | Interviewer |
| 2 | 0:10.4 - 0:11.7 | Yes. Okay. | P01 |
| 3 | 0:14.7 - 0:20.6 | Okay. Um. So. Yeah. Uh, first, uh, your name, please. | Interviewer |
| 4 | 0:21.5 - 0:24.7 | Full name? Yes, please. [P01]. | P01 |
| 5 | 0:24.8 - 0:28.5 | Okay. Thank you. And your age range. One of these age range spaces. | Interviewer |
| 6 | 0:29.1 - 0:30.2 | 40 to 49. | P01 |
| 7 | 0:30.6 - 0:33.2 | Okay. Thank you. And the disability you have, please. | Interviewer |
| 8 | 0:33.5 - 0:37.6 | Dyslexia like dyspraxia and traits of ADHD. | P01 |
| 9 | 0:37.9 - 0:41.8 | Okay. Great. Thank you. And geographic location. Uh. | Interviewer |
| 10 | 0:42.5 - 0:43.1 | [Southern England]. | P01 |
| 11 | 0:43.5 - 0:51.4 | [Southern England]. Okay. Thank you. Um, do you find authentication difficult because of your disability? Well, I see yes or no. Or maybe. | Interviewer |
| 12 | 0:52.3 - 0:54.3 | Could I ask what you mean by authentication? | P01 |
| 13 | 0:54.4 - 0:59.6 | So logging into systems like banking systems or online systems. | Interviewer |
| 14 | 1:00.3 - 1:08.1 | I do always refer to my book because look at the characters and their capitals and lowercase mixed up quite frequently. | P01 |
| 15 | 1:08.2 - 1:26.7 | Okay. That's it. Thank you. Um. In what ways, if any, does your disability make authentication hard for you? So I, um, what are the main difficulties that you face when you log into systems that do not take disability into account? So I think you can kind of answer that in the last, let's say. | Interviewer |
| 16 | 1:27.5 - 1:44.0 | In addition to that, it's more, um, trying to when I make passwords up, uh, double up sometimes, or when I do it the second time, the passwords fail to match. So then I always have to have what is helpful is when I click on the show password. | P01 |
| 17 | 1:44.8 - 1:45.3 | I see. | Interviewer |
| 18 | 1:45.4 - 1:47.5 | And that will take several attempts to do that. | P01 |
| 19 | 1:47.5 - 1:59.6 | Okay. So I of get getting things mixed up. Um, how important do you feel it is for you to get logged in quickly on the scale of 1 to 5? Uh, one being not very important and five being very important. | Interviewer |
| 20 | 2:00.7 - 2:01.8 | Uh, three. | P01 |
| 21 | 2:02.2 - 2:08.4 | Sorry, sorry. Um, neither. Okay. And how highly do you write the importance of security? | Interviewer |
| 22 | 2:08.6 - 2:11.8 | Having recently been scammed. | P01 |
| 23 | 2:11.8 - 2:28.9 | Yeah. Very important. Okay. Okay, thanks. Um, um, how often do you sacrifice security to make logging in easier? AI so things like, um, easy passwords for using passwords and no two factor authentication like text messages. | Interviewer |
| 24 | 2:30.5 - 2:31.2 | Frequently. | P01 |
| 25 | 2:31.4 - 2:40.9 | Frequently. Okay. That's good. Um, do you sacrifice security because it's too difficult to authenticate you do with this ability? Is there anything that could be easier? | Interviewer |
| 26 | 2:41.9 - 3:00.2 | I tend to stick to the same handful of passwords because I know I remember them. Yeah. Which don't tend to involve, um, a wide variety of the extra. Um, uh, what do you call them? Yeah. Um. | P01 |
| 27 | 3:00.6 - 3:01.4 | Um, symbols. | Interviewer |
| 28 | 3:01.4 - 3:02.8 | Criteria. Symbols. | P01 |
| 29 | 3:02.8 - 3:11.3 | Yeah. Special characters. Yeah. Okay. If you had to choose, would you prefer more security on easier and faster logging? | Interviewer |
| 30 | 3:13.7 - 3:42.9 | Um, security is important. Uh, again, I don't necessarily think when people do, it comes up with the squares I take for the traffic boxes with traffic lights or things, and they're not always clear. Um, I wouldn't say that it's down to my disability, but to those just in general, it's like, what quantifies does it have to be all of it in the square with it's just a tiny bit where you get but it still count that. And if you don't count it, not that you win. Um, if you had to. | P01 |
| 31 | 3:43.3 - 3:47.9 | Yeah. So so how easy it is for these the actual tests you need. | Interviewer |
| 32 | 3:49.0 - 3:51.8 | So I think they're equally. | P01 |
| 33 | 3:52.3 - 3:52.6 | Yeah. | Interviewer |
| 34 | 3:52.9 - 3:59.4 | You don't want to spend all day logging in, but security obviously is important. But I think they need to come up with a better way. | P01 |
| 35 | 3:59.6 - 4:10.8 | Okay. So so a balance between the two. Yeah. Um, would you like to have one system that you could use to log into most of your websites and applications. | Interviewer |
| 36 | 4:12.2 - 4:14.6 | Do you mean a generic password by that or. | P01 |
| 37 | 4:14.6 - 4:19.7 | Well, yeah, just a jacked password to a fingerprint system or something that can log into most. | Interviewer |
| 38 | 4:19.9 - 4:21.9 | I'm not a fan of fingerprints. Mhm. | P01 |
| 39 | 4:22.4 - 4:22.8 | Okay. | Interviewer |
| 40 | 4:22.8 - 4:24.2 | I find them time consuming. | P01 |
| 41 | 4:24.6 - 4:27.0 | What about just a single password or something like that? | Interviewer |
| 42 | 4:27.3 - 4:33.5 | Yeah, but how would that be as secure. Surely you would be more susceptible to being hacked. | P01 |
| 43 | 4:33.7 - 4:43.1 | So? So well where with a login system that's connected to everywhere. I mean, if you would just use one secure password, the one secure method, um. | Interviewer |
| 44 | 4:43.4 - 4:44.6 | What would it look me into? | P01 |
| 45 | 4:45.1 - 4:50.1 | Um, so you could have the same login system for, uh, like, various websites? Like the bank. | Interviewer |
| 46 | 4:51.7 - 4:54.6 | What? Apart from a bank? What? What else do I have to login to? | P01 |
| 47 | 4:55.3 - 4:57.4 | Um, say, like your email or something like that? | Interviewer |
| 48 | 4:59.2 - 5:07.7 | Okay. Yeah, I wouldn't be opposed. But if someone did hack, then they would have access to everything. Yeah. Isn't that secure? | P01 |
| 49 | 5:07.8 - 5:26.7 | Oh, yeah. That's a good point. Yeah. So. Yeah. So maybe. But only if so secure, then. Okay. Uh, when you log into a site or service, would you like to have details of your disability passed across to that service so that they can automatically adapt their user experience for you? | Interviewer |
| 50 | 5:28.0 - 5:29.9 | I don't really see how it would be relevant. | P01 |
| 51 | 5:30.1 - 5:33.1 | No. Okay. That's fine. Um. | Interviewer |
| 52 | 5:33.5 - 5:45.4 | I think what the main issue, I think it's easier to speak to a person and always be passed on to online applications of everything or. Okay. I prefer to speak. | P01 |
| 53 | 5:45.5 - 6:07.9 | Okay. You said you'd rather have a real person running the system. Okay. Um, would you like to have the option to choose which elements your disability reveals to a third party when you go? I suppose that's relevant to the previous question, so probably not relevant in this case. Um, you said you'd rather speak to a real person. Um. | Interviewer |
| 54 | 6:09.4 - 6:15.5 | I don't see how I would have the adaptability too. I don't really see how. | P01 |
| 55 | 6:15.8 - 6:16.0 | And. | Interviewer |
| 56 | 6:17.0 - 6:18.0 | How it would affect. | P01 |
| 57 | 6:18.0 - 6:18.7 | Say, by. | Interviewer |
| 58 | 6:18.7 - 6:19.1 | Looking. | P01 |
| 59 | 6:19.1 - 6:26.0 | In. So if it were to sort of change screen settings to make things easier to read or something like that example. | Interviewer |
| 60 | 6:26.8 - 6:28.1 | So what kind of back. | P01 |
| 61 | 6:28.1 - 6:39.7 | Yeah. So say if you had if, if, if you look in the system that you had um dyslexia it would make things easier to read or give you more time to read them, that kind of thing. Would that be helpful, do you think? | Interviewer |
| 62 | 6:41.2 - 6:54.9 | Yeah. I mean, a different kind of screen perhaps. So the letters don't jump, but that's different for each person. So I suppose but they give the option go through and then you set it. Then thereafter it would be applied. | P01 |
| 63 | 6:55.0 - 6:57.4 | Yeah. Yeah. So being setting in the, in the. | Interviewer |
| 64 | 6:57.4 - 7:03.3 | Application and when you say more time to read it, you don't normally get rush use. Just do press next once you've read it. | P01 |
| 65 | 7:03.7 - 7:13.2 | Yeah. Yeah. But that be um in some cases of authentication. Um, you have a code, you got such guys and you're only get a certain amount of time. | Interviewer |
| 66 | 7:13.4 - 7:14.5 | Uh, yes, because. | P01 |
| 67 | 7:14.8 - 7:15.5 | It involves. | Interviewer |
| 68 | 7:15.5 - 7:17.5 | And copy and paste. Okay. Back and forth. | P01 |
| 69 | 7:17.5 - 7:18.1 | So yeah. | Interviewer |
| 70 | 7:18.5 - 7:21.1 | So yeah, a larger timeframe. Certainly. | P01 |
| 71 | 7:21.2 - 7:31.7 | Okay, great. Um, how do you feel about trusting a company with your information about your disability and what benefits or negative side effects do you think it could have, if any? | Interviewer |
| 72 | 7:32.7 - 7:35.0 | Um, I don't really see how it would impact. | P01 |
| 73 | 7:35.4 - 7:41.5 | Mhm. Okay. That's fine. Uh. | Interviewer |
| 74 | 7:41.9 - 7:46.0 | For us to with people. | P01 |
| 75 | 7:48.8 - 8:02.2 | Um, would you like to see a login system that could work with a variety of input and inputs, including paddles, puff, audio, text to speech, voices, optical head movement or other assistive technologies. | Interviewer |
| 76 | 8:02.4 - 8:06.5 | So is that not familiar with what part of paddle. | P01 |
| 77 | 8:06.9 - 8:16.6 | Okay. Uh, more for people with physical disabilities. So, um, I suppose in your case, um, probably not relevant. I think probably. | Interviewer |
| 78 | 8:16.9 - 8:18.5 | This is all just for looking in. | P01 |
| 79 | 8:18.9 - 8:46.0 | Yeah, for look for lock in. Yeah. Um, so I suppose this is probably more relevant to people with physical disabilities. Okay. Um, um, again, question 17 probably not relevant. Um, so in relation to the above, which alternative or assistive technologies would you like to be able to do this with. So like would you like options for different character sets and things like that. And when you log in or just make things. | Interviewer |
| 80 | 8:46.0 - 8:52.3 | Easier, I mean, to a point, they're ready to generate one. And then you can choose to use your own say, yeah. | P01 |
| 81 | 8:52.7 - 8:53.2 | Okay, let's. | Interviewer |
| 82 | 8:53.2 - 8:57.8 | Just say timings for question. So to allow you to write it down somewhere. | P01 |
| 83 | 8:58.0 - 9:17.5 | Yeah, sure. Okay. Um, would you like to or currently use assistive technology such as a pendulum switch to authenticate with. Again, that probably doesn't apply to you, but you don't have a physical disability. Um, would you say that you're quite happy with the way you have to log into sites currently? | Interviewer |
| 84 | 9:20.1 - 9:24.6 | As I said, I very see how it differ much. You have a password? | P01 |
| 85 | 9:25.0 - 9:25.3 | Yeah. | Interviewer |
| 86 | 9:25.6 - 9:26.3 | And then you're in. | P01 |
| 87 | 9:26.6 - 9:41.6 | Yeah. Okay. So it's pretty straightforward. And, um, what do you say about looking into systems. Lots of data privacy, um, denial of access or difficulty looking in if you have any of those things when you log in. | Interviewer |
| 88 | 9:42.9 - 9:44.0 | What do I feel that. | P01 |
| 89 | 9:44.1 - 9:51.9 | You do for like losing data, or do you have any anxiety about logging in or losing access to sites? | Interviewer |
| 90 | 9:52.9 - 9:55.3 | What? So if I was to log in to my emails, do I fear. | P01 |
| 91 | 9:56.2 - 9:57.6 | Losing access to it? I mean. | Interviewer |
| 92 | 9:57.6 - 10:01.4 | How how would I be losing access if I'm actively looking to it? | P01 |
| 93 | 10:01.6 - 10:12.6 | Um, so if you could log in for any reason. You don't have any fears about logging systems or anything, any negative emotions about them, do I? | Interviewer |
| 94 | 10:12.8 - 10:15.0 | I'm sorry, I'm confused with the question. | P01 |
| 95 | 10:15.3 - 10:16.5 | Okay. Um. | Interviewer |
| 96 | 10:17.0 - 10:26.1 | I have it sometimes where it's difficult with emails if I've have not been on them for a while, it will ask to send it to my phone or something and then that keep going around. | P01 |
| 97 | 10:26.1 - 10:36.3 | And so probably is not the best way. I mean, you find it sort of causes you stress. Then in that case, would you say sometimes logging in. Do you find it stressful? | Interviewer |
| 98 | 10:36.3 - 10:37.1 | Time consuming? | P01 |
| 99 | 10:37.1 - 10:50.9 | Yeah. Okay. Um, so what strengths do you think a good logging system should have? And how would you feel if you could use a system like this? So what do you think your ideal login system might look like? | Interviewer |
| 100 | 10:53.0 - 10:55.0 | I mean, the word system is. | P01 |
| 101 | 10:59.6 - 11:00.9 |  |  |
| 102 | 11:01.8 - 11:08.4 |  |  |
| 103 | 11:08.8 - 11:10.3 |  |  |
| 104 | 11:12.2 - 11:28.4 | Um, so anyway, um, so, um, so. Yeah, well, I said log logging system, so I could, you know, log in message. Um, I mean, what would you this. Do you have an AI? Any idea of an. | Interviewer |
| 105 | 11:28.4 - 11:38.1 | AI when you say it's not like it's a sequence with any. So all it is is you put in your password and then then you end. So how could that be simplified by a voice command. | P01 |
| 106 | 11:38.7 - 11:47.7 | Okay. Yeah I a yeah, yeah. It's just some sort of idea. It's just an idea of what might be easier for better or for. | Interviewer |
| 107 | 11:47.7 - 11:48.7 | Some voice recognition. | P01 |
| 108 | 11:48.7 - 12:23.6 | Voice recognition. Okay, that's a good one. Um, do you sometimes think that, uh, companies should automatically know who you are? So when you go to the website, you sort of automatically lock you in? Or do you welcome the fact that's the last security was protecting your data? And do you think authentication systems need to be more intelligent? All so, uh, so like say by when you visit the website, would you like to be find that you always automatically logged into it, do you think or are you. | Interviewer |
| 109 | 12:23.6 - 12:25.8 | Said the following time I may go too far. Yeah. | P01 |
| 110 | 12:26.2 - 12:31.2 | Yeah, I know some websites too, sometimes. Do you welcome that? What do you think? | Interviewer |
| 111 | 12:31.5 - 12:33.1 | I think that's quite invasive. | 01 Speaker |
| 112 | 12:33.4 - 12:47.0 | Okay. So you think you should log in every time? Okay. And do you think, um, authentication systems need to be more intelligent or anything, or, like you say? I mean, do you think they should just be simple things? | Interviewer |
| 113 | 12:50.2 - 12:53.3 | I don't really see how they can differ to how they are now. | P01 |
| 114 | 12:53.5 - 12:53.8 | Yeah. | Interviewer |
| 115 | 12:53.8 - 12:59.7 | I mean, obviously the more complex you make it, that's the harder it's going to be. | P01 |
| 116 | 12:59.9 - 13:11.3 | Yeah, that's very true. Yeah. Um, so things like Google and stuff, they just make it more complicated than that, just to get log in when, when you have to do things like the pictures, the traffic lights and all that kind of thing. | Interviewer |
| 117 | 13:11.8 - 13:13.4 | Uh, which I referred to earlier. | P01 |
| 118 | 13:13.4 - 13:21.7 | Yeah, yeah. Um, do you feel security is an organisation's responsibility or that the usual. A bit of both. | Interviewer |
| 119 | 13:22.7 - 13:26.8 | Socially isolated with the organization. | P01 |
| 120 | 13:26.8 - 13:46.0 | The organization. Yeah. Mhm. Okay. Sponsor. Um, would you consider using an on person device for verification? If so, which if it would then what would you prefer? Something like a key fob, USB key, Bluetooth switch or biometric device or maybe just a mobile phone? | Interviewer |
| 121 | 13:47.1 - 14:00.8 | Um hmm. I'd probably say a fob or a key. Yeah. Okay. Probably something that, you know is definitely yours. Because even in a phone, someone can text. How do you know it's. Yeah. | P01 |
| 122 | 14:01.6 - 14:14.3 | Yeah. Yeah. These numbers could be spoofed, and I don't think. Yeah. Okay. Good answer. And, uh, finally, would you like the opportunity to be included? Any future research questions in relation to this? Yeah. No. | Interviewer |
| 123 | 14:14.8 - 14:15.2 | Okay. | P01 |
| 124 | 14:15.8 - 14:18.6 | Yeah. Okay. And any further comments on the question? | Interviewer |
| 125 | 14:19.9 - 14:21.8 | Uh, no. No, I haven't mentioned. | P01 |
| 126 | 14:22.0 - 14:26.3 | Okay. That's great. Thank you for timeline. I appreciate that. Thank you very much. | Interviewer |
| 127 | 14:26.9 - 14:27.9 | Thank you. Okay. | P01 |