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A simple, non-invasive online account information management notebook for Seniors

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Problem Statement

Seniors:

- Are targeted by many online scams
- Have difficulty in adapting technology
- Have less secure habits
Design Research

Method
- Semi-structured interview
- 3 participants in Seattle area

Goal
- Awareness of online account security
- Number of frequently used online accounts
- Personal habits of tracking online accounts
- Frequency of updating passwords
Takeaways in Interviews

- Different levels of comfort with the Internet
- Awareness of bad habits in online account management
- Simplicity is the most important aspect in a new design
Tasks

- Monitoring suspicious transaction activity
- Generating & updating secure passwords
- Recovering password
- Receiving advices after an account is compromised
- Tracking different accounts information
- Being motivated to be secure
Design 1 - Smart Glasses

- Wearable device
- Detects suspicious content
- Password update reminders
- Provide suggested new passwords
Design 1 - Smart Glasses

- Seniors can see information about account such as username and passwords through the glass.
- Seniors can see when they updated their password last time and how password suggestions can be used to update via the glass.
- Words to encourage seniors and motivate them to use the glasses continuously.
Design 2 - App

- Phone-based
- Wide range of functionalities
- Immediate notifications
Design 2 - App

1. A warning message on the screen notifies seniors about unexpected (suspicious) transaction activity.

2. Here is the password we created for you: bdj247BAR.
The app generates secure passwords for updating.

3. A guideline tells seniors how to recover the passwords for their accounts.

4. Suggestions when your account is compromised:
   - Step 1: 
   - Step 2: 
A suggestion tells seniors what to do if their account is compromised.

5. A list of account information stored for seniors:
   - Amazon
   - Costco
   - Bank of America
Design 3 - Smart Notebook

- Simple
- Fits into existing habits
- Non-intrusive
Design 3 - Smart Notebook

1. Smart notebook uses facial recognition technology to let people with authorizations access.

2. Seniors write down their passwords directly on the notebook.

3. The information will be stored in the cloud. It is used to monitor transaction activity in accounts.

4. Back cover: ink screen to mimic the feeling of paper. This is used to display passwords for updating and display suspicious activity.

No suspicious activity found.
Selected Design Storyboard and Task 1 - 1

Task: Storing, Generating, and Updating Passwords for Customers

1. Let's create a Facebook account to better connect with my friends.
2. Facebook Account
3. Company
   Facebook Account Number:
   John@gmail.com
   Password:
   bdz3h3Tb2
4. 5 days later......
5. Oh, what is my Facebook password?
6. Oh, I wrote that on my notebook!
Selected Design Storyboard and Task 1 - 2

Task: Storing, Generating, and Updating Passwords for Customers
Selected Design Storyboard and Task 2

**Task:** Guiding Customers After Their Account Has Been Compromised
Lessons Learned

- No educational design
- Less is more
- Solutions over preventions
Thank You!
Question?