

## **Design Review**

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### **Why we selected this design**

Based on our research, we found that our participants strongly desire simplicity in their everyday lives, even more than they desire online security or protecting their accounts. So, in order to best support our target group, we've decided to pursue a design that integrates secure habits into our participants' lives in a way that is not invasive and is based largely on the tasks that they are already doing.

In our interviews, we observed that our participants either use one password for every account or keep track of their account information by writing it down in a notebook. For that reason, we decided to design a smart notebook that retains the familiarity of pen and paper as well as the feeling of safety in keeping passwords in something physical, rather than digital keychains which our participants felt skeptical of. The paper in the notebook is "smart" in that it is touch-sensitive and can recognize handwritten text. But it retains the traditional look. Also, there will be hidden tabs within each page to help quickly locate the target account(details in storyboard). It also emphasizes key features that will help motivate seniors to have more secure practices. For instance, our notebook will only display passwords to faces or fingerprints that it recognizes in order to address the issue of when notebooks are lost or stolen. The notebook presents a unique opportunity and challenge to create something that looks simple and intuitive, but a powerful tool under the surface, which is ultimately why we chose this design.

### **Why we selected these tasks**

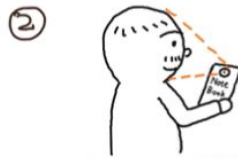
During our interviews, all of our participants stated that they preferred reacting to suspicious activity as needed over complicating their daily lives in order to prevent an attack on their accounts that might never happen. We interpreted that our participants' first priority is not to have something that's intrusive and requires their constant attention but a simpler and more secure way to manage their online accounts. In order to compensate for the lack of active tracking, they do desire more guidance in the case of account compromise such that they can minimize their loss and/or quickly recover their account ownership. Thus, in selecting our tasks, it was important to choose steps that seemed realistic for our participants to actually implement in their everyday lives. Based on that, we selected these two tasks:

1. Storing, generating, and updating strong and secure passwords
2. Advice on what to do when an account is compromised

# Storyboard 1 - Storing, Generating, and Updating Passwords for Customers



John wants to create a Facebook account and he wants to store his password in his notebook.



John takes out the smart notebook and use facial recognition to open it



John writes down his account information in the smart notebook. All text in blue are templates in smart notebook. All account information now is stored in the smart notebook



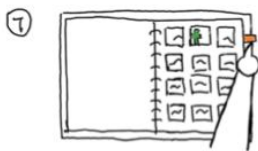
John wants to login his Facebook but he forgets his password.



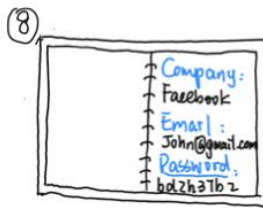
John remembers that he wrote the account information on his notebook.



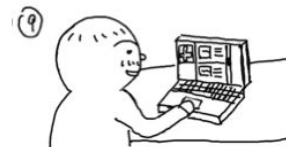
John opens the notebook but he forgot where the page for Facebook is. He goes to the index which was auto-generated after he filled out the account information for those accounts.



After John presses the square of Facebook, the small tab pops out.



John uses the tab to flip to the page of Facebook and he finds out his password.



Finally, John successfully log in to the Facebook and start to browse friends' posts.



3 months later, John receives a message from the notebook to notify him update passwords for the Facebook. John can reply "A" to see the suggested new passwords. Since he needs to pass security check on his phone so there is no privacy issue here.



After updating passwords with suggested passwords, John feel secure about his account.

## Storyboard 2 - Guiding Customers after Their Account Being Compromised

①



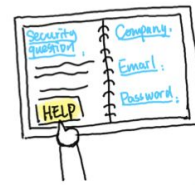
John finds that his Facebook account is being compromised. He doesn't know how to deal with this situation.

②



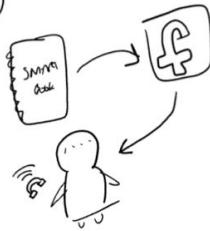
John suddenly realizes that his notebook knows how to solve such problem.

③



John goes to the page of Facebook and taps on the square labelled "HELP" at the back page of the Facebook page.

④



Then, the notebook contacts Facebook to tell them that John needs help. Since John's information is stored in the notebook, the notebook tells Facebook John's contacts.

⑤



Facebook contacts John to guide him how to recover his account.