NOTE: This is an anonymized version to avoid breaking confidentiality. The final version will contain non-blinded emails and reports.

Participant Information and Consent
This study was certified according to the Informatics Research Ethics Process, reference number *********.
Please take time to read the following information carefully.

What is the purpose of this study? The goal of this study is to investigate the impact of automated email analysis on users' ability to detect scam emails and to explore whether such a tool would alter the way users process their emails.

Why have I been asked to take part? We are looking for participants who rely on emails for their daily correspondence and are familiar with email clients.

Do I have to take part? No. Participation in this study is entirely up to you. You can withdraw from the study at any time, without giving a reason. Your rights will not be affected. If you wish to withdraw, contact the principal investigator. We will stop using your data in any publications or presentations submitted after you have withdrawn consent. However, we will keep copies of your original consent, and of your withdrawal request.

What will happen if I decide to take part? You will be asked to read a total of **20 emails in two rounds** and perform in-survey actions based on their content. Each round includes some **scam emails**. Once you have processed all the emails, you will be asked to provide some basic demographics, such as age, gender, and degree. We will also ask for some feedback on our study. The entire study should take an estimated **25 minutes** to complete.

Are there any benefits associated with taking part? You will receive **£3.75** as compensation for participating in this study. Your participation will help us understand if such an automated on-demand tool for analyzing emails can help people identify scam emails, thereby improving protection for yourself and others in the future.

Are there any risks associated with taking part? While you cannot directly interact with links in the emails in the survey, please do not copy or try to access them as they may belong to real scam emails.

What will happen to the results of this study? The results of this study may be summarised in published articles, reports, and presentations. Quotes or key findings will be anonymized: we will remove any information that could - in our assessment - allow anyone to identify you. With your consent, information can also be used for future research. Your data may be archived for a minimum of 3 years.

How will my data be protected and kept confidential? Your data will be processed in accordance with the Data Protection Law. All information collected about you will be kept strictly confidential. Your data will be referred to by a unique participant number rather than by name or platform ID. Your data will only be viewed by members of the research team. All electronic data will be stored on password-protected encrypted computers, on the School of Informatics' secure file servers, or on the University's secure encrypted cloud storage services (DataShare, DataSync, or Sharepoint). Please note: You will be asked to provide data through Microsoft Forms which will provide us with your name. We will immediately remove your name from our data and you may verify this in accordance with your data protection rights.

What are my data protection rights? The ********* is a Data Controller for the information you provide. You have the right to access information held about you. Your right of access can be exercised in accordance with the Data Protection Law. You also have other rights including rights of correction, erasure, and objection. For more details, including the right to lodge a complaint with the Information Commissioner's Office, please visit www.ico.org.uk. Questions, comments, and requests about your data can also be sent to the University Data Protection Officer at *********. For general information about how we use your data, go to *********.

Who can I contact? If you have any further questions about the study, please contact the lead researcher. If you wish to make a complaint about the study, please contact *********. When you contact us, please provide the study title and details of the nature of your complaint. This study was certified according to the Informatics Ethics boards, with reference number *********.

Alternative formats: To request this document in an alternative format, such as large print or on coloured paper, please contact *********.

Consent

By proceeding with the study, I agree to all of the following statements:

- I have read and understood the above information.
- I understand that my participation is voluntary, and I can withdraw at any time.
- I consent to my anonymised data being used in academic publications and presentations.

By choosing Yes, you agree to all of the terms listed above.

- ▢ Yes - Take me to the study
- ▢ No - Exit the study

Skip To: End of Survey If Welcome! Thank you for taking an interest in our research. Participant Information and Con... != Yes - Take me to the study

End of Block: Consent

Start of Block: R1 Task Explanation

Differentiating scam and legitimate emails

In this study, you will review emails sent to an undergraduate student, Emily Morrison, at the School of Informatics. Your task is to determine whether the emails she is receiving are legitimate for a University student or if they are scam emails, aiming to cause harm.

Scam Emails

A scam email (phishing) is a type of online fraud where attackers send deceptive emails impersonating legitimate organizations or individuals to trick victims into revealing sensitive information, such as passwords, credit card numbers, or personal details.

Instructions

- In this round, you will be presented with 10 emails, some of which are scams.
- For each email, the primary **link is displayed in the bottom taskbar**. The displayed link corresponds to the one intended for you to click on and matches the location of the **hovering pointer**.
- You will be asked to assess the likelihood of each email being malicious using your existing skills and knowledge.
- **No need to Google.** Answer based on the information you are provided or already know. There is no need to Google for unfamiliar names or terms.

Here is some information about Emily for context:

Emily Morrison



Emily.morrison@<blinded>

Final year, Informatics Student

UK Citizen

ABOUT EMILY:

- Emily is a student at the <blinded> University.
- Emily is part of the **School of Informatics** (<blinded>).

Which university does Emily go to?

- ▢ <blinded >University 1
- ▢ <blinded >University 2
- ▢ <blinded >University 3
- ▢ <blinded >University 4

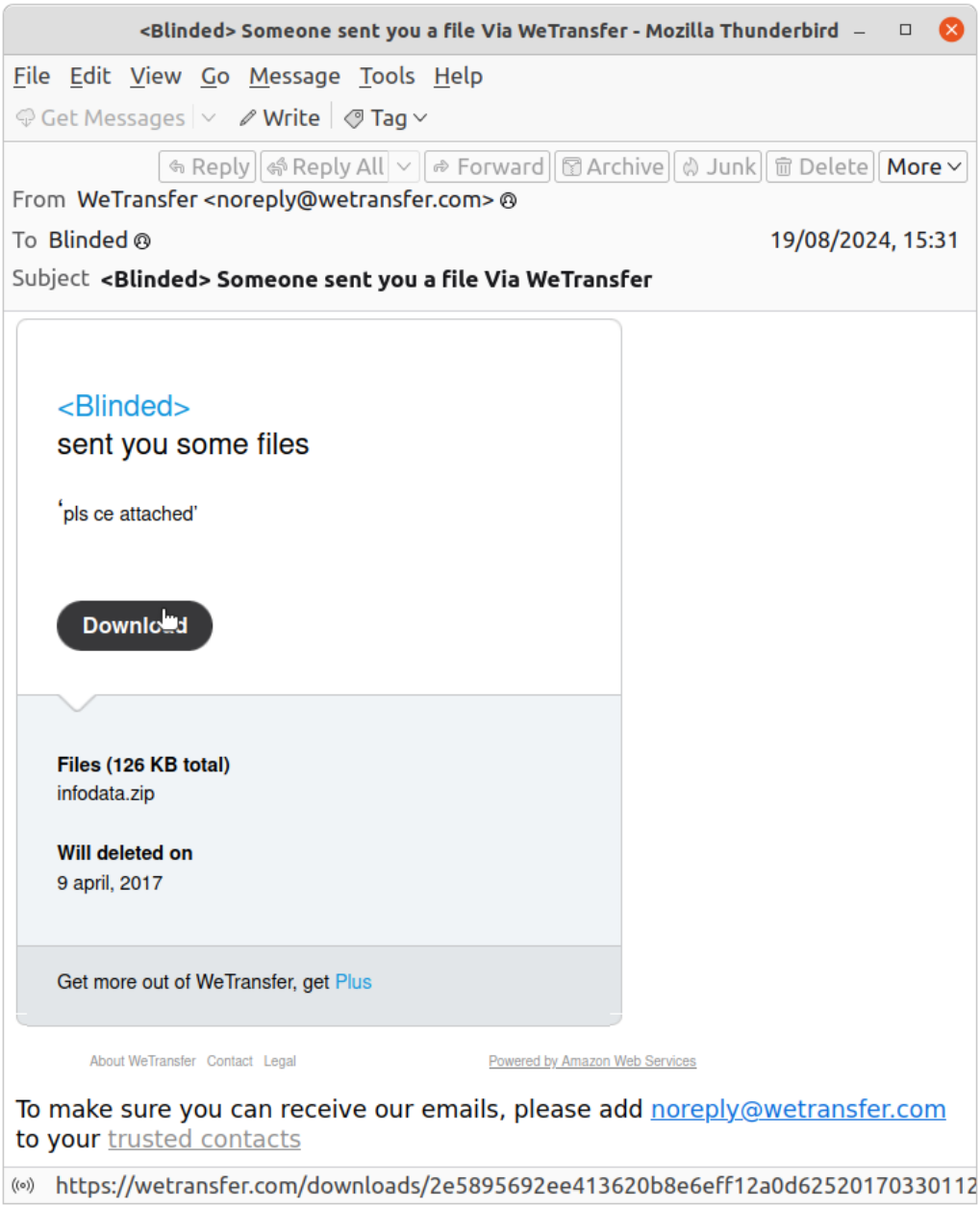
What is Emily's email address

- ▢ E.Morrison@<blinded >
- ▢ Emily.morrison@<blinded >
- ▢ EmilyM@<blinded >
- ▢ Emily.M@<blinded >

End of Block: R1 Task Explanation

Start of Block: R1_1

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

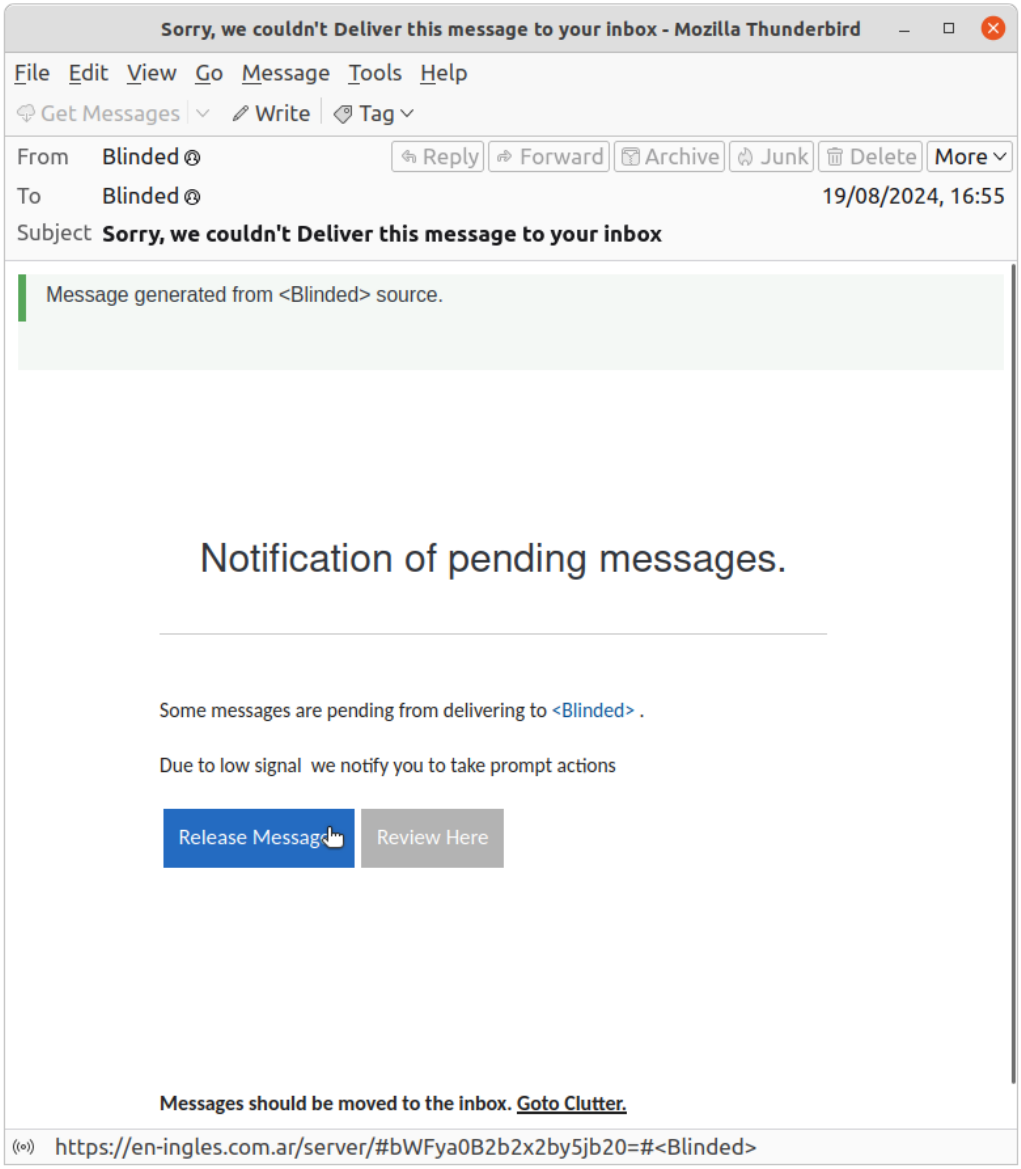
How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

End of Block: R1_1

Start of Block: R1_2

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

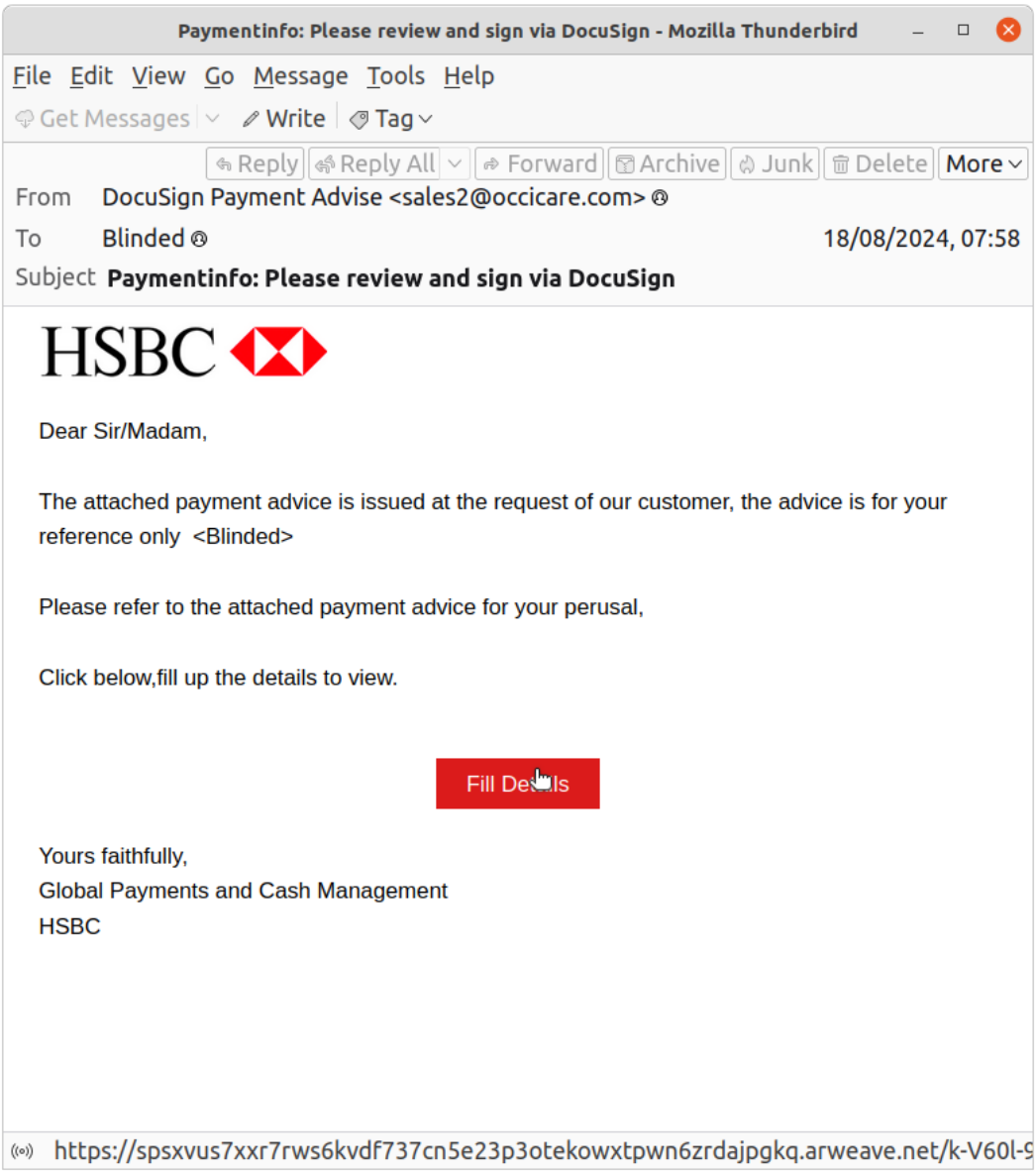
How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

End of Block: R1_2

Start of Block: R1_3

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

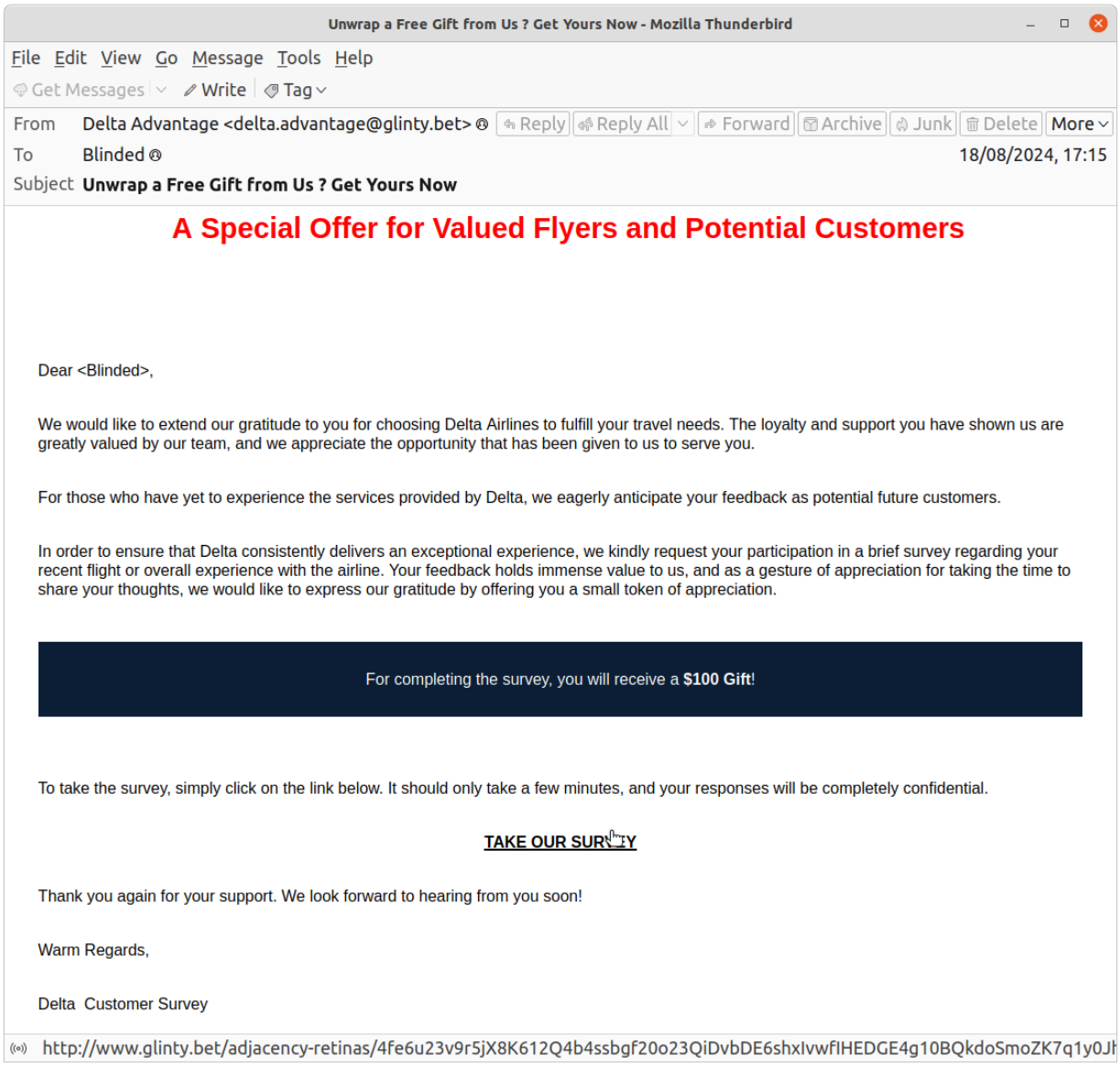
How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

End of Block: R1_3

Start of Block: R1_4

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

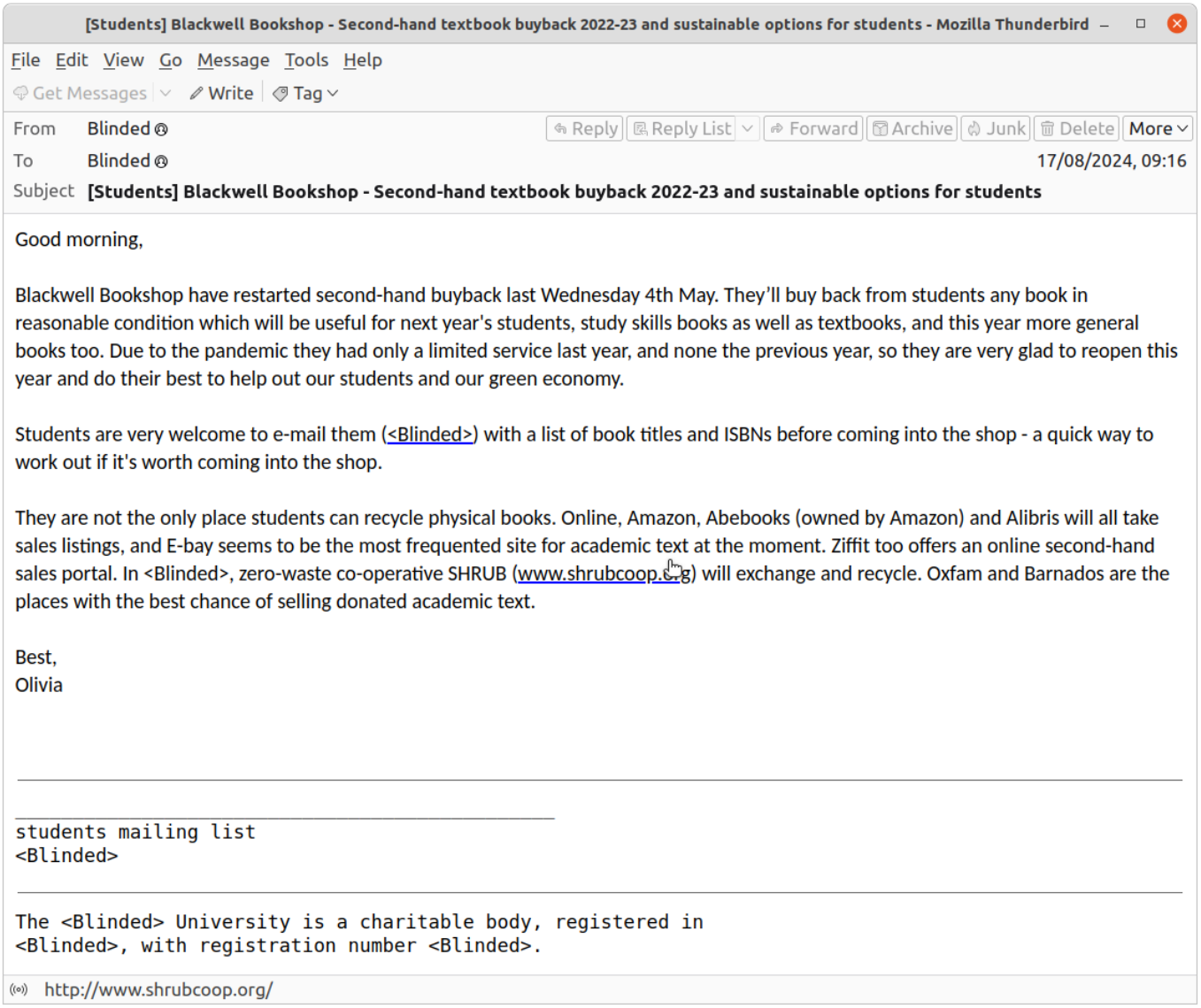
How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

End of Block: R1_4

Start of Block: R1_5

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

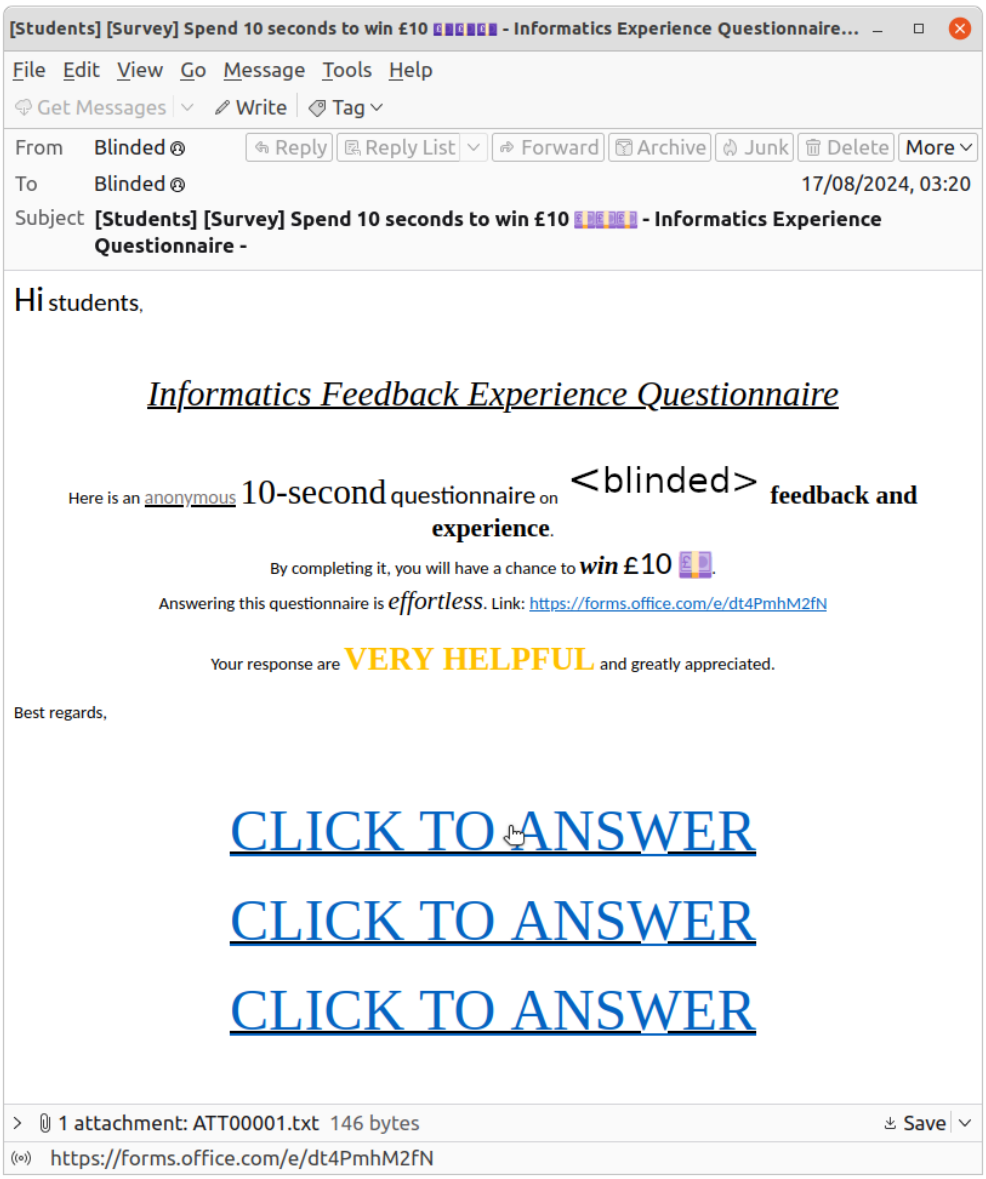
How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

End of Block: R1_5

Start of Block: R1_6

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

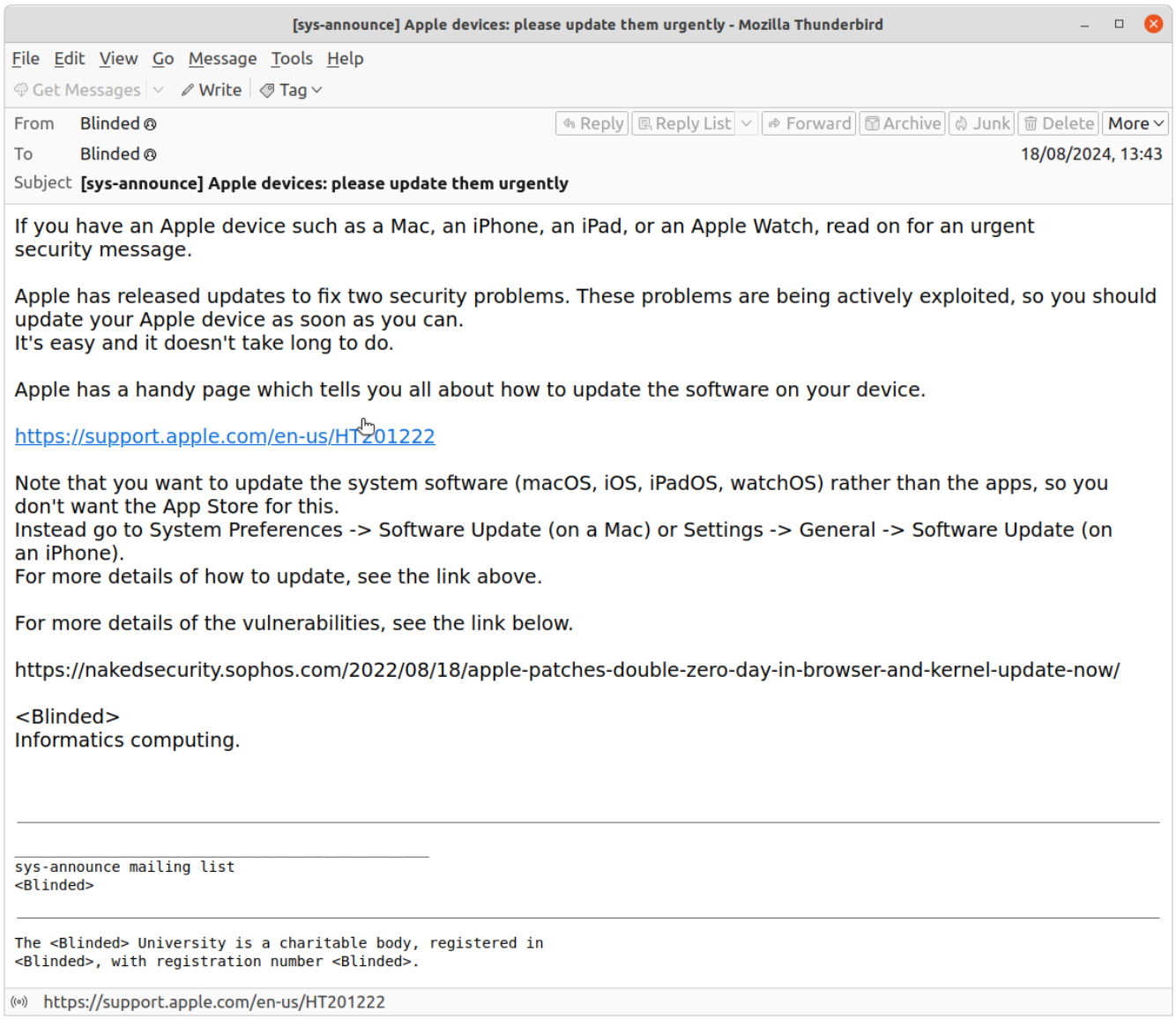
How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

End of Block: R1_6

Start of Block: R1_7

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

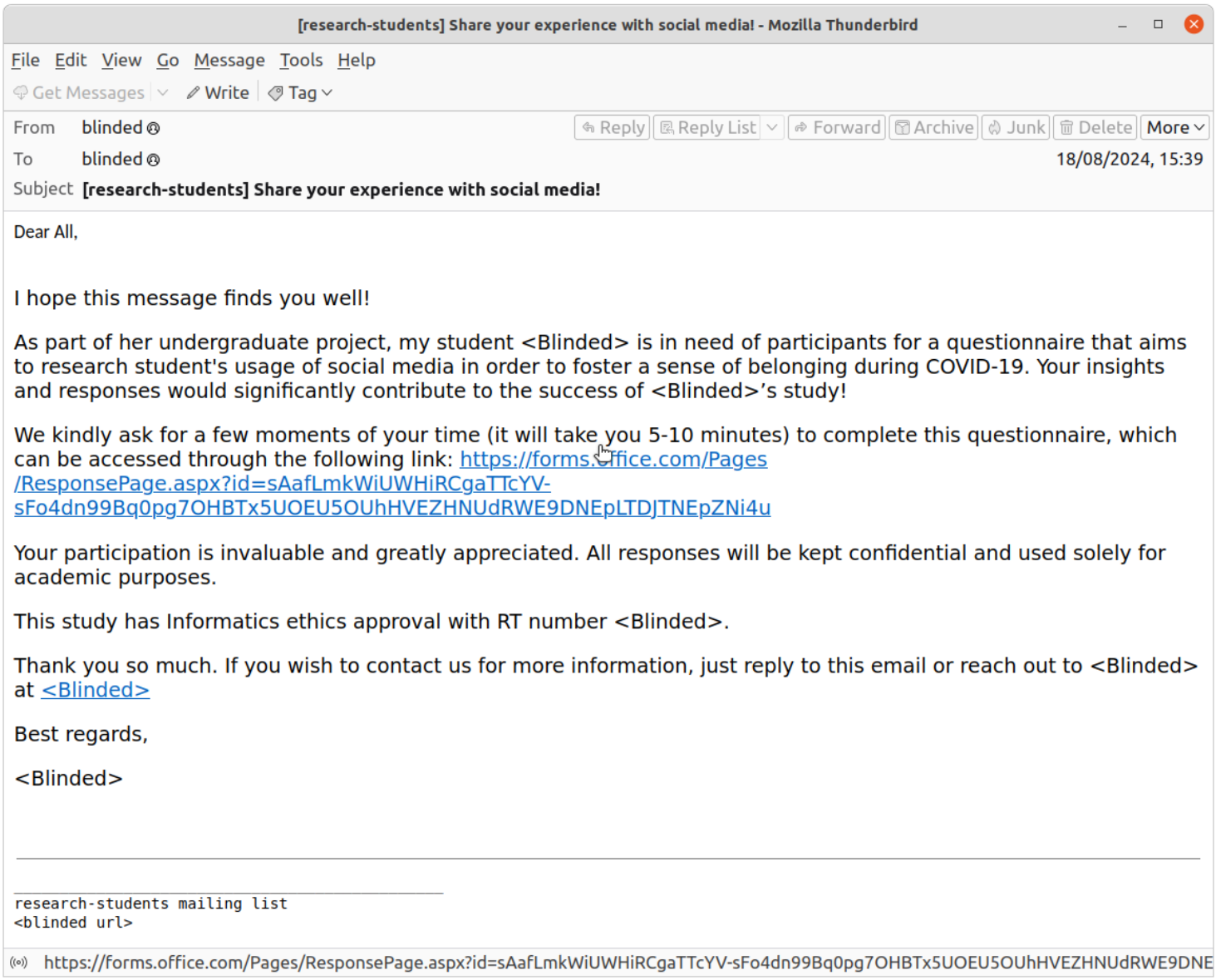
Pick Moderately confident here.

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

End of Block: R1_7

Start of Block: R1_8

Imagine Emily receives the email below in her inbox:



[research-students] Share your experience with social media! - Mozilla Thunderbird

File Edit View Go Message Tools Help

Get Messages | Write | Tag

From blinded | Reply | Reply List | Forward | Archive | Junk | Delete | More

To blinded | 18/08/2024, 15:39

Subject **[research-students] Share your experience with social media!**

Dear All,

I hope this message finds you well!

As part of her undergraduate project, my student <Blinded> is in need of participants for a questionnaire that aims to research student's usage of social media in order to foster a sense of belonging during COVID-19. Your insights and responses would significantly contribute to the success of <Blinded>'s study!

We kindly ask for a few moments of your time (it will take you 5-10 minutes) to complete this questionnaire, which can be accessed through the following link: https://forms.office.com/Pages/ResponsePage.aspx?id=sAafLmkWiUWHiRCgaTTcYV-sFo4dn99Bq0pg7OHBTx5UOEU5OUhHVEZHNUdRWE9DNEpLTDJTNEpZNi4u

Your participation is invaluable and greatly appreciated. All responses will be kept confidential and used solely for academic purposes.

This study has Informatics ethics approval with RT number <Blinded>.

Thank you so much. If you wish to contact us for more information, just reply to this email or reach out to <Blinded> at <Blinded>

Best regards,

<Blinded>

---

research-students mailing list
<blinded url>

https://forms.office.com/Pages/ResponsePage.aspx?id=sAafLmkWiUWHiRCgaTTcYV-sFo4dn99Bq0pg7OHBTx5UOEU5OUhHVEZHNUdRWE9DNE

Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

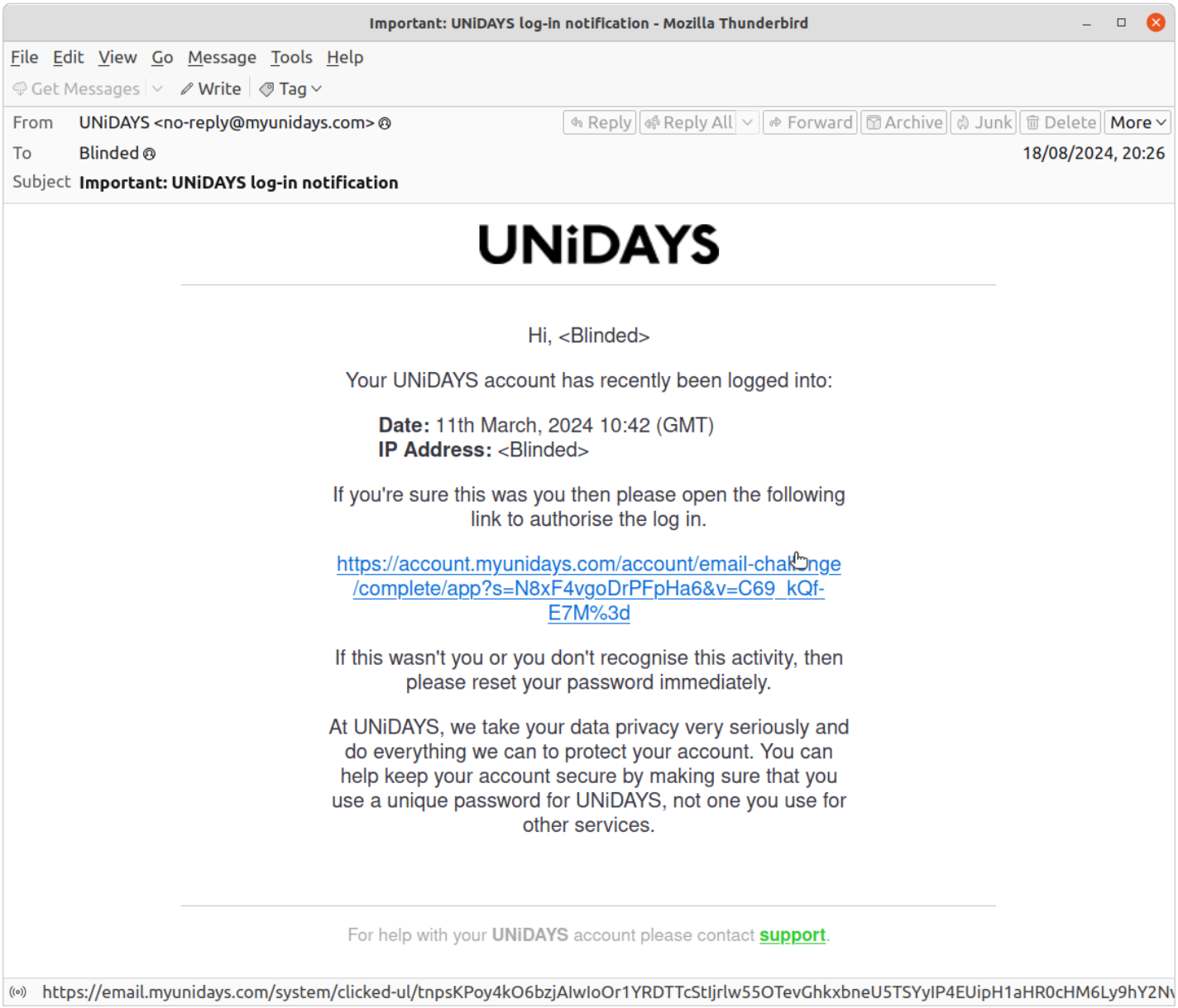
How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

End of Block: R1_8

Start of Block: R1_9

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

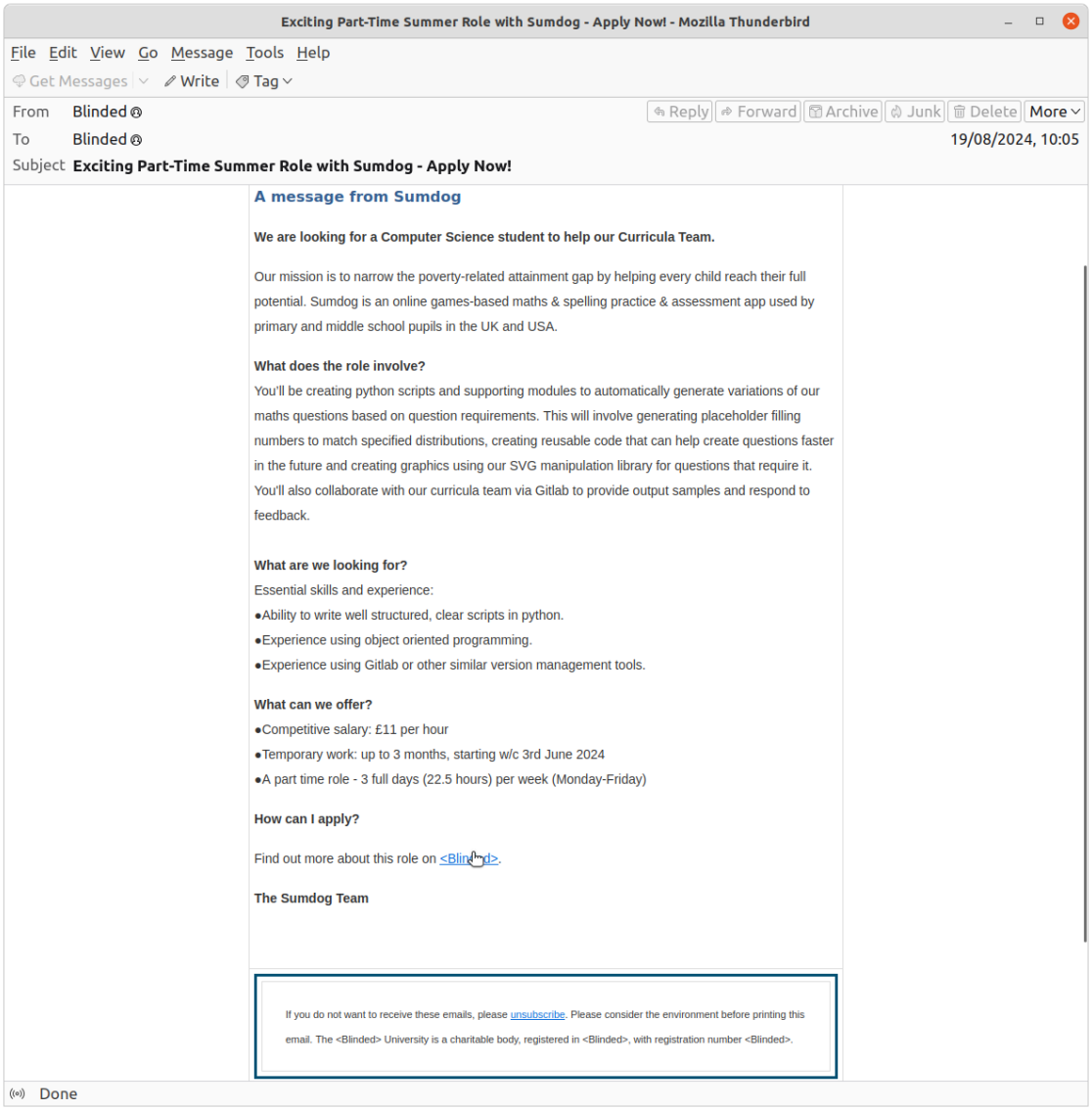
How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

End of Block: R1_9

Start of Block: R1_10

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

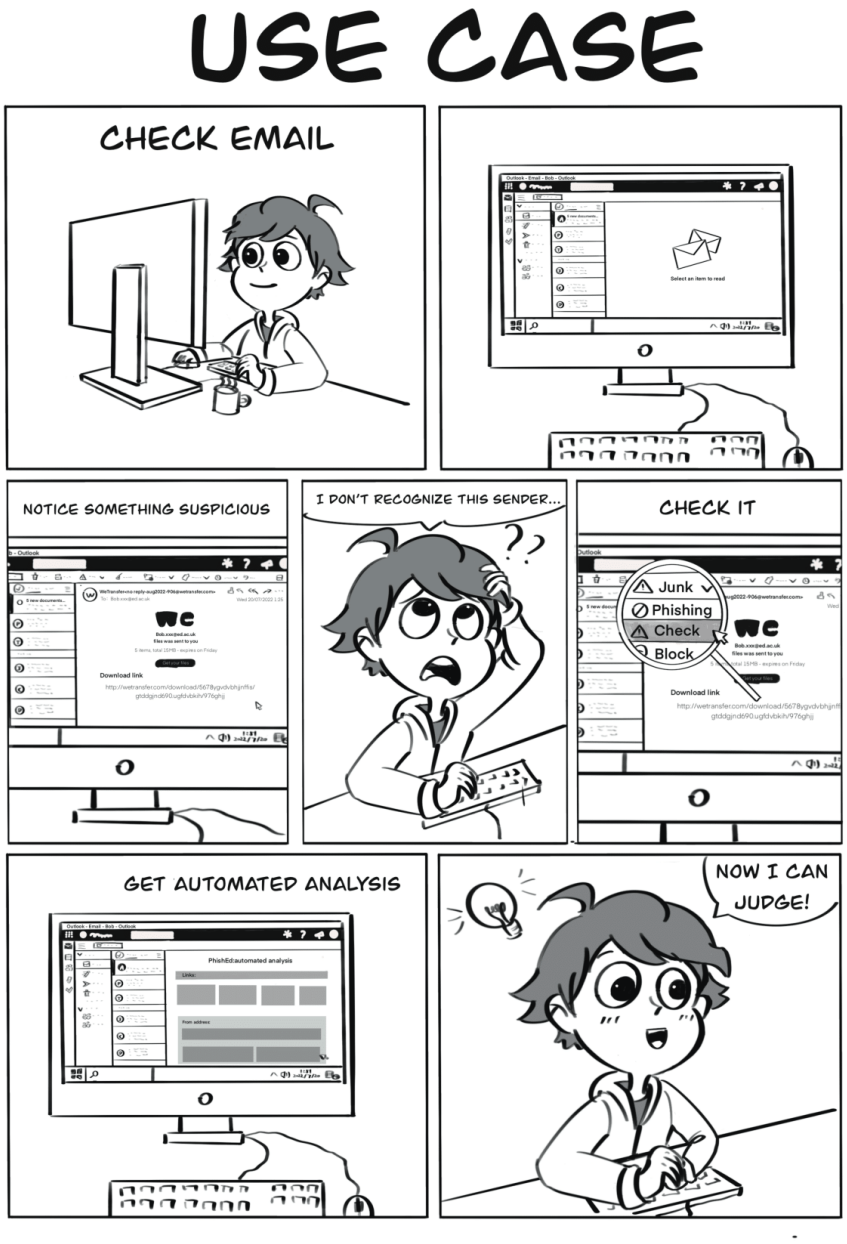
How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

End of Block: R1_10

Start of Block: R2 Task Explanation setting A - ADVICE

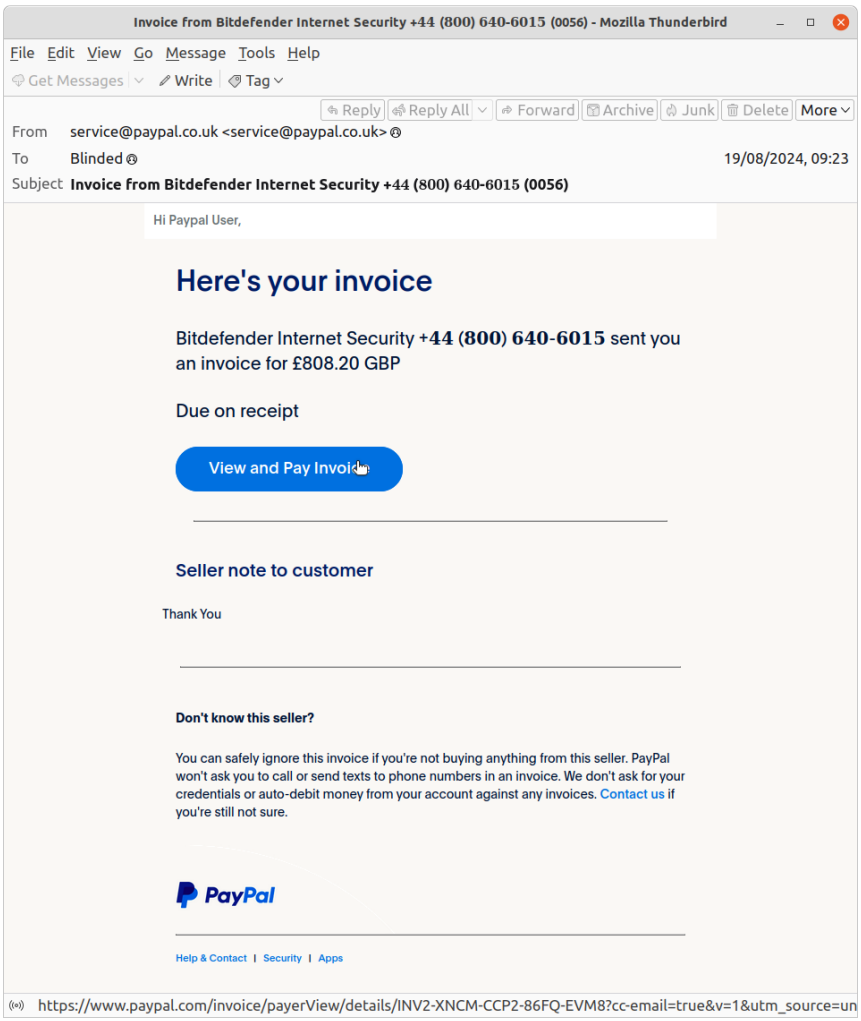
Instructions for Round 2 (Control)
In this round, you will be presented with 10 new emails, some of which are scam emails. To assist you in detecting these scams, you will also receive guidance from the University that Emily would receive. This report is designed to offer real-time assistance to the end user as needed. The comic below illustrates this scenario.



For each email, please follow these steps:
1. Read the email thoroughly.
2. Review the guidance.
3. Decide the likelihood of it being a scam email.

End of Block: R2 Task Explanation setting A - ADVICE

Imagine Emily receives the email below in her inbox:



Guidance on email scams

These emails aim to steal usernames, passwords, bank details, or infect systems with malware. Disguised as legitimate messages, they encourage recipients to click links or open attachments.

Protect yourself

Work and personal email accounts are susceptible, but there are some simple steps you can take to protect yourself and the University:

1. Never share your password; legitimate support will never ask for it.
2. Be suspicious of offers or deals that seem too good to be true.
3. Verify if you bought anything from the company contacting you or are expecting a delivery.
4. Never click on links or open attachments in suspicious emails.
5. Check with the sender before opening documents from shared stores like Dropbox.
6. Avoid joining mailing lists or subscribing to unknown services.
7. Don't use your work email for personal purposes.
8. Use different usernames and passwords for different accounts.

Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

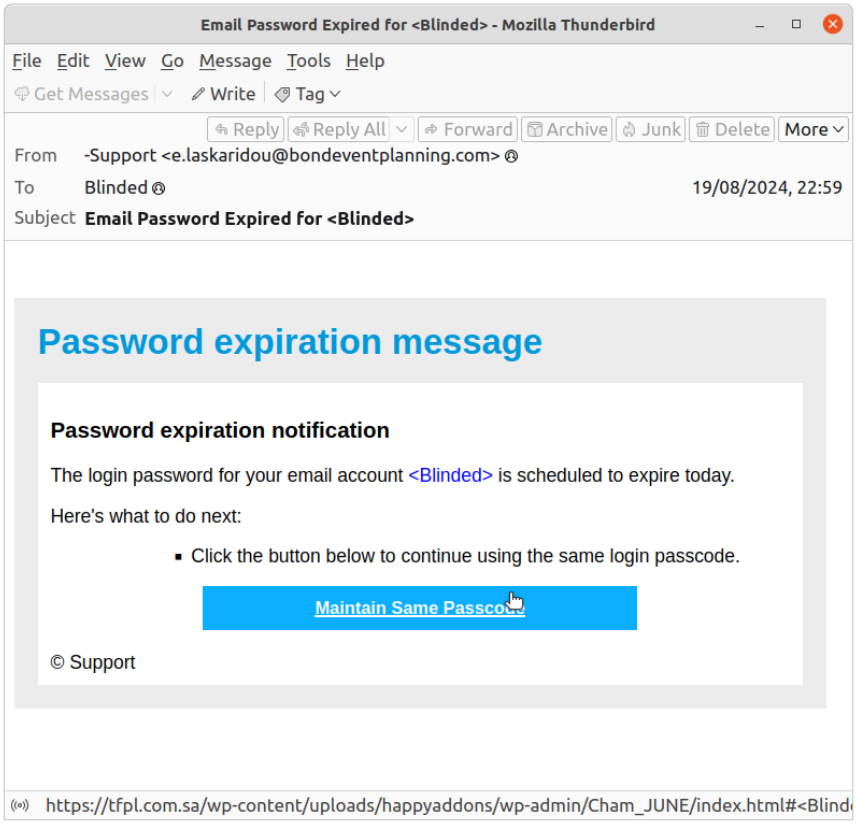
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Never share your password; legitimate support will never ask for it.
- ☐ Be suspicious of offers or deals that seem too good to be true.
- ☐ Verify if you bought anything from the company contacting you or are expecting a delivery.
- ☐ Never click on links or open attachments in suspicious emails.
- ☐ Check with the sender before opening documents from shared stores like Dropbox.
- ☐ Avoid joining mailing lists or subscribing to unknown services.
- ☐ Don't use your work email for personal purposes.
- ☐ Use different usernames and passwords for different accounts.
- ☐ I did not use the report to decide.

Start of Block: R2A_2

Imagine Emily receives the email below in her inbox:



Guidance on email scams

These emails aim to steal usernames, passwords, bank details, or infect systems with malware. Disguised as legitimate messages, they encourage recipients to click links or open attachments.

Protect yourself

Work and personal email accounts are susceptible, but there are some simple steps you can take to protect yourself and the University:

1. Never share your password; legitimate support will never ask for it.
2. Be suspicious of offers or deals that seem too good to be true.
3. Verify if you bought anything from the company contacting you or are expecting a delivery.
4. Never click on links or open attachments in suspicious emails.
5. Check with the sender before opening documents from shared stores like Dropbox.
6. Avoid joining mailing lists or subscribing to unknown services.
7. Don't use your work email for personal purposes.
8. Use different usernames and passwords for different accounts.

Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

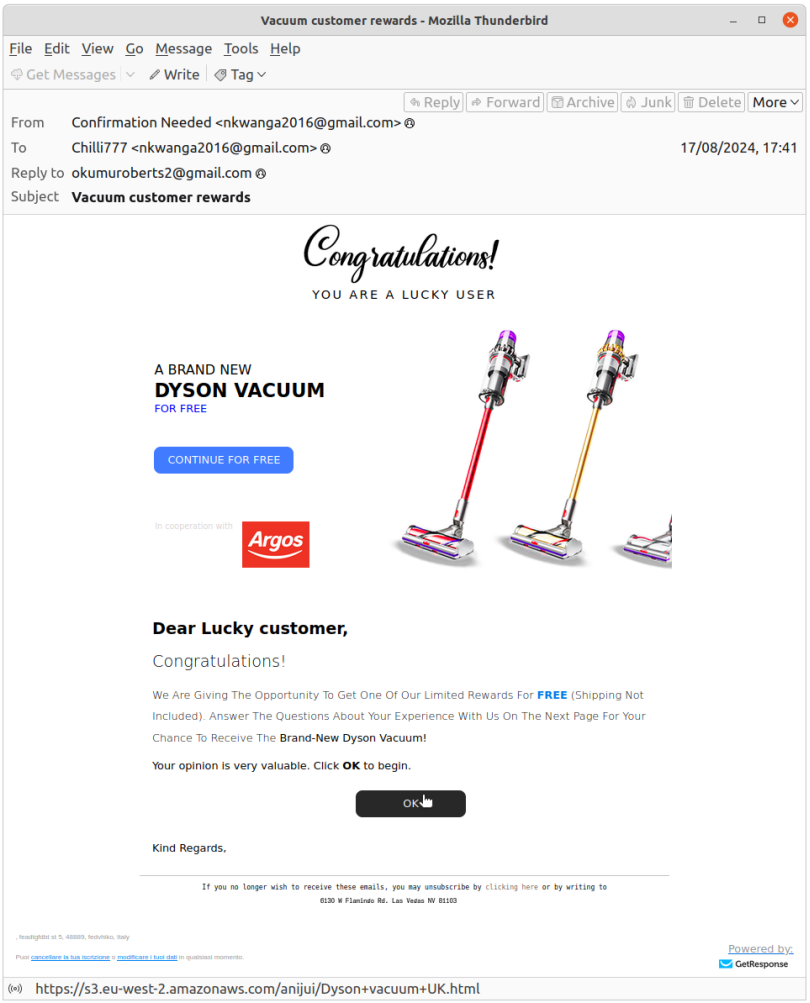
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Never share your password; legitimate support will never ask for it.
- ☐ Be suspicious of offers or deals that seem too good to be true.
- ☐ Verify if you bought anything from the company contacting you or are expecting a delivery.
- ☐ Never click on links or open attachments in suspicious emails.
- ☐ Check with the sender before opening documents from shared stores like Dropbox.
- ☐ Avoid joining mailing lists or subscribing to unknown services.
- ☐ Don't use your work email for personal purposes.
- ☐ Use different usernames and passwords for different accounts.
- ☐ I did not use the report to decide.

Start of Block: R2A_3

Imagine Emily receives the email below in her inbox:



Guidance on email scams

These emails aim to steal usernames, passwords, bank details, or infect systems with malware. Disguised as legitimate messages, they encourage recipients to click links or open attachments.

Protect yourself

Work and personal email accounts are susceptible, but there are some simple steps you can take to protect yourself and the University:

1. Never share your password; legitimate support will never ask for it.
2. Be suspicious of offers or deals that seem too good to be true.
3. Verify if you bought anything from the company contacting you or are expecting a delivery.
4. Never click on links or open attachments in suspicious emails.
5. Check with the sender before opening documents from shared stores like Dropbox.
6. Avoid joining mailing lists or subscribing to unknown services.
7. Don't use your work email for personal purposes.
8. Use different usernames and passwords for different accounts.

Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

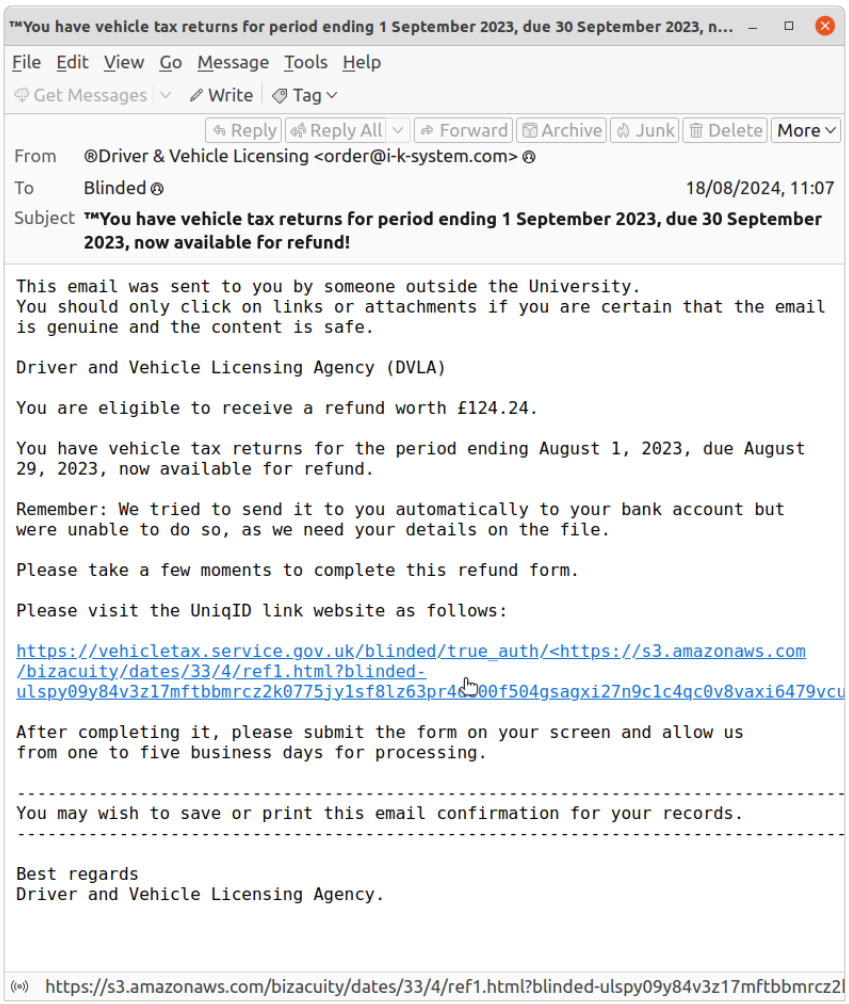
Which part of the report helped you most in making your decision?

- ☐ Never share your password; legitimate support will never ask for it.
- ☐ Be suspicious of offers or deals that seem too good to be true.
- ☐ Verify if you bought anything from the company contacting you or are expecting a delivery.
- ☐ Never click on links or open attachments in suspicious emails.
- ☐ Check with the sender before opening documents from shared stores like Dropbox.
- ☐ Avoid joining mailing lists or subscribing to unknown services.
- ☐ Don't use your work email for personal purposes.
- ☐ Use different usernames and passwords for different accounts.

- ☐ I did not use the report to decide.

Start of Block: R2A_4

Imagine Emily receives the email below in her inbox:



Guidance on email scams

These emails aim to steal usernames, passwords, bank details, or infect systems with malware. Disguised as legitimate messages, they encourage recipients to click links or open attachments.

Protect yourself

Work and personal email accounts are susceptible, but there are some simple steps you can take to protect yourself and the University:

1. Never share your password; legitimate support will never ask for it.
2. Be suspicious of offers or deals that seem too good to be true.
3. Verify if you bought anything from the company contacting you or are expecting a delivery.
4. Never click on links or open attachments in suspicious emails.
5. Check with the sender before opening documents from shared stores like Dropbox.
6. Avoid joining mailing lists or subscribing to unknown services.
7. Don't use your work email for personal purposes.
8. Use different usernames and passwords for different accounts.

Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

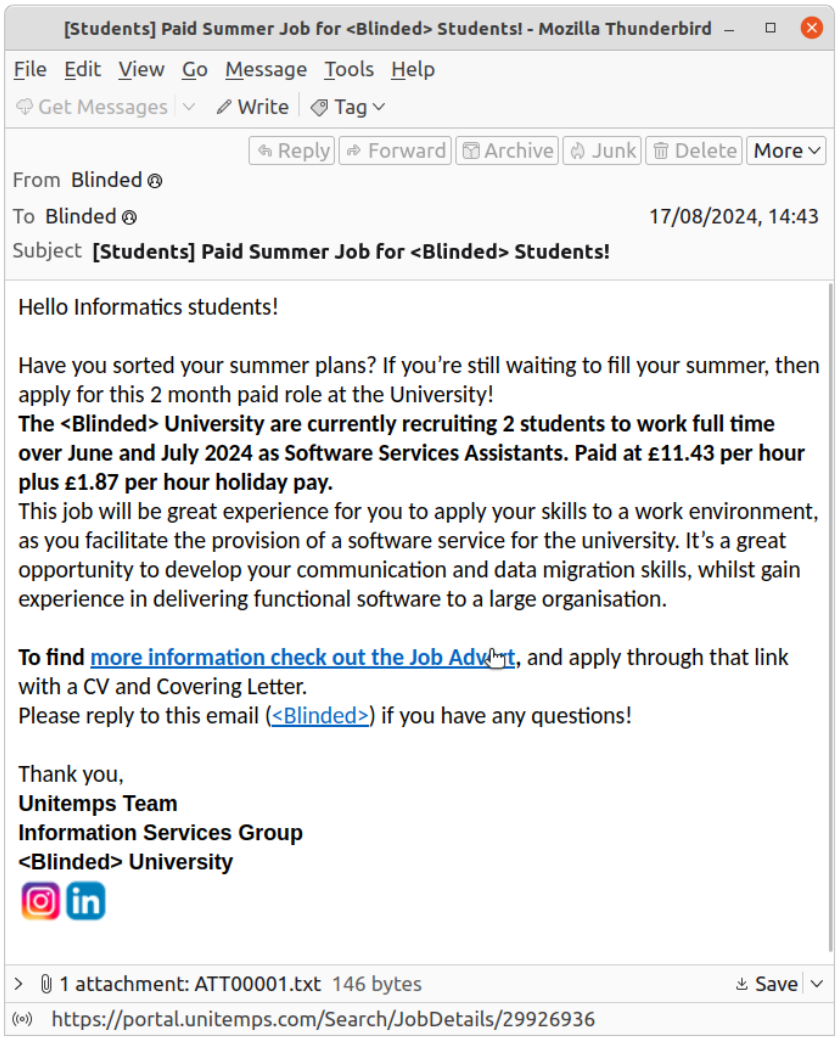
Which part of the report helped you most in making your decision?

- ☐ Never share your password; legitimate support will never ask for it.
- ☐ Be suspicious of offers or deals that seem too good to be true.
- ☐ Verify if you bought anything from the company contacting you or are expecting a delivery.
- ☐ Never click on links or open attachments in suspicious emails.
- ☐ Check with the sender before opening documents from shared stores like Dropbox.
- ☐ Avoid joining mailing lists or subscribing to unknown services.
- ☐ Don't use your work email for personal purposes.

- ☐ Use different usernames and passwords for different accounts.
- ☐ I did not use the report to decide.

Start of Block: R2A_5

Imagine Emily receives the email below in her inbox:



Guidance on email scams

These emails aim to steal usernames, passwords, bank details, or infect systems with malware. Disguised as legitimate messages, they encourage recipients to click links or open attachments.

Protect yourself

Work and personal email accounts are susceptible, but there are some simple steps you can take to protect yourself and the University:

1. Never share your password; legitimate support will never ask for it.
2. Be suspicious of offers or deals that seem too good to be true.
3. Verify if you bought anything from the company contacting you or are expecting a delivery.
4. Never click on links or open attachments in suspicious emails.
5. Check with the sender before opening documents from shared stores like Dropbox.
6. Avoid joining mailing lists or subscribing to unknown services.
7. Don't use your work email for personal purposes.
8. Use different usernames and passwords for different accounts.

Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

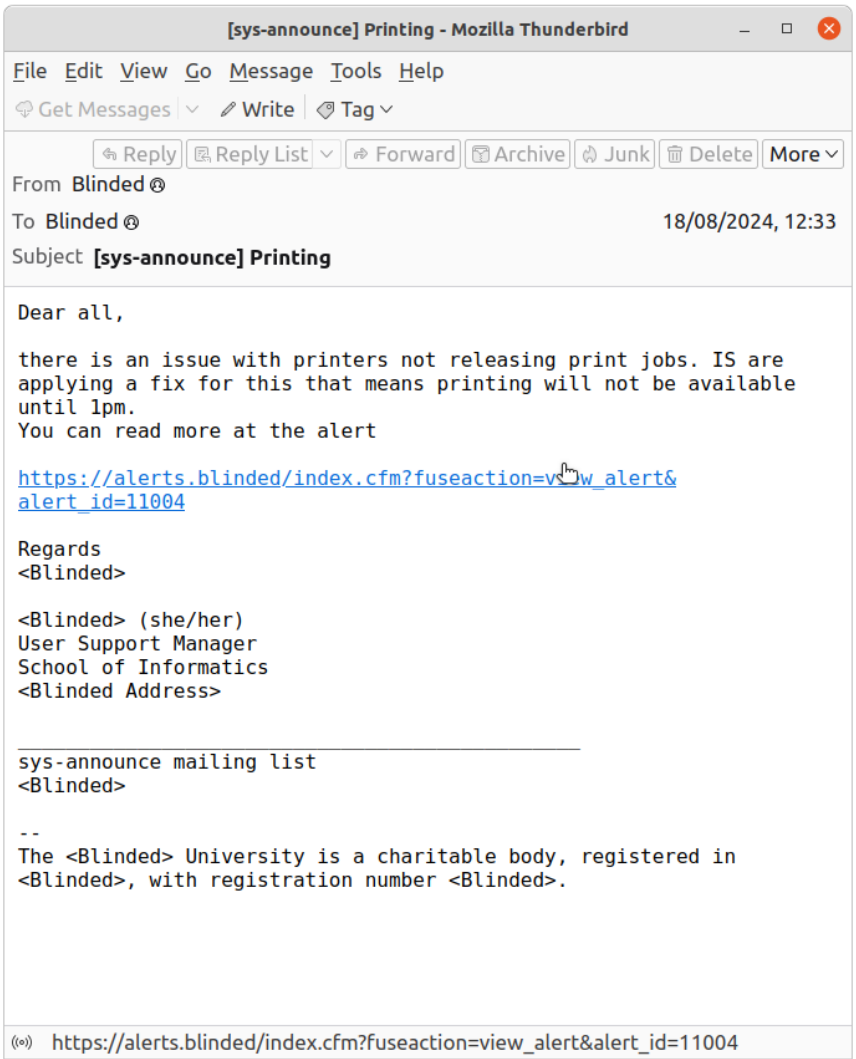
- ☐ Never share your password; legitimate support will never ask for it.
- ☐ Be suspicious of offers or deals that seem too good to be true.

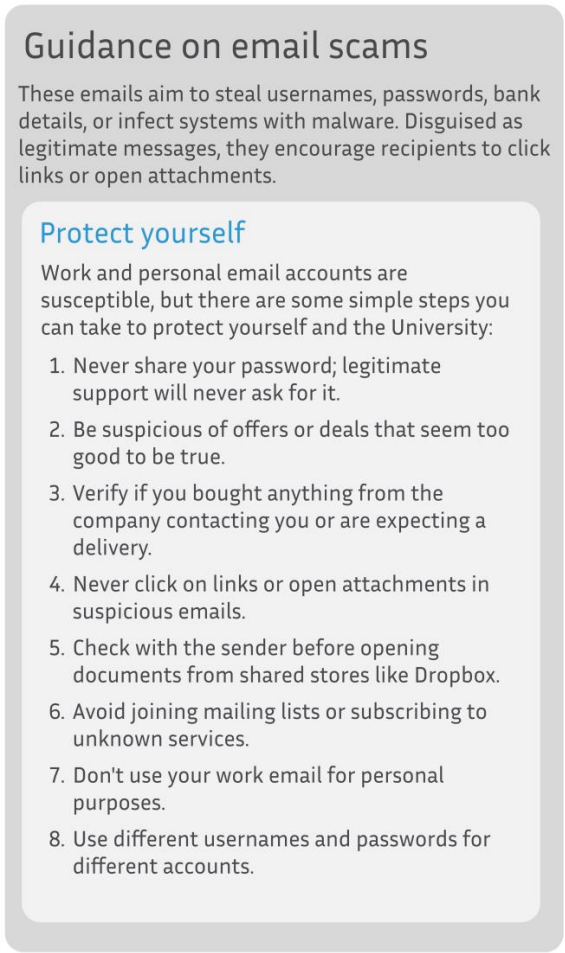
- ☐ Verify if you bought anything from the company contacting you or are expecting a delivery.
- ☐ Never click on links or open attachments in suspicious emails.
- ☐ Check with the sender before opening documents from shared stores like Dropbox.
- ☐ Avoid joining mailing lists or subscribing to unknown services.
- ☐ Don't use your work email for personal purposes.
- ☐ Use different usernames and passwords for different accounts.
- ☐ I did not use the report to decide.

End of Block: R2A_5

Start of Block: R2A_6

Imagine Emily receives the email below in her inbox:





Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident

- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

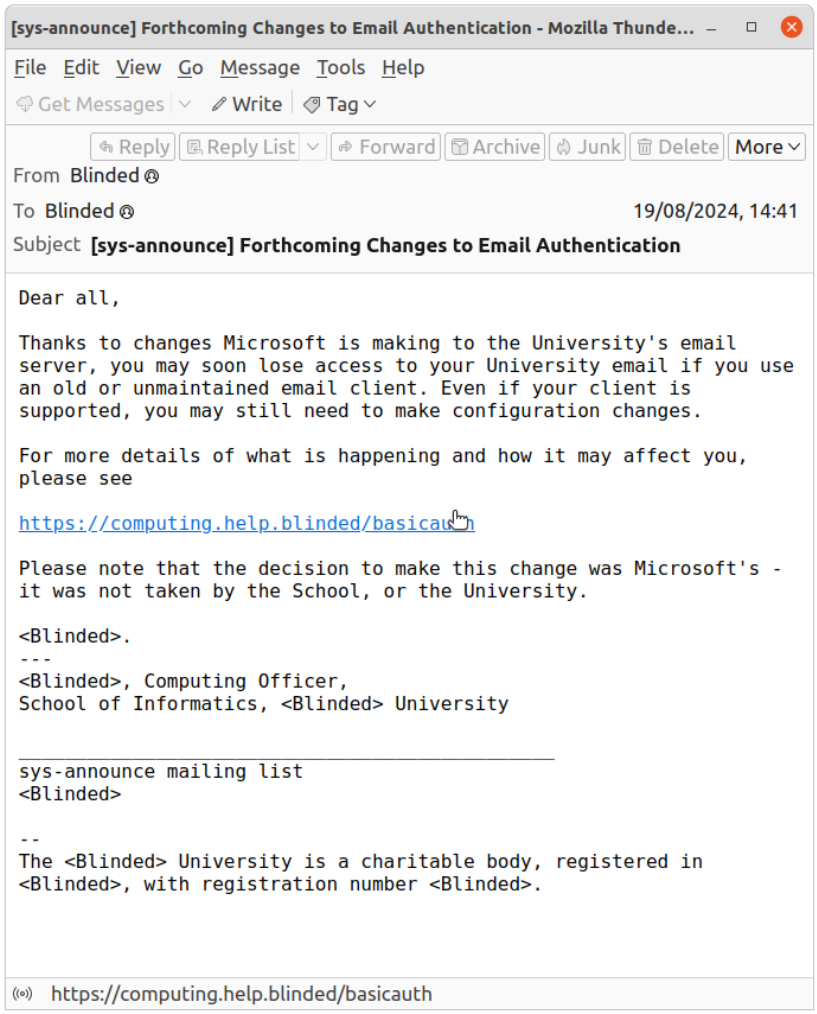
Which part of the report helped you most in making your decision?

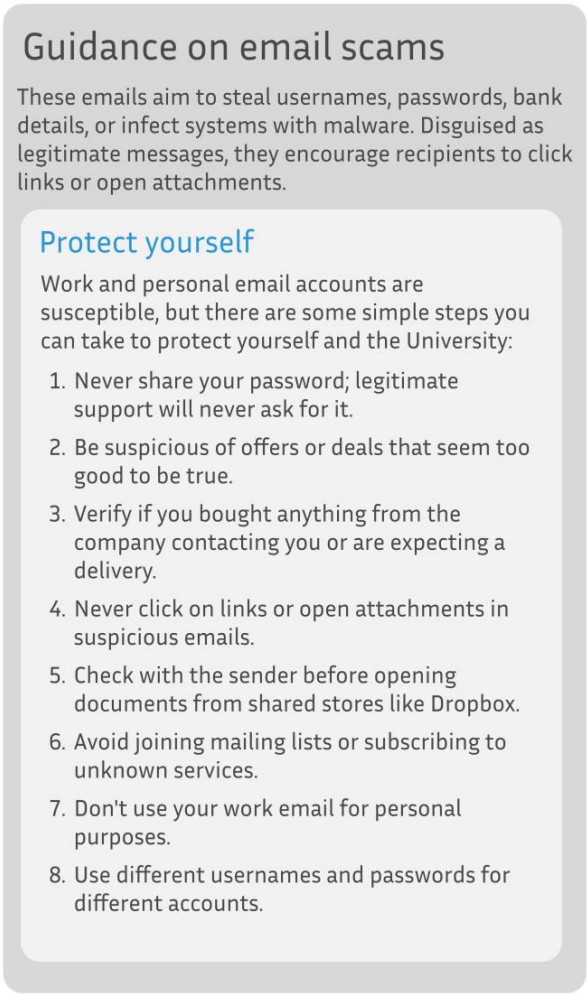
- ☐ Never share your password; legitimate support will never ask for it.
- ☐ Be suspicious of offers or deals that seem too good to be true.
- ☐ Verify if you bought anything from the company contacting you or are expecting a delivery.
- ☐ Never click on links or open attachments in suspicious emails.
- ☐ Check with the sender before opening documents from shared stores like Dropbox.
- ☐ Avoid joining mailing lists or subscribing to unknown services.
- ☐ Don't use your work email for personal purposes.
- ☐ Use different usernames and passwords for different accounts.
- ☐ I did not use the report to decide.

End of Block: R2A_6

Start of Block: R2A_7

Imagine Emily receives the email below in her inbox:





Is the above email a scam?

- ▢ Yes, the email is a scam.
- ▢ No, the email is not a scam.

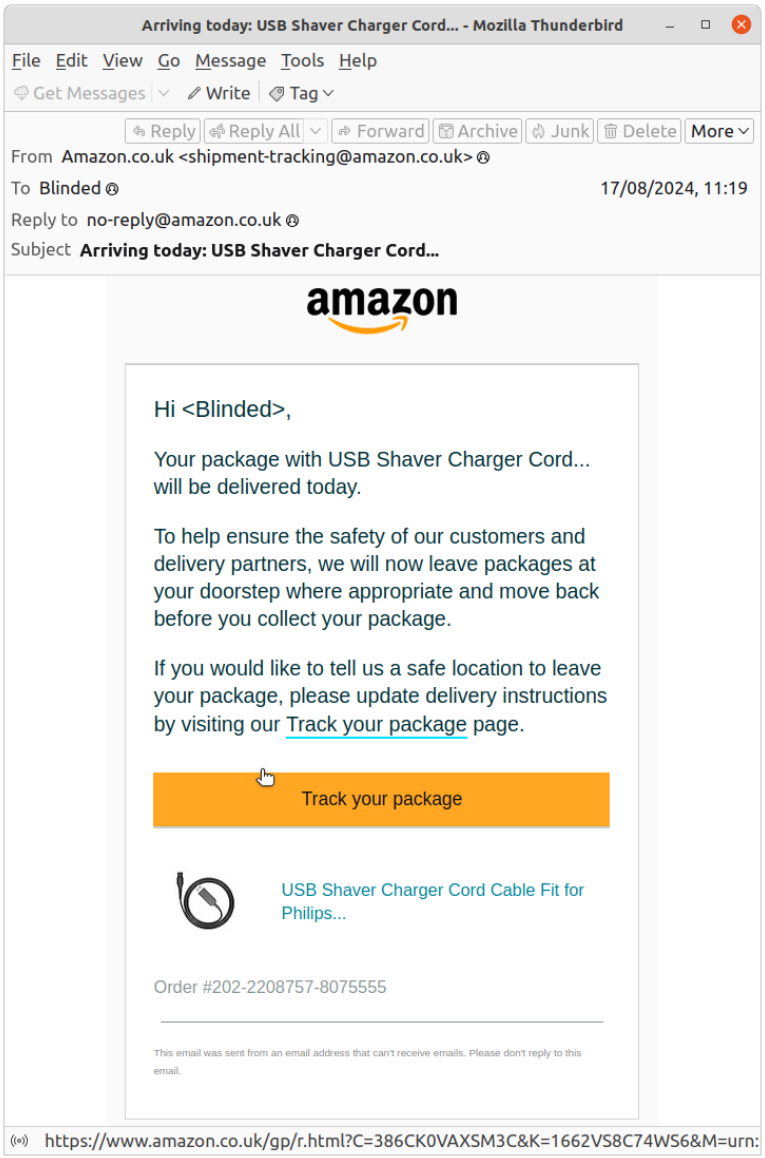
How confident are you in your above answer?
- ▢ Not at all confident
- ▢ Slightly confident
- ▢ Moderately confident
- ▢ Very confident
- ▢ Extremely confident

Considering the guidance and email shown, pick option 'Don't use your work email for personal purposes' here?
- ▢ Never share your password; legitimate support will never ask for it.
- ▢ Be suspicious of offers or deals that seem too good to be true.
- ▢ Verify if you bought anything from the company contacting you or are expecting a delivery.
- ▢ Never click on links or open attachments in suspicious emails.
- ▢ Check with the sender before opening documents from shared stores like Dropbox.
- ▢ Avoid joining mailing lists or subscribing to unknown services.
- ▢ Don't use your work email for personal purposes.
- ▢ Use different usernames and passwords for different accounts.
- ▢ I did not use the report to decide.

End of Block: R2A_7

Start of Block: R2A_8

Imagine Emily receives the email below in her inbox:



Guidance on email scams

These emails aim to steal usernames, passwords, bank details, or infect systems with malware. Disguised as legitimate messages, they encourage recipients to click links or open attachments.

Protect yourself

Work and personal email accounts are susceptible, but there are some simple steps you can take to protect yourself and the University:

1. Never share your password; legitimate support will never ask for it.
2. Be suspicious of offers or deals that seem too good to be true.
3. Verify if you bought anything from the company contacting you or are expecting a delivery.
4. Never click on links or open attachments in suspicious emails.
5. Check with the sender before opening documents from shared stores like Dropbox.
6. Avoid joining mailing lists or subscribing to unknown services.
7. Don't use your work email for personal purposes.
8. Use different usernames and passwords for different accounts.

Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

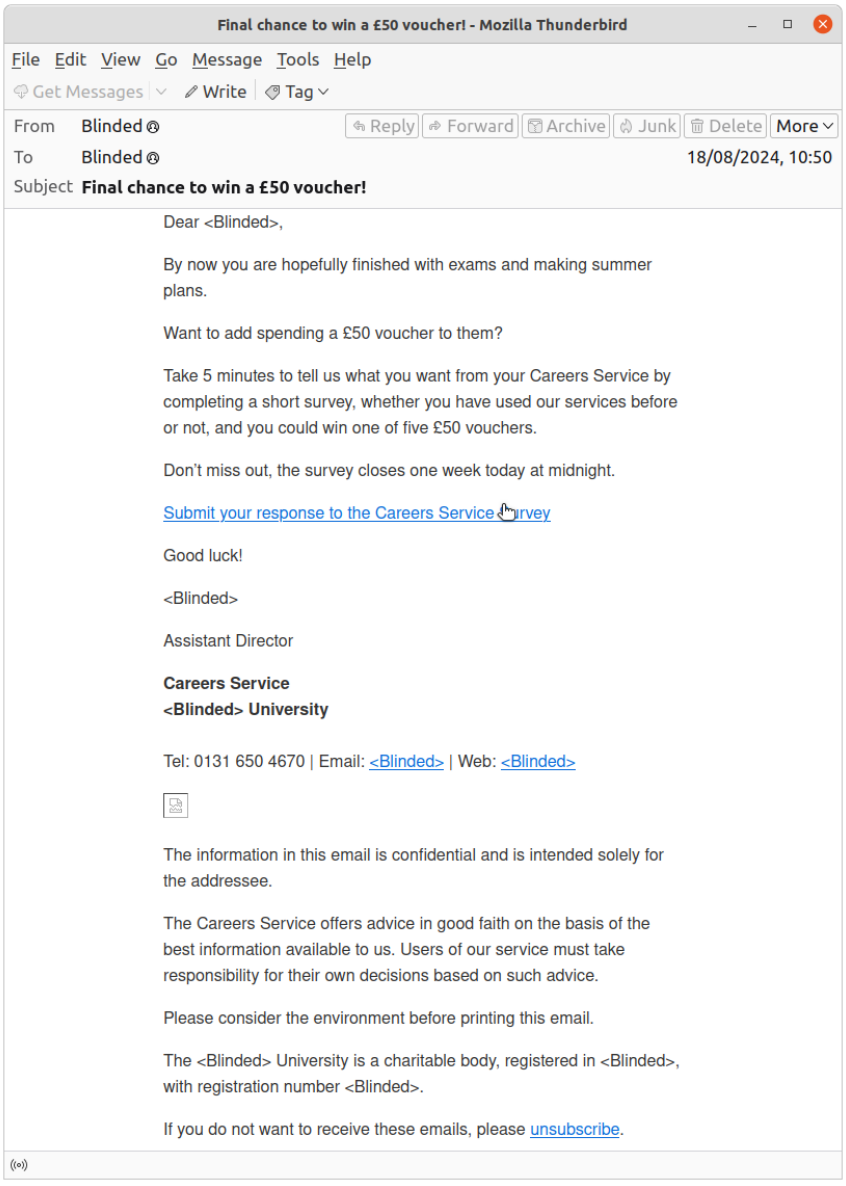
- ☐ Never share your password; legitimate support will never ask for it.
- ☐ Be suspicious of offers or deals that seem too good to be true.
- ☐ Verify if you bought anything from the company contacting you or are expecting a delivery.
- ☐ Never click on links or open attachments in suspicious emails.

- ☐ Check with the sender before opening documents from shared stores like Dropbox.
- ☐ Avoid joining mailing lists or subscribing to unknown services.
- ☐ Don't use your work email for personal purposes.
- ☐ Use different usernames and passwords for different accounts.
- ☐ I did not use the report to decide.

End of Block: R2A_8

Start of Block: R2A_9

Imagine Emily receives the email below in her inbox:



Final chance to win a £50 voucher! - Mozilla Thunderbird

File Edit View Go Message Tools Help

Get Messages | Write | Tag

From Blinded | Reply | Forward | Archive | Junk | Delete | More

To Blinded 18/08/2024, 10:50

Subject **Final chance to win a £50 voucher!**

Dear <Blinded>,

By now you are hopefully finished with exams and making summer plans.

Want to add spending a £50 voucher to them?

Take 5 minutes to tell us what you want from your Careers Service by completing a short survey, whether you have used our services before or not, and you could win one of five £50 vouchers.

Don't miss out, the survey closes one week today at midnight.

Submit your response to the Careers Service survey

Good luck!

<Blinded>

Assistant Director

Careers Service
<Blinded> University

Tel: 0131 650 4670 | Email: <Blinded> | Web: <Blinded>

The information in this email is confidential and is intended solely for the addressee.

The Careers Service offers advice in good faith on the basis of the best information available to us. Users of our service must take responsibility for their own decisions based on such advice.

Please consider the environment before printing this email.

The <Blinded> University is a charitable body, registered in <Blinded>, with registration number <Blinded>.

If you do not want to receive these emails, please unsubscribe.

Guidance on email scams

These emails aim to steal usernames, passwords, bank details, or infect systems with malware. Disguised as legitimate messages, they encourage recipients to click links or open attachments.

Protect yourself

Work and personal email accounts are susceptible, but there are some simple steps you can take to protect yourself and the University:

1. Never share your password; legitimate support will never ask for it.
2. Be suspicious of offers or deals that seem too good to be true.
3. Verify if you bought anything from the company contacting you or are expecting a delivery.
4. Never click on links or open attachments in suspicious emails.
5. Check with the sender before opening documents from shared stores like Dropbox.
6. Avoid joining mailing lists or subscribing to unknown services.
7. Don't use your work email for personal purposes.
8. Use different usernames and passwords for different accounts.

Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ▢ Not at all confident
- ▢ Slightly confident
- ▢ Moderately confident
- ▢ Very confident
- ▢ Extremely confident

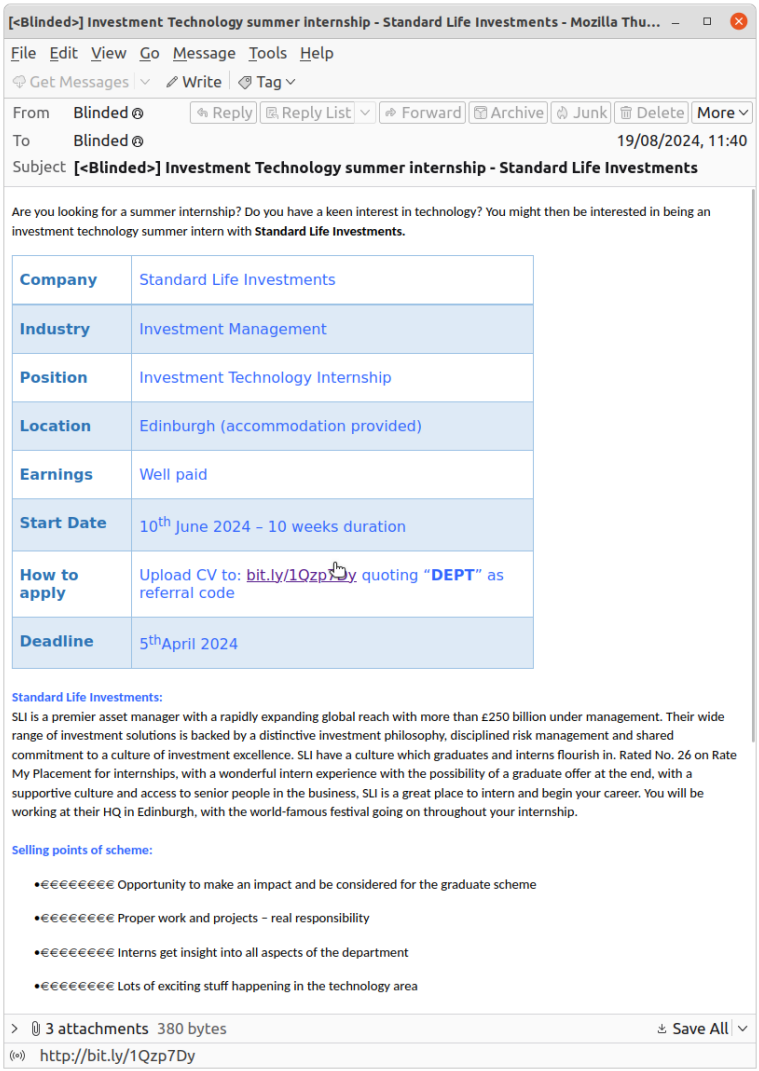
Which part of the report helped you most in making your decision?

- ▢ Never share your password; legitimate support will never ask for it.
- ▢ Be suspicious of offers or deals that seem too good to be true.
- ▢ Verify if you bought anything from the company contacting you or are expecting a delivery.
- ▢ Never click on links or open attachments in suspicious emails.
- ▢ Check with the sender before opening documents from shared stores like Dropbox.
- ▢ Avoid joining mailing lists or subscribing to unknown services.
- ▢ Don't use your work email for personal purposes.
- ▢ Use different usernames and passwords for different accounts.
- ▢ I did not use the report to decide.

End of Block: R2A_9

Start of Block: R2A_10

Imagine Emily receives the email below in her inbox:



Guidance on email scams

These emails aim to steal usernames, passwords, bank details, or infect systems with malware. Disguised as legitimate messages, they encourage recipients to click links or open attachments.

Protect yourself

Work and personal email accounts are susceptible, but there are some simple steps you can take to protect yourself and the University:

1. Never share your password; legitimate support will never ask for it.
2. Be suspicious of offers or deals that seem too good to be true.
3. Verify if you bought anything from the company contacting you or are expecting a delivery.
4. Never click on links or open attachments in suspicious emails.
5. Check with the sender before opening documents from shared stores like Dropbox.
6. Avoid joining mailing lists or subscribing to unknown services.
7. Don't use your work email for personal purposes.
8. Use different usernames and passwords for different accounts.

Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Never share your password; legitimate support will never ask for it.
- ☐ Be suspicious of offers or deals that seem too good to be true.
- ☐ Verify if you bought anything from the company contacting you or are expecting a delivery.
- ☐ Never click on links or open attachments in suspicious emails.
- ☐ Check with the sender before opening documents from shared stores like Dropbox.
- ☐ Avoid joining mailing lists or subscribing to unknown services.
- ☐ Don't use your work email for personal purposes.
- ☐ Use different usernames and passwords for different accounts.

☐ I did not use the report to decide.

End of Block: R2A_10

Start of Block: Setting A: SUS modified

System Usability Scale: Please provide feedback on the below aspects.

	Strongly Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I think that I would like to use this report to screen emails frequently	○	○	○	○	○
I found the report unnecessarily complex	○	○	○	○	○
I thought the report was easy to use	○	○	○	○	○
I think that I would need the support of a technical person to be able to interpret the report.	○	○	○	○	○
I found the various information in this report was well integrated.	○	○	○	○	○
I thought there was too much inconsistency in the report.	○	○	○	○	○
I would imagine that most people would learn to use the report very quickly.	○	○	○	○	○
I found the report very cumbersome to use.	○	○	○	○	○
I felt very confident using the report.	○	○	○	○	○
I needed to learn a lot of things before I could utilize the report.	○	○	○	○	○

End of Block: Setting A: SUS modified

Start of Block: Setting A: Post Survey Question

Do you think having a real-time guidance tool, as shown, would improve your email security?

- ▢ Definitely not
- ▢ Probably not
- ▢ Might or might not
- ▢ Probably yes
- ▢ Definitely yes

How confident do you feel in your ability to identify scam emails with real-time guidance, as compared to without?

- ▢ Much less Confident
- ▢ Less Confident
- ▢ No Change
- ▢ More Confident
- ▢ Much More Confident

How often was the real-time guidance NOT applicable to the corresponding email?

- ▢ Very often
- ▢ Often
- ▢ Sometimes
- ▢ Rarely
- ▢ Never

Would you recommend using such a report to a friend or colleague?

- ▢ Definitely not
- ▢ Probably not
- ▢ Might or might not
- ▢ Probably yes
- ▢ Definitely yes

What improvements or additional features would you like to see in such a system to better assist you in detecting phishing emails?

_____
_____

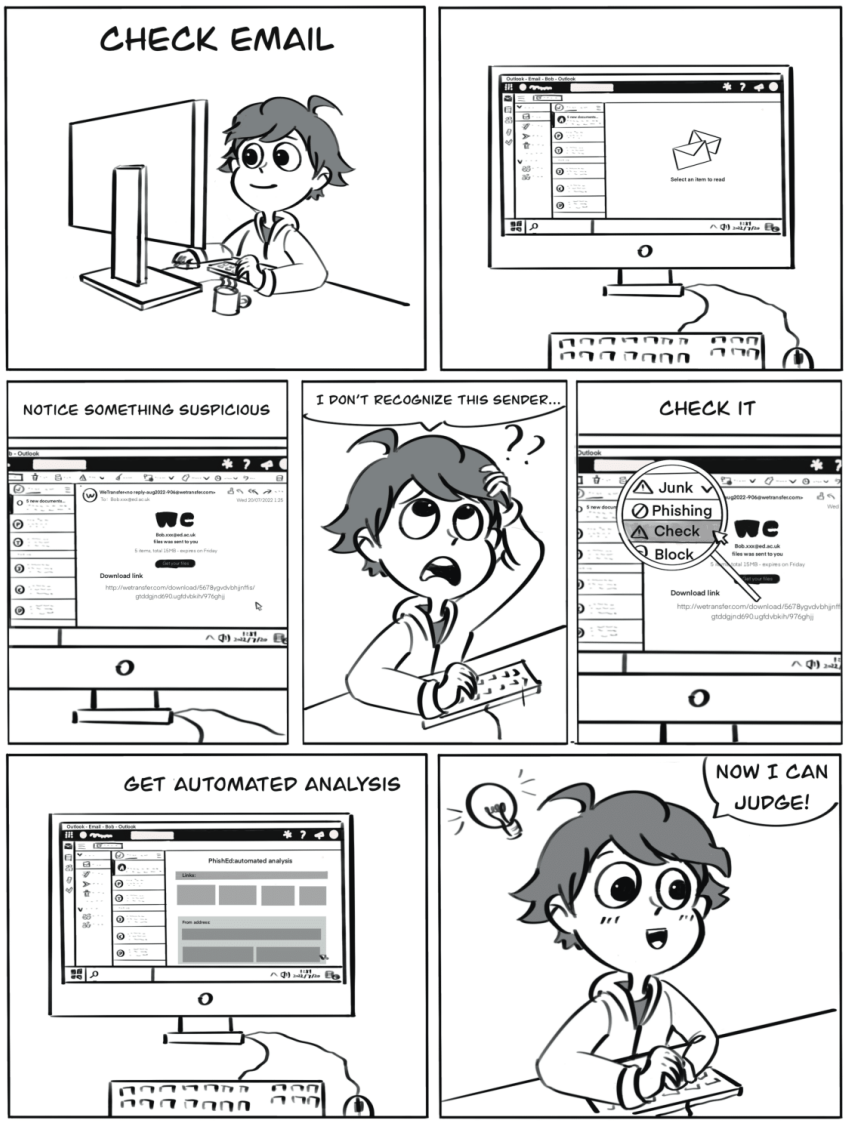
End of Block: Setting A: Post Survey Question

Start of Block: R2 Task Explanation setting B- high % report

Instructions for Round 2 (Perfect)

In this round, you will be presented with 10 new emails, some of which are scam emails. Each email will be accompanied by an automated analysis report. The analysis, generated by an AI model, aims to assist you in better detection. A new report is generated for every email and in a real inbox this would happen when a user clicks a button when requiring assistance. The comic below illustrates this scenario.

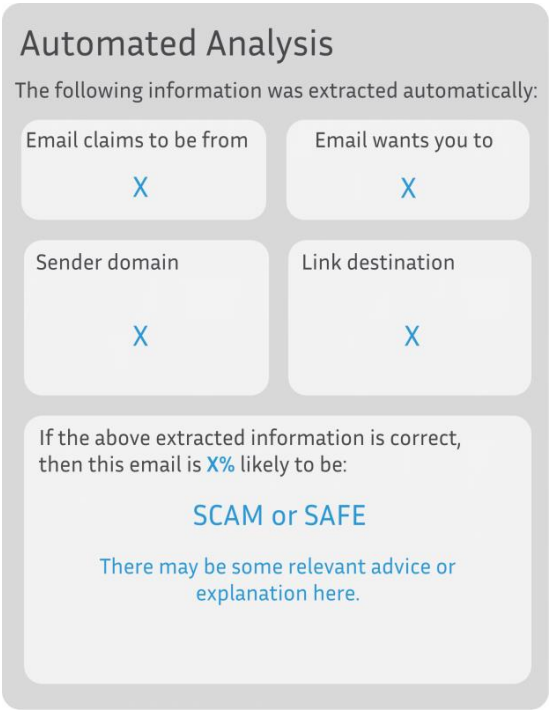
USE CASE



For each email, follow these steps:

1. Read the email thoroughly.
2. Review the content of the analysis report.
3. Decide the likelihood of it being a scam email.
4. Choose which part of the report influenced your decision the most.

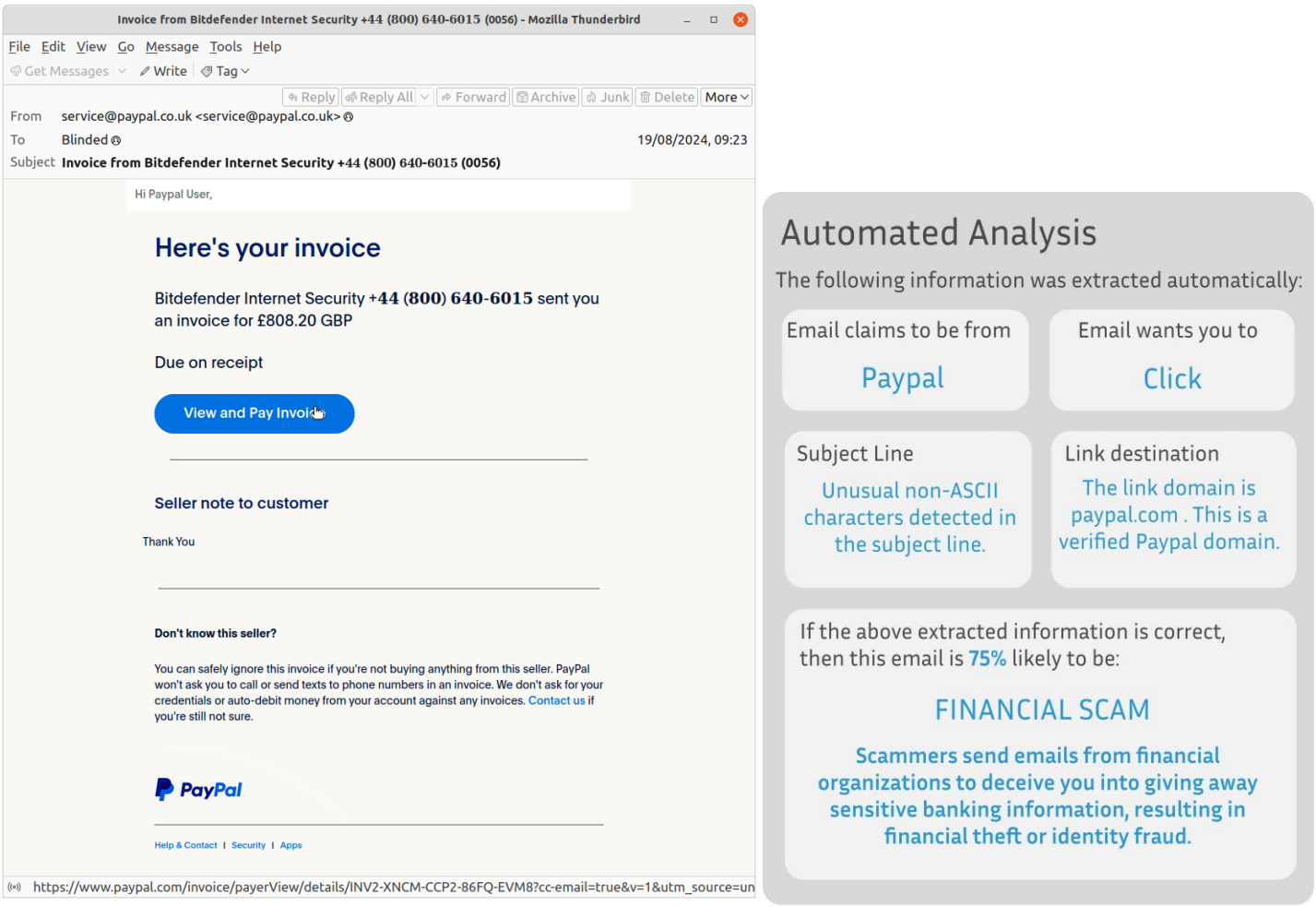
The report will include details about the email and a classification for email safety as seen in the example below:



End of Block: R2 Task Explanation setting B- high % report

Start of Block: R2B_1

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

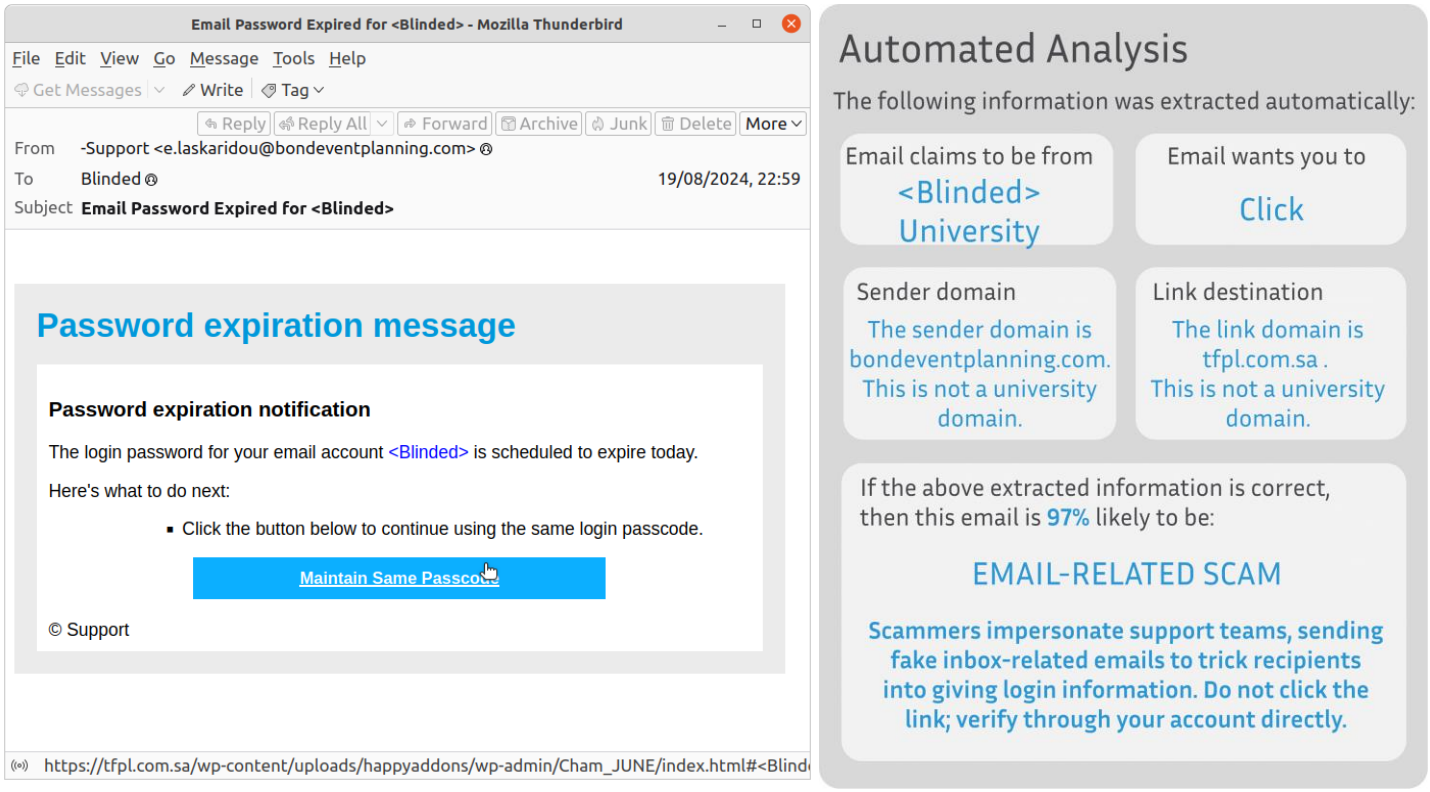
Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2B_1

Start of Block: R2B_2

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

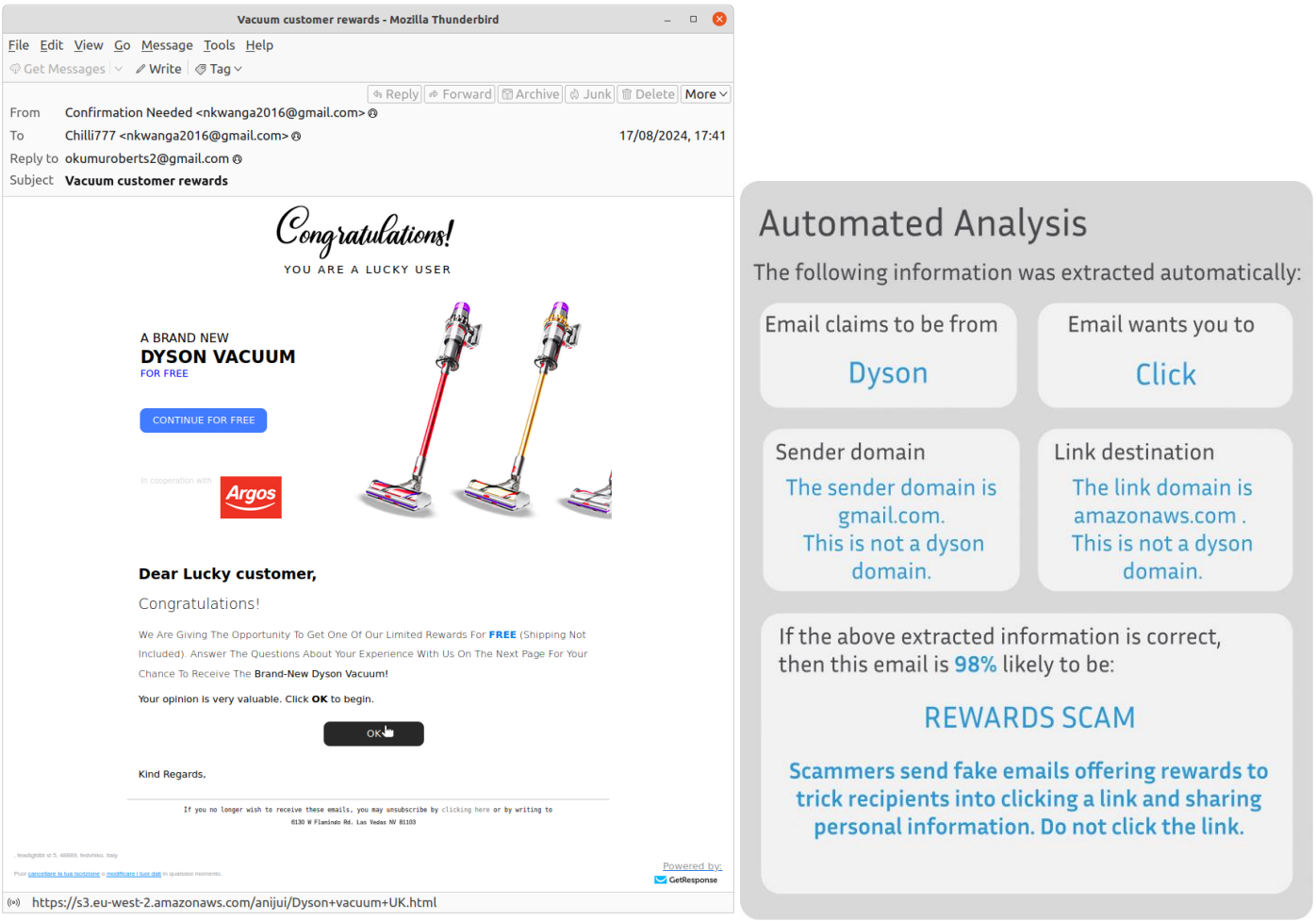
Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2B_2

Start of Block: R2B_3

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

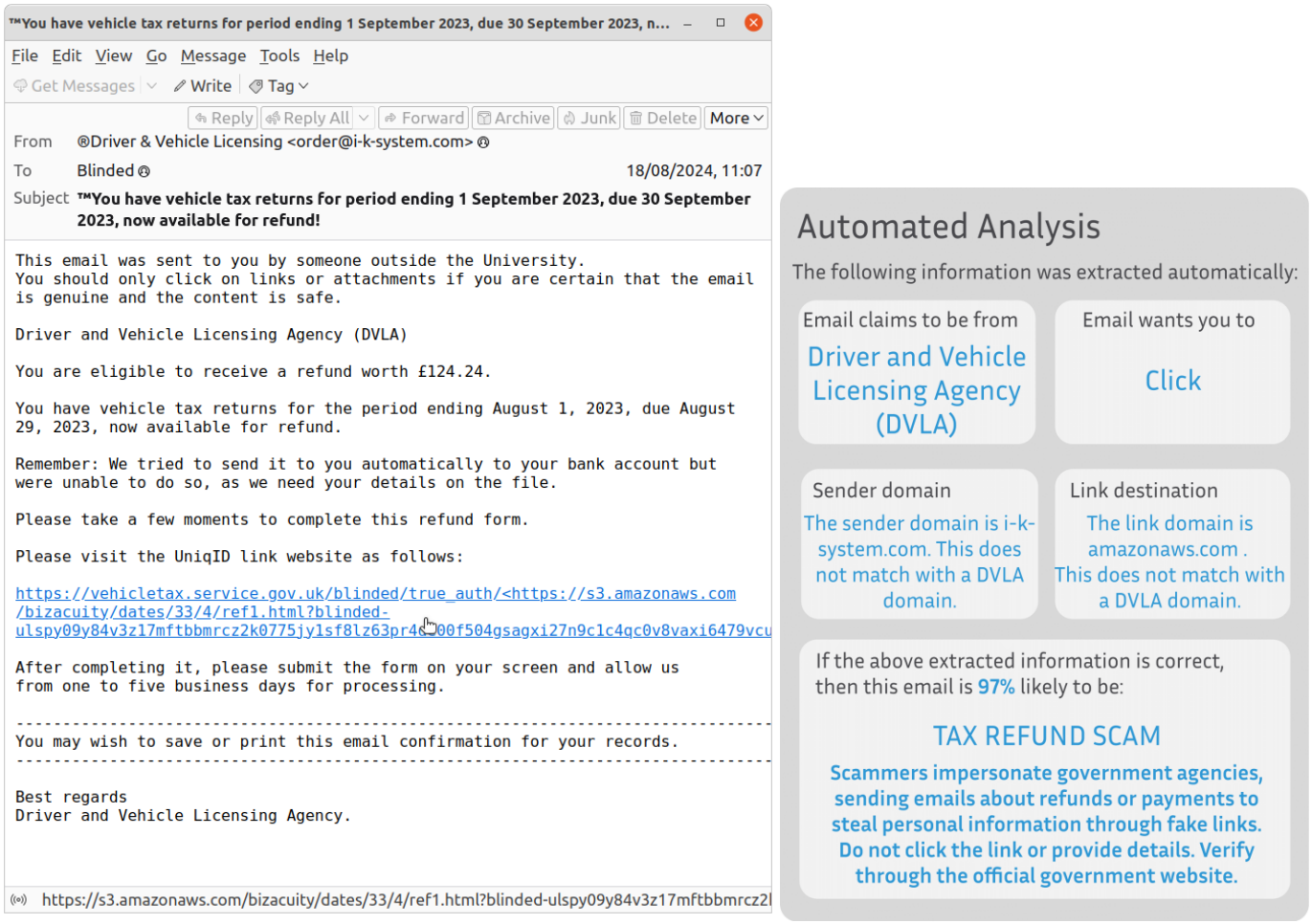
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2B_3

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

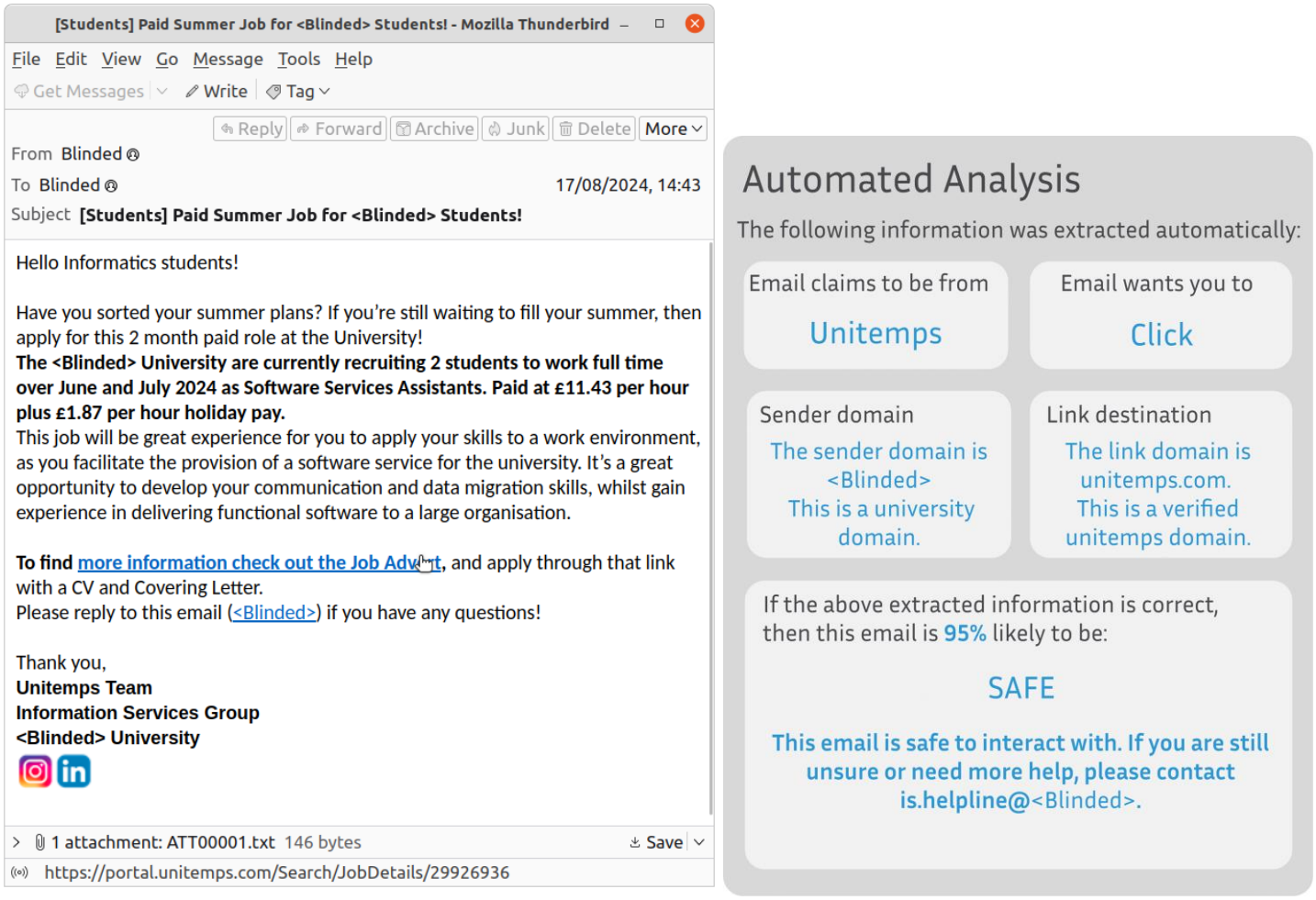
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2B_4

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

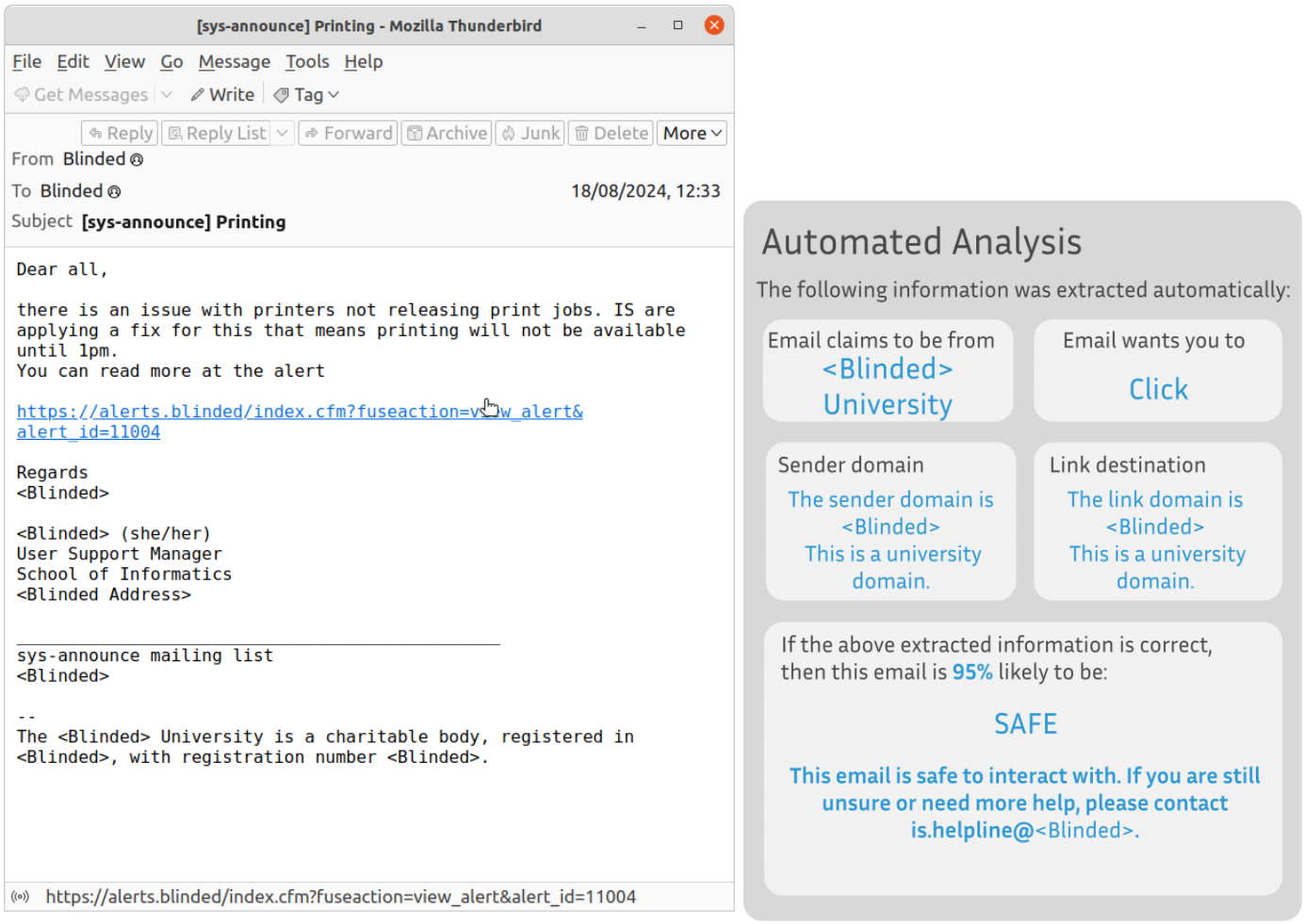
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2B_5

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

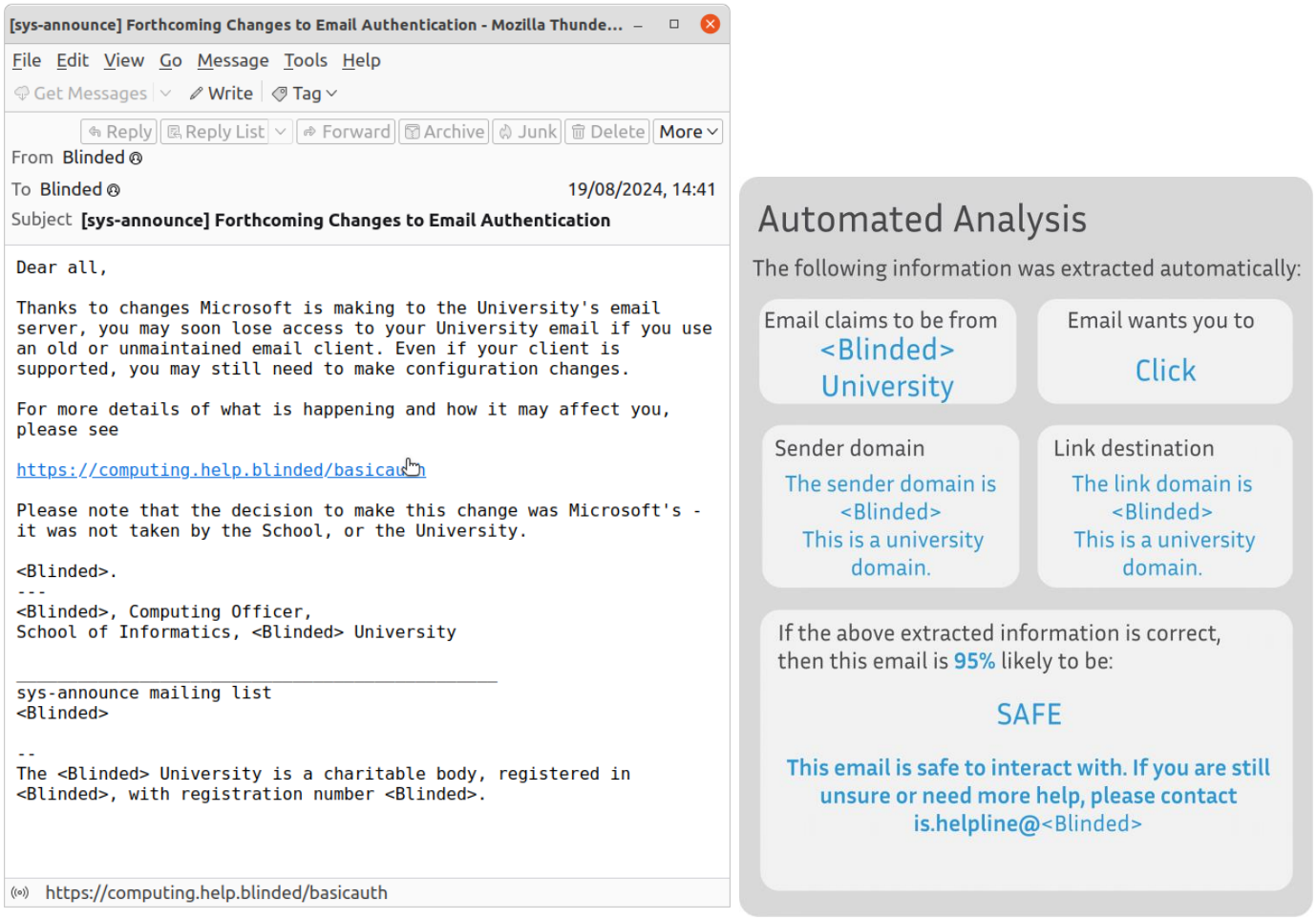
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2B_6

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

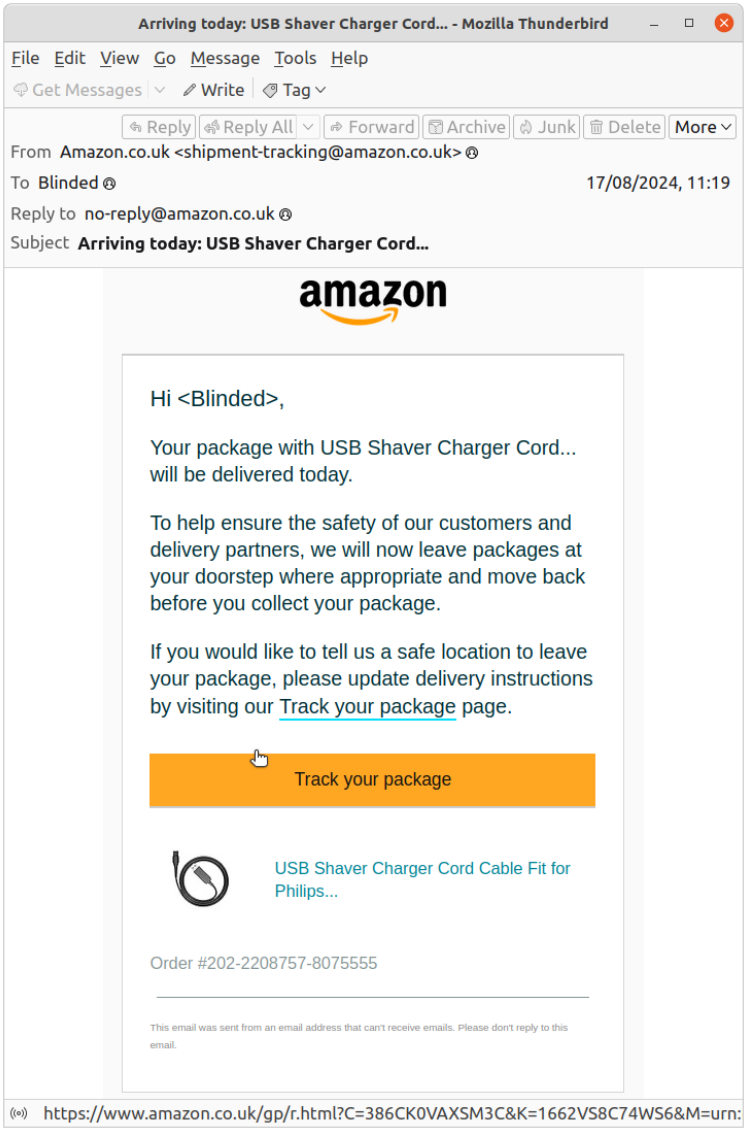
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

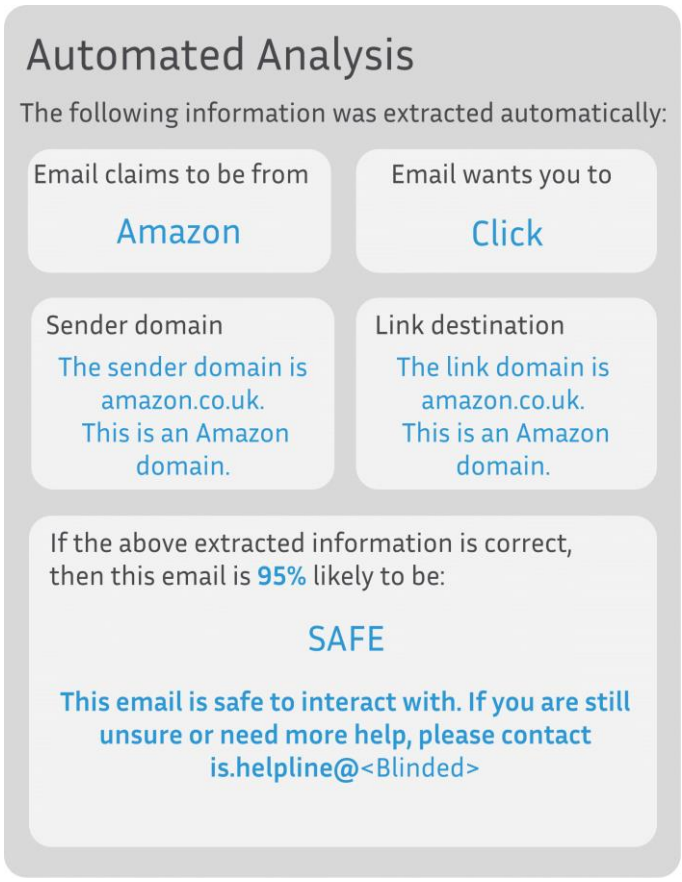
Pick the option 'Link destination' here?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2B_7

Imagine Emily receives the email below in her inbox:





Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

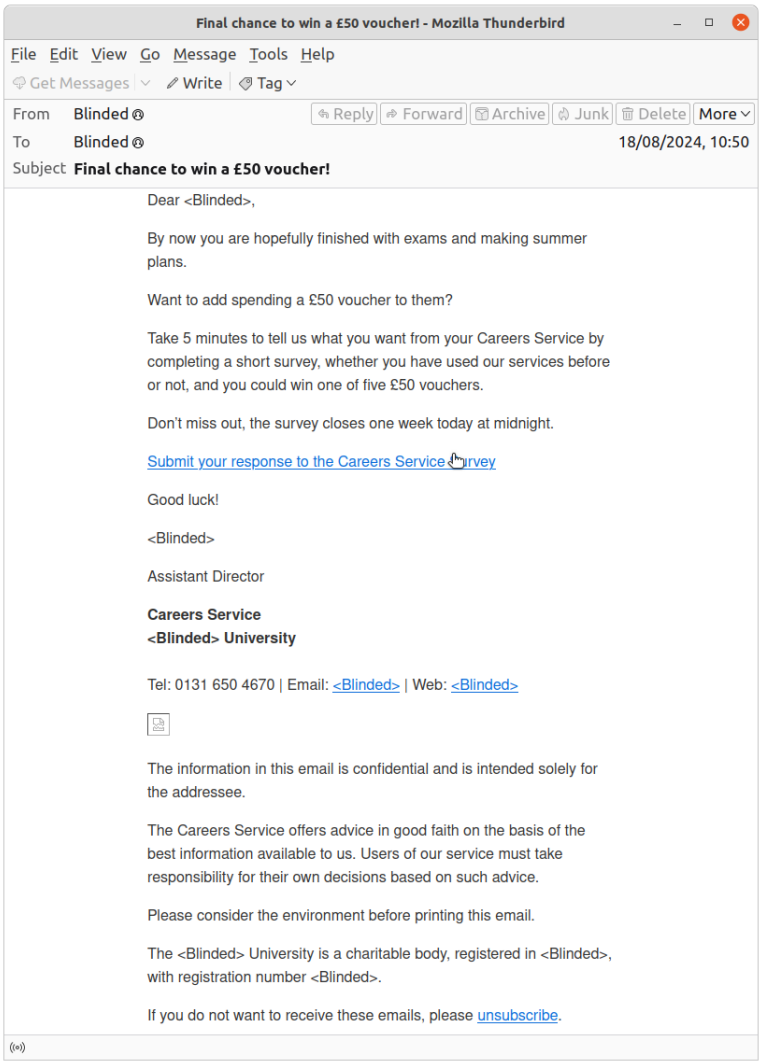
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

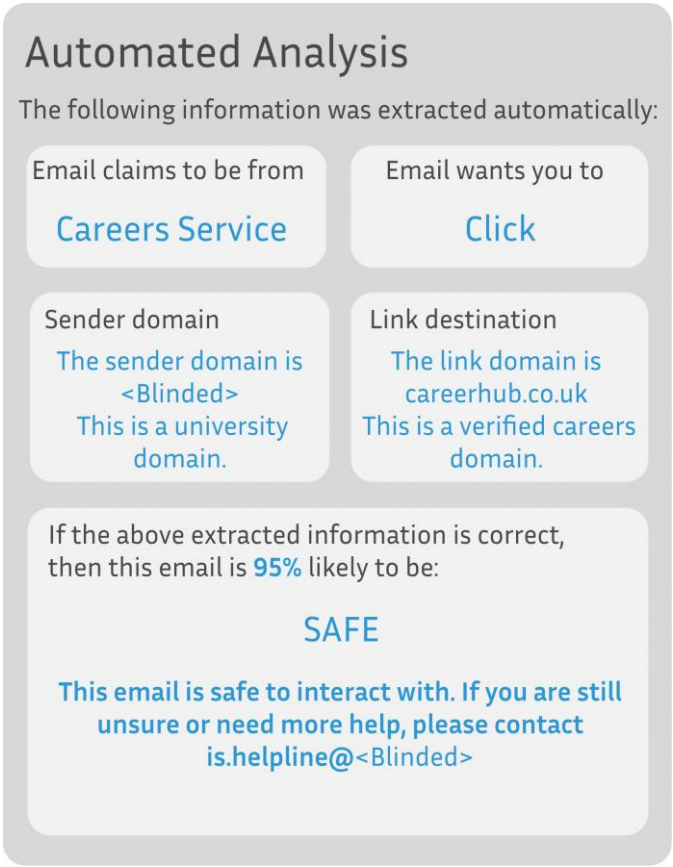
Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...

- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

Imagine Emily receives the email below in her inbox:





Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

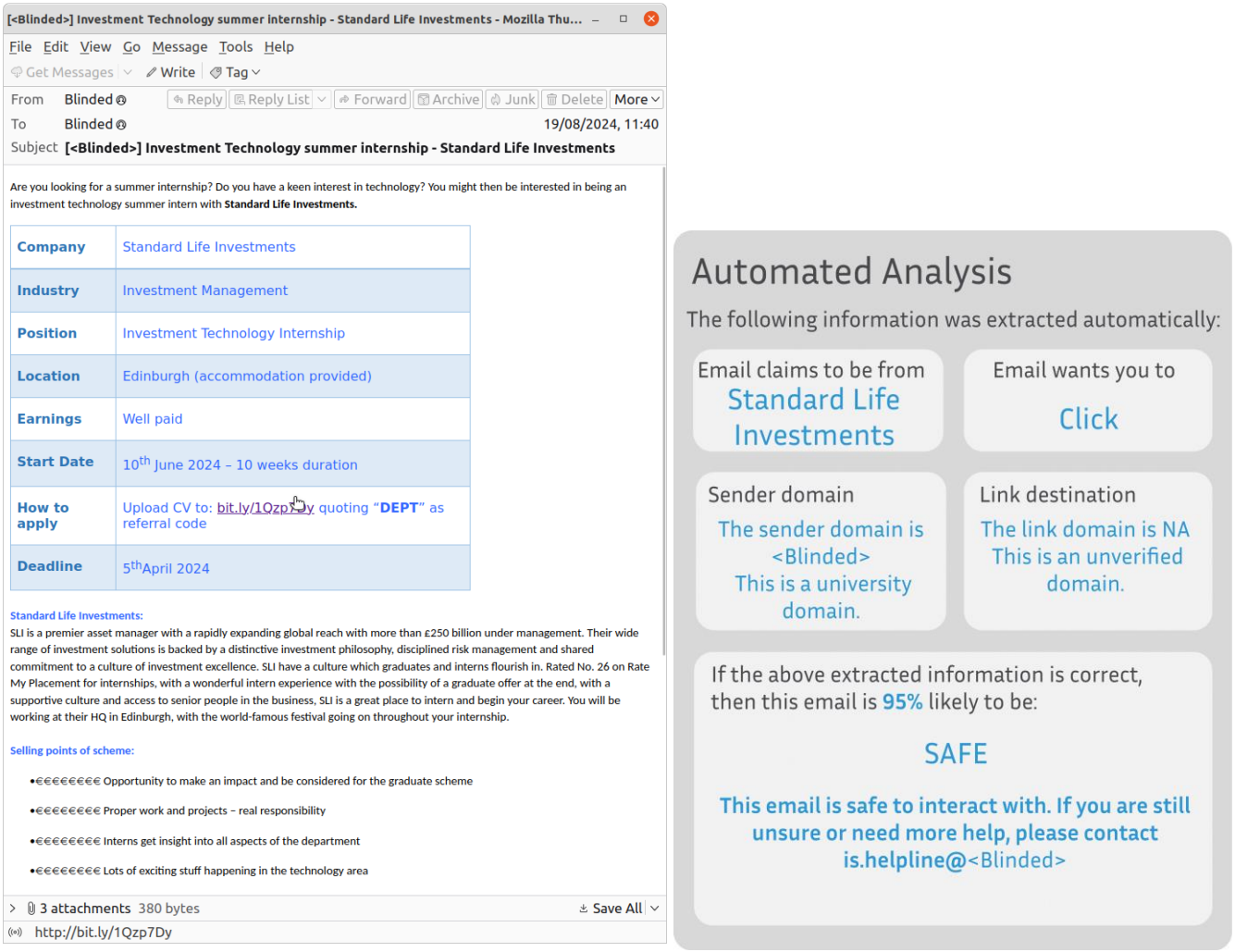
How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2B_10

Start of Block: Setting B: SUS modified

System Usability Scale: Please provide feedback on the below aspects.

	Strongly Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I think that I would like to use this report to screen emails frequently	○	○	○	○	○
I found the report unnecessarily complex	○	○	○	○	○
I thought the report was easy to use	○	○	○	○	○
I think that I would need the support of a technical person to be able to interpret the report.	○	○	○	○	○
I found the various information in this report was well integrated.	○	○	○	○	○
I thought there was too much inconsistency in the report.	○	○	○	○	○
I would imagine that most people would learn to use the report very quickly.	○	○	○	○	○
I found the report very cumbersome to use.	○	○	○	○	○
I felt very confident using the report.	○	○	○	○	○

I needed to learn a lot of things before I could utilize the report.	○	○	○	○	○

End of Block: Setting B: SUS modified

Start of Block: Setting B: Post Survey Question

Do you think having a real-time automated analysis tool, as shown, would improve your email security?

- ▢ Definitely not
- ▢ Probably not
- ▢ Might or might not
- ▢ Probably yes
- ▢ Definitely yes

How confident do you feel in your ability to identify scam emails with real-time automated analysis, as compared to without ?

- ▢ Much less Confident
- ▢ Less Confident
- ▢ No Change
- ▢ More Confident
- ▢ Much More Confident

How often do you believe you can identify inaccuracies in the automatically extracted information?

- ▢ Very often
- ▢ Often
- ▢ Sometimes
- ▢ Rarely
- ▢ Never

Would you recommend using such a report to a friend or colleague?

- ▢ Definitely not
- ▢ Probably not
- ▢ Might or might not
- ▢ Probably yes
- ▢ Definitely yes

End of Block: Setting B: SUS modified

Start of Block: Setting B: Post Survey Question

What improvements or additional features would you like to see in the such a system to better assist you in detecting phishing emails?

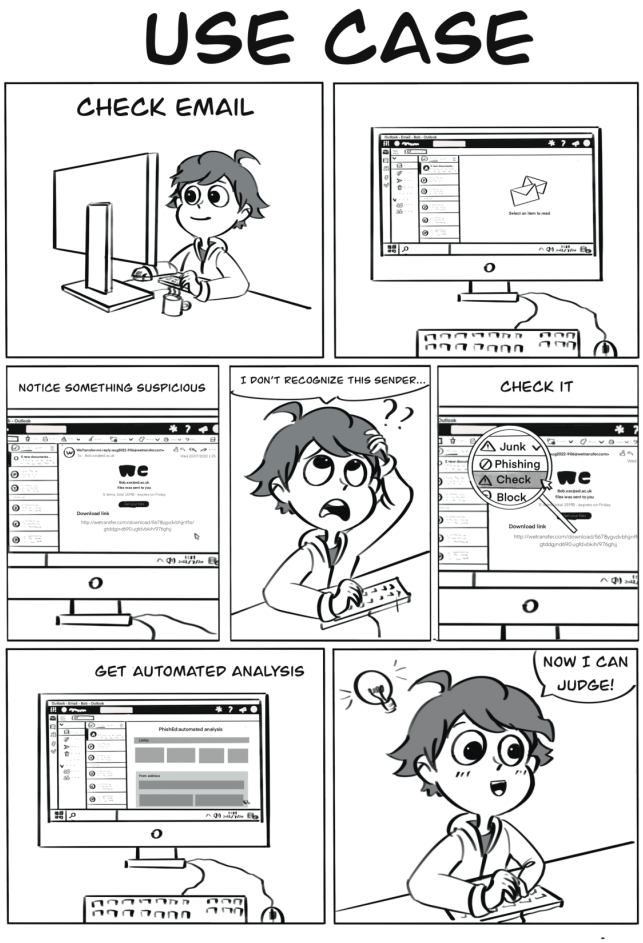
_____

_____

End of Block: Setting B: Post Survey Question

Start of Block: R2 Task Explanation setting C - low % report

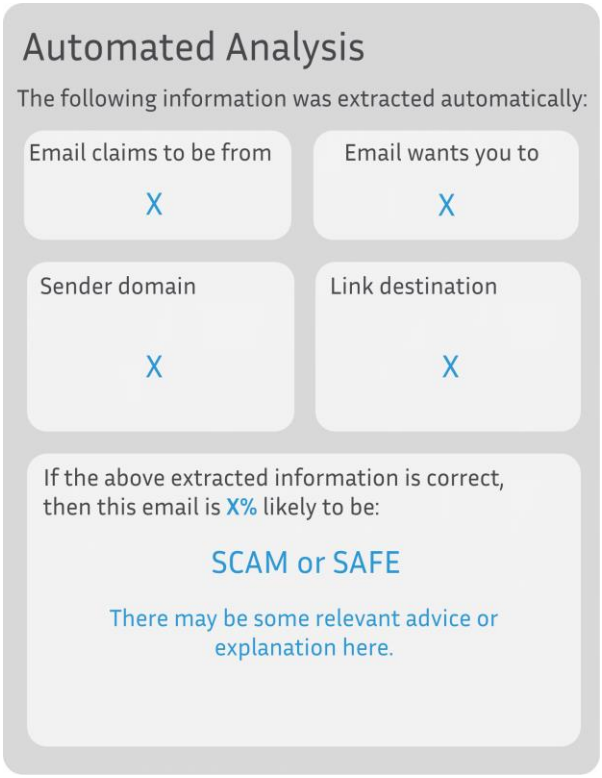
Instructions for Round 2 (Realistic)
In this round, you will be presented with 10 new emails, some of which are scam emails. Each email will be accompanied by an automated analysis report. The analysis, generated by an AI model, aims to assist you in better detection. A new report is generated for every email and in a real inbox this would happen when a user clicks a button when requiring assistance. The comic below illustrates this scenario.



For each email, follow these steps:
1. Read the email thoroughly.

2. Review the content of the analysis report.
3. Decide the likelihood of it being a scam email.
4. Choose which part of the report influenced your decision the most.

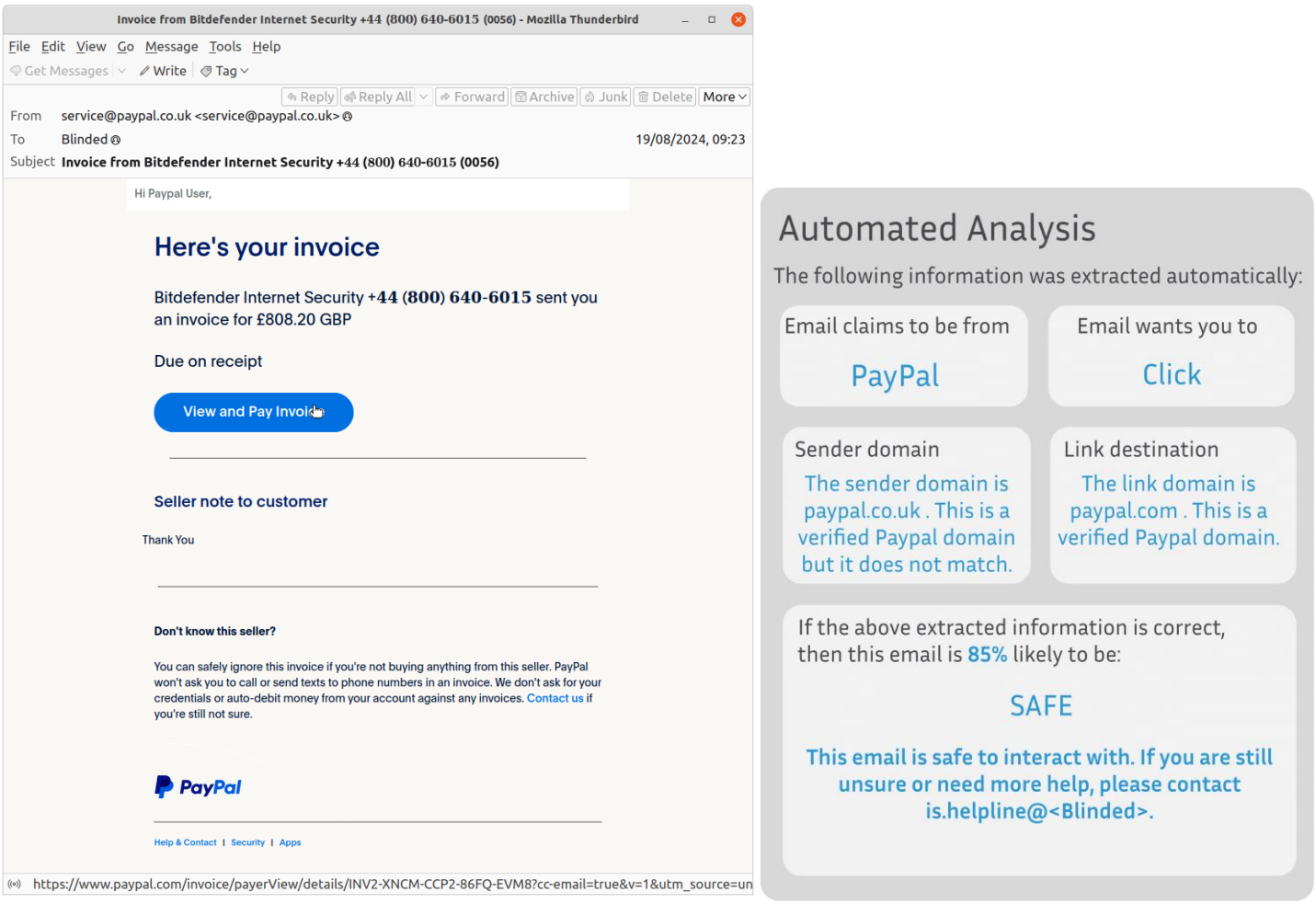
The report will include details about the email and a classification for email safety as seen in the example below:



End of Block: R2 Task Explanation setting C - low % report

Start of Block: R2C_1

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

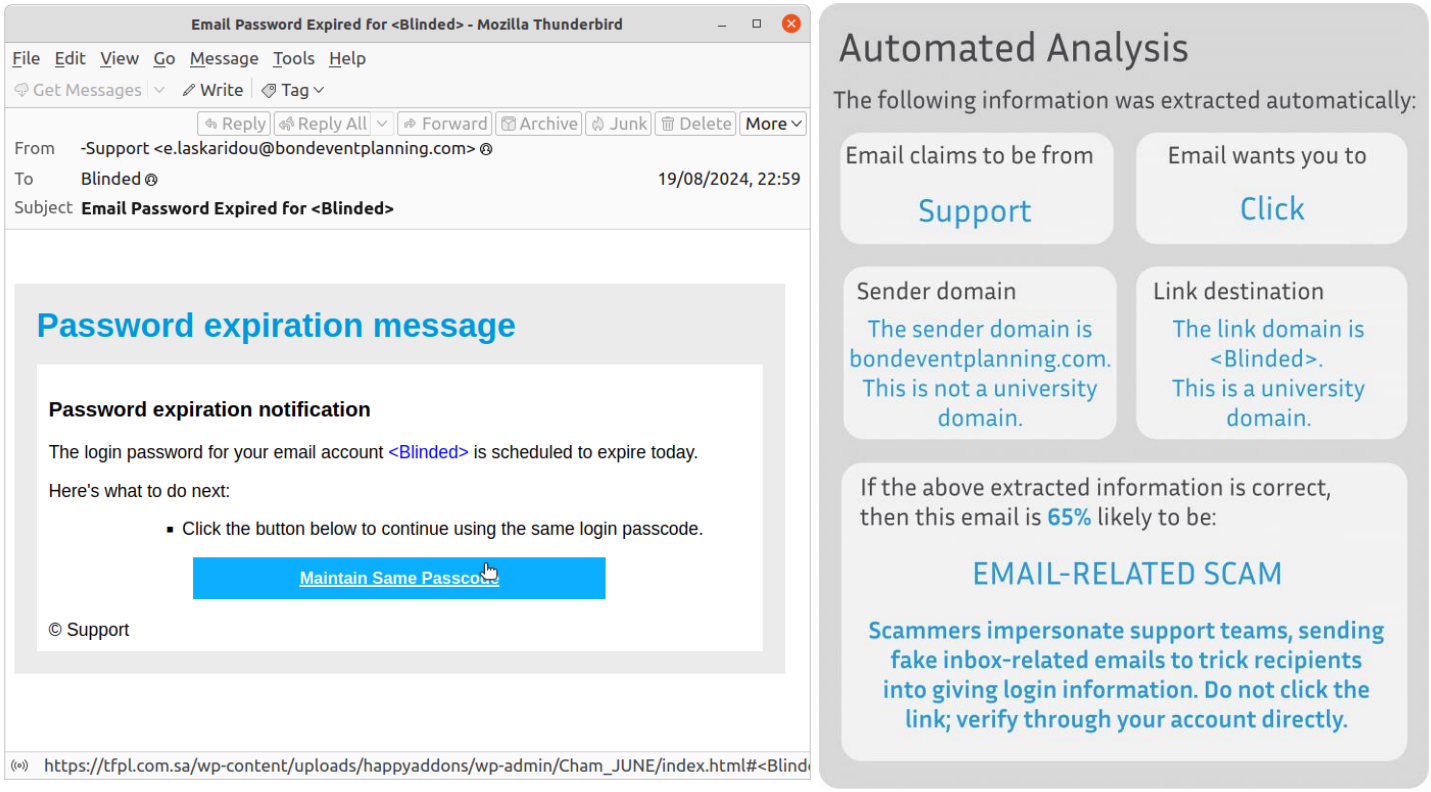
Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2C_1

Start of Block: R2C_2

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

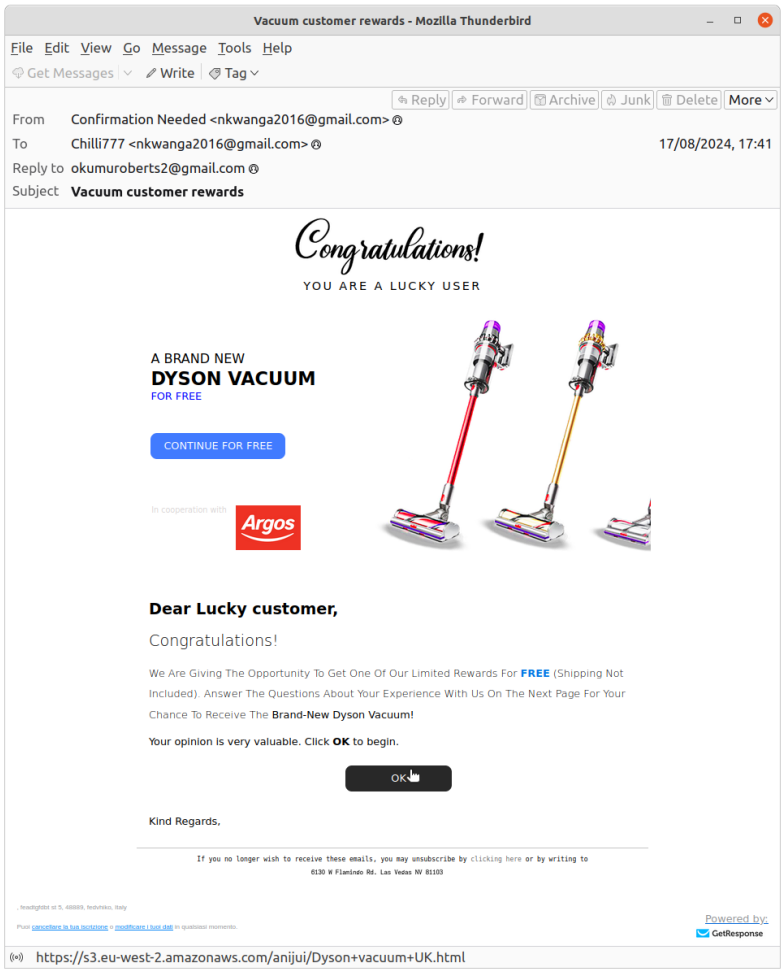
Which part of the report helped you most in making your decision?

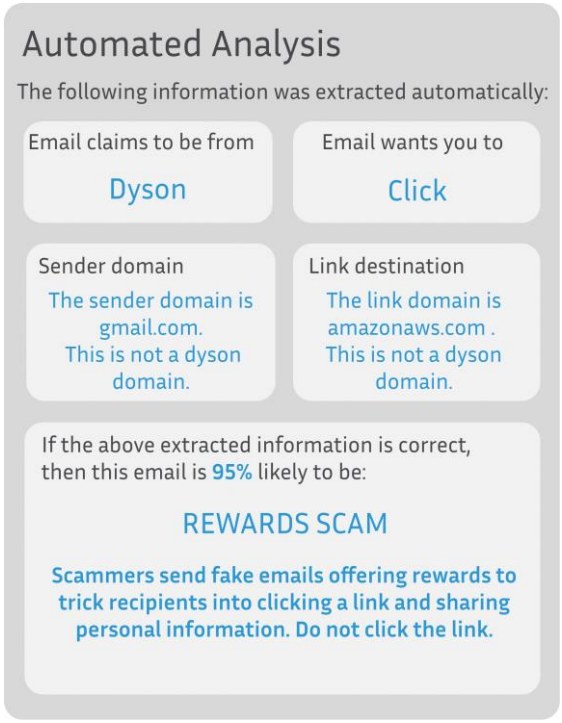
- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2C_2

Start of Block: R2C_3

Imagine Emily receives the email below in her inbox:





Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

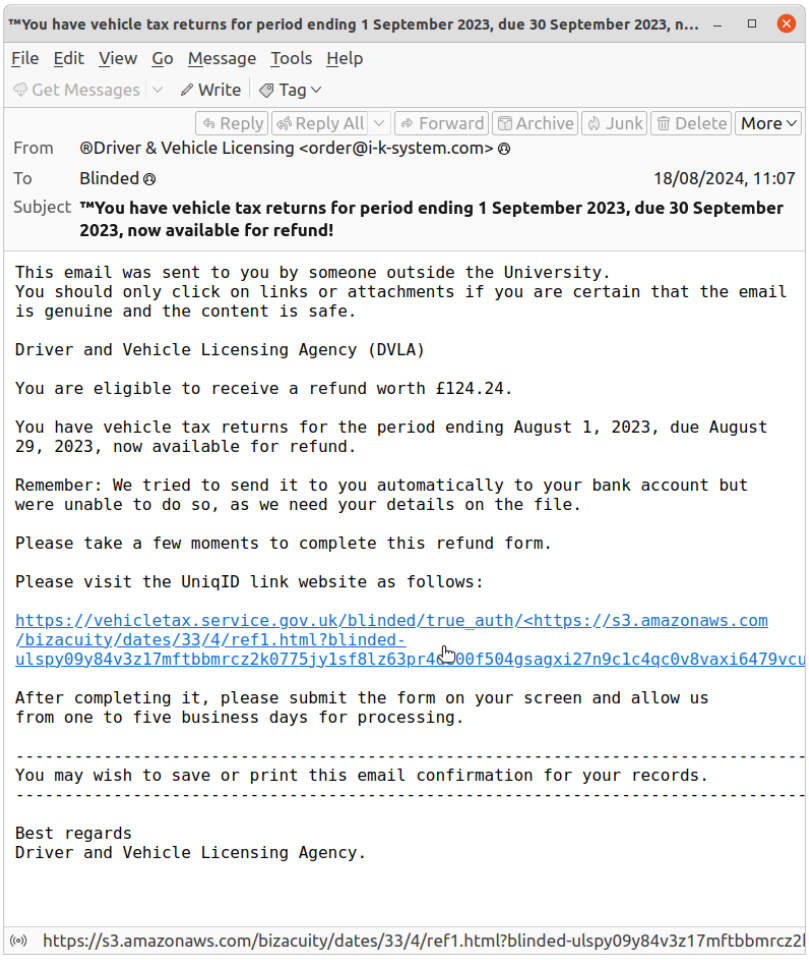
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2C_3

Imagine Emily receives the email below in her inbox:



™You have vehicle tax returns for period ending 1 September 2023, due 30 September 2023, n...

File Edit View Go Message Tools Help

Get Messages | Write | Tag

Reply | Reply All | Forward | Archive | Junk | Delete | More

From ®Driver & Vehicle Licensing <order@i-k-system.com>

To Blinded

18/08/2024, 11:07

Subject **™You have vehicle tax returns for period ending 1 September 2023, due 30 September 2023, now available for refund!**

This email was sent to you by someone outside the University.
You should only click on links or attachments if you are certain that the email is genuine and the content is safe.

Driver and Vehicle Licensing Agency (DVLA)

You are eligible to receive a refund worth £124.24.

You have vehicle tax returns for the period ending August 1, 2023, due August 29, 2023, now available for refund.

Remember: We tried to send it to you automatically to your bank account but were unable to do so, as we need your details on the file.

Please take a few moments to complete this refund form.

Please visit the UniqID link website as follows:

https://vehicletax.service.gov.uk/blinded/true_auth/<https://s3.amazonaws.com/bizacuity/dates/33/4/ref1.html?blinded-ulspy09y84v3z17mftbbmrcz2k0775jy1sf8lz63pr48...00f504gsagxi27n9c1c4qc0v8vaxi6479vcu

After completing it, please submit the form on your screen and allow us from one to five business days for processing.

You may wish to save or print this email confirmation for your records.

Best regards
Driver and Vehicle Licensing Agency.

https://s3.amazonaws.com/bizacuity/dates/33/4/ref1.html?blinded-ulspy09y84v3z17mftbbmrcz2l

Automated Analysis

The following information was extracted automatically:

Email claims to be from
Driver and Vehicle Licensing Agency (DVLA)

Email wants you to
Click

Sender domain
The sender domain is i-k-system.com. This does not match with a DVLA domain.

Link destination
The link domain is amazonaws.com . This does not match with a DVLA domain.

If the above extracted information is correct, then this email is **97%** likely to be:

TAX REFUND SCAM

Scammers impersonate government agencies, sending emails about refunds or payments to steal personal information through fake links. Do not click the link or provide details. Verify through the official government website.

Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

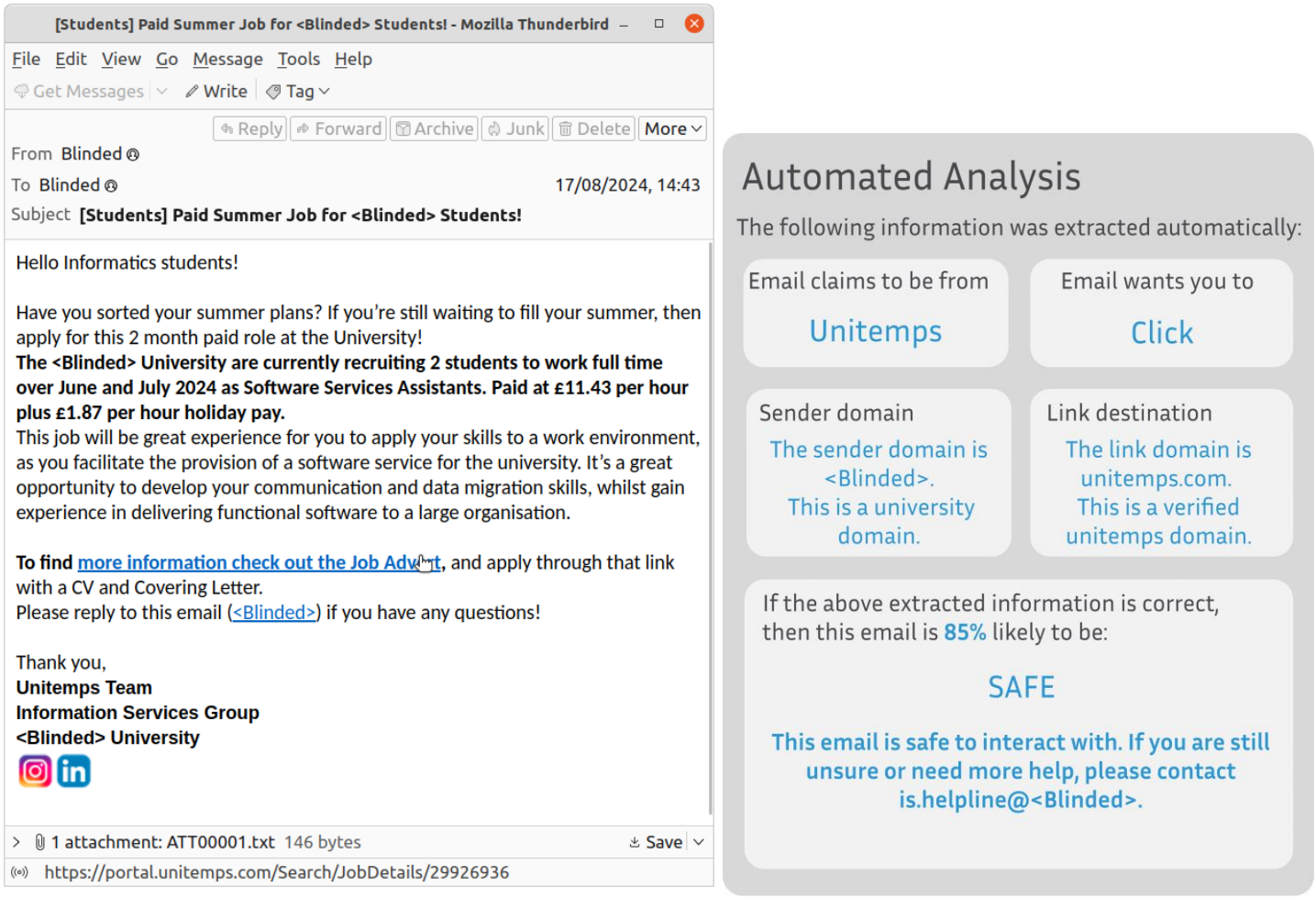
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2C_4

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

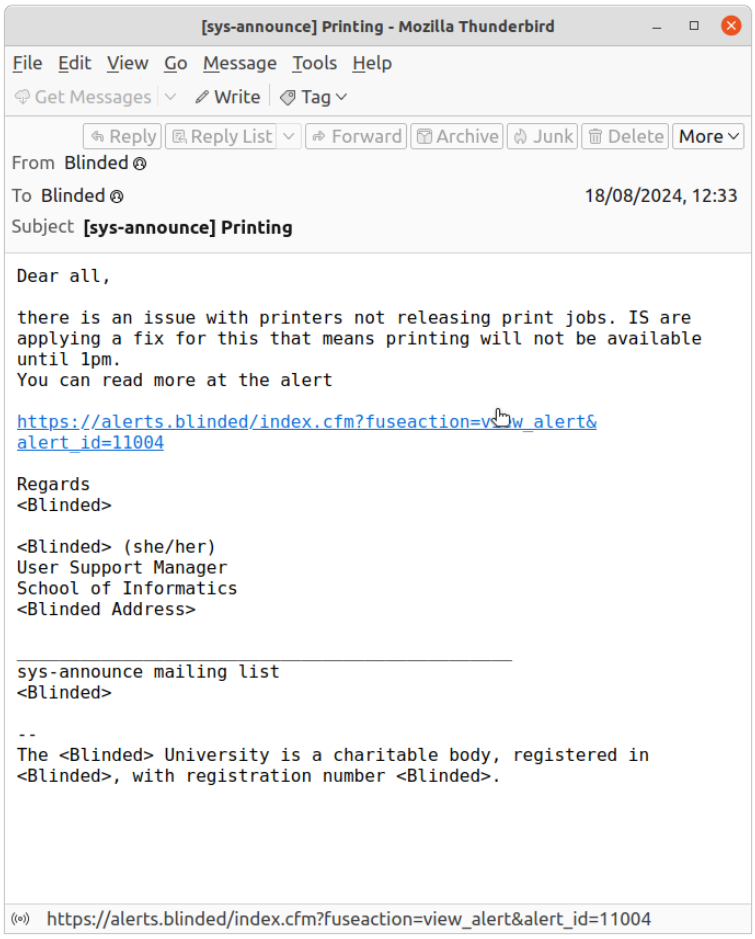
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

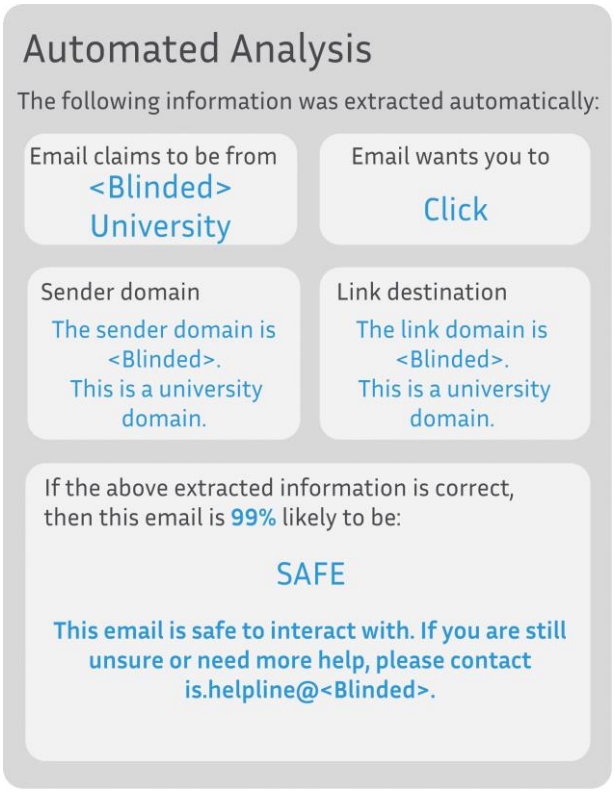
Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2C_5

Imagine Emily receives the email below in her inbox:





Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

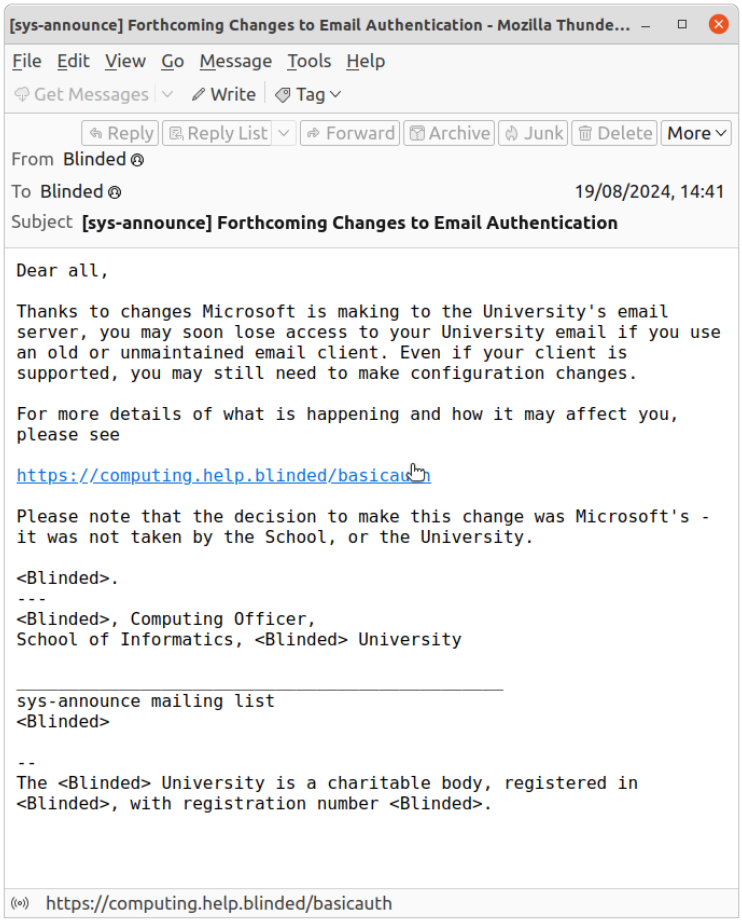
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

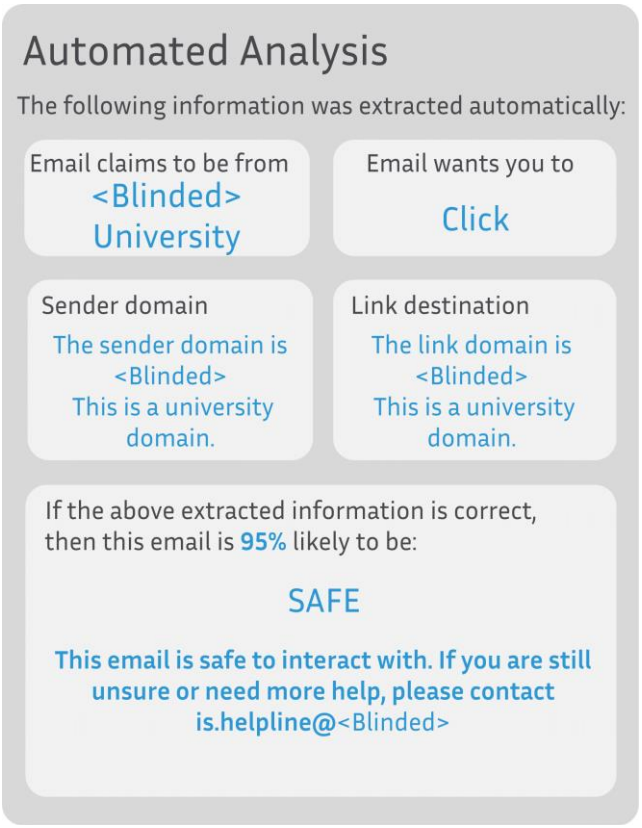
Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2C_6

Imagine Emily receives the email below in her inbox:





Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

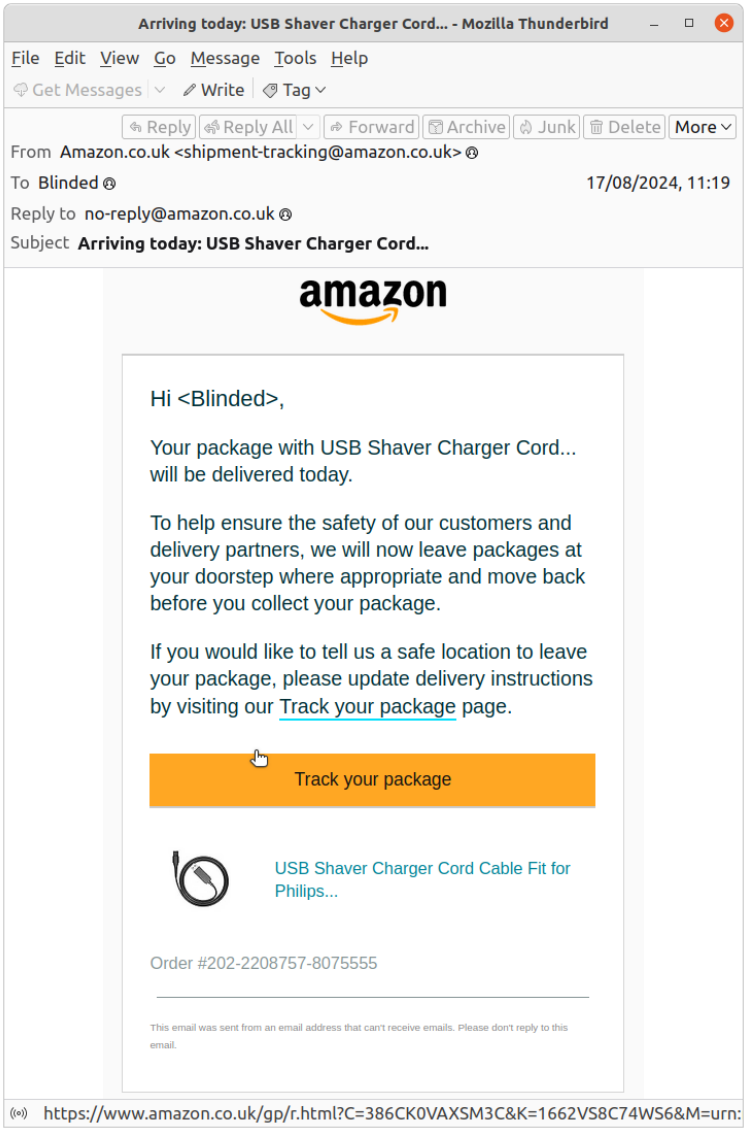
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

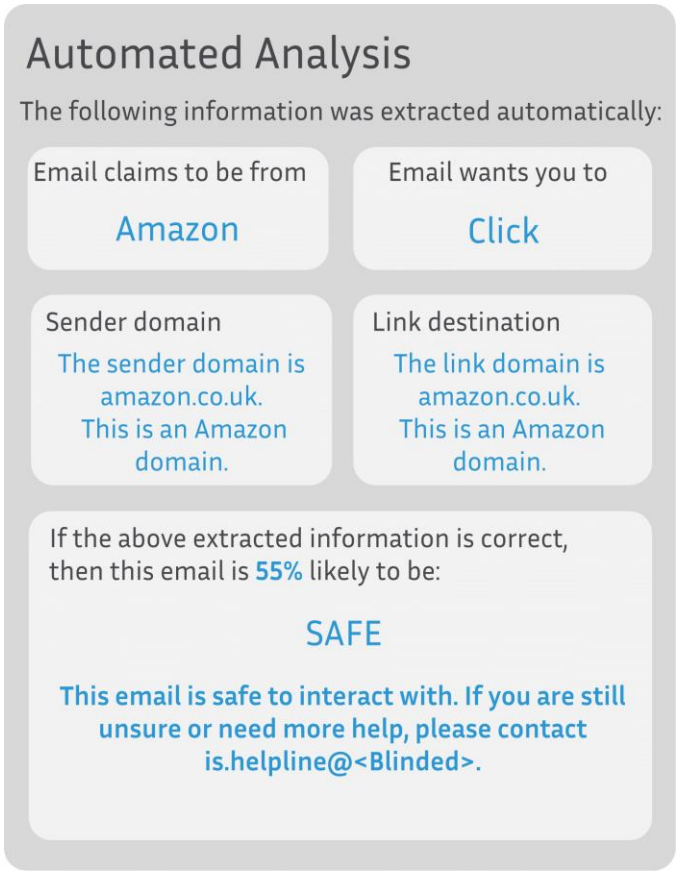
Pick the option 'Link destination' here?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2C_7

Imagine Emily receives the email below in her inbox:





Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

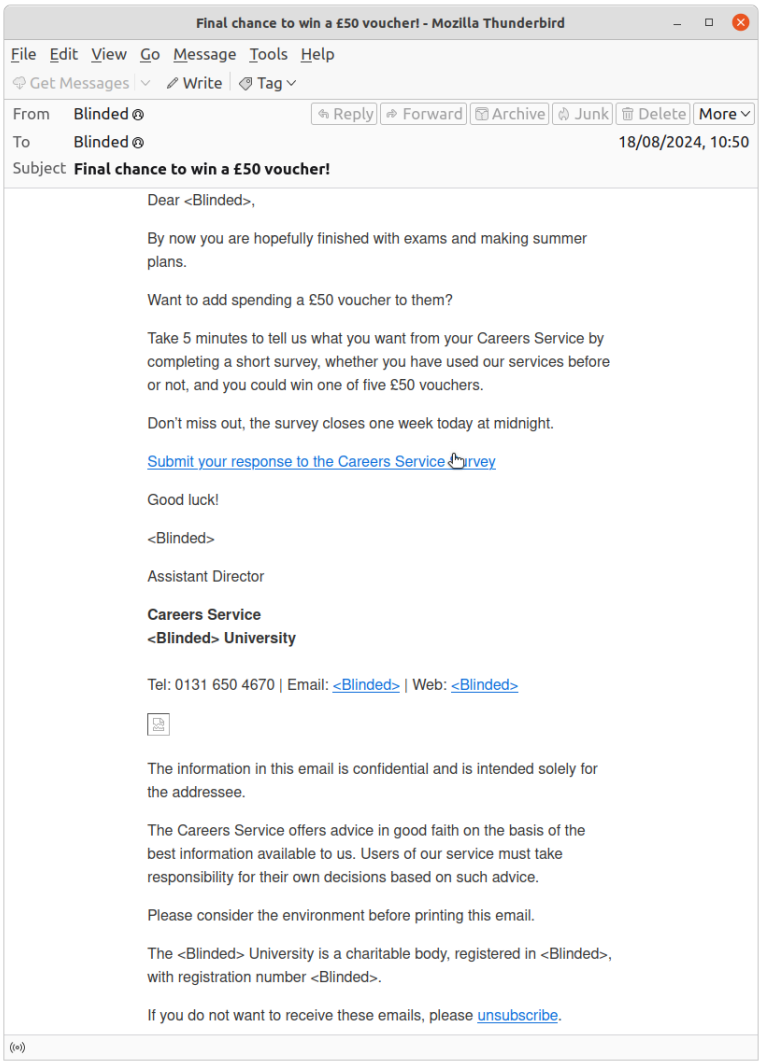
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

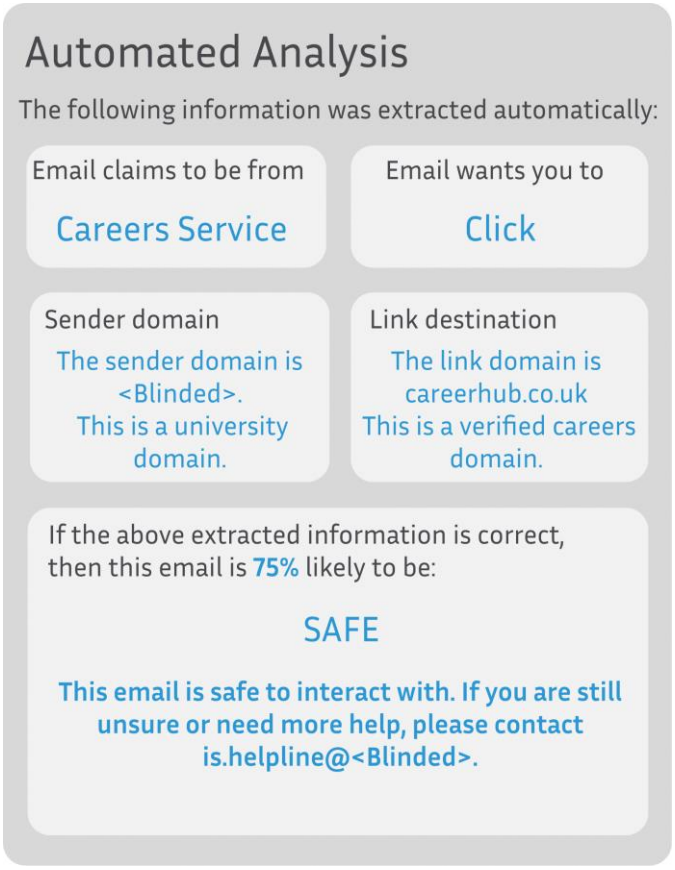
Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...

- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

Imagine Emily receives the email below in her inbox:





Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

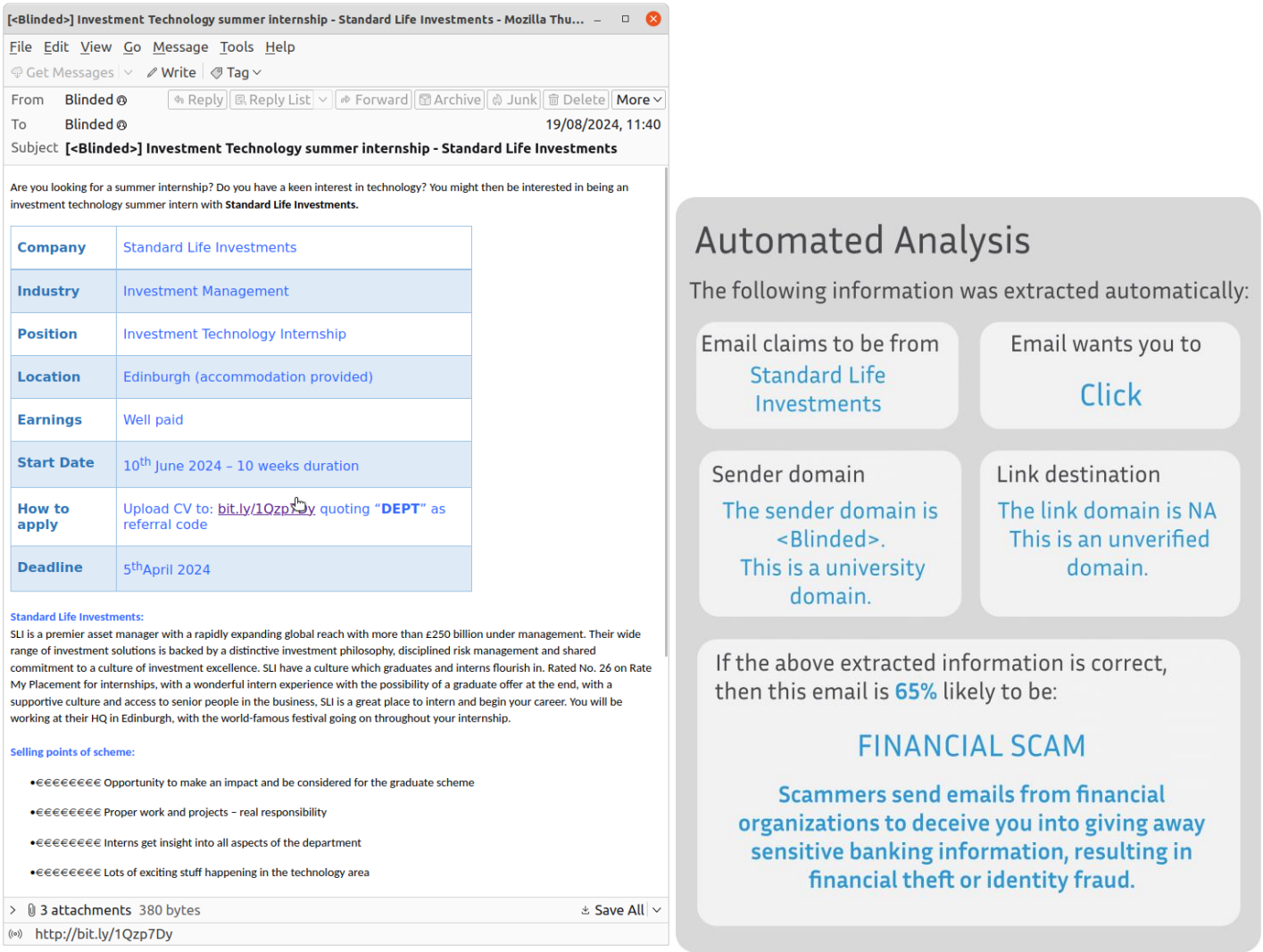
- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...

- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

Imagine Emily receives the email below in her inbox:



Is the above email a scam?

- ☐ Yes, the email is a scam.
- ☐ No, the email is not a scam.

How confident are you in your above answer?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Extremely confident

Which part of the report helped you most in making your decision?

- ☐ Email claims to be from...
- ☐ Email wants you to ...
- ☐ Subject Line...
- ☐ Link destination...
- ☐ If the above extracted information is correct, this email is likely to be...
- ☐ All of the above
- ☐ I did not use the report

End of Block: R2C_10

Start of Block: Setting C: SUS modified

System Usability Scale: Please provide feedback on the below aspects.

	Strongly Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I think that I would like to use this report to screen emails frequently	○	○	○	○	○
I found the report unnecessarily complex	○	○	○	○	○
I thought the report was easy to use	○	○	○	○	○
I think that I would need the support of a technical person to be able to interpret the report.	○	○	○	○	○
I found the various information in this report was well integrated.	○	○	○	○	○
I thought there was too much inconsistency in the report.	○	○	○	○	○
I would imagine that most people would learn to use the report very quickly.	○	○	○	○	○
I found the report very cumbersome to use.	○	○	○	○	○
I felt very confident using the report.	○	○	○	○	○

I needed to learn a lot of things before I could utilize the report.	○	○	○	○	○

End of Block: Setting C: SUS modified

Start of Block: Setting C: Post Survey Question

Do you think having a real-time automated analysis tool, as shown, would improve your email security?

- ▢ Definitely not
- ▢ Probably not
- ▢ Might or might not
- ▢ Probably yes
- ▢ Definitely yes

How confident do you feel in your ability to identify scam emails with real-time automated analysis, as compared to without?

- ▢ Much less Confident
- ▢ Less Confident
- ▢ No Change
- ▢ More Confident
- ▢ Much More Confident

How often do you believe you can identify inaccuracies in the automatically extracted information?

- ▢ Very often
- ▢ Often
- ▢ Sometimes
- ▢ Rarely
- ▢ Never

Would you recommend using such a report to a friend or colleague?

- ▢ Definitely not
- ▢ Probably not
- ▢ Might or might not
- ▢ Probably yes
- ▢ Definitely yes

End of Block: Setting C: SUS modified

Start of Block: Setting C: Post Survey Question

What improvements or additional features would you like to see in the such a system to better assist you in detecting phishing emails?

_____
_____

End of Block: Setting C: Post Survey Question

Start of Block: Demographics

Demographic Questions:

How old are you?

- ▢ Under 18
- ▢ 18-24 years old
- ▢ 25-34 years old
- ▢ 35-44 years old
- ▢ 45-54 years old
- ▢ 55-64 years old
- ▢ 65+ years old

How do you describe yourself?

- ▢ Male
- ▢ Female
- ▢ Non-binary / third gender
- ▢ Prefer to self-describe: _____
- ▢ Prefer not to say

Do you have any work experience or education related to Information Technology (IT) or computer security?

- ▢ Yes
- ▢ A little
- ▢ No

Please answer the following questions about your browsing habits:

	Never	Sometimes	About half the time	Most of the time	Always
When someone sends me a link, I open it without first verifying where it goes.	○	○	○	○	○
I know what website I'm visiting based on its look and feel, rather than by looking at the URL bar.	○	○	○	○	○
I submit information to websites without first verifying that it will be sent securely (e.g., SSL, "https://", a lock icon).	○	○	○	○	○
When browsing websites, I mouseover links to see where they go, before clicking them.	○	○	○	○	○

If I discover a security problem, I continue what I was doing because I assume someone else will fix it.	○	○	○	○	○

End of Block: Demographics

End of Survey

Thank you for taking part in this survey.