Inform the User

Transparency versus Comprehensibility

Petra Kauer-Ott
petra.kauer@switch.ch

Eduhub days 2015, University of Basel
About Swiss edu-ID
Get one key……

and
keep it forever
to get
access to all academic services and resources
Identity Management today…
… Identity Management tomorrow

Swiss edu-ID

School

Side Job

University education

Side Job

Post-graduate

Community Work

Employment

Further education

Self-Employment

Employment

Further education
Information flow & control

Sources

Collection

Release

Consumers

Swiss edu-ID

- Person Unique ID
- Attribute A
- Attribute B
- Attribute C
- Identity Reference A
- Identity Reference B

Federation members

Federation partners

Interfederation partners
“Swiss edu-ID” version 1.0

With v1.0 we want to be able to

• Register Students approaching the end of their studies
• Give them continuing access to selected resources

Student becomes Alumni / external (former) user
“Swiss edu-ID” version 1.0

With v1.0 we want to be able to

• Register Students approaching the end of their studies
• Give them continuing access to selected resources

Student becomes Alumni / external (former) user
Inform the User
- User-Interfaces
Understand what you are doing ...

OpenID Connect Complex
Veröffentlicht am 18. Januar 2012 von Matthias Pfefferle

Eran Hammer
@eranhammer

Holy shit! Remember OpenID? Well this is the new version: bit.ly/uuVD1C. More than 10 documents with new dependencies. Seriously?

8:32 AM - 7 Jan 12 via web · Embed this Tweet
Reply Retweet Favorite

Hat der erste Entwurf von OpenID Connect noch auf eine (übersichtliche) Seite

Source: http://notizblog.org/tag/w3c/
Questions

1. **Login**: How should a parallel login interface for AAI and Swiss edu-ID look like?

2. **Terms of use**: How to present them? What good implementations exist, providing a maximum of transparency without overwhelming the user?

3. **User-consent**: How should user-consent look like? (e.g. for transmission of attributes to a service provider)

4. **Relationship**: How to keep in touch with the user? Which channels should be used to inform the user and motivate to keep identity data up-to-date?
Select Registration Method

There are multiple options to create your unique and life-long Swiss edu-ID. Please select one that is most convenient for you:

Create Swiss edu-ID with your AAI account
Select an AAI organisation and login.

Anmelden über:
Geben Sie den Namen der Organisation ein, der Sie angehören...

Create a Swiss edu-ID manually
Continue to the manual registration page to proceed.
Login page with WAYF
Login page with very long WAYF
Separate logins for different IdPs

Authentication at Service Provider login page
(Swiss edu-ID login kept separately)
Login page of test instance

Swiss edu-ID Login

Log in to AAI Attributes Viewer:

Login

Email:

Password:

Clear data release consent for this service

Login

or if you don't have a Swiss edu-ID account yet:

Sign-Up

Create a Swiss edu-ID identity

• Forgot your password?
• Need Help?
• Edit personal data
• Change your password
These new terms & conditions you’ve drafted are extremely long and complex – our users are never going to be able to understand them….

Well done, Müller!
These new terms & conditions you've drafted are extremely long and complex – our users are never going to be able to understand them...

Well done, Müller!
Accept Terms of Use

<table>
<thead>
<tr>
<th>Email Address</th>
<th><a href="mailto:petra.kauer@switch.ch">petra.kauer@switch.ch</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>*********</td>
</tr>
<tr>
<td></td>
<td>Password is too short</td>
</tr>
<tr>
<td></td>
<td>Contains invalid characters. Only the characters a-z, A-Z, 0-9, ;@+-/% are allowed</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>*********</td>
</tr>
</tbody>
</table>

I fully understand and accept the Terms of Use for creating and using a edu-ID account.

⚠️ You must agree to the Terms of Use in order to create a edu-ID account.

Create Swiss edu-ID account

<table>
<thead>
<tr>
<th>Personal Data Used From Your AAI Identity</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
</tr>
</tbody>
</table>

This is to ensure that you have no typo in the password.
Terms of Use

By creating a edu-ID account, you agree to the following terms:

These Terms of Use are just for illustration. They are not final and still will change. Use at own risk!

- By creating a Guest Login account, you consent to be bound by these Terms of Use [TOU]. Read these terms carefully prior to registering and using the Swiss edu-ID account.
- SWITCH reserves the right to alter and amend the TOU without prior notice. Accordingly, you should visit the following link periodically to stay abreast of the latest changes: http://aai.guest-login.ch/tou
- In order to benefit from the Swiss edu-ID account, you need to create an account providing at least your name, a valid email address and a password. Email address and password are used for authentication and are for your sole use. They may not be assigned or transferred. Protect your email address and password with adequate care. You are personally responsible for any abuse of your email address and password. Any such abuse or any other breach of the TOU will entail a suspension or cancellation of your account.
- You commit to access and use the services in good faith only and in accordance with these TOU and all applicable laws and regulations.
- You hereby acknowledge that personal data about you is sent to the services you access using your Swiss edu-ID account. In order to use the services, you will have to give your consent before accessing them the first time. Such data will be used, inter alia, to authenticate and authorize the access to and use of various resources (hereinafter: the Approved Uses) which are offered by members and partners of the SWITCH AAI federation (see http://www.switch.ch/aai/ for details).
- You hereby consent to the collection, processing, use and release of such data to the extent reasonably necessary for the Approved Uses. Such consent includes, but is not limited to, the release of personal data to other organizations and content providers, inter alia by employing cookies and electronically exchanging, caching and storing personal authorization attributes.
- SWITCH does not make any representation or give any warranty as to the Services or their use. To the extent permitted by the applicable law, you hereby waive all and any claims for cost and damages, whether direct or indirect, incidental, or consequential (including, inter alia, loss of use and lost profits), both in contract and in tort, arising from the use or in any way related to the Services. This waiver of claims shall be valid and effective in relation to all services and its affiliates, officers, employees and agents.
- Swiss edu-ID accounts are disabled automatically after '.ACCOUNT_INACTIVITY_TIMEOUT.' days of inactivity. You will be notified via email several times before your account will be disabled.
- These TOU and your use of the Services shall be governed by Swiss law, and you submit to the exclusive jurisdiction of the courts of Zürich.
User-consent

SWITCHaai

About AAI  |  FAQ  |  Help  |  Privacy

You are about to access the service:
Foolie or UNINETT

Description as provided by this service:
Foolie is a generic poll and survey tool for deciding meeting dates.

Additional information about service.

Data Requested by Service

Display Name: Lukas Haemmerle
E-mail: lukas.haemmerle@switch.ch
Preferred Language: en

Data privacy information of service.

The data above is requested to access the service. Do you accept that this data about you is sent to the service whenever you access it?

Reject  Accept

“Maps” Would Like to Use Your Current Location

Don’t Allow  OK

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User-consent with AAI

<table>
<thead>
<tr>
<th>Vom Dienst angeforderte Daten</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nachname</td>
</tr>
<tr>
<td>Vorname</td>
</tr>
<tr>
<td>Anzeigenname</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>E-Mail</td>
</tr>
<tr>
<td>Zugehörigkeit</td>
</tr>
<tr>
<td>Bereichsgebundene Zugehörigkeit</td>
</tr>
<tr>
<td>Heimorganisation</td>
</tr>
<tr>
<td>Heimorganisation</td>
</tr>
<tr>
<td>Typ der Heimorganisation</td>
</tr>
<tr>
<td>Typ der Heimorganisation</td>
</tr>
<tr>
<td>Geschäftsadresse</td>
</tr>
<tr>
<td>Telefon Geschäft</td>
</tr>
<tr>
<td>Eindeutige ID</td>
</tr>
<tr>
<td>Bevorzugte Sprache</td>
</tr>
</tbody>
</table>

Der Dienst fordert die oben aufgeführten Daten an. Akzeptieren Sie, dass diese Daten über Sie immer gesendet werden, wann Sie auf diesen Dienst zugreifen?
Relationship: Keep in touch

Reminder
**Edit Account Data**

### Your edu-ID User Profile

- **First Name**: Petra
- **Last Name**: Kauer-Ott
- **Birthday**:
- **Gender**:
- **Preferred Language**: English

### Authentication
- **Password**: ************

### Contact Data
- **Email**: petra.kauer@switch.ch
- **Primary Email**:
- **Business Address**: SWITCH, Weidnistrasse 2, CH-8032 Zurich
- **Business Phone**: +41 44 265 15 69
- **Home Address**:
- **Home Phone**:
- **Mobile Number**:

### Linked Identities
- **AAI**:
  - **AAI Identities**: SB2223@switch.ch
  - **AAI Affiliations**: member@switch.ch, staff@switch.ch
  - **Note**: AAI Affiliations can be added by adding additional AAI identities.
- **ORCID Identifier**:
- **Other Identifiers**:

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Attribute Quality

**Personal Data**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Petra</td>
</tr>
<tr>
<td>Last Name</td>
<td>Kauer-Ott</td>
</tr>
<tr>
<td>Birthday</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td></td>
</tr>
<tr>
<td>Preferred Language</td>
<td>English</td>
</tr>
</tbody>
</table>

**Quality Actions**

This attribute value originates from a verified AAI identity. It was last verified on 12. 1. 2015 10:16:41.

**Contact Data**

<table>
<thead>
<tr>
<th>Email</th>
<th>Quality Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Email</td>
<td>![icon]</td>
</tr>
<tr>
<td>email address</td>
<td><a href="mailto:petra.kauer@switch.ch">petra.kauer@switch.ch</a></td>
</tr>
<tr>
<td>Additional Email(s)</td>
<td>![icon]</td>
</tr>
</tbody>
</table>

**Business**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Address</td>
<td>SWITCH Wordstrasse 2 CH-8004 Zürich</td>
</tr>
<tr>
<td>Business Phone</td>
<td>+41 44 268 15 69</td>
</tr>
<tr>
<td>Home Address</td>
<td></td>
</tr>
<tr>
<td>Home Phone</td>
<td></td>
</tr>
<tr>
<td>Mobile Number</td>
<td></td>
</tr>
</tbody>
</table>
Feedback by Café Participants
Login page

Should

- be responsive / well presented on **mobiles**
- **guide** user to the right registration method ev. before login page; danger to confuse users – also experienced AAI users - with selection page)
- **not be part of the WAYF** (but contain clear guidance)
- show **what login to prefer** (why) if there’s a parallel login page for Swiss edu-ID and AAI (ev. emphasize one option)
- provide **fast access** to resources (no hurdles, no additional pages or clicks, no delay)

- if WAYF is used - not contain long text as „Wählen Sie die Organisation aus, der Sie angehören…“ (better: “I study/work at…”)
Terms of use

Should provide
• **large fonts**
• **responsive** pages
• comfortable page **design**
• clear **structure** with titles and paragraphs
• length of **2-3 pages** maximum
• version **without lingo** (may be written by students of law)
• **summary** of most relevant points for the user
• **links** from summary to paragraphs
• **inviting text**, asking user to spend some minutes for reading the terms and explaining relevance

• change announcements by email with highlighting text changes in original and a summary
• opportunity to receive full terms of use b email after acceptance

Mentioned examples: ello, credit card of postfinance, vodafone, Telecom