What we do

We are a small design nonprofit based in Berlin and NYC with an educational mission:

- Events and gatherings
- Writing and toolkits
- Research, design, and consulting

We work in:

- Open source
- Privacy and security
- Technology that helps people
Design and security...?
What about this?

**Bank**
- big46dog81
- checking
- PIN 4681
- look for me 46
- C savings
- PIN 2000

**Email**
- greentea888
- blacktea46
- New
- gmail: murphy4681
What about this?

EMAIL
- greenTea 9888
- BLACK+Tea 46

gmail: murphy 4681

AMAZON
- big 46 dog 81
- iCloud
- nothing 81 special
We have some questions

● Is there a copy of this information anywhere else?
● Who else knows where it is?
● Is this information easy to relate to an individual?
● Is the information current?
● Is the information accurate?
● Is that a secret snack stash or a group snack box?
Security is context-dependent

**BANK**
- big46 dog81
- checking
- PIN 4681
- look for me 46
- savings
- PIN 2000

**EMAIL**
- @greenTea5555
- BLACK&TEA 46
- New

**AMAZON**
- big46 dog81

**gmail:**
- murphy 4681
Design is also context-dependent
Ingredients of design

Visuals

Words
Cryptostorm

The OpenVPN service provider for the truly paranoid

Privacy
Keep your online activities private

Security
Protect your internet traffic at public WiFi hotspots or from ISP/government surveillance

Benefits
More security features than any other VPN provider
Privacy is a universal right

It is fundamental to a well-functioning society. It allows norms, ethics, and laws to be safely discussed and challenged. A free and open society, therefore, cannot flourish and develop nor exist without privacy.

That is why we provide a VPN service that helps keep your online activity, identity, and location private for only €5/month.

We recommend that you pay anonymously, either with cash, Bitcoin, or Bitcoin Cash. We also accept credit card, bank wire, PayPal or Swish.

Certain versions of Mullvd will stop working on 22 March 2019. Update now!
NordVPN

The Internet with no borders

Advanced security. Internet freedom. Complete privacy.

00 : 09 : 24 : 42
days hours minutes seconds

Get It For $2.99/mo.

30-day money-back guarantee

Recommended by cnet & PC Magazine Editors' Choice

Disconnected

United States

Available regions

Atlanta 87 servers
New York 116 servers
Perfect Privacy

We encrypt and anonymize your Internet
Simple, private, free access to the open Internet you ♡

Get Started, It's Free
Ingredients of design

Visuals  Words  Organization  Choices
ProtonVPN

Many choices – and you need a lot of background knowledge to even know what choices exist
NordVPN

Fewer choices, graphical representation of technical concept
Minimal technical vocabulary, minimal choices
Security design is *high-stakes* design
Design choices can harm security

- Confused or overwhelmed people create workarounds
- Preachy or excessive information makes people tune out and/or get annoyed
- People will do what it takes not to have to think about security
2 case studies

Key handling

Password management
Does everyone need to know this?
“Your safety number with Eileen has changed”
Laura’s security code has changed
Password management
In-browser password management
Chrome password manager: passwords are NOT editable
Safari & Firefox password managers: Passwords ARE editable
“Frictionless” design: helpful or harmful?
The secret sauce: design research

Yes, you can do this remotely!

Yes, you can do this in a way that preserves people’s agency and privacy!

Image: Lia Siebert
Ask about mental models

“How do you think encrypted messaging works?”

“What do you think a password manager is?”
Watch someone use your tool

“What does this do?”
“What do you think it does?”
Security and privacy aren’t just for some