**Name:** P09

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|  | **Timespan** | **Content** | **Speaker** |
| 1 | 0:01.4 - 0:05.9 | Uh, thanks for doing this interview with us. Uh, can I start by taking your name, please? | Interviewer |
| 2 | 0:06.5 - 0:07.0 | [P09]. | P09 |
| 3 | 0:07.6 - 0:15.6 | Thank you very much. And your age range 16 to 1922, 29, 32, 39, 42, 49 or 50. Plus. | Interviewer |
| 4 | 0:16.0 - 0:17.3 | Uh, [20 – 29]. | P09 |
| 5 | 0:17.5 - 0:24.1 | Thanks. And your disability or disability is ADHD. Yeah. Any others? | Interviewer |
| 6 | 0:24.8 - 0:25.6 | Uh. Depression. | P09 |
| 7 | 0:25.7 - 0:31.3 | Anxiety. Okay. So if you if you're going on, uh, geographic location. | Interviewer |
| 8 | 0:32.0 - 0:33.7 | Uh, [Southern England]. | P09 |
| 9 | 0:33.8 - 0:47.9 | [Southern England]. Yeah. That's right. Um, so. Okay, so these are the questions that you find authentications, uh, in other words, logging into websites or applications difficult because of your disability. That's a yes or no or maybe yes. | Interviewer |
| 10 | 0:47.9 - 0:48.3 | Yes. | P09 |
| 11 | 0:48.3 - 1:02.4 | Okay, great. Um, in what ways, if any, does your disability make, um, logging in hard for you to do so? In other words, what are the main difficulties that you face when you log in to systems that don't take your disability to account. | Interviewer |
| 12 | 1:02.9 - 1:04.3 | Forgetting passwords. | P09 |
| 13 | 1:04.4 - 1:49.6 | Forgetting passwords. Good for that. Um, how important is it for you to get locked in quickly? On a scale of 1 to 5. So one not very important. So not first. Uh, five. Very important. Plus or about fourth or important. Like a, um. Uh, how highly do you relate? How highly do you rate the importance of security? So one being on a scale of 1 to 5, again, one not very important to not important. Three. Three not to go either way. Uh, okay. Um, number nine, how often do you sacrifice security to make locking in easier for you? So like using easy passwords, reusing passwords or not using two factor auth. | Interviewer |
| 14 | 1:49.7 - 1:50.2 | All the time. | P09 |
| 15 | 1:50.5 - 2:02.6 | All the time. Because very often number five. Yeah okay okay. That's good. Um, do you sacrifice security because it's too difficult to authenticate with your disability. So instead of fixing. | Interviewer |
| 16 | 2:02.6 - 2:03.8 | Things is say yes. | P09 |
| 17 | 2:03.8 - 2:06.3 | Yes. Yeah. And is there anything that could make this easier? | Interviewer |
| 18 | 2:07.1 - 2:08.4 | Uh, about face ID. | P09 |
| 19 | 2:09.1 - 2:17.1 | Face on it? Yeah. Okay. Yeah, that's. But that's that's one of these things we call could come into the practice of assistive technology. | Interviewer |
| 20 | 2:17.2 - 2:18.5 | Mhm. Um. | P09 |
| 21 | 2:18.9 - 2:52.0 | If you had to choose, would you prefer more security or an easier for log in a scale of 1 to 5. Much easier. The one I can. Okay. Uh, number 12, would you like to have just one system that you could use to log into most of your websites and applications? Yes. No. Maybe. Yeah. Yeah. Okay. Um, number 13, when you log into a site or service, would you like to have your details of your disability passed across to the service so that they can automatically adapt the user experience for you? Yes. No. Maybe. | Interviewer |
| 22 | 2:52.6 - 2:53.7 | Um, maybe. | P09 |
| 23 | 2:53.7 - 3:04.7 | Maybe. Okay. Um, if they were to pass the details, would you like to have the option to choose which elements of your disability revealed to that third party? | Interviewer |
| 24 | 3:05.2 - 3:06.4 | Uh, yeah. Yeah. | P09 |
| 25 | 3:06.4 - 3:07.5 | Okay. That's right. Yeah. | Interviewer |
| 26 | 3:08.0 - 3:08.7 | Um. | P09 |
| 27 | 3:09.2 - 3:18.1 | And how would you feel about trusting company with your information about your disability and what benefits of negative side effects do you think that that could have? | Interviewer |
| 28 | 3:18.8 - 3:21.0 | Well, I'm I'm right about it, to be honest. | P09 |
| 29 | 3:21.0 - 3:22.0 | Right. Uh, yeah. | Interviewer |
| 30 | 3:22.1 - 3:23.3 | Kind of one of those in it, right? | P09 |
| 31 | 3:23.3 - 3:28.0 | Yeah. Yeah. You gotta you sometimes you have to let them have it so much, nothing will have happened. | Interviewer |
| 32 | 3:28.1 - 3:28.4 | No. | P09 |
| 33 | 3:28.5 - 3:58.4 | Yeah. Um, okay. Um. Number 16. Uh, would you like to see a login system that could work with a variety? So this is more for people with physical disabilities, but would you like to have a system that could work with a variety of inputs, including pedals, set paths, audio, audio, text to speech, optical head movement, or other assistive technology. Yeah. Yeah. Yeah. So you said you said that, uh, face recognition, I suppose. | Interviewer |
| 34 | 3:58.5 - 3:58.7 | Yeah. | P09 |
| 35 | 3:59.9 - 4:01.5 | Yeah. So I propose a yes. | Interviewer |
| 36 | 4:01.7 - 4:02.7 | But voice recognition. | P09 |
| 37 | 4:03.0 - 4:14.4 | Yeah. Voice recognition. Yeah. That's another good one. Um, so in relation to the above, which alternative technology would you like to be able to use, as you said, voice, uh, and facial recognition. | Interviewer |
| 38 | 4:14.5 - 4:18.6 | Yes. I can do this for. | P09 |
| 39 | 4:19.1 - 4:37.3 | Um, uh, just a check. I haven't missed one. Um, kind of the same question. Would you like to currently use assistive technology, such as a paddle switch to authenticate with? Yeah, please. Uh, so which one do you authenticate with? The facial. | Interviewer |
| 40 | 4:37.3 - 4:37.8 | Recognition. | P09 |
| 41 | 4:37.8 - 4:42.6 | Face recognition? Okay, I get voice recognition. Can you use what? Do you have any which use voice recognition? | Interviewer |
| 42 | 4:42.9 - 4:44.0 | Uh, [Bank Name]. | P09 |
| 43 | 4:44.1 - 4:53.9 | Is that okay? Yes or no over the phone? Yeah. When they do it. Yeah. Um, would you say that you're currently happy with the way you have to log into sites at the moment? | Interviewer |
| 44 | 4:54.2 - 4:55.3 | Uh, yeah. | P09 |
| 45 | 4:55.9 - 5:08.4 | Generally, yeah. Generally speaking. Yeah, yeah. And do you find it frustrating or do you have any reservations when logging into systems? Things like do you worry about loss of data privacy, loss of access or difficulty logging in? | Interviewer |
| 46 | 5:09.2 - 5:18.9 | Uh, yes. In some cases, like, uh, I'm pretty bad. Um, uh, like technology sort of stuff. | P09 |
| 47 | 5:19.2 - 5:19.5 | Yeah. | Interviewer |
| 48 | 5:19.8 - 5:34.1 | I'll be honest. Like losing passwords is always one. Um, but like with the Apple, they're quite bad with their data. It's kind of like if you don't pay for the thing, you don't get the whole, you know, I mean, the keychain. Yeah. Yeah. | P09 |
| 49 | 5:34.1 - 5:54.1 | Access. Yeah, yeah. Okay. So something something that's kind of free and something that just. Yeah. Looks out to you a bit better. Yeah. Yeah. Okay. Um, what strengths do you think a good login system should have? And how would you feel if you could use a system like this? Uh, if it's a tricky one, I suppose. Question. | Interviewer |
| 50 | 5:54.7 - 6:04.7 | Well, obviously a bit more secure in the way of, like, phone, like some things ago, uh, textual code and stuff. Uh, yeah, I suppose so. | P09 |
| 51 | 6:04.7 - 6:10.0 | So some, some level where you could, which could guarantee your security or something. But I've been to the, of course. | Interviewer |
| 52 | 6:10.0 - 6:12.5 | Something like that. Yeah. Just like that. Yeah. Sort of. | P09 |
| 53 | 6:12.5 - 6:33.8 | Thing. Instant login. But, you know, secure it. Yeah. Okay, good. Um, do you sometimes think that a company should automatically know who you are when you visit the site? Right. Or do you welcome the fact that there was the last security was protecting you? Um, so do you like some of the sites or apps which you go to where you automatically logged in, or do you think they should always check you, you, uh. | Interviewer |
| 54 | 6:34.4 - 6:45.4 | Um, I think it depends what you're using. If you're using a mobile phone, no one else is going to have access to it. But like I say, if you're using like a shared computer, then obviously. | P09 |
| 55 | 6:45.4 - 6:52.5 | Yeah. Okay, okay. Yeah, that's fair enough. Um, do you think, um, login systems need to be more intelligent? | Interviewer |
| 56 | 6:54.0 - 6:54.4 | Uh, what. | P09 |
| 57 | 6:56.0 - 7:03.8 | This is regarding to, uh, make us to artificial intelligence. Would you like to see some sort of artificial intelligence helping you log in or. | Interviewer |
| 58 | 7:04.1 - 7:04.7 | Yeah, yeah. | P09 |
| 59 | 7:05.0 - 7:07.3 | Or judging or making assessments on things. | Interviewer |
| 60 | 7:07.5 - 7:12.4 | But I saw. Yeah. Knows what you are, like face recognition. Yeah. Yeah, yeah, yeah. | P09 |
| 61 | 7:12.7 - 7:32.7 | So it's getting face recognition. Okay. Good. Mhm. Um, do you feel that, uh it's questions 23. Do you feel the security is an organization or organizations responsibility that as the user or a bit of both. Uh, generally speaking who where do you think the onus logistically lies on both sides. | Interviewer |
| 62 | 7:32.7 - 7:33.7 | Yeah. But yeah. | P09 |
| 63 | 7:34.3 - 7:45.1 | Okay. So um, number 24, would you consider using an on person device for verification and which would you prefer. Uh, so things like, uh, key keyfob. | Interviewer |
| 64 | 7:45.5 - 7:47.5 | USB key. | P09 |
| 65 | 7:47.5 - 7:50.8 | Bluetooth switch, biometric device, or maybe just a mobile phone? | Interviewer |
| 66 | 7:51.0 - 7:51.6 | Yeah, mobile. | P09 |
| 67 | 7:51.6 - 8:08.2 | Just a mobile phone. Yeah. Okay. Uh, a lot of people did say that, actually. Yeah. Um, uh, coming to the end now. Um, so number 25. Would you like the opportunity to be included in any future research questions? So they might be, um, intended to do after this, like a question, uh. | Interviewer |
| 68 | 8:08.8 - 8:10.4 | Thing, but that'll be for you. | P09 |
| 69 | 8:10.6 - 8:57.3 | Uh, for the the same subject? Yeah, for the PhD. So it'll be it's like this, but it's just a question that you fill out. It's like, oh, should I take these back and process them? I'm going to like make some by the questions because these are kind of these could be better. And so really focusing on areas. So okay. Um um any further comments. Uh and just last question. This should have been at the beginning, but it was added later. Uh, just your gender, uh, woman. Man. Transgender, uh, known by the. Well, that's, uh, quite simple. That's fine. Okay. Uh, okay. For the. Okay. Thank you. That's the end of it. Thank you very much. Okay. Thanks for your time. Preciate that. Okay. Much. Bye. | Interviewer |