**Name:** P10

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|  | **Timespan** | **Content** | **Speaker** |
| 1 | 0:00.8 - 0:54.4 | Okay. Um, so if I just start with your first name days, it's about 20 questions just for the record to be used as your name, but, uh, um, because they will all be anonymized as well. So when you said your name, details, anything like that, so it wouldn't even be identifiable or anything like that. Um, so. Well, I already, you know, Go Nation has, uh, I just you trace it here. Um, so, uh, first question is, um, in what ways does your disability make, um, authentication? Oh, sorry. Uh, do you find authentication logging into websites or applications difficult because of your disability? [Williams Syndrome] Uh, yes. Yes. Okay. That's fine. That's just yesterday. Um, in what ways, if any, does your disability make it hard for you to do so? What are the main difficulties that you face when you try to going. | Interviewer |
| 2 | 0:54.4 - 1:00.5 | To remember to try to remember what, um, the passwords are. | P10 |
| 3 | 1:00.8 - 1:01.7 | Yeah. Okay. | Interviewer |
| 4 | 1:02.0 - 1:03.7 | Went up to the court today. | P10 |
| 5 | 1:03.8 - 1:25.1 | Yeah. Yeah. A lot of people do struggle with that. Even though I struggle with that. I think probably everyone struggles with that. I think at the end of the day. So that's that's understandable. Um, but it can be made more difficult with a disability, that's for sure. Um, how important is it for you to get locked in quickly on a scale of 1 to 5? So not very important. Fairly important. | Interviewer |
| 6 | 1:25.6 - 1:29.1 | Let's say it's important. It's not. I'd say. | P10 |
| 7 | 1:29.5 - 1:55.3 | It's important. Yeah. Okay. So it matters to you and you value. Uh, do you rate the how highly would you rate the importance of security? So would you say that's important to me? Very important. Yeah. Okay. That's understandable with logging in. Um, how often do you sacrifice security to make, uh, logging in easier for you? So would you sometimes maybe use an easier password? We use the same password. | Interviewer |
| 8 | 1:55.5 - 2:04.2 | Um, sometimes I use some is easy a password. Mhm. And a difficult one because it's difficult one. It's hard to. | P10 |
| 9 | 2:04.9 - 2:05.5 | Remember. Yeah. | Interviewer |
| 10 | 2:06.1 - 2:06.7 | What they are. | P10 |
| 11 | 2:06.9 - 2:09.4 | Do you have the same one or do you change them ever, P10. | Staff |
| 12 | 2:09.5 - 2:10.9 | I do change them. | P10 |
| 13 | 2:10.9 - 2:11.4 | Okay. Yeah. | Staff |
| 14 | 2:11.8 - 2:27.6 | Okay. That's good. Um. And so. So you said already you sacrifice a bit because it's difficult to log in with your disability. Um, do you think there's anything that could make it easier? Um, bit of an open question. | Interviewer |
| 15 | 2:27.8 - 2:34.2 | Maybe if, um. Or just, like, pictures or some pictures. | P10 |
| 16 | 2:34.2 - 2:38.3 | Okay. Yeah. Yeah. So. So I got. | Interviewer |
| 17 | 2:38.8 - 2:41.4 | Uh. Yeah, yeah. | P10 |
| 18 | 2:42.3 - 3:38.3 | Yeah. There are a couple of research, uh, papers that I've read where they are starting to use pictures to log in and say, you might have been someone you know, to start with. So you pick that person that you know, from which somebody else and they wouldn't know. And then it's linked to, say, like an animal. Um, so you have you'd have previously chosen one of the animals. So you pick the person you know, then the animal that you recognise, and it links to that, which is quite a clever thing. Um, so we could sort of consider using something like that. Um, there's no time to use. Um, it's mainly for people with upper body, um, um, restriction restrictions. Yeah, yeah. So, um, but I think like, that could be useful. Yeah. Yeah, certainly. Um, if you had to choose, would you be far more security of an easier login system? That's I if you had to choose, um, do you think you would like something easier or just something more secure? | Interviewer |
| 19 | 3:40.0 - 3:41.6 | Something probably more secure. | P10 |
| 20 | 3:41.6 - 4:10.3 | More secure. Okay. Okay. That's fine. Um, I'm recording this. I don't know, it's just extra nice. Um, would you like to have a system that you could use to log into most of your websites and applications? There's just one in system. Yes. Yeah. Okay. Yeah. Um, and when you log into a site or service. Um, would you like to have details of your disability passed across so you don't have to keep mentioning them on sites or anything? | Interviewer |
| 21 | 4:10.3 - 4:10.8 | Uh. | P10 |
| 22 | 4:12.0 - 4:13.1 | Yes or no? I maybe. | Interviewer |
| 23 | 4:13.7 - 4:14.6 | Uh. | P10 |
| 24 | 4:15.9 - 4:41.0 | Yes, yes okay. That's fine. That's great. Um, that's one thing uh, supervisor mentioned because he, he, he started the development of the prototype and he was saying, you know, some people get fed up with having to continually repeat that to the service, you know, so the thing, um, uh, would you like to have the option to choose which elements of your disability available to the third party in that case? | Interviewer |
| 25 | 4:41.8 - 4:42.9 | Uh, yes. | P10 |
| 26 | 4:43.1 - 4:54.6 | Yeah. Okay. That's fine. Uh, and how do you feel about trusting a company with information about your disability? Uh, do you think are there any benefits or negative side effects that. | Interviewer |
| 27 | 4:55.2 - 5:05.1 | I don't think there is any side to, such as? I think that It takes. Look for me to remove some things. | P10 |
| 28 | 5:05.1 - 5:09.9 | Yeah. So having all that down, that saves you the trouble of doing that? Yeah. | Interviewer |
| 29 | 5:10.0 - 5:18.6 | Yeah, yeah. That they had all that information already for you, P10. And you'd find that maybe a bit easier. Yeah. And having to continuously explain things. | Staff |
| 30 | 5:18.7 - 5:19.2 | Yes. | P10 |
| 31 | 5:19.2 - 5:19.7 | Okay. | Staff |
| 32 | 5:20.2 - 5:39.4 | Brilliant, brilliant. Uh, uh, would you like to see, uh, this is more probably for people with physical disabilities. Would you like to see, uh, login system that could work with a variety of inputs, uh, produce off audio, text to speech or optical head movement or other assistive technologies. | Interviewer |
| 33 | 5:41.4 - 5:50.0 | So you can't have these in yet? Yeah. Keyboard and the mouse. Oh, would you rather like there could be other ways that maybe it was voice activated or something like that. | Staff |
| 34 | 5:50.1 - 5:51.4 | Yes. Voice activated. | P10 |
| 35 | 5:51.8 - 5:54.3 | Do you struggle using keyboards? Okay. | Staff |
| 36 | 5:54.7 - 6:06.4 | Okay. Yeah. Okay. That's great. Um, I need you just use a keyboard too. You just use the keyboard. You can use voice or anything like that. | Interviewer |
| 37 | 6:06.4 - 6:08.1 | You use. Oh, I, um. | P10 |
| 38 | 6:09.0 - 6:11.7 | Um, was the, the facial recognition or anything. | Interviewer |
| 39 | 6:11.7 - 6:14.8 | Like that, but. No, it's a good idea. | P10 |
| 40 | 6:15.0 - 6:15.4 | Yeah. | Interviewer |
| 41 | 6:15.5 - 6:20.4 | Okay. Do you use it on your phone or anything like that? Facial recognition. That's nice. | Staff |
| 42 | 6:20.5 - 6:57.1 | Okay. Yeah. Okay. That's great. Um, would you say that you're currently happy with the way you have to look in such sites? I mean, do you think it's acceptable, or would you like to see some changes, you know, to make things like some of these changes, say, like, uh, like the pictorial thing? Would you be. Yes. Yeah. Yes. Yeah. That's fine. Um, do you find it frustrating or do you have any reservations when logging into systems you fear, like loss of data or privacy being locked out or anything like that? I do worry about that at all. | Interviewer |
| 43 | 6:58.8 - 6:59.7 | Sometimes. | P10 |
| 44 | 6:59.7 - 7:47.6 | Sometimes? Okay. Yeah. Okay. Um, and what strengths do you think a good login system should have? Do you feel that you could use a system like this? Um, so I apologize if some of these questions are probably a bit sort of open. Um. I mean, they are going to be refined later on. I mean. Um, so, uh, we've answered this one. Um, so again, I suppose you said something that's easy to use in terms of, like, something pictures. Yeah, I go back to that. Um, do you sometimes think the company should automatically know who you are or work? Or do you like the fact that you have to, like, repeatedly log in to them? | Interviewer |
| 45 | 7:47.6 - 7:54.1 | I think it's better for them to know who I am. Yeah. And pain all the time. | P10 |
| 46 | 7:54.1 - 8:05.0 | Yeah. Okay. Okay. That's something that could maybe be built in. Um, do you feel that security as an organization is Responsibility. Um, that was the use of a little bit of both. | Interviewer |
| 47 | 8:05.4 - 8:06.4 | Not a bit of both. | P10 |
| 48 | 8:06.4 - 8:23.2 | But both. Yeah. Great. Um, and would you consider using an on person device for verification? So something like a key fob, a USB key, you know, uh, that you could plug into the computer? Yes, something like that. Yeah. Yeah. Yeah. Okay. | Interviewer |
| 49 | 8:23.6 - 8:27.8 | That might make things a bit. Yeah. Yeah. Yeah. Good one. Yes. Yes. | Staff |
| 50 | 8:28.1 - 8:55.2 | Okay, great. Um. And we're coming to the end now, so which, um, later on I'm going to refine these questions because they're, they're not the best of questions all the bit. But I mean, that is for me to get an idea. Um, later on I'm going to refine them and do like just an online survey, um, with some better questions. Um, would you be interested in taking part in that? Yes, I yeah, I can yeah. That's brilliant. Um, and any further questions for me, [Anonymous]? | Interviewer |
| 51 | 8:55.5 - 8:56.5 | No, I think. | P10 |
| 52 | 8:57.7 - 9:14.0 | I do appreciate you doing this. It's really helpful. And it helps me get some data together that I can use and to make. I'm building like a framework for the recommended ways in which logging system should be, um, made accessible for disabled people too. Oh, yeah. | Interviewer |
| 53 | 9:14.1 - 9:16.8 | Good. Yeah. Um, here. | P10 |
| 54 | 9:17.2 - 9:44.9 | Well, let me just say I was just starting to get the computer, so. Good. Good little place for them to try. They. Yeah. Yeah. Yeah. H we're trying to work out, and she. [Interviewer], if each client has their own individual login to get into the system or to have a general logins. Yeah. This sort of thing is very interesting. Yeah. You know, and if you do later and do your online surveys, there's no reason that we can't sit in the computer room together. P10. Or I can help you guys get that. We send off as well. So. | Staff |
| 55 | 9:44.9 - 9:48.1 | Yeah. Yeah. I mean, if you need any help out here, I'll have to have. | Interviewer |
| 56 | 9:48.2 - 9:49.4 | Dave in again. Yeah. | Staff |
| 57 | 9:50.4 - 9:50.8 | Yes. | Interviewer |
| 58 | 9:50.8 - 9:56.8 | But I've just realised I've. I've got P10 to put a date of birth and not today's date, so. Oh, is that right? Yeah. | Staff |
| 59 | 9:56.8 - 9:59.9 | Yeah. Yeah. Of course. Yeah. Oh, no. No. Just. Yeah. | Interviewer |
| 60 | 10:00.1 - 10:06.4 | Being crazy. Yeah. Uh. but that's it. So well done, P10. That's really helpful. | Staff |
| 61 | 10:06.6 - 10:22.9 | Yeah, we when we started working on a prototype application as well. Um, we're seeing how far we can sort of get to to get that working as well. So I'm sort of working on building that so that maybe, you know, in the future we can try do some trial runs with that and see if that works here. | Interviewer |
| 62 | 10:23.1 - 10:25.8 | Everyone is open to try out. Yeah. Nice. | Staff |
| 63 | 10:26.1 - 10:26.4 | Yeah. | Interviewer |
| 64 | 10:26.8 - 10:28.2 | I guess the hub is what we need. | P10 |
| 65 | 10:28.3 - 10:35.5 | Yeah, but this is what this room is going to be. It's going to take a little bit of time, but we've got the three new computers. | Staff |
| 66 | 10:36.0 - 10:36.4 | I like. | P10 |
| 67 | 10:36.5 - 10:44.6 | And we're going to get all of this stuff out. Make it a nice little cozy hub for for clients to be able to use. Yeah. That's one thing we're lacking. So. | Staff |
| 68 | 10:45.4 - 10:50.5 | Yeah. So it'd be lovely to to change this whole room into something completely different. Mhm. | P10 |
| 69 | 10:50.6 - 10:53.1 | There you go. Um, anything else you need? | Staff |
| 70 | 10:53.4 - 10:57.3 | Um, no that's that's brilliant. That's perfect. That's lovely. Sorry, I stopped recording. | Interviewer |
| 71 | 10:57.6 - 11:02.3 | Uh. Well done P10. That's your first one. Done. Um. | Staff |
| 72 | 11:02.5 - 11:02.9 | Yeah. | Interviewer |