Study Coordinator Instructions - Short-Term Yubikey Study

Setup:

Before you start the test, be sure you have
- ❏ a consent form,
- ❏ a Yubikey w/ packaging,
- ❏ an A/V release form,
- ❏ a participant instruction form,
- ❏ a notes sheet,
- ❏ the correct task order.
- ❏ Check the test accounts to make sure they do not have 2FA already enabled
- ❏ Turn on the computer and make sure the audio recorder is ready.

Study:

Invite the participant in. Leave the door to the room open. Give the participant the consent form and Audio release to review and sign.

- ❏ Start the audio recording
- ❏ Start OBS recording

(OBS recording will automatically save when users reboot, but you will have to restart it manually)

Give participant the Yubikey 4 in its original packaging.

During the course of this study, you will be using a security tool called a Yubikey. It is in this shipping envelope. Please, use the next five minutes to learn more about the Yubikey using the Internet.

<5 minutes/>

If you have questions during the study, please ask them; however we may not be able to answer them in order to maintain the integrity of the study. Please comment on things you find easy to use and things you find hard to use. Let me know when you finish each of the three tasks. I may ask you to skip to the next section to make sure there is time to complete all the tasks.

During this study, we ask you to use the accounts provided on the worksheet, not your own personal accounts. Also use our phone numbers. Ask us if you have questions.

Give them their instruction sheet and indicate which order to do the tasks as you write it down.

After 15 minutes on each task, cut them off. Thank them and ask them to please go on to the next task. Do not convey that they are incapable, but rather that our limited time requires that we move on. If you are short on time, divide the time evenly so they have 5-10 minutes at the end of the hour to fill out the survey and get the compensation form.

Note how long each task took, mistakes made, and whether you cut them off.

After all three tasks have ended, send them to the link to the Qualtrics survey.

Thank the participant, help them to fill out the compensation form, and direct them to the CS office to get their money. If it devotional or lunch break, let them know the office will be closed for an hour. (This applies even if the participant asks to leave early)

Tear-Down:

- ❏ Turn off audio recording
- ❏ Turn off video recording
- ❏ Collect the consent form, notes, A/V release forms
- ❏ Turn off all 2FA, delete keys, remove phone #'s and authenticator apps
    - ❏ Windows
    - ❏ Gmail
    - ❏ Facebook
- ❏ Removed emails in inbox at gmail
- ❏ Clear out all browser history (ctrl-shift-delete)
- ❏ Clear out the downloads folder
- ❏ Yubikey: Restore the default to configuration slot 1
- ❏ Yubikey: Change config slot 2 to no longer do HMAC-SHA1 challenge-response.
- ❏ Uninstall anything the user installed
    - ❏ NET 3.5
    - ❏ Windows Hello
    - ❏ Uninstall the code generator on the phone