Task Review
CSE 440 | Augustina Liu, Bill Phung, Celeste Cayetano, Ethan Cui

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Monitoring account activity for unexpected/suspicious behavior
Johnson recently retired as a librarian at the University of Washington. Because of his job, Johnson needed to interact with information systems on a daily basis and, thus, became an early adopter of the internet. Johnson kept good security habits from his job and, as an attempt to prevent his bank account from being compromised, Johnson logs into his bank account every day and browses his account history session to check if there is any suspicious behavior. One time he recognized a transaction he couldn't recall. He then contacted the bank to freeze his account to prevent any further losses. However, he wouldn't have been able to protect his account if he had not consistently monitored his account.

Generating strong and secure passwords and update them
Peter is a 70-year-old retired office worker who uses the internet to keep up with old friends, watch videos, and to stay up to date with the news, all of which require an account to access. Peter uses the same password for each account; an infrequently used phrase. The last time he updated his password was when he first created those accounts. Even though he knows that his actions lead to poor account security, he chooses not to change his ways due to the convenience of having one password and his lack of creativity. He wants a way to easily create different strong passwords to further secure his data. He also has a hard time remembering to update his passwords and is not sure how often he should in order to protect his accounts.

Recovering Password
Lisa is a 65 years old cashier in the local grocery store. She mainly uses computers for checking out products for her customers. She doesn't use the computer very often and only knows some basic tasks. She used to only have a few accounts to manage, including emails and two bank accounts. Recently, in order to better communicate with her friends, she registered an account on Facebook. However, since she does not check her Facebook account frequently, she forgot her password. Since she is not familiar with the overall process, it took her 1 hour to recover the password.

Advice on what to do when an account is compromised
Steve is a 68-year-old teacher. He uses the same password for every one of his accounts out of convenience. One day, he notices that there have been suspicious purchases from his bank account. It turns out his bank account has been compromised and because he frequently reuses the same password, he has fear for his other

accounts. Lo and behold, some of his social media accounts have also been compromised. He looks up what to do and for each and every service they offer different steps on how to move forward. He is lost in this wave of information.

Keeping track of usernames and passwords for different accounts
Joe is a 64-year-old retired school teacher. He loves to spend time with his grandchildren and drives uber and lyft in his free time. He thinks it's a fun, low-stress way to earn money on the side, and he even finds it easy to use. His only trouble is that he is always forgetting his login credentials and finds the account recovery process slow and frustrating. Now, he just uses the same username and password for all of his accounts, even though he knows that that isn't necessarily a secure thing to do. He wishes that he could find a way to store his passwords in a simple, easily accessible, and secure way so that he wouldn't have to worry about his accounts being hacked, especially ones his accounts that have financial information and information about his family members.

Being motivated to be secure
Jeff is a 62-year-old retired car mechanic. Most of his interactions with computers happened when he needed to pull up customer and vehicle information from the computer in the car shop. He does not manage his personal accounts and passwords even though he knows this practice is not secure. A while ago, Jeff heard his friend's account was hacked and she suffered a major financial loss. Knowing his account could also be facing similar risks, especially considering he did not take much action in protecting his account, Jeff wants to be more secure but is discouraged by all the complexity it would add to his everyday life. He struggles to find a balance between security and simplicity, and wonders if he should just deal with the repercussions of being hacked if it ever comes to that.