**Name:** P05

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|  | **Timespan** | **Content** | **Speaker** |
| 1 | 0:03.8 - 0:05.2 | Hello. Welcome to the interview. | Interviewer |
| 2 | 0:06.0 - 0:06.5 | Thank you. | P05 |
| 3 | 0:07.7 - 0:14.8 | All right. Uh, to get straight to the questions. So. Okay. Question one. Uh, could I just take your name, please? | Interviewer |
| 4 | 0:14.9 - 0:15.0 | [P05] | P05 |
| 5 | 0:15.8 - 0:24.7 | Okay. Thank you. And your age range is at [40-49]. Okay. So number four, [40 -49]. Like, uh, National disability, please. | Interviewer |
| 6 | 0:25.0 - 0:32.6 | Uh, so genetic schizophrenia, curved spine, uh, Asthma and lots of other resulting conditions. | P05 |
| 7 | 0:32.8 - 0:36.1 | Okay. Thanks very much. Uh, your geographic location, please. | Interviewer |
| 8 | 0:36.7 - 0:38.3 | Uh, [Southern England]. | P05 |
| 9 | 0:38.3 - 0:47.7 | Okay, thanks. Um, so first, the main question is, do you find authentication? In other words, logging in to websites of applications difficult because of your disability? | Interviewer |
| 10 | 0:47.7 - 0:49.1 | Uh, yes. Very. | P05 |
| 11 | 0:49.1 - 0:51.6 | Yeah. Okay, so I'll just say yes or no. Maybe. Yes. | Interviewer |
| 12 | 0:51.6 - 0:51.9 | Yeah. | P05 |
| 13 | 0:52.4 - 1:07.0 | Um, this one is, uh, you can give some context on this one. Um, in what ways, if any, does your disability make authentication hard for you to do? In other words, what are the main difficulties you face when you log into systems that do not taking your disability into account? | Interviewer |
| 14 | 1:07.0 - 1:17.4 | So the main one at the moment is I've got three phones, so I've got my old number, I've got a number that I use just for putting into web forms. Uh, and I've got a number for friends and family. | P05 |
| 15 | 1:17.8 - 1:18.0 | Yeah. | Interviewer |
| 16 | 1:18.2 - 1:40.0 | Uh, and the whole point of that is because I get very paranoid answering the phone, I think some scammer is going to call me or, um, I think someone's going to eat, you know, try to manipulate me into spending a lot of money that I don't have. So what if I'm downstairs? Uh, and I'm tired because of the meds? Uh, I try to log in. It sends a message to my phone upstairs. | P05 |
| 17 | 1:40.2 - 1:40.9 | Mhm. Yeah. | Interviewer |
| 18 | 1:40.9 - 1:58.2 | And then I've got a get. So go get yourself geared up and riled up to get up the stairs. You know in the afternoon I'm very groggy on the meds so that's a big hassle. I've got to go upstairs. I've got to check them on the phone. Mhm. Um, and uh it's a, it's a constant hassle, uh agitation. | P05 |
| 19 | 1:58.5 - 1:58.8 | Yeah. | Interviewer |
| 20 | 1:58.8 - 2:02.0 | Uh to, to log into things easy. | P05 |
| 21 | 2:02.0 - 2:04.5 | If you just have something that was on you maybe, or something like that. | Interviewer |
| 22 | 2:04.8 - 2:17.5 | Yeah, the two factor authentication is a problem. A lot of people have two phones now. One for the that they put in web forms that they use. They put out a SIM in an old phone to use on web forms. So they're not getting cold cold. | P05 |
| 23 | 2:17.5 - 2:18.5 | All the time. Yeah. | Interviewer |
| 24 | 2:18.6 - 2:31.5 | And then they'll have a phone that they use for, um, for family and friends. It's the same as people as having a work mobile. Mhm. They know they're going to get someone's going to bring them up and try and sell them something. Mhm. You know from business to business or something like that. | P05 |
| 25 | 2:31.5 - 2:31.8 | Yeah. | Interviewer |
| 26 | 2:31.9 - 2:39.6 | Uh so they have two phones and then if one, one or then two factor authentication is going to one phone, it's in your car or at work or. | P05 |
| 27 | 2:39.7 - 2:40.1 | Yeah. | Interviewer |
| 28 | 2:40.1 - 2:45.0 | Or you know, or in your room and you've got mobility issues and you can't go upstairs very easily. | P05 |
| 29 | 2:45.1 - 2:45.4 | Yeah. | Interviewer |
| 30 | 2:45.5 - 2:47.4 | You know, it's a big headache. | P05 |
| 31 | 2:47.4 - 2:47.8 | Yeah. | Interviewer |
| 32 | 2:47.8 - 2:52.1 | Uh, and so I turn that authentication off for most things. | P05 |
| 33 | 2:52.1 - 2:53.7 | Right. Oh, okay. | Interviewer |
| 34 | 2:53.7 - 2:55.6 | It's like, hey, if it allows me to do it. | P05 |
| 35 | 2:55.6 - 3:06.6 | Yeah. That is a question later on. So I, we could want to answer, um. how important is it for you to get locked in? Quickly, on a scale of 1 to 5, one being not very important. | Interviewer |
| 36 | 3:06.6 - 3:26.7 | Uh, well, um, and, um, um, benefits, so it's very important if if I'm out and about, I don't know how much money I've got left. The benefits go out pretty quick. Mhm. Uh, and there's not, there's normally normally about ten, £20 to play within a month. Mhm. So I need to know exactly what I've got in there to get if I need to get milk or sugar. Um or bread or something like that. | P05 |
| 37 | 3:26.8 - 3:27.0 | Yeah. | Interviewer |
| 38 | 3:27.4 - 3:38.4 | Um so I need to log in quick. Mhm. Uh, and it's got to be easy and I don't want to be getting when I'm in the shop, I don't want to be getting a message to go into my, the phone to. I've got to put into my phone. | P05 |
| 39 | 3:38.4 - 3:38.9 | Yeah. Yeah. | Interviewer |
| 40 | 3:38.9 - 3:39.5 | So then. | P05 |
| 41 | 3:40.2 - 3:40.9 | Yeah get. | Interviewer |
| 42 | 3:40.9 - 3:42.4 | Into my account and see what's going. | P05 |
| 43 | 3:42.4 - 3:54.2 | On then, you know, and then yeah, you know, behind the how, how would you rate the importance of security. Um, looking in at one being not very important. Two, not important. | Interviewer |
| 44 | 3:54.2 - 3:59.9 | Very, very it's very important. But if it goes over the top, it becomes impossible for a lot of people to log in. | P05 |
| 45 | 4:00.1 - 4:00.7 | Yeah. Yeah. | Interviewer |
| 46 | 4:00.7 - 4:22.5 | And So you can get overly paranoid about security. Make it. Make it super tight. But then you're excluding a lot of the population who aren't able to get on. You know, if I get agitated very quickly and I get I get tired, I get confused. So it can be very, very, very annoying. | P05 |
| 47 | 4:22.5 - 4:23.4 | Yeah. Yeah. | Interviewer |
| 48 | 4:23.5 - 4:33.3 | And it creates animosity between, uh, you know, the bank's security ideals and you just wanting to get on with your daily life. Yeah. | P05 |
| 49 | 4:33.5 - 4:50.2 | Yeah. So in that case, you'd probably rather get logged in quickly. Which leads me to my next question. Um, how often do you sacrifice security for logging in? Uh, eat more easily. So, like using easy passwords, reusing passwords or not using I easy. | Interviewer |
| 50 | 4:50.5 - 4:54.0 | I use easy passwords because the things I've been talking about. | P05 |
| 51 | 4:54.0 - 4:54.4 | Okay. | Interviewer |
| 52 | 4:54.4 - 5:01.8 | Um, so so when you've got schizophrenia, you can either get very paranoid or you can overcompensate by being too trusting. | P05 |
| 53 | 5:01.9 - 5:02.4 | Yeah. | Interviewer |
| 54 | 5:02.4 - 5:17.1 | So you've got this balancing act to juggle. And if I have, if I haven't had any scam messages or, or, um, or have been scammed for a while, then I'll get a lot more lax on security. Mhm. | P05 |
| 55 | 5:17.5 - 5:27.8 | So on a scale of 1 to 5 would you say uh one. Not very often. Two. Not often. Three. Occasionally. Four. Often or very often. Sacrifice security. Uh. | Interviewer |
| 56 | 5:28.7 - 5:29.5 | In the middle. | P05 |
| 57 | 5:29.5 - 5:30.8 | In the middle. Yeah. Occasionally. | Interviewer |
| 58 | 5:30.9 - 5:31.7 | Yeah. Occasionally. | P05 |
| 59 | 5:31.7 - 5:32.3 | Yeah. Okay. | Interviewer |
| 60 | 5:32.6 - 5:33.8 | Just to make life easier. | P05 |
| 61 | 5:34.0 - 5:51.0 | Okay. And, um, I suppose, I suppose this question, I need to, uh, refine these questions later, but, um, the next one is, do you thought, do you sacrifice security because you find it too difficult to authenticate because of your disability? Is there anything that can make it easier? Uh, um. | Interviewer |
| 62 | 5:53.2 - 6:04.0 | I think maybe an app that goes on your phone. Yeah, yeah. So you you you sign it, you sign into the, uh. Mhm. And that it could be like a bank security app. | P05 |
| 63 | 6:04.0 - 6:04.5 | Yeah. | Interviewer |
| 64 | 6:04.6 - 6:15.8 | You know, it takes a picture of me in my NatWest app now. Takes a picture of my face. Yeah, and that's very easy. If I were to transfer money. I just scan my face. | P05 |
| 65 | 6:15.9 - 6:16.2 | Yeah. | Interviewer |
| 66 | 6:16.4 - 6:30.3 | Uh, it and it does it. Yeah. I've had other banking apps where the face scan hasn't worked. Then I got to do the two factor authentication, and that doesn't work. And then it just goes on and on. And then I rang the bank. Yeah, they don't answer. | P05 |
| 67 | 6:30.4 - 6:30.7 | Yeah. | Interviewer |
| 68 | 6:30.8 - 6:43.8 | And and, uh. And it's, uh, it's become an absolute nightmare. Yeah. And you know that these things can take days and almost. I've had one instance where it took me a month to sort it out with the bank going backwards and forwards and messages. | P05 |
| 69 | 6:43.8 - 6:44.9 | Yeah, a whole month. | Interviewer |
| 70 | 6:45.0 - 6:49.0 | Uh, stress, you know, an hour a day on the on the messaging app. | P05 |
| 71 | 6:49.0 - 6:49.4 | Yeah. | Interviewer |
| 72 | 6:49.4 - 6:53.3 | Trying to sort out, get access to my account or get a payment, which, uh. | P05 |
| 73 | 6:53.5 - 7:12.5 | It's almost impossible. So. Yeah, that's that's a good of a question later on. Coming up soon as well. Um. Would you? So, um, like you mentioned, the app. Um, which is something we're trying to do a prototype for. Would you like to have one system that you could use to log into most of your websites of applications? That's a yes. | Interviewer |
| 74 | 7:12.6 - 7:17.2 | So yeah, like a security app that goes that goes on to the Play Store. | P05 |
| 75 | 7:17.4 - 7:17.8 | Yeah. | Interviewer |
| 76 | 7:17.9 - 7:22.5 | You know, or gopher or the App Store on, um, on Apple. | P05 |
| 77 | 7:22.7 - 7:23.0 | Yeah. | Interviewer |
| 78 | 7:23.0 - 7:42.9 | But, um, something where I can just I can fill out a few details. Mhm. Did you factor authentication once. Mhm. And then um and then it like it remembers it. So if I reset my phone. Mhm. Or delete the app or reset the app. Yeah. It uh it it's stored somewhere. | P05 |
| 79 | 7:42.9 - 7:43.2 | Yeah. | Interviewer |
| 80 | 7:43.3 - 7:47.0 | You know it encrypted like a Bitcoin level encryption. | P05 |
| 81 | 7:47.0 - 7:47.3 | Yeah. | Interviewer |
| 82 | 7:47.3 - 7:52.2 | Where I can just put the app on again log in and it will work again. | P05 |
| 83 | 7:52.2 - 7:52.8 | Yeah. Yeah. | Interviewer |
| 84 | 7:52.8 - 7:55.4 | Not, uh, not spending an hour. | P05 |
| 85 | 7:55.8 - 7:56.2 | Uh. | Interviewer |
| 86 | 7:56.6 - 7:58.1 | Every time something resets. | P05 |
| 87 | 7:58.2 - 7:58.7 | Yeah, because. | Interviewer |
| 88 | 7:58.7 - 8:04.1 | My phone's running slow sometimes I have cheap phones. They have to be reset every now and again to run faster. | P05 |
| 89 | 8:04.2 - 8:04.4 | Yeah. | Interviewer |
| 90 | 8:04.9 - 8:10.0 | So about an app that um. So I've got a notepad app. | P05 |
| 91 | 8:10.3 - 8:10.5 | Mhm. | Interviewer |
| 92 | 8:10.9 - 8:23.7 | And um I put my notes in it. Mhm. And then if I delete delete wipe the phone or delete the uh or change phones. Mhm. I download the notepad app again and the notes are all there. | P05 |
| 93 | 8:23.8 - 8:24.3 | Yeah. Yeah. | Interviewer |
| 94 | 8:24.7 - 8:26.7 | Oh my all important notes are still there. | P05 |
| 95 | 8:26.8 - 8:27.4 | Yeah. Yeah. | Interviewer |
| 96 | 8:27.8 - 8:30.2 | So something that's coming up like that. | P05 |
| 97 | 8:30.2 - 8:51.3 | That I can remember. Yeah. Yeah. Okay. So I don't know if I missed this question. Question 11 going back from 12 to 11. Um, this is a on a, um, scale of 1 to 5. If you had to choose, would you prefer, uh, more security or an easier offer or faster login? So one being much easier. Two, easier for you balance for secure or five more secure. | Interviewer |
| 98 | 8:51.7 - 8:59.6 | Well, there's nothing wrong with security. As long as the onus isn't put on to the customer to jump through loads of hoops. | P05 |
| 99 | 8:59.7 - 9:00.2 | Yeah, yeah. | Interviewer |
| 100 | 9:00.4 - 9:05.4 | Because that makes it impossible for people with health conditions and disability. | P05 |
| 101 | 9:05.4 - 9:06.2 | Yeah. Yeah. | Interviewer |
| 102 | 9:06.3 - 9:32.2 | To to access services. Mhm. So it's fine. It's fine. You've got an intelligent healthy person who's really savvy, knows all about phones and everything. They can do it in a few five minutes. Mhm. But someone else. Yeah. Who has to go up the stairs and get people when they've got stability. Mhm. Uh and, and spend days to only get an app working. Mhm. That's not acceptable. Yeah. You know in terms of the Equality Act 2010. | P05 |
| 103 | 9:32.3 - 9:37.4 | Okay. So maybe it's probably, maybe something that's easier than necessarily more secure. | Interviewer |
| 104 | 9:37.4 - 9:40.7 | Something something easier and secure easier. | P05 |
| 105 | 9:41.0 - 9:57.7 | So yeah I balance. Balance enough for you. Okay. Um, when you log in to a social service. So this is a yes or no or maybe a question when you log in to a site or service, would you like to have details of your disability passed across so that they can automatically adapt their user experience? | Interviewer |
| 106 | 9:57.7 - 10:04.1 | It depends who it is. Some corporations are really good with the Equality Act 2010, and they make reasonable adjustments. | P05 |
| 107 | 10:04.3 - 10:04.6 | Yeah. | Interviewer |
| 108 | 10:04.6 - 10:06.2 | And they really go to town with that. | P05 |
| 109 | 10:06.4 - 10:06.7 | Yeah. | Interviewer |
| 110 | 10:06.8 - 10:16.4 | Other companies, big companies, big brands, uh, almost extremist in their right wing views that they don't have to help people. | P05 |
| 111 | 10:16.4 - 10:16.8 | Yeah. | Interviewer |
| 112 | 10:16.8 - 10:18.3 | With those conditions under the act. | P05 |
| 113 | 10:18.3 - 10:18.8 | Yeah, yeah. | Interviewer |
| 114 | 10:18.8 - 10:41.0 | So they, they, they flout the Equality Act. They're rude to you and messaging on the phone. Mhm. Uh they say we won't do this. We won't do that. Mhm. Uh if you, if you make a, raise a complaint, they've dragged through the mud for months. Mhm. You know uh so it depends uh if I, if I like a company, I know they've made reasonable adjustments for me in the past, then I'll disclose disability. | P05 |
| 115 | 10:41.2 - 10:41.4 | Right. | Interviewer |
| 116 | 10:41.7 - 10:45.6 | If I don't trust the company, I know they've got extreme right wing leanings and I won't. | P05 |
| 117 | 10:46.1 - 11:05.2 | Some of those like say someone else will come. They've come in here. Said it depends. Yeah. Who the company is. Yeah. Um, and, uh, kind of the same question that is, how do you feel about trusting a company with the information about your dispensary? What benefits or negative side effects you think I could have? That was kind of. You answered that, I guess. | Interviewer |
| 118 | 11:05.2 - 11:15.6 | Well, yeah. The other thing is you have to disclose a disability if you want people. People have to know that you've got a disability to be bound by the Equality Act. | P05 |
| 119 | 11:15.7 - 11:16.3 | Uh, yeah. Yeah. | Interviewer |
| 120 | 11:16.4 - 11:20.7 | So if they don't know you've got a disability. Yeah, they can say. Well, they didn't tell me. | P05 |
| 121 | 11:20.8 - 11:21.4 | Right. Okay. | Interviewer |
| 122 | 11:21.4 - 11:25.6 | Um, so they didn't tell me, so I just treated like everyone else. | P05 |
| 123 | 11:25.6 - 11:26.2 | Yeah. Yeah. | Interviewer |
| 124 | 11:26.4 - 11:37.3 | Uh, so to be protected by the act, you have to disclose your disability. But it has to be done in a way that it's not going to be exploited by someone in the office. That's a bit nasty. Yeah. You know. | P05 |
| 125 | 11:37.8 - 11:40.7 | Do you have to disclose the nature of your disability, or was it just, uh. | Interviewer |
| 126 | 11:41.2 - 11:45.2 | Well, some a lot of companies now are saying, do you have a, do you have a disability. | P05 |
| 127 | 11:45.6 - 11:45.9 | Or. | Interviewer |
| 128 | 11:45.9 - 11:56.5 | Do you want to be put on a priority services register. And they don't ask what the disability is because that reduces discrimination anyway due to their liability discrimination. Yeah. So that's a better way of doing it. | P05 |
| 129 | 11:56.5 - 12:06.3 | Yeah. Yeah yeah. And that that was something else somebody else raised is maybe not being specific about the disability, just having some options to choose to improve things. | Interviewer |
| 130 | 12:06.3 - 12:13.9 | So then you'll then they know you've got, um, you've got, um, a disability and then they're bound by to make reasonable adjustments. | P05 |
| 131 | 12:14.0 - 12:14.3 | Yeah. | Interviewer |
| 132 | 12:14.5 - 12:16.5 | They've got the duty to make reasonable adjustments. | P05 |
| 133 | 12:16.5 - 12:36.7 | Yeah. Okay, good. Um, so this is a yes or no? Maybe a question again. Uh, would you like to see a system that could work with a variety of inputs? So, um, assistive technology inputs like either, say, like paddles set above devices, audio, text to speech devices, optical head movement tracking or other assistive technology. | Interviewer |
| 134 | 12:36.9 - 12:41.2 | Yeah, all of those because, um, I sometimes these larger text on my phone. | P05 |
| 135 | 12:41.3 - 12:42.3 | Yeah. Um. | Interviewer |
| 136 | 12:42.9 - 12:47.7 | And uh, I sometimes use audio as well. | P05 |
| 137 | 12:47.8 - 13:06.8 | Yeah. Okay. So something you'd be interested in? Okay. Um, uh, this is contextual in relation to the above questions. Which alternative assistive technologies would you like to be able to use this with? And I think you said, um, so audio and so. Okay. Um, so it takes a speech. | Interviewer |
| 138 | 13:07.5 - 13:08.1 | Audio. | P05 |
| 139 | 13:08.3 - 13:09.4 | Oh, yeah. Fonts. | Interviewer |
| 140 | 13:09.4 - 13:13.3 | And sometimes, you know, letters are important. | P05 |
| 141 | 13:13.3 - 13:13.8 | Yeah. | Interviewer |
| 142 | 13:13.8 - 13:16.9 | Because because everyone gets communications fatigue. | P05 |
| 143 | 13:16.9 - 13:17.2 | Yeah. | Interviewer |
| 144 | 13:17.2 - 13:29.1 | And people with disabilities get it even more acutely. Mhm. So you know you've been on your phone all day yet it's high distress. You've had some nasty messages. Mhm. Yeah I've a really bad day. You just want to put your phone down, turn it off. | P05 |
| 145 | 13:29.1 - 13:29.6 | Yeah. | Interviewer |
| 146 | 13:29.6 - 13:32.9 | And sometimes on the bank holidays I won't even look at my, look at my phone. | P05 |
| 147 | 13:33.0 - 13:33.2 | Yeah. | Interviewer |
| 148 | 13:33.3 - 13:34.6 | Just to give myself a rest. | P05 |
| 149 | 13:34.7 - 13:35.0 | Yeah. | Interviewer |
| 150 | 13:35.0 - 13:36.7 | And so the headaches and the stress. | P05 |
| 151 | 13:36.7 - 13:37.0 | Yeah. | Interviewer |
| 152 | 13:37.0 - 13:43.9 | And uh and now I put my phone down at 5 p.m. in the evening and charge it, and I don't look at it until the morning. | P05 |
| 153 | 13:44.1 - 13:45.9 | Yeah. So the different forms. | Interviewer |
| 154 | 13:46.0 - 13:48.8 | So. Yeah. So uh, in writing. | P05 |
| 155 | 13:49.0 - 13:56.6 | Mhm. Um, yeah. Okay. That's, that's uh, something with letters. Letters again. Yeah. | Interviewer |
| 156 | 13:56.6 - 14:00.2 | If you, if something be done by letter like especially for pensioners and stuff. | P05 |
| 157 | 14:00.2 - 14:04.4 | Yeah. Yeah. So like something You mean like confiding in your idea initially? Yeah. | Interviewer |
| 158 | 14:04.4 - 14:05.7 | Set up on the fly by mail. | P05 |
| 159 | 14:05.7 - 14:29.4 | Yeah, yeah, if I'm okay. Yeah. All right. That's a good one. Yeah. Uh, um, would you like to or you do currently use assistive technology such as a paddle switch to authenticate with, again, kind of the same answer. Yeah. Um, these questions are still in early stages. Which specific 80 devices would be would you use or do you say again, you mentioned the, uh. | Interviewer |
| 160 | 14:29.6 - 14:30.4 | 80 device. | P05 |
| 161 | 14:30.4 - 14:31.8 | Uh, assistive technology. | Interviewer |
| 162 | 14:31.9 - 14:32.4 | Oh, right. | P05 |
| 163 | 14:32.4 - 14:35.3 | Yeah. Yeah. So so that's uh, so I guess. | Interviewer |
| 164 | 14:35.5 - 14:53.1 | So I do basically I get over sensitized if I see too much, if I have too much screen time. Mhm. Uh, and I get overloaded with information that feeds into delusions and so on. Yeah. So I set my phone, I lower the brightness. I put it in black and white mode. | P05 |
| 165 | 14:53.3 - 14:53.6 | To turn. | Interviewer |
| 166 | 14:53.6 - 14:54.5 | The blue light photo. | P05 |
| 167 | 14:54.5 - 14:55.2 | On. Yeah. | Interviewer |
| 168 | 14:55.2 - 14:58.1 | And that also stops me. Uh, impulse buy? | P05 |
| 169 | 14:58.2 - 14:58.6 | Yeah. | Interviewer |
| 170 | 14:58.8 - 15:01.5 | Uh, because, you know, the color and shape psychology isn't there? | P05 |
| 171 | 15:01.6 - 15:02.1 | Yeah, when it's. | Interviewer |
| 172 | 15:02.1 - 15:03.1 | In black and white mode. | P05 |
| 173 | 15:03.1 - 15:03.4 | Yeah. | Interviewer |
| 174 | 15:03.4 - 15:08.2 | So you look at stuff online and they're just the impulse just isn't there to play it. | P05 |
| 175 | 15:08.4 - 15:08.8 | Yeah. | Interviewer |
| 176 | 15:08.8 - 15:10.8 | So I use that to control my finances. | P05 |
| 177 | 15:10.8 - 15:14.1 | And the thing is I could make a difference in the way you're reacting. Yeah. | Interviewer |
| 178 | 15:14.2 - 15:16.5 | Yeah. And I can use the time for longer in black and white mode. | P05 |
| 179 | 15:16.6 - 15:18.5 | Okay. Okay. So there's less fatigue. | Interviewer |
| 180 | 15:18.5 - 15:19.6 | Yeah. Let's see. | P05 |
| 181 | 15:19.7 - 15:26.6 | Okay. Um, good, good. Uh, would you say that you're currently happy with the way you have to log into sites currently? | Interviewer |
| 182 | 15:27.1 - 15:36.2 | Um, it depends what it is. Mhm. Um. I mean, yeah, because. Because it's muscle memory isn't it? Username. | P05 |
| 183 | 15:36.2 - 15:37.3 | Password. Yeah. | Interviewer |
| 184 | 15:37.4 - 15:45.3 | It's when the two factor comes in that becomes that's when it's like mhm. Oh God. I've got to go and find this number on my other phone or. | P05 |
| 185 | 15:45.4 - 15:45.8 | Yeah. | Interviewer |
| 186 | 15:46.2 - 15:50.4 | Or the message hasn't come through. And then you've got to ring someone speak to someone for an hour. | P05 |
| 187 | 15:50.6 - 15:50.9 | Yeah. | Interviewer |
| 188 | 15:50.9 - 15:52.4 | Um so. | P05 |
| 189 | 15:53.2 - 15:53.6 | Yeah. | Interviewer |
| 190 | 15:53.7 - 16:04.4 | So yeah, I mean, I think it's up to the developers to make username and password more secure. Rather than putting the onus on. | P05 |
| 191 | 16:04.8 - 16:05.4 | Yeah. People with. | Interviewer |
| 192 | 16:05.5 - 16:08.2 | Disabilities to to authenticate everything. | P05 |
| 193 | 16:08.2 - 16:09.2 | Manually. Yeah. | Interviewer |
| 194 | 16:09.2 - 16:10.1 | On their end. | P05 |
| 195 | 16:10.1 - 16:10.8 | Yeah, yeah. | Interviewer |
| 196 | 16:10.9 - 16:13.9 | With phone calls and emails and. | P05 |
| 197 | 16:14.1 - 16:14.5 | Yeah. | Interviewer |
| 198 | 16:15.0 - 16:16.3 | Codes and stuff like that. | P05 |
| 199 | 16:16.3 - 16:19.4 | And they're coming up with a sort a simpler solution. Yeah. | Interviewer |
| 200 | 16:19.4 - 16:21.3 | Automation. Some kind of automation. | P05 |
| 201 | 16:21.3 - 16:37.7 | Yeah. Okay. Um, so do you find it frustrating or have any reservations when logging into systems? Do you like, say like fear, loss of data, um, privacy issues? Or if I say, I mean with. | Interviewer |
| 202 | 16:37.7 - 16:43.1 | Schizophrenia, you think someone's watching it all the time to get you people following you that people are watching you. | P05 |
| 203 | 16:43.2 - 16:43.6 | Yeah. | Interviewer |
| 204 | 16:43.6 - 16:54.3 | So it goes because part and parcel is when there's a problem and something doesn't work, uh, exacerbates that. And you start to believe that someone's doing this deliberately or it's gaslighting you. | P05 |
| 205 | 16:54.5 - 16:55.2 | Yeah. And so. | Interviewer |
| 206 | 16:55.3 - 17:01.3 | On. Uh, and that can cause, you know, that that can make communications volatile and misunderstood. | P05 |
| 207 | 17:01.4 - 17:01.8 | Yeah. | Interviewer |
| 208 | 17:01.8 - 17:08.5 | And, um, it could make make relations with your your providers very difficult. | P05 |
| 209 | 17:08.6 - 17:22.2 | Yeah. Yeah, if I say so. In a tent? Yeah. Yeah. Um, what strengths do you think a good logging system should have? Um. And how would you fare? If you could use a system like this? | Interviewer |
| 210 | 17:25.4 - 17:26.5 | What strengths? | P05 |
| 211 | 17:26.9 - 17:27.3 | Yeah. | Interviewer |
| 212 | 17:28.2 - 17:37.3 | It should be simple. Mhm. Uh. And it should work. Just simply should work every time. | P05 |
| 213 | 17:37.3 - 17:37.6 | Yeah. | Interviewer |
| 214 | 17:37.7 - 17:42.1 | You look at the power cuts in, um, Spain and Portugal last week. | P05 |
| 215 | 17:42.1 - 17:42.4 | Yeah. | Interviewer |
| 216 | 17:42.5 - 17:57.2 | And you look at the disaster around the world. If you've got a disability, you're not going to be able to get around problems. And when you're flustered and in a hurry. So if if I need to, I need to book a cab and get out of a go. Get out of a fire torn area. | P05 |
| 217 | 17:57.3 - 17:57.7 | Yeah. | Interviewer |
| 218 | 17:58.1 - 18:04.6 | Then, um, I need to be able to do it in a few taps. Yeah, yeah. So that's the future. A few taps. | P05 |
| 219 | 18:04.7 - 18:07.7 | Yeah. So, um. Yeah. | Interviewer |
| 220 | 18:07.7 - 18:10.6 | Without, without without any risk of failure. | P05 |
| 221 | 18:10.6 - 18:15.0 | Yeah, yeah. You know. Yeah. Uh, no. Yeah. So being granted access. | Interviewer |
| 222 | 18:15.1 - 18:15.3 | You. | P05 |
| 223 | 18:15.3 - 18:16.0 | Should be entitled. | Interviewer |
| 224 | 18:16.1 - 18:17.2 | Even with with voice. | P05 |
| 225 | 18:17.2 - 18:18.1 | Control. Yeah. | Interviewer |
| 226 | 18:18.2 - 18:23.2 | You know, if you're in a disaster area and you've got a disability and your your finger has been severed. | P05 |
| 227 | 18:23.5 - 18:23.8 | Yeah. | Interviewer |
| 228 | 18:23.8 - 18:30.0 | You need to be able to do it with a voice control as well. Could be a key keyword that you talking to your phone. | P05 |
| 229 | 18:30.0 - 18:30.4 | Yeah. | Interviewer |
| 230 | 18:30.4 - 18:31.4 | Or something like that. | P05 |
| 231 | 18:31.7 - 18:55.8 | Yeah. Yeah. Um so something it because it's interesting because um, with most authentication systems there's three things that, uh, you can use to authenticate. So you know something, you know. Yeah. Like a policy, right. Or like, um, something, uh, you, um, say like a mobile phone or. Yeah, some sort of device, a key device or something that you are. So, um, like your face. Your body. Yeah. | Interviewer |
| 232 | 18:56.3 - 18:56.5 | Yeah. | P05 |
| 233 | 18:56.8 - 19:30.0 | So maybe it's it's just like with voice recognition, if it's something, you know, like a specific word. Yeah. Um, that could be easier. That does seem to be a good way to go from, uh, the initiatives I've had so far. Because it's. Then you're not relying on a device or anything. Yeah. Yeah. You know, sort of something physical. Um. Um, okay. Gees. Question 22. Uh, do you sometimes think that a company should automatically know who you are, or do you welcome the fact that there's always a large security protecting your data? | Interviewer |
| 234 | 19:30.6 - 19:44.9 | Um, um, I do, but again, if there's so much paranoia that security is, um, overwhelming and all the onus is off set onto the user to to validate everything. | P05 |
| 235 | 19:44.9 - 19:45.2 | Yeah. | Interviewer |
| 236 | 19:45.6 - 20:01.1 | Then they're off setting labor on to the customer. Yeah, yeah. They're offsetting, you know, uh, responsibility, time, efforts and labor and cost. On to the customer. Yeah, yeah. Well, they should have. They need to find a solution to that themselves. | P05 |
| 237 | 20:01.2 - 20:18.2 | Okay, Okay. So let's come up with a better solution for you. Okay. Um, so, um, in a way related to artificial intelligence, do you think authentication systems need to be more intelligent? Do you think a good artificial intelligence system or some sort of algorithm that can work things out better? I think, uh. | Interviewer |
| 238 | 20:18.5 - 20:38.4 | Yeah. And again, if there's, you know, if, if I servers get cut off in a, in, uh, in a power cut or something like that. Um, and there's nothing on your phone to do the integration itself. Mhm. With a tiny bit of data that might be, that might be funneled through. Mhm. Then it's not going to work. | P05 |
| 239 | 20:38.4 - 20:38.8 | Right. | Interviewer |
| 240 | 20:39.0 - 20:50.2 | Uh you know, so you need, you need like I said you need, you need an app on your phone. Mhm. That can you like like the bank's card readers. You need the app on your phone. Yeah. That can authenticate. | P05 |
| 241 | 20:50.2 - 20:50.9 | You. Yeah. | Interviewer |
| 242 | 20:51.2 - 20:53.3 | Uh when you've got no internet connection. | P05 |
| 243 | 20:53.4 - 20:53.7 | Yeah. | Interviewer |
| 244 | 20:53.9 - 20:59.3 | And your internet might go up for a couple of milliseconds. Mhm. To let to let a message go through. | P05 |
| 245 | 20:59.3 - 20:59.8 | Yeah. | Interviewer |
| 246 | 20:59.8 - 21:22.1 | So that needs to work. That needs to process on your phone, and then and then so that you can authenticate in a split second. If you've got a tech, get a taxi or you've got to find a train time. Yeah. Well, you you've got to make a payment to someone. You need to make a payment to a loved one somewhere. He's in a disaster area that this is all gotta work. Mhm. Like a banks card reader. Right. | P05 |
| 247 | 21:22.1 - 21:22.4 | Okay. | Interviewer |
| 248 | 21:22.5 - 21:23.8 | You know it's got to be independent. | P05 |
| 249 | 21:24.0 - 21:24.4 | Yeah. | Interviewer |
| 250 | 21:24.8 - 21:25.8 | And work offline. | P05 |
| 251 | 21:25.9 - 21:37.0 | So yeah I know autonomous system. Yeah. Rely on that. Yeah. Okay. Um, so this is probably a good question for you. Do you feel like security is an organization's responsibility? Down to user or a bit of both? | Interviewer |
| 252 | 21:37.5 - 21:58.6 | Um, it's a bit of both. But, you know, I've got mould learning difficulties, and I, I've tried messing around with security apps and internet protocols and all of that, and I can't I can't put the whole thing together. I'll learn little bits, but then I'll forget it. And I could sit there for a whole day trying to figure something out. | P05 |
| 253 | 21:58.6 - 21:59.0 | Yeah. | Interviewer |
| 254 | 21:59.0 - 22:16.4 | And it it it would just collapse in the end. you get fatigued, so you can't expect a customer that might have learning difficulties, learning disabilities, or cognitive impairment or physical impairment to be able to do well. And IT engineer. | P05 |
| 255 | 22:16.7 - 22:17.0 | Yeah. | Interviewer |
| 256 | 22:17.6 - 22:36.6 | Security professional can do with a computer. Yeah. Or what they can do when they're in the park on their mobile phone. Yeah. Is that because other people just can't do that? Yeah. And a lot of people, you know, especially pensioners have not grown up with this. Yeah. So they don't it's easy to think oh they'll learn how to do it. But they, they, they it takes them a long time. | P05 |
| 257 | 22:36.7 - 22:37.0 | Yeah. | Interviewer |
| 258 | 22:37.0 - 22:39.8 | It takes pensioners decades sometimes to get to grips with these things. | P05 |
| 259 | 22:39.8 - 22:42.5 | Yeah. So you can't explain company can't expect the you. | Interviewer |
| 260 | 22:42.7 - 22:43.6 | Expect the user to. | P05 |
| 261 | 22:43.6 - 22:44.6 | Know about the. | Interviewer |
| 262 | 22:44.6 - 22:45.8 | SAT. Yeah. No. | P05 |
| 263 | 22:45.9 - 22:50.1 | The same time you can't just having a password be just about password or something like that. | Interviewer |
| 264 | 22:50.1 - 22:50.3 | Like. | P05 |
| 265 | 22:50.4 - 22:52.3 | Well yeah. But that's you know. | Interviewer |
| 266 | 22:52.3 - 22:53.7 | That's in every movie now isn't it. | P05 |
| 267 | 22:53.7 - 22:54.1 | Yeah. Yeah. | Interviewer |
| 268 | 22:54.1 - 22:57.4 | So that jobs, that job's done for them and everyone knows. | P05 |
| 269 | 22:57.4 - 23:04.1 | That it's like that, that the car chases, whether they jump in the car and the keys are in the. Yeah. yeah. And the, uh, said yeah, yeah, yeah. | Interviewer |
| 270 | 23:04.2 - 23:08.7 | But I mean, if it's, if it's the password for your desktop that no one ever gets to. | P05 |
| 271 | 23:08.8 - 23:09.3 | Yeah, then. | Interviewer |
| 272 | 23:09.3 - 23:18.1 | It's probably not the end of the world if you just used the word password. Password, uh, you know, uh, because. Yeah, if I remember why I want to get onto there to print something or something like that. | P05 |
| 273 | 23:18.2 - 23:18.5 | Yeah. | Interviewer |
| 274 | 23:18.5 - 23:21.0 | So it's, um. Yeah. | P05 |
| 275 | 23:22.5 - 23:24.9 | It's things around, but, uh. Well, not necessarily. | Interviewer |
| 276 | 23:25.0 - 23:27.5 | But again, you know, I've never had a mobile phone stolen. | P05 |
| 277 | 23:27.7 - 23:29.0 | Yeah, yeah. You know. | Interviewer |
| 278 | 23:29.2 - 23:46.4 | Yeah, yeah. So, uh, you know, um, maybe it's it's it is, it's, uh, you know, you could call it high security organized schizophrenia. Mhm. But it has to be organized and uh, and restrained. | P05 |
| 279 | 23:46.5 - 23:46.8 | Yeah. | Interviewer |
| 280 | 23:47.2 - 23:57.9 | If it goes wild, you get, you get problems with totalitarianism and uh, and you know, everyone being held liable or being incriminated for their own security. | P05 |
| 281 | 23:58.0 - 23:58.6 | Yeah. Yeah. | Interviewer |
| 282 | 23:58.6 - 23:59.0 | You know. | P05 |
| 283 | 23:59.1 - 23:59.5 | So. | Interviewer |
| 284 | 23:59.8 - 24:07.0 | Whereas if you're paying a bank or you're paying a corporation for a service they need. They need to make sure that that security is working. | P05 |
| 285 | 24:07.0 - 24:35.6 | So yeah. So what you're saying is you can't put all the onus on the user. No. Yeah. And, uh, okay. Um, so, um, do you, uh, 23 do you feel, uh, I don't know about that one? Um, number 24, would you consider using an on person device for verification? And if so, which would you use? So examples of these, uh, key fobs, USB keys, Bluetooth switches, biometric devices, or maybe just a mobile phone? | Interviewer |
| 286 | 24:36.6 - 24:42.9 | Um, yeah. Mobile phones fail and quit in critical times. | P05 |
| 287 | 24:42.9 - 24:43.3 | Yeah. | Interviewer |
| 288 | 24:43.3 - 24:50.0 | So I think a key fob, key fob is something really basic that everyone knows how to do. | P05 |
| 289 | 24:50.0 - 24:50.3 | Yeah. | Interviewer |
| 290 | 24:50.6 - 24:56.3 | You know, it could be a special button push or a pin on a key fob or something. | P05 |
| 291 | 24:56.3 - 25:12.5 | Like that when there was a picture. Yeah, yeah, yeah, yeah. Okay. Okay. Uh, and, uh, this is, uh, uh. All right. Yeah. Okay. So we're coming to the end now. Uh, would you like the opportunity to be included? Any future research questions related to this? | Interviewer |
| 292 | 25:13.4 - 25:14.5 | Uh, yeah, sure. | P05 |
| 293 | 25:14.5 - 25:23.6 | Yeah. Uh, okay. Um, um, this one, um, any further comments or anything like that? | Interviewer |
| 294 | 25:23.8 - 25:33.2 | No. That's it really. But yeah, but the keyfob thing, I think it's got to be easy. So maybe you put in a pin, flash it up a QR code, you just scan it with your phone. | P05 |
| 295 | 25:33.3 - 25:33.7 | Yeah. | Interviewer |
| 296 | 25:33.7 - 25:35.2 | Something tactile. | P05 |
| 297 | 25:35.3 - 25:35.8 | Yeah. | Interviewer |
| 298 | 25:35.8 - 25:38.2 | The people that aren't tech savvy can. | P05 |
| 299 | 25:38.2 - 25:38.9 | Use. | Interviewer |
| 300 | 25:39.3 - 25:40.3 | Recognizable. | P05 |
| 301 | 25:40.4 - 25:43.4 | Yeah. Um, yeah. Okay. | Interviewer |
| 302 | 25:43.4 - 25:55.1 | So so so not pensioners. They, they're quite savvy with the, um, with the, uh, bank card readers. Yeah. And they can do that and they can put that into a desktop computer. | P05 |
| 303 | 25:55.1 - 25:55.5 | Yeah. | Interviewer |
| 304 | 25:55.8 - 26:06.0 | But when it comes to mobile apps and you bombarded with frenzied images and comments and. Yeah. And buttons everywhere. Yeah, that that's too confusing. | P05 |
| 305 | 26:06.0 - 26:10.8 | Yeah. And then the whole I was thinking that the idea of using the mobile. Yeah. To get to it is. | Interviewer |
| 306 | 26:10.8 - 26:14.6 | Yeah. And you, you've, you've your finger slipped so you might have arthritis. | P05 |
| 307 | 26:14.6 - 26:41.2 | Yeah. Uh, yeah. So, um, you know, button, um, just the last question. This should have been in the beginning, but, um, um, it got added on later because we wanted to get a cross-section of people. Um, so your agenda, would you say. Woman one. Woman two. Man three. Transgender. Uh, for non-binary, non-conforming, 5%, uh, prefer to define myself as whatever. Or 6% not to respond. | Interviewer |
| 308 | 26:41.4 - 26:41.9 | Man. | P05 |
| 309 | 26:43.7 - 27:00.0 | Okay. But I might never know. Well, yeah. Uh, you never know. Yeah. Things can change, you know? Okay. All right. Uh, for them. Okay. Thank you very much for your time. Okay. Uh, and, uh, I'll keep you updated on how things go with that. | Interviewer |
| 310 | 27:00.2 - 27:01.0 | Okay. Thanks, [Interviewer]. | P05 |
| 311 | 27:01.0 - 27:02.4 | Uh, thanks. Thanks [P05]. | Interviewer |