P1: Facebook account

Pause (6)

R: So any thoughts about Facebook accounts

Pause (3)

P1: I’m probably the odd one out. I have an unmaintained Facebook account, that exists because it once existed but it hasn’t been updated in… 7, 8 years? So, I would say ignore? (some laughter). But I’m probably in the minority here.

P2: Facebook do have this process where your wall can become an obituary. I’m not exactly sure how that gets triggered? If it has to be a next of kin or something?

R: Yeah, so there's a couple of ways. Anybody can, can declare that somebody has passed away, and they ask you to give proof of that by death certificate. Er, what you can also do is assign somebody as your legacy contact, so, in your settings, like buried in your settings you can set somebody who has authority to make that decision for you. And they'd get some sort of restricted access to your account, er they wouldn't be able to see your messages and things like that, but they can sort of make decisions about what happens to your account.

P2: Interesting, hmm

P4: I think the way Facebook is, especially the way you do use it, because of its like pictures and things like that it makes sense to plan for it to be saved in some way? And, for family members and friends to still have pictures, like there's nothing worse than losing an account, and losing all the pictures, you'd wanna be able to have these memories.

R: Yeah

P2: Yeah because when it's photographs and other people are in or there are comments about the people, it's partly someone else's as well, it's partly your family members and friends as well. Even though, like, account ownership stuff doesn't really support that, there needs to be some mechanism to say actually "I have an interest, I have a value.. in that, so please preserve it". Umm, so yeah. I guess the plan is to that.. by nominating a named person.

[interruption as late participant enters the room]

R: But yeah the facebook accounts, do you think erm, what would the final decision be, so so some sort of plan.

P1: Yeah. So I think if there is that setting where you can specifically nominate someone, then it makes sense to think about that

R: So like, one nominated person

P2: Do you know how it triggers, like, at what point does it hand over control to that other person? Is it after some other person has reported you.. dead, or is it after another period of inactivity?

P6: I believe it's once it's been confirmed.

P2: Right

P4: Yeah, the person would have to re-, well, say oh this person has now died, I'd like to turn it into

P2: Right, ok

P4: an obituary account

P2: Yeah I'm just thinking about the potential for accidentally "dying" (laughter), or or or for abuse, like let's say you give that control to a partner and then you fall out and break up, can they then..

R: yeah

P2: take over your account

P6: They would require a death certificate

P2: yeah

P1: But what, like, a digital death certificate?

P6: erm, I guess, yeah

R: I think it could be a scanned copy, yeah yeah

P1: so you could alter it

P2: Is there such a thing as a digital death certificate?

P!: no but you'd have to scan it in

P2: oh I see

P1: and then alter it, and how would they know? If they send them a,

P2: yeah

P1: a not American one

P2: it's interesting, 'cause there's a lot of trust involved in this, isn't there? Of actually, that, that trusting that trusted handover process to.. "ok I trust this person over here but do I trust the process by, where they.. take control"

P4: I know - one of them may come up - but I know for password managers and stuff, a lot of the time you have to set up at least two people? So you need two people to get into all of your stuff, which would probably be better if Facebook was doing something like that, so it has to be confirmed by multiple people. Er, but I don't know if they do that.

P1: I wouldn't trust Facebook to do anything (laughter). But then, I'm probably in the minority.

P2: So, we're putting it in plan?

R: we'll pop it in plan

P1: did you want something writing?

R: er, yeah, maybe just pop in, er, like Facebook legacy, er procedure or something like that

[pause while writing on card]

P2: Shall I pick the next one?

R: yeah let's go this way round, good idea [NB P7, to P1's left, is still reading and signing consent at this point]

P2: Cloud storage.

Pause (7)

P2: Wow, so much in there, really, isn't there? Dropbox, Apple iCloud, that's like, your digital life, basically

P4: Except most of my cloud storage is just uni work, which doesn't really, stay (laughter). (pause). But, similar to Facebook it can be used for storage for a lot of pictures, and

P2: yeah

P4: it seems very context specific for how you're using your cloud storage, and whether it should be kept or just removed, once inactive

P2: yeah. I think I'd probably want a trusted person to kind of, delete, anything sensitive? And then, and then it be available more widely to, I don't know, family and friends something like that

R: So would you be asking them to actually go through the data there and curate it?

P2: To some degree, yeah, erm, I dunno let's say things about ex-girlfriends or whatever (some laughter) you wouldn't necessarily want your, your your wife who's just, er, just had to deal with you passing away to have to, to be exposed to (laughter) old conversations or whatever

P6: I would personally put it as hide, erm because if you are using cloud storage you've always got the option to share, er, files or folders? So, I feel like it would be better to go down the route of sharing stuff while you're alive. But then when it comes to sensitive information you don't actually need anyone digging through it, 'cause you've already decided what you want accessed and what you don't

P2: yeah

P1: I agree

P2: I think that's a good idea, but I think the reality is a lot of us never do what we should do [muttered agreements] in terms of organising our data while we're alive, and you're like, I know that there's probably things in my Dropbox that other members of my family would, would like to have, er, after I die, but have I got it all shared and set up correctly so they currently can? No I don't think so. So, but, but yeah

P4: I think that, that's it, planning makes sense if you're willing to put the work in beforehand (laughter) but how, but nobody knows when they're gonna die really, so it's kinda hard to plan for that eventuality

P2: I think what you say makes sense, in that, in that it probably makes sense to default to a more sensitive hide position? Like it, it's probably a safer default to just delete it than it is to, you know, open it up

P4: it's not like social media where it's always meant to be public

P2: yeah, yeah exactly. So maybe write erm, hide by default

P1: Is there a card that says photos, like maybe online photos or something? Or is that classed, is that part of cloud

R: Er, there is, there is one that doesn't specify where they're saved, er, but there's a card there for photographs specifically yeah

[pause while writing]

P2: and I'll put what we said there about it needs preparation, yeah, k sorry go ahead yeah

P4: Cryptocurrency.

R: I don't know how many people in the room have any cryptocurrency (laughter). Erm, obviously, it has monetary value, that's one of the main reasons it's in there

P4: If you had enough, if you'd invested enough in it. It would be sensible only while you're alive to assign somebody to inherit that or it goes somewhere. Er, but, I don't know enough about cryptocurrency? And my default would be hide, or ignore, just, not let other people, sort of, involve in that and let it dissolve itself

P6: With cryptocurrency, you can take the log in files that you use, and just store them onto your password manager. And then again we go down that route of, two people would be able to access it. So when it comes to funds, it's hidden until.. they access it

P2: yeah

P6: so I believe uploading that access file, or just, the phrase, with the like address that you're using, would be best to put that onto a password manager, so planning would be best for me, on that front

R: So in that case you're sort of trusting that person to actually pass that on, if that's what you d-, if that's what you want to happen

P6: yes

R: that they'll pass it on for you

P6: yeah

P2: I think it's an interesting one because it's a very geeky thing, and I know most - I have got some cryptocurrency, but I don't think there's anyone in my life, who (laughter) would be able to do anything with it

R: yeah

P2: if I, if I disappeared out of the picture, so, I mean, the way I'd probably solve it and I mentioned this in your survey, is if you have an appropriate mechanism to set up to take control of your email address? which is kind of the primary key to all your online accounts, then they would probably see what companies you're involved with and if it's Binance or Bitlocker or whatever, you know, they can then access that account through your email, hopefully. But then again, if you've got keys elsewhere, who, they might not know where those are, so.. yeah. I guess I'm saying plan, too, but I think it's unlikely you're gonna come up with a very effective plan. Which is potentially huge impact because, you know, who knows what the value of cryptocurrency is gonna be in the future. There was that case of some guy who paid to have a whole dump dug up (laughter)because he knew he had an old hard drive on that dump somewhere with, like, several million pounds worth of bitcoin on it

[pause while writing]

P5: Twitter account. I don't really use Twitter, so I couldn't, I don't know what to say

R: mmhmm, anyone, er, who does use Twitter, have an opinion on what would

P3: I use Twitter, but it's like, basically everything is public on Twitter. Everyone can read your tweets

R: uhhuh. And what about being able to tweet on your behalf, or access, maybe some private messages and things

P3: um, but I think, the Twitter one, if I die, and it's just gone with, no one can access it, I think is fine, for me

R: yeah. But leave it there, visible for people to

P3: yeah. Because they can read my past. It's like, who I was (laughter)

R: mmhmm

P3: And then one day if I was to stop tweeting, you can guess that, I'm gone (laughter)

R: And what if, if Twitter collapses itself, would you want that to be kept in another format that people might then have access to?

P3: no, for me. Because like, if, if I want to post something like meaningful, or important, it will be on my Facebook, or in my personal messages. But Twitter's just like.. babbling (laughs).. or like, you'll complain about something. Or just update the traffic, or things like that, for me. So like, if it's gone, like everything's gone, I'm fine with that

P2: I think it's probably safe to ignore it. As you say, like, it's already published, and there are already services out there that are archiving Twitter

R: yeah

P2: like libraries and things, so, yeah, if you disappear or you never tweet again, it's it's no great loss. Yeah, ok, there's direct messages but I, I don't know about anyone else but I don't think they're a major form of communication. They usually stop after three back and forths (laughter), erm, yeah so I would go with ignore, for that one

P6: er, I have seen a lot of accounts which have been upkept by, erm, people once they've passed away, but mainly that's for, people who've been famous, it's not really, er, and average case study

R: but you think if you had a lot of followers, that maybe, like if you had hundreds of thousands of followers, that that would be something that you would plan for

P6: yes, I feel at that point maybe you would.. assign someone just so they could... kind of just put like, a bit of a last note on your profile that you've passed.

P2: yeah, you would hope that Twitter has some sort of mechanism, like Facebook does, to sort of mark it as, a deceased person

P6: er, I believe they do. Erm, that's how they, erm famous accounts get accessed. But usually it's by like, their parents or something

P1: yeah, I'm happy for my Twitter to just be ignored. It's an academic twitter anyway, but, yeah, it's visible for everyone and if it goes offline then, I'm not sure anyone would really care anyway, so (laughter)

P2: it's quite transient, Twitter, anyway isn't it? cause tweets from a long time ago are not that.. important

P4: it seems like a relatively trivial platform, so.. it feels dramatic to use it for a legacy, or sorts?

P2: but, I suppose it does have a legacy value to society, if you think of all the things that have happened that Twitter has tracked, you know, like the Arab Springs and all that kind of, you know it's had a big role in society in terms of whistleblowing and all those kind of things, so, it probably, it probably is important to society that it be preserved, but, individual

P1: yeah

P2: people are just a very small part of that bigger picture. But I think that is already covered by the fact that libraries and things are archiving it, so, yeah, still.. ignore

P6: work email inbox

Pause

P2: (laughs) who cares (laughter)

R: so consider as well that you might be self employed, or have a business

P4: I was thinking ignore at first, but what if you were working on projects of sorts, collaborative things, would you not need other people to be able to access that, in case you're storing things that other people don't have.. the access to? But I don't know, maybe that's just overthinking it

P2: any emails or stored files should be on company servers anyway? So they'd be able to access them?

P6: to some extent, it depends if it's encrypted well

P2: yeah. But like, I don't think there's an expectation of a right to privacy with work email, right? So

P6: that's fair, yeah

P2: yeah, so companies would probably just find it quite reasonable to do whatever they needed to do to get access to that data after, after the person had gone if there was a business need to do so

P6: could we agree on ignore (general agreement)

P7: WhatsApp

P2: I'll put "company will handle it"

P7: WhatsApp account, erm, I like WhatsApp, it's nice (laughs). Erm, I think (pause) it's more like a personal, account, so there isn't any significant things on it. Or any, it's not really public anyway. (pause). Unless there are some important conversations, but I don't think so

P4: The only thing I would think about with it is erm, images? that you share with WhatsApp, there is a bit of security with them, if I delete pictures of WhatsApp off my phone I can't view them, in WhatsApp any more? So whether you use the platform for sending lots of pictures, like I'd use it to message my Grandma, and that's how I send her lots of things, like, that would be the only sort of thing I would see it.. important for. But I don't know if it would be important enough to plan for it? Or if I'd have those pictures stored somewhere else anyway, because that's not my main application for putting that out there

P2: One thing that occurs to me is where you get these cases where some teenager's like, committed suicide, because of bullying or something like that, and there, I'm sure there've been cases where they've gone in to the WhatsApp account to try and understand.. what was going on, whether it'd be just the parents making sense of it, or whether it would be, like, some so- sort of criminal aspect to it, so there probably is an important need to access that data? But I think one of things that makes it really challenging with Whatsapp is it's very device centric, isn't it? Like, it's all on the phone, not on the servers? Erm and it's all encrypted, so, probably you'd need to redirect the question to what happens to access to the phone

R: that might come up in a minute (laughter)

P6: although with that, with, er Whatsapp you can use your laptop to access Whatsapp as well

P2: that's true, yeah, but doesn't that still connect to your phone?

P6: it connects to the account

P4: yeah you have to have it active on your phone, don't you, so you have to scan (P6: right) your screen I think yeah

P6: yes, you do, yeah

P4: which is, it's great how secure it.. feels, not necessarily how secure it is (laughter) erm

P1: it's not if you use your laptop

P4: erm, er, I think it makes more sense to ignore it, really, like I say in special cases where it needs to be investigated, they're going to get the right to do that anyway. I think planning for that in advance, well you can't, really. I, I don't think it feels necessary with WhatsApp

P2: yeah. I agree

(general agreement)

P1: I'd mostly say hide, for me, but, just let it

P2: why hide, rather than ignore?

P1: I don't want people, really, reading through my messages. Not that there's anything.. dodgy (laughter) or anything, but just

P4: that's, that's fair I didn't actually really think about hiding it all, actually

P3: familyrecipes.docx

R: so really, any kind of file where other people may have a stake in what's in it. So if you have, so the example is recipes. So you might have a word document with recipes in it, things like that. Individual files.. where people might want to access it

P2: I think this comes back to the point we had before that it should ideally already be in a shared folder so that the right people already have access to it. And if they don't, then that's on you to.. plan so that it already is accessible. I can't think of many categories of thing where other people would need it but only after you're dead, probably they would need it just as much while you're alive.

P1: Depends if it's something that you want to keep secret, like a- a secret family recipe that you say (laughter) you can have once I'm dead, but, in the meantime

P2: (laughs) - yeah

P1: it happens, yeah

P2: Grandma's, grandma's special cake or whatever, yeah

(pause)

P2: so that would be, what are we saying, plan?

P4: I, I think plan. So - I 'm thinking specifically family recipes and stuff, now that we're in 'the digital age' nothing's wrote down any more, you could lose things that you've had for a long time? Preparing to make sure that other people have access to them - children, nephews, nieces, things like that, makes sense to me

P2: yeah

P6: when we're talking about this, are we assuming that the document's password protected as well?

R: it could just be on your PC

P6: just

R: just there. But the PC is password protected, so

P6: yes, yes

P2: I suppose what this sort of shows is that there's maybe two types of plan? There's plans that you can execute right now, and there's plans that come into effect once you're dead. And I think this is one that's maybe a bit different from the others in that you could set it up as shared right now, and then it's dealt with forever

P6: yeah

P2: whereas with some of the other ones you have to think about, ok, how does transfer happen when I'm dead

R: so there's planning, it's just not legacy planning, it's

P2: it's just normal document management

R: share now, yeah

(pause while writing)

P4: do we think plan, then? (general agreement)

P1: movies folder

(pause)

P4: (slowly) hide (laughter). Erm. In all honesty, with hide though, it depends how you've obtained those (laughter). Like, I haven't paid for a movie in a very long time. I don't really want, when I'm dead, that to get caught up. Erm, there probably won't be any consequences, I'm dead, but it doesn't really feel necessary to keep your stack of illegal, illegally downloaded films. For anybody else, like that's there job to do it, like don't just have my stuff

P3: I think it can be ignore. Like, if you die, you don't want anyone to watch your movies, anyway, so?

P4: yeah, it's not like, you can't have this (laughter), d'you know

P2: you could even, you could even go further and just say hide, just like delete by default, because

P3: oh yeah

P2: unless it's, the only thing is maybe if it was home movies you might want to do something different, but I'm assuming it's not that

P6: I was gonna say. Cause here we're just assuming that it is movies, but the videos folder does also hold home movies, so.. I'd I'd just stick it under plan? Cause if it is illegal movies, then you can just be like, no

R: you can plan to delete it, as well, you can say, somebody delete this for me, please

P6: yeah

P4: definitely with like, the family movies and things, you wouldn't ever wanna lose, anyone else to lose access to them

P2: yeah. So the plan should be, for the home movies it would be more like, erm, what was the last one we did, the family recipes. But for the public movies, yeah, just, delete them. Because they're accessible elsewhere, anyway.. anywhere, anyway

(pause while writing)

P2: so back around to me? ok

P2: Online dating profile. (pause).

P6: That's a very good hide (laughter)

P2: yeah

P4: Even just for the fact that.. you're not alive any more, like, you could let some people down if (laughter) your profile's still there

R: well that's it, I mean if you hide it then people will still.. because you're not. If, if you're putting it under hide, then er, nothing's gonna happen to it. No one's going to know about it. So it will still exist

P2: plan to delete after, like, not active on the application for some time? So it can just like, automatically delete, like you never exist on

R: yeah

P2: it's probably something that online dating companies could handle automatically, actually, because if people are not logging onto the site using the profile, then they're clearly not using it, so.. it could, probably these things should, you know, all hide be default after , I dunno, two months of inactivity or something

R: mmhmm. Do you think there's like a responsibility for them to do that?

P2: erm. It would be a.. helpful and sensible thing to do, because, and we've probably all had that experience of googling your own name and old stuff comes up that you didn't expect (laughing) was still on the internet, so, it would do everyone a favour if it would just be hidden by default.. I suppose there might be a, like a, an aspect in terms of like GDPR and getting your own data back where maybe the company should keep it on its servers for a period, in case you do want to get it back

P6: I mean when they do delete, it's not really, deleted, it's still on the servers to some extent

P1: some backup

P6: yeah

P4: just in case you come, come back around (laughter)

P2: I'll write "company should hide it"

(writing)

R: and is this something you would trust to somebody else if the company wasn't gonna do it?

P6: nope

P3: no

P4: I think, so if we're leaving the fact that I don't have much of a personal investment, it's not so much that I have to trust them to take care of something very secure, it's that I have to trust that they're not gonna pretend that I'm alive.. which they'd have no reason to do so

(pause)

P3: Reddit account

P2: what account?

P3: Reddit.

P2: oh

(sighing)

P4: personally I'd just ignore it, like..

P2: it's a bit like Twitter, really, isn't it?

P3: yeah

P4: yeah.. erm, but, there are people who use Reddit for very personal things and so they'd probably want it hidden

P2: yeah

P6: yeah but, when it does come to that, most people on Reddit use throwaway accounts.. so, I don't feel like most of the personal stuff that people don't want associated with them

P4: is gonna be on that [??]

P3: yeah definitely

P2: that's true, yeah. And like Twitter, once it's posted it can just stay there and it's not your problem any more

R: and what about, erm, forgetting the password for a minute, but just the username? Because you can do this anonymously, right, but your password manager will have your username in it. So do you want people to know your username?

P2: hmm.

R: or, you know, whoever's, whoever's you know receiving access to your password account

P2: that's a good point, there's probably gonna be a certain number of accounts in your password manager which you would rather people not know you had (pause). So maybe you need some sort of plan for that

P1: I'm not too bothered about Reddit actually, because what, what do they know? what you subscribe to, what subreddits you subscribe to

P2: you can imagine in certain places where people are like, repressed, according to their sexuality or something, they don't want that to come out, embarrass their family after they've died, that kind of thing

P4: with all the little corners of Reddit that can get pretty dark, with people that do involve themselves on them, might not want the rest of the world to know, but it, it's similar to the Twitter thing of like, I don't mind because I have no personal investment, but there are people that do, that it really represents them, even if it's hidden

P2: maybe the thing to address the thing you said, the thing to do would be to plan to delete any saved passwords, but then otherwise just ignore it, because it's only the existence of those accounts that would be revealing. Like, somebody else coming to one of those Reddits and reading the post by some random username is not gonna know who it is, anyway

R: so it's hide, essentially then?

P2: it's, yeah

P4: it's removing your link to the account

P2: yes, yes.. [writing ] Hide your - sorry I've just totally grabbed that, it wasn't my turn (laughter) . Hide your identity and ig- and leave it

(writing)

P4: Online family tree.

(pause)

P6: I would say ignore. Erm, very public information to be honest

P2: there's not though, I've used Ancestry and, like, it's only people who are allowed to see that tree that can see it? So

R: there's an option to make it public

P2: ok

R: on Ancestry there is, at least

P2: ok, fair enough, not by default, though

R: by default it's private, yeah

P2: yeah

P4: so would we plan to make it public, really, I don't know I don't feel like like it's necessary to hide it in any way, and if.. future generations did want access to it.. you stopping that, would obviously cause issues

P2: yeah

P4: but they could just start their own, I suppose

P2: it's probably like the recipe sharing thing where you can set it up right now and then it's sorted. It doesn't need to happen when you die

P4: yeah so just make public beforehand

P2: yeah

P2: there wouldn't be many reasons why you wouldn't want it to be public anyway. I don't think.

R: yeah. For most people, they wouldn't care. Some people can be a little bit protective of that sort of stuff, especially if they're adding information, because you can add details on there that might be

P2: yeah I suppose things like date of birth of living people that kind of stuff is sensitive information

R: I think living people w- are automatically..

P2: hidden or something

R: hidden, yeah

P2: yeah

P1: you could use it in social engineering attacks as well, if it's.. completely public

P2: that's true

(unintelligible)(laughter)

P2: so we're saying plan, right? Plan to

P4: plan beforehand, yeah

(writing)

P5: Online banking

P4: Plan

P1: Yep

P4: I don't think there needs to be much said about that one

P6: er, client personal data

R: so let's imagine that you have a company, or you have some sort of, maybe you're a photographer or something, and you've got names and addresses, you've got details that people might want to access, or, that you've agreed that they can access or delete and so on. Is there anything. Like would you want to hand that information over to somebody, and how would you plan to do that

P6: erm.. I mean it does depend on the contracts that they sign, so if, if they're allowed to actually share information on.. so I feel like there are two different ways of thinking about this one, erm, and then maybe if it's just internal, like sharing it within your own company, deciding who in the company gets access to it. So, I'd say plan for that one

P4: definitely, especially in a big company, if you pass away, you shouldn't be the only person who has access to your clients' data, the company should be prepared for if you just ran off, never mind like dying

R: yeah, yeah yeah

P2: the client should ideally always be able to access their own data anyway, and that's what all these things like GDPR are trying to do, to make sure that we can always get our data back from our providers anyway, erm, so yeah, but that's still plan

P7: mobile phone

(pause)

P4: I mean I, I suppose I've already planned for mine, in fact, like, I let people know, my close people know my password, just for anything, and I don't, there's nothing generally that.. the things that are meant to be private are further in accounts, like the cloud and stuff that I'd sort of, prepare for in advance, whereas just my mobile? My parents or friends or anything having access to it would be fine for me?

P1: can you not access all your cloud and stuff through your mobile?

P4: I usually have two factor authentication to try and get into things. Not everything, though

P1: do you not

P4: so, even though you'd be able to get into my phone, you might, won't be able to get into my OneDrive.

P1: isn't your phone your second factor?

P4: no

P1: ok. What's your second factor?

P4: email, which actually just cancels it out, because my emails on my phone

P1: oh they you go

P2: (laughs) that's true, and I don't think gmail has any kind of, er, request for password when you click to bring it up, does it

P4: no. It.. asks you to confirm that it's you, by sending it to the device you're currently on

P2: but if you've already used that device, it's

P4: yeah

P2: it's all authenticated

P6: that said, you can use, like, outlook or Proton Mail, and that usually has, like you have to re-enter your password or face scan if you've got a device that supports it, fingerprint

P2: it depends how paranoid you want to be.. yeah

P6: I mean personally I'm extremely paranoid about (laughter) all information, so pretty much every single application, I've re-entered it but my face has got to be scanned, I'll then enter a password that's different from my phone password.. etc., so erm, personally if it was for me, for phone data I would put it on hide because everything I want people to access will be on a cloud that's shareable through my family profile, on iCloud. But I feel like if it's the majority of people, it would probably be plan

(pause)

P1: I think it's difficult, because.. my phone is essentially my second factor.. and I've got a wife, and she would need access to my second factor,

P2: yeah

P1: for some of the important things. Yeah.. interesting.

(pause)

P4: it makes sense to me for the most part for it to be plan? Trying to get as much of it as secure as possible but also accessible, bits that you want? Cause it's, it's kinda got most of the social media things and personal things your phone has most of these on, so in doing these, you're planning for that as well

P2: the way I was thinking of this is like, if you have someone's phone, and their email address, you can basically become them

P1: yeah

P2: like I kind of treat my phone as an extension of myself, so, it's weird, you have to be super paranoid with it while you're alive, but obviously once you're dead you want it to be easy to transfer to a really trusted person, but no one else. So, like, yeah it needs some really careful planning and I doubt that any of us have really got that nailed properly because the companies are not really giving it that much thought

P6: but when it comes to, er, two factor authentication, are you guys.. like, what password managers do you use, currently, because I use Lastpass which also has its own two factor authentication, so if you have access to my password manager, you've got access to my 2FA, and again we're kinda wanting two people to access my password manager if I pass, for it to be, like authenticated that I am, that I will most likely have passed.. So, from a two factor authentication point of view, I wouldn't really look at it too much, as my phone being the thing that's 2FA, cause my laptop can do the exact same thing, it's not really the device it's more the software for me.. although that is

P1: so you've got your two factor, erm, seeds, in your password manager

P6: yes. Rather than just kinda

P1: for all of your accounts, though

P6: yes

P1: including your email

P6: yes

P1: ok. Because I haven't put in my email one specifically in my password manager

P6: right ok

P1: and my password manager has two factor authentication on it anyway

P6: right yeah

P1: so to be able to log in you have

P2: yeah

P1: yeah, it's, it's a horrible circle, but

P2: it dep-, I guess it depends whether you see the email as the primary mechanism, or the password manager as the primary mechanism, I- I think I'm, I do it more like you, because I see the email as the primary key to my life, and so everything kind of falls off that, so yeah my phone is my two factor.. erm.. interesting (laughter) I don't- don't know that there's a clear answer except that you've gotta do something, so you can't hide or ignore it

P1: so I'd, I'd probably kill the phone, and hide it, but then.. leave a backup code for the two factor for my password manager somewhere safe, so they have access to the password manager, but not the phone

P6: stick it on your will

P2: yes

P1: yeah

P2: yeah that makes sense

P1: yeah?

P4: so it's, planning to remove access from the phone, but make sure that.. the phone's key, but it allows you to put somewhere else

P2: yeah. Stop it being a two factor device, and then you can ignore it

P6: yeah

P4: so would we hide?

P2: or sorry not ignore it, hide, yes, hide yeah

R: well, I think it comes un- under plan, really, doesn't it? Your planning for it to be.. removed. In your will or whatever, your, your.. making it

P6: oh yeah

R: making a plan for it to be disposed of, or wiped

P4: so that's going under the.. plan

R: I think so, yeah (laughter)

R: so we'll just do one or two more, and then we'll just a little bit more of an open chat. I don't know whose turn it is, who drew that card?

(some chatter determining who to draw the next card

P1: Ebook library. My Kindle ebook library, specifically. Erm

P6: maybe you just don't want people knowing about you reading the newest chapter of, I dunno, 50 shades of grey or something (laughter)

R: or you do want them to know what you're reading, potentially

P2: I've got, erm, Amazon family set up with my family already, so I think they could already, already access it if they needed to

R: uh huh

P2: but again it's a bit like.. prerecorded movies, in that most of that stuff's gonna be, retrievable elsewhere anyway? The only sensitive part is, as somebody said, like, the fact that you're reading certain- you said this, the fact that you're reading certain books

P1: depends whether you want to leave it to your family as well, ebooks, because if you have physical books, they inherit the books

P2: yeah

P1: if you have them electronically, you get nothing, depends whether.. that's part of your identity, I guess

P2: yeah

P4: I think yeah, i- in that way like I would plan to make sure there was some sort of inheritance, for, depending on how many books I had anyway, so that they weren't lost forever, but whether that would be allowed, would be the question

P1: good point (laughter)

R: I mean it wouldn't be "allowed", allowed, but you could do it

P4: they would be.. taking your place, and your identity with that account. I'd- I think ignore it, really, I, it seems

R: is that the wider consensus? to ignore?

P2: yeah. It's not critical, is it. Um, you could plan. It's gonna depend on your situation, how much you care about them being left

P6: I do feel like if you're reading something that you don't want associated with yourself, you might not use your account, or find an alternative way of reading it

P2: yeah

P6: so I feel like ignore might be the best one to

P2: yeah. Ignore it

(pause while writing)

P2: Online betting account

(pause)

R: potentially with money in it

P6: yes. I'd say plan for that

(pause)

P2: yeah, it's, you pr- would you? Do people normally leave money in those accounts?

P6: well I mean if you've passed away, then you haven't got a choice

P4: I tried my first betting app the other week, for the women's, er, football - and lost (laughter). Erm and you do, have, so you have to put ten pounds in, but you can make like one pound bets and stuff

P2: yeah

P4: so there was, like, 8 quid in my account, still

P2: yeah

P4: erm, so it can sit there and it, so I suppose if you were somebody who regularly bets?

P2: you probably would, yeah

P4: there's going to be a little kitty in there that you can always

P2: I've, yeah, I guess it depends how you use it, I've always kept my balance zero, like I put some money in, make the bet, if there's any winnings, take those out, and then back at zero. But then, yeah if you're a regular gambler you might want to make sure there's some mechanism for people to extract that.. but I'm not sure if that might not be covered by law, anyway, in the same way banks, bank accounts are

R: mmhmm

P2: like it's part of your, your estate really, isn't it?

R: er, but whether people would know that it existed

P2: well yeah

R: is the question

P2: if, if they get access to your email they should be able to, know

R: if they're searching through your emails.. to look for things, then they'll know

P2: yeah

R: but if they're leaving it alone, then they wouldn't

P2: it would be nice if there was a way, like, somebody could instantly tell all of the companies you have a relationship with, when you die, and then it would be up for, up to them to look at each one and go, ok, is there any point contacting this company, and

R: well, that's a nice way to actually segue through to the open chat, because that's kind of what a password manager can do. Right, so if you log in to your password manager, it will show you a list of all of the sites that you've used, and I asked you all, I- I- sent that questionnaire round, and I asked, how many sites you interact with, and there's a range there and some people have hundreds, right, so there's quite a big picture, of, er, I guess a sort of a representation of what you do online, and what you have access to, right? that's on your password manager. Erm, so, the purpose of my research and what I'm doing here today is to sort of get an idea of whether you think a password manager, is it the right place to be making decisions about those sorts of things, and possibly annotating these things with what their value is to you, and, whether there's something that needs to happen to them. And, you can see, from, from the cards that we've got through, there's quite a bit that needs planning, erm, but there's also things that perhaps you don't want to be in there for people to see, so it's not necessarily a case of, assigning an, an executor to look through it, because you might actually wanna have things automatically removed from that before that happens. Erm, so what do people think about.. you know i- if you were to assign a legacy contact to your password manager, like, what would that feel like to you?

(pause)

P6: it's not really something I've tried, but when it does come to password managers are you able to, er, choose which certain accounts you want the contact to access?

P1: some of them let you do that, yeah

P6: right, cause, if I'm able to do that, then I wouldn't really have an issue, could do it quite quickly, yeah

P2: yeah you could just say, all these ones delete, as if they never existed, and then my executor can access the rest

P6: yeah, I feel like that would be the best course of plan, look for a password manager that supports that

P1: I guess it depends how organised you are, cause then you, if you keep adding, you don't go back to specifying whether it's available or not, then, you have some important ones that are, either

P6: that is true, yeah

P1: but, yeah, that's probably the best way to go about it anyway

P6: I mean, you could do a, like a real time, when you're adding the password, just simply add to folder, and then make that folder be accessible when

P1: yeah, you could

P2: the thing is, even with a password manager managing your passwords is a nightmare, and, I'm, I'm probably one of the people who does it badly and I don't actually use 1pass or anything I just use saved passwords in safari and chrome and, I don't manage it at all, so like, yeah, I think there, it would be very difficult for me to get organised enough to actually, you know, do this kind of planning

P4: I think, I definitely agree, I mean since Google has really started pushing their password manager, erm, things have got way more confusing for me, I don't know what Lastpass holds, and what Google holds, because both of them are incredibly invasive

P2: yes

P4: and, and it's kinda hard to tell who's in charge, when they're both being like "I've got the password"

P2: yeah

P4: erm, it's just, very chaotic, erm and this is, it would be, really the ideal option would definitely be some of them are private, some of them are public, I've got an executor that can get in, and that's that, but the problem with these apps is, they're not good enough yet, to do that? it's not clear that those are your options, I di- I didn't know that you could make an executor, and that you can do it different ways and all- until this study came up. Erm, it's, while there's the most ideal option, most feasible option, it's not, it's too hard to.. even with them all in one place, they feel like they're everywhere

P2: yeah, definitely

P4: erm, so trying to organise that just feels almost impossible, especially.. once you get past 50 or so accounts on Lastpass, I get lost, on, on what I'm looking for. Erm, so I don't know. It's just

P2: I suppose an ideal solution would probably model it in terms of your relationships with different companies and organisations, and you could say these are the companies and organisations which, which I think somebody else will need to look after when I die, and these are the companies and organisations which actually just disappear. Actually you could divide it up like this, couldn't you? These are the ones that matter, these are the ones that should disappear, and these are the ones don't care. Erm, and if it was arranged more like that, then, that would be soo much easier

R: and what would, what would help you to do that?

P2: erm

R: is it as and when you add things to your account that that decision is made, or are you going back over them afterwards

P2: I think it's, because, the, sorry geeky computer science answer, it's because they, erm, they blur together authentication and authorisation? So, like, if there could be one way that we say "hey, I'm me", and then the simple process of what things am I authorised to access would separate from that? life would be so much simpler. But it's because with every single company we've got to prove we're our self, and we're also, like, authorised to access it, do you see what I mean?

P1: yeah. I- I'm not sure whether it's the right answer, but, you could, you could do it at the time that you add it, but then you have to review it at some point? cause you can easily see one being ignore and then all of a sudden it passes to plan, and then it changes to hide depending on how you use it, you sign up for a Reddit account and you don't care, and all of a sudden you do.. weird stuff and then you go ok actually I need to hide that (laughter), but you set it up as ignore or, whatever. So you could have- I guess, Google does it? or they used to do it, where, every once in a while it says "let's review a few things", erm and if it doesn't do all 100, you know 100 odd, and just does a few at a time, goes "here's five. Are you still happy with this?". "Good, yeah whatever", or "oh, no ok, mm, better change that"

P2: yeah

P4: yeah I think, I think, if there was the clarity as well, I mean, password managers are still in the position where they're generally people who know what they're doing? at the moment? the people who aren't computer literate aren't using them. If there was way more clarity in how they work and how they're to be used, then it would be straight away you'd start reviewing things, cause you'd understand it, but, I still have no idea what's going on with most, it's got so many options for each website, and I'm like, I just want to put my username and password in. Erm, so yeah

P2: there has, there has to be a lot more support, doesn't there? with this whole thing, it needs to be, yeah as you say like, somebody guiding you through it and checking with you, rather than you having to do the work because of, we all have busy lives and we won't do the work

P6: I feel like Lastpass has made it pretty easy? because they've got their own security challenge. Erm, which, when you click on, it will.. rate three different competencies, er I'm not sure which ones, er, I know one's just your master password, and one's the use of, er, re-occuring passwords, so, er, any records that it holds of, er, re-occurring passwords, it will prompt you to, er, change them, and then it will just, erm, either ask you to make your own password, or usually push the idea of using a longer, random password which your password manager will sort. I feel like, that process, because I was looking at it before I came here, it is something that someone who doesn't use computers very much would actually be able to do very easily, cause if, they made that process really easy to do it's literally just press a button. And the password manager takes care of it. But I think it's more that.. nobody really has the time or can be bothered to press the security challenge button and go through it

P1: it could be, there's a trust issue as well. Cause at that point when you're letting the password manager generate your password, you're probably trusting it

P2: yeah. You c-

P1: whereas you could be half in, half out, if you're generating your own password but using the password manager to store it. But at the point where it's a random thing

P2: yeah tha-, I've never used generated passwords for that reason, like, I like to know that, if I really need to, I can probably think and go ok it's probably this, or maybe this, or maybe this

P1: except actually you can probably just reset it

P2: yeah

P1: erm, as long as you, as long as you know your passwor-, your er, email password, you can always reset

P2: yeah, exactly, my primary management for my digital legacy is that I've set up a Google, Gmail, inactive account thing, so that two months after my death, my brother gets like an email, with, like access to my email, gmail account, and then he, any password can be reset from there. And with that approach, I don't need to worry about password manager legacy

P4: I think that's good, because I was gonna say, with the, er, random password password generator, er, I lost my hotmail account, the same account three times, because Lastpass was giving me a password and not saving correctly, so three times, until it actually went on, "oh no no yeah I do know the password for this account and I will put it in", erm, so yeah it's that trust thing, like I, now, I don't trust Lastpass cause I'm like you've lost my password so many times, what if my family can't access it cause I've not checked that it's actually. And it's kinda, whereas that, getting the email and just being sent, makes a lot more

P2: also, sometimes when you want to recover an account, they ask you to enter previous passwords, and with these generated ones you've got no hope of getting previous passwords. Whereas, ones you chose, you might

P1: the one I've had, I hadn't used my Ebay account in forever, and I tried to sell something recently, and I tried to reset my- I knew my password, but it asked me about, so- some secret thing? what was it, like a secret question? right, and because I'm security conscious I don't answer them truthfully, because they can find them out (laughter), so.. I'm, I'm completely locked out

P2: those questions are the worst

P1: and it's like, I know the password, and they will let me in, but I can't.. do anything else, because

P2: those questions are the worst, and they say like wh- what's your favourite colour or your favourite food and you're like, well I don't know what it was three years ago when you asked me that question

P1: or what I was thinking, when I was making them up. Yeah, slight problem

R: so er, one final question before we wrap things up, erm, how how do you feel about actually engaging with this idea of planning for your own death, do you think it's morbid to be considering this on a regular basis, or something you should be doing often?

P4: I, I like it a lot. I think it's great, so my Dad passed away in 2006, and he was an IT guy, [??], erm, I, we, wasn't, I was 10 years old I wasn't IT competent and we lost a lot of his stuff and this is in the yore days of the internet, as well, and it was all, older, erm, so, it was even harder back then, and knowing that I could still just get on the little things that he did, online games and stuff like that, to let the people that he was playing games with and stuff, let them know? that would have been great, but we didn't have that ability, knowing that we can do that now is fantastic for the future, like I think that it's, we're so online all of the time, everything like, the representation of ourself is online and, maybe only a few accounts, but it's at least a few accounts for a lot of people, not losing that, I think, is very important. I just, i-, you don't get.. physical pictures any more, they're all digital, and you wouldn't wanna lose them

P2: I think

P6: I have my own question on this matter, which is, do you actively want to actually share profiles and stuff? because, for me, anything I've made public is what I want to be public. Anything that's not public.. I'm keeping behind closed doors for a good reason. So, I, without really having to give away my passwords, I've made sure that what needs to be made available, is already available? And everything else, shall stay with me, kind of thing

P4: yeah I, Facebook for example, I have a couple of folders that are just from, back from school, when I'd take loads of pictures, and I've made them hidden now, out of no real desire to hide anything I just don't want them public on my profile at the moment, but if I passed away, then some people might so oh, do you remember [P4] took these pictures, blah blah blah, and they wouldn't be able to access them if I hadn't given somebody the ability to make my account a legacy account?

P2: that's true, yeah

P4: but it's, that's a very specific situation, like, I've just hidden them because I didn't want too many folders on my Facebook

P2: it's, it's kinda like saying that that the permanence level might need to change, when you die, for the older photos. Like when you're alive, actually you don't want your old photos to be accessible, but when you're dead, probably, it would be nicer if they were

P6: see when it does come to older photos [???] er, people saying that instead of fully hiding them, they've made it, erm selective like a small

P2: friends only, yeah

P6: usually it's family that they just keep it to, because like their parents, uncles, aunties, grandparents just want to see those photos occasionally, yeah, so like usua- wh- what I would do is let them have access to the photos, and then, if I was to pass, well, of course, er, they already have access to it? and then I don't really have to worry about anything else, about posts being edited or anything

P2: I think to return to your question, I think we need more help managing our digital lives while we're alive, anyway, that's the major problem that needs to be solved, and I feel like digital legacy management will, will almost happen automatically if that problem is better dealt with, and I think it's probably fair to say, password managers is maybe the place where the most is being done towards helping you with that everyday problem, as you were saying, there's a lot you can do, erm, even if people don't do it, so maybe they are moving in the right direction, but maybe they're just the tip of the iceberg in this kind of bigger digital life problem which needs to be addressed, I think primarily for when you're alive, and secondarily, for your legacy. So I sort of see it as a secondary problem

[Thanks and wrap up]