

# Inform the User

## Transparency versus Comprehensibility



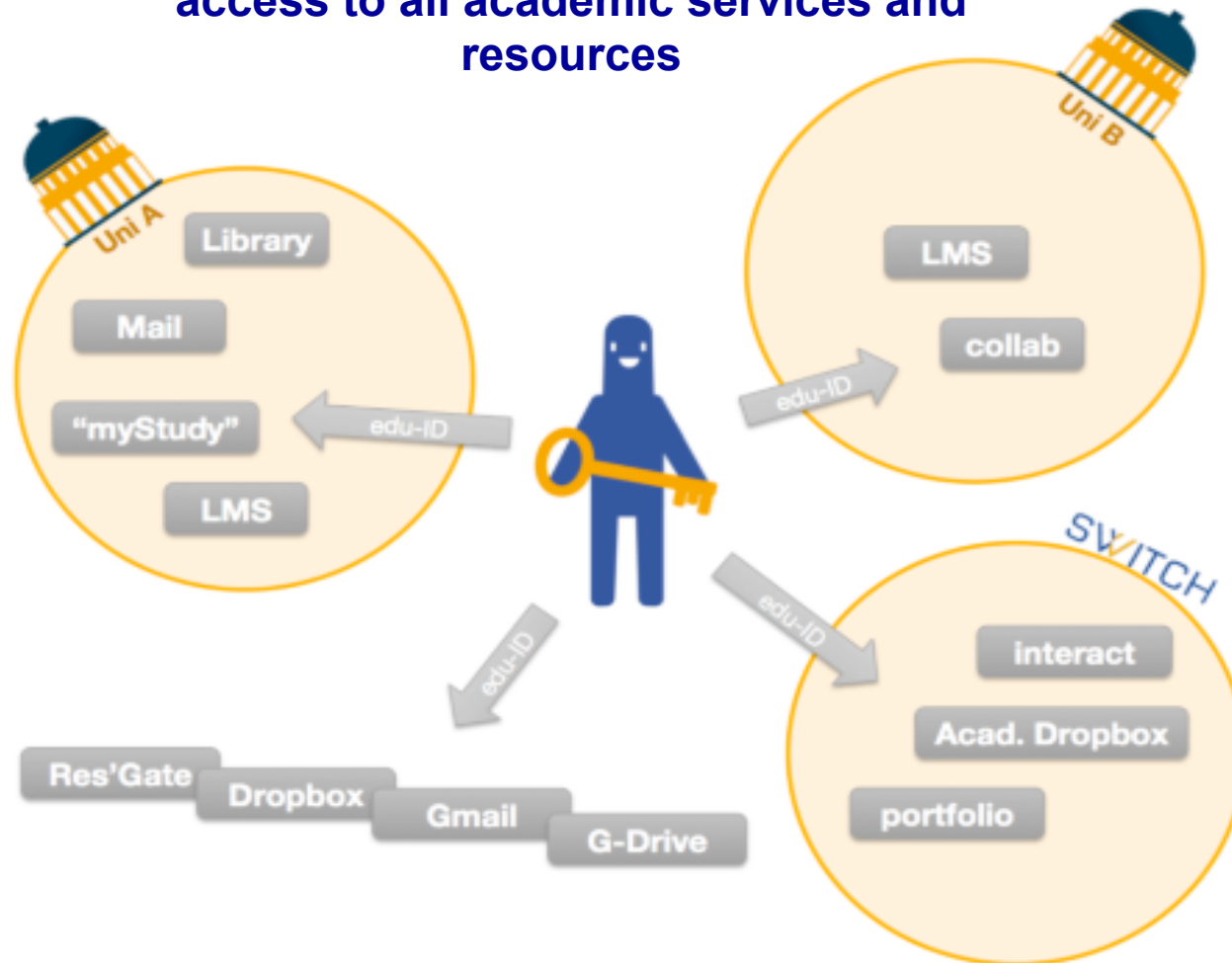
# SWITCH

Petra Kauer-Ott  
petra.kauer@switch.ch

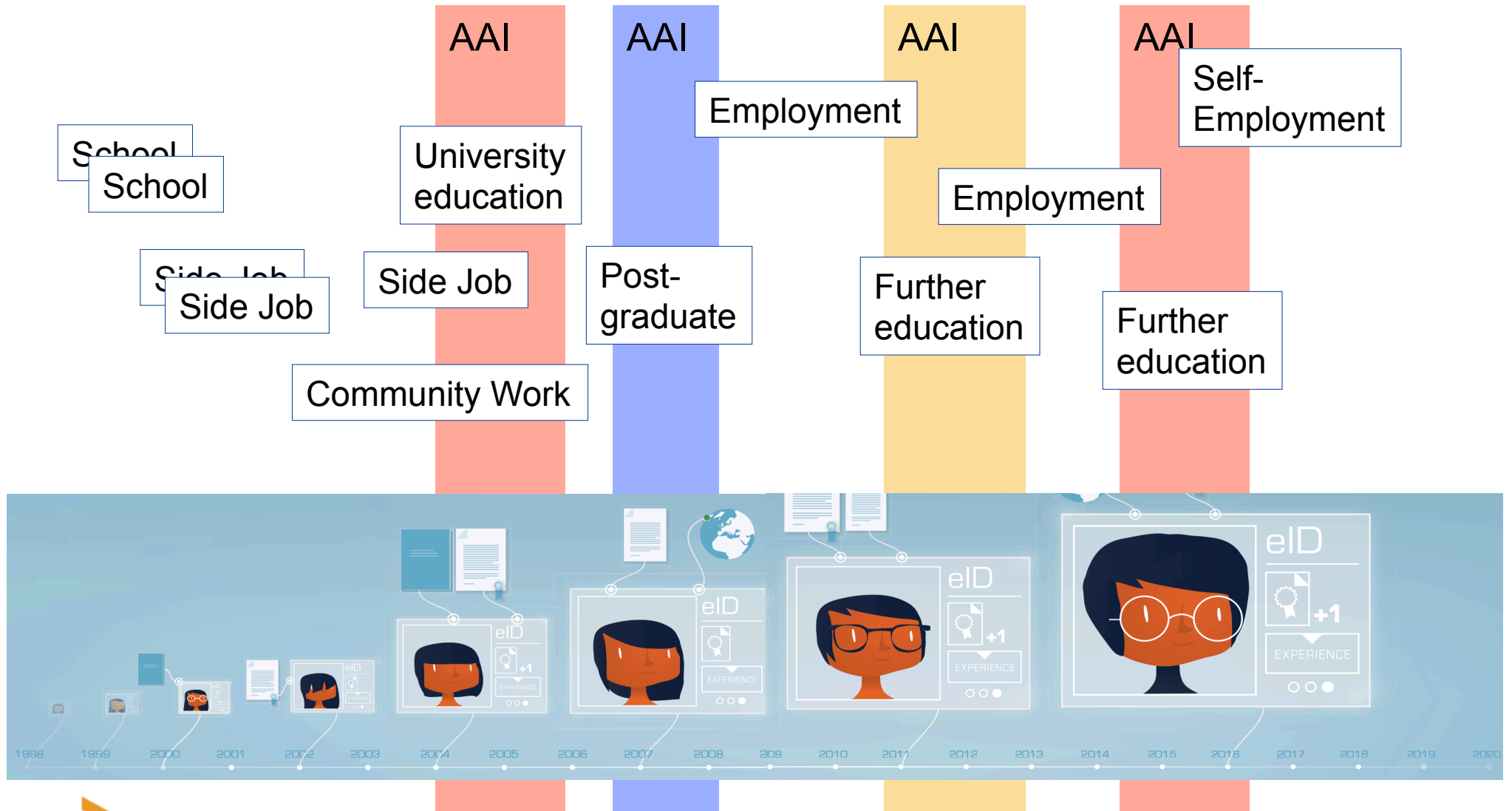
# About Swiss edu-ID

# Get one key.....

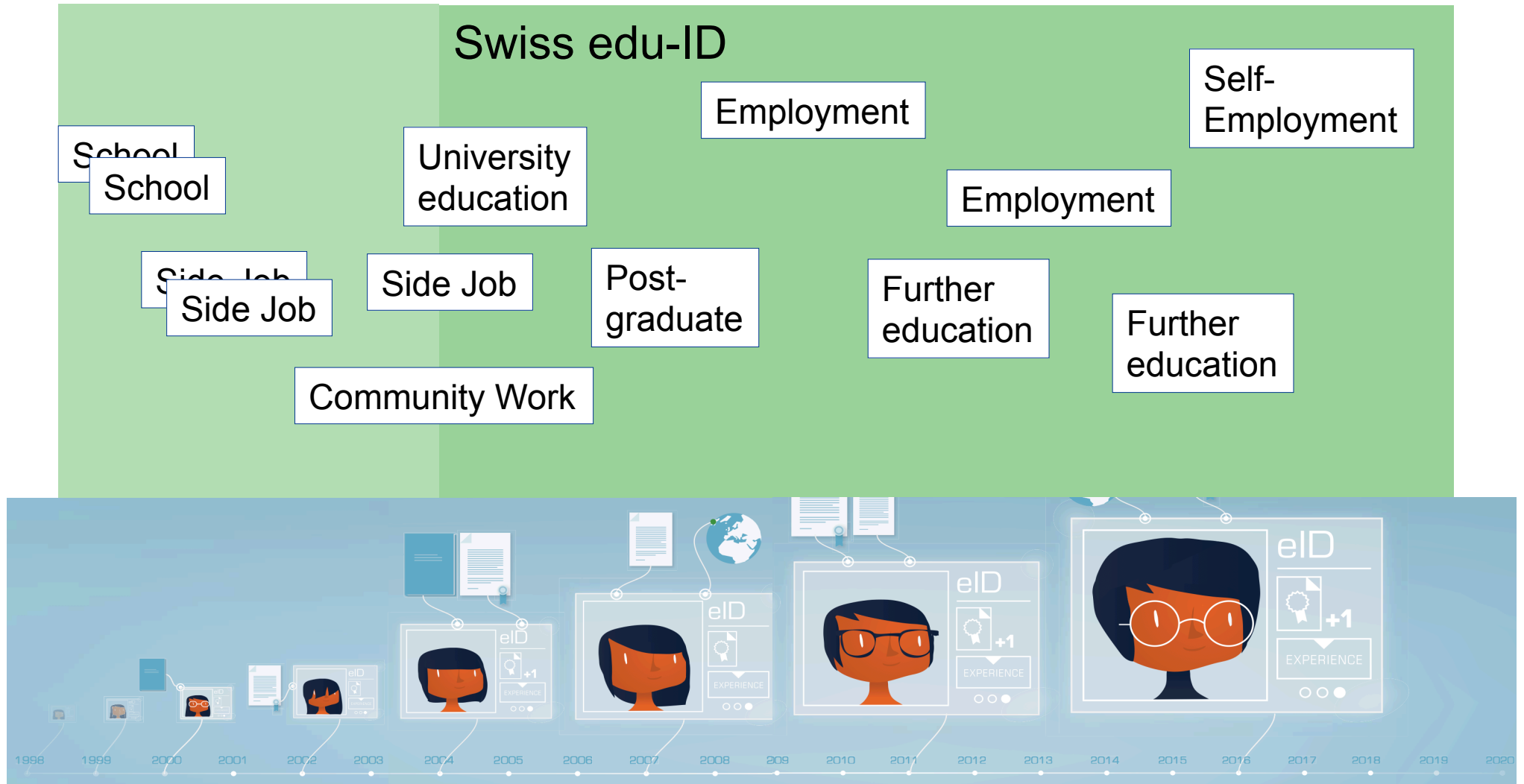
and  
**keep it forever**  
to get  
**access to all academic services and  
resources**



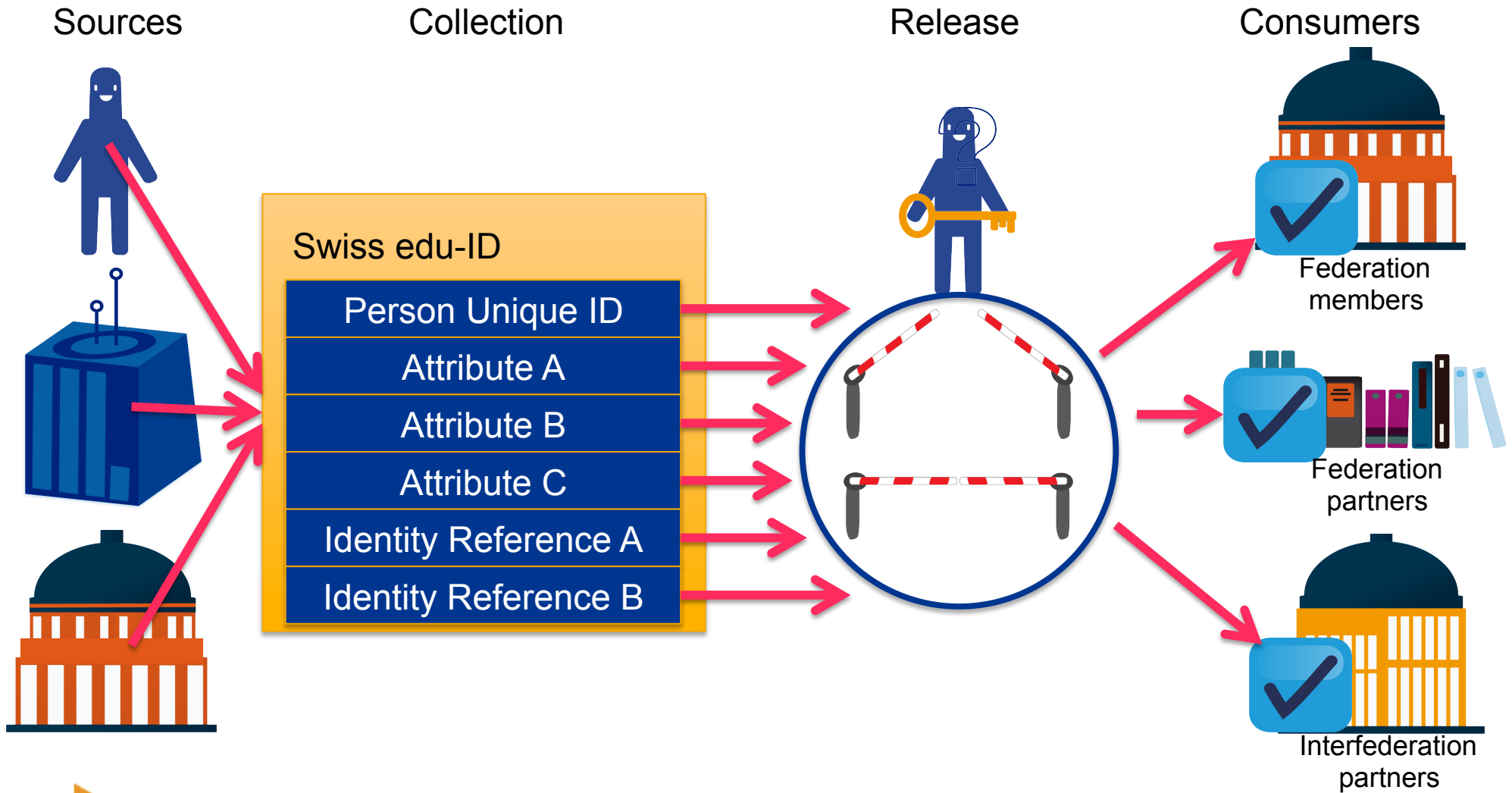
# Identity Management today...



# ... Identity Management tomorrow



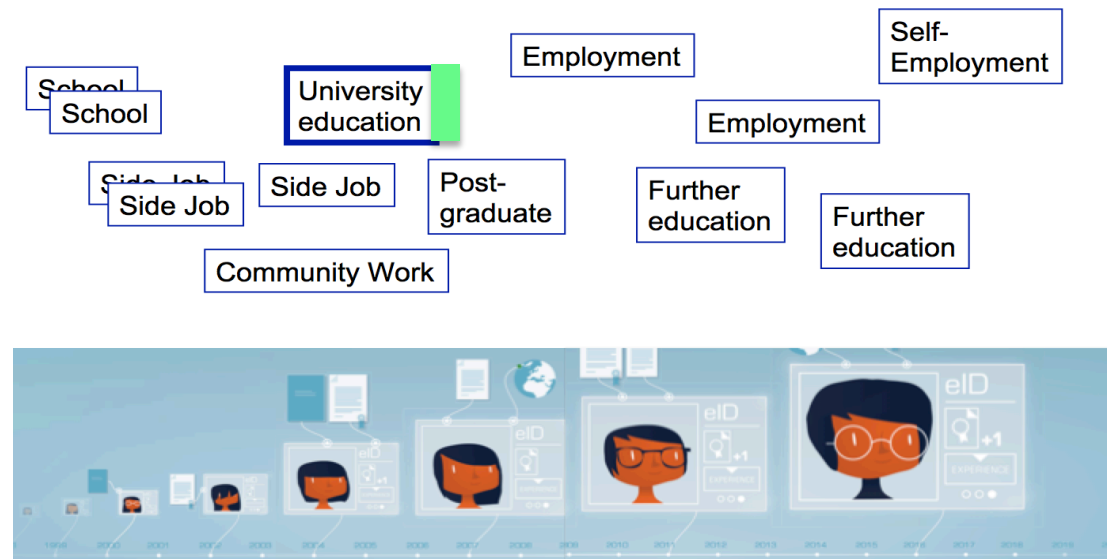
# Information flow & control



# “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

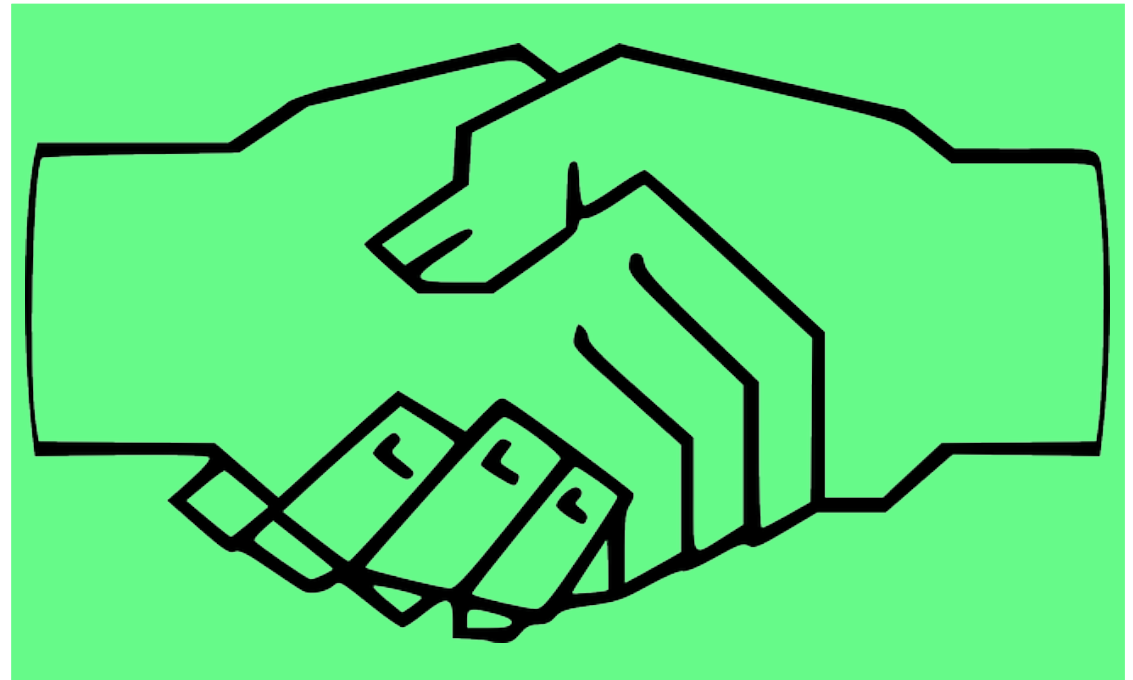


 Student becomes Alumni / external (former) user

# “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

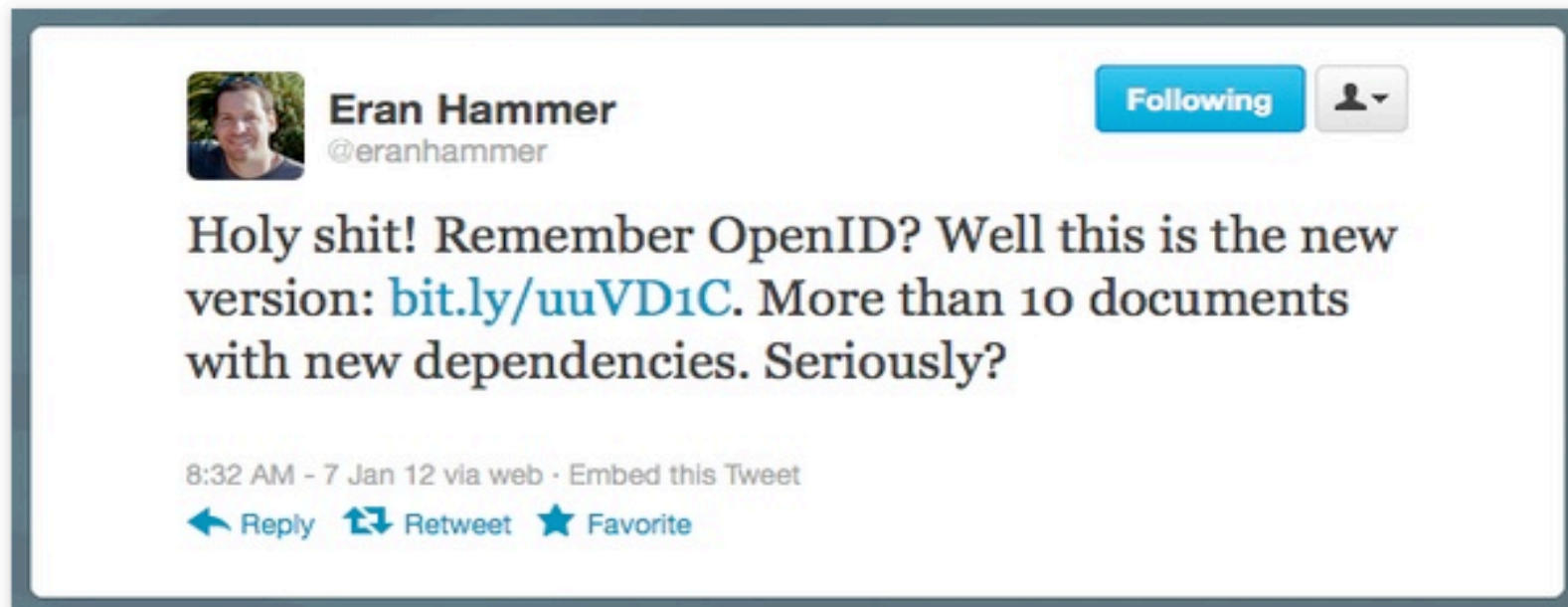
-

# User-Interfaces

# Understand what you are doing ...

## OpenID ~~Connect~~ Complex

Veröffentlicht am 18. Januar 2012 von Matthias Pfefferle



The screenshot shows a tweet from Eran Hammer (@eranhammer) posted on January 7, 2012, at 8:32 AM. The tweet text reads: "Holy shit! Remember OpenID? Well this is the new version: [bit.ly/uuVD1C](http://bit.ly/uuVD1C). More than 10 documents with new dependencies. Seriously?". The tweet includes a profile picture of Eran Hammer, a "Following" button, and a dropdown menu icon. Below the text are icons for Reply, Retweet, and Favorite.

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

# 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

Images

Contact | en | Login

## Registration Method




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[About](#) | [Help](#) | [Terms of Use](#) | [Acceptance Use Policy](#)

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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:** 

**Create a Swiss edu-ID manually**  
Continue to the [manual registration page](#) to proceed.

# Login page with WAYF

moodle.ffhs.ch

Apple iCloud Facebook Twitter Wikipedia Yahoo! News Popular

**FFHS**  
Fernfachhochschule Schweiz  
Zürich | Basel | Bern | Brig  
Mitglied der SUPSI

Sie sind nicht angemeldet. [Login](#)

**Startseite**

**Wichtige Links**

- Support
- Tutorial Dozierende
- Tutorial Studierende
- Pinnwand
- Webmail
- Studierende
- Site Policy
- implemented by FFHS
- Informatikdienste

**Willkommen auf der eLearning Plattform der FFHS**

Studierende und Dozierende, melden Sie sich auf der rechten Seite über die AAI-Login Box an. Sie erhalten nach dem Login eine Auflistung aller Kurse, zu welchen Sie Zugang haben.

Informationen zum Login mit AAI finden Sie in der [Anleitung](#).  
Bei Problemen wenden Sie sich an das [Learning Center](#).

**AAI Login**

Anmelden über:

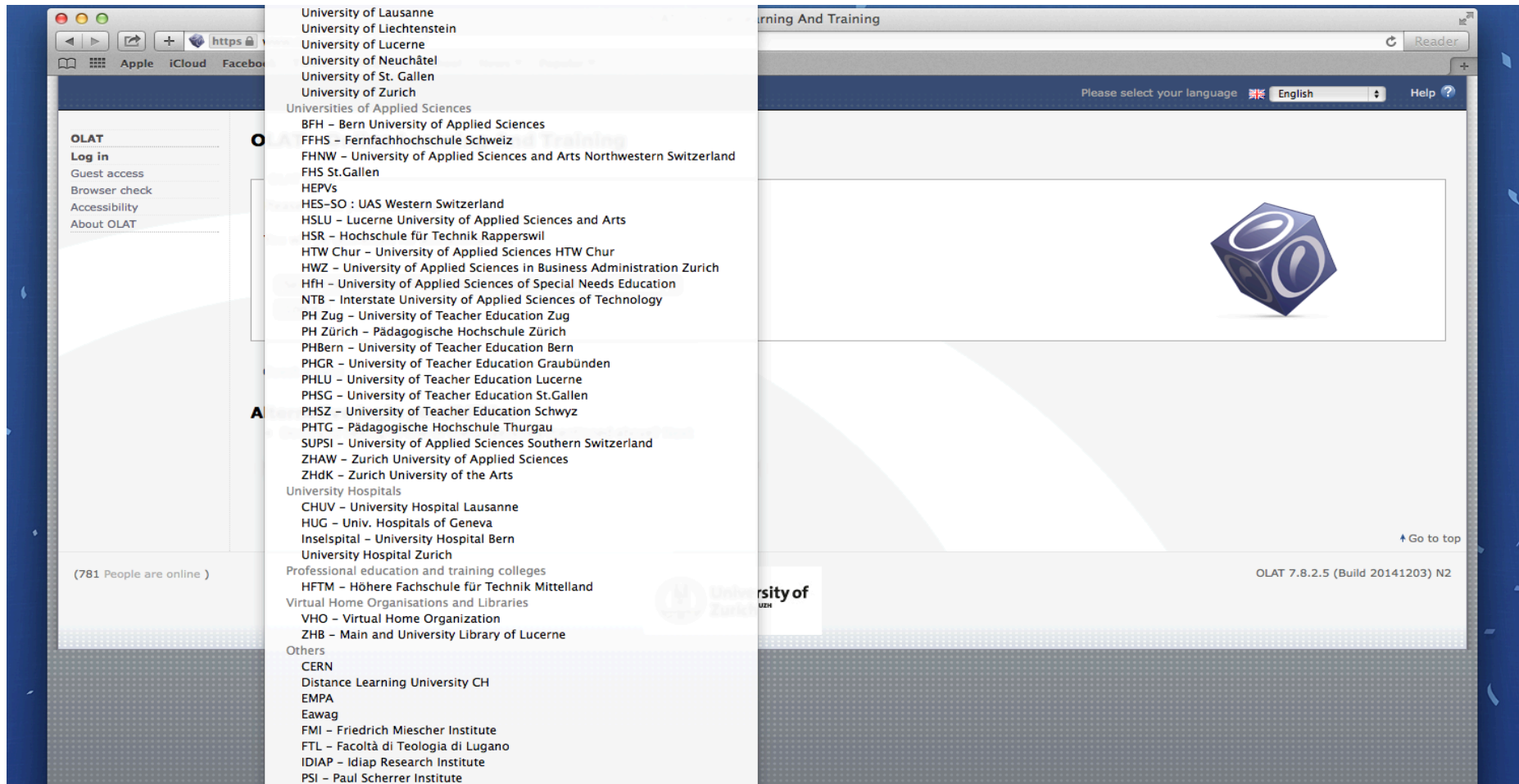
- ✓ FFHS - Fernfachhochschule Schweiz
- SUPSI - Scuola universitaria professionale della Svizzera italiana
- SWITCH
- BFH - Berner Fachhochschule
- Université de Fribourg
- Université de Genève
- PHBern - Pädagogische Hochschule Bern
- Distance Learning University CH

Anmeldename

Kennwort


Anmeldenamen merken


# Login page with very long WAYF



# Separate logins for different IdPs

Authentication at Service Provider login page  
(Swiss edu-ID login kept separately)

Login with: 

 VHO - Virtual Home Organization

Remember selection for this web browser session.

Wählen Sie bitte oben Ihre Organisation aus und klicken Sie auf "Anmelden".  
Falls dies nicht funktioniert, verwenden Sie bitte [diesen alternativen Zugang](#).

Bei Fragen dazu wenden Sie sich bitte an die [ILIAS Administration](#).

Login with  
Swiss edu-ID

Username:

Password:

[Zum öffentlichen Bereich](#)

[Nutzungsvereinbarung](#)

# Login page of test instance

## Swiss edu-ID Login

Log in to AAI Attributes Viewer:

➤ Zeigt zu Test und Informationszwecken alle Attribute eines Benutzers.

### Login

Email:

Use any email address associated with your Swiss edu-ID.

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](#)



# Terms of use



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 !

# Terms of use



# Accept Terms of Use

**Email Address**

**Password**   
**■■■■ Password is too short**

**▲ Contains invalid characters. Only the characters a-z, A-Z, 0-9, .,:;@+-% are allowed**

**Confirm Password**

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**

This is to ensure that you have no typo in the password

**Personal Data Used From Your AAI Identity**

**First Name**

# Terms of Use

## edu-ID Terms of Use



[Login](#) | [About](#) | [Help](#) | [Terms of Use](#) | [Acceptance Use Policy](#)

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 8001 Zurich.

# User-consent

SWITCHHaaI SWITCH

[About AAI](#) | [FAQ](#) | [Help](#) | [Privacy](#)

You are about to access the service:  
**Foodle** of [UNINETT](#)

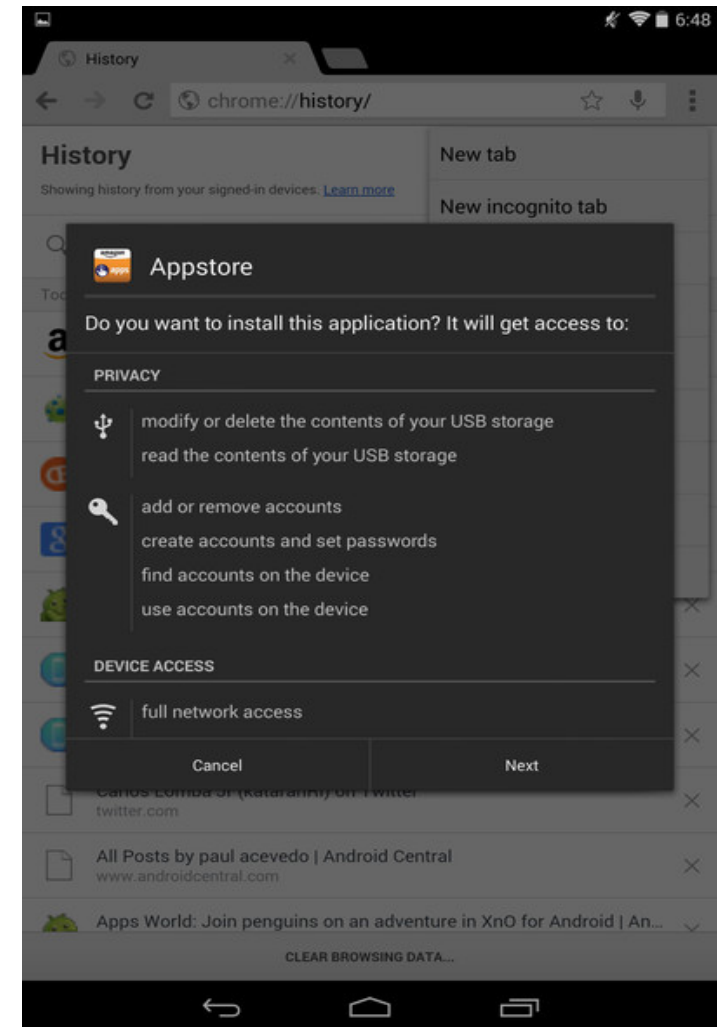
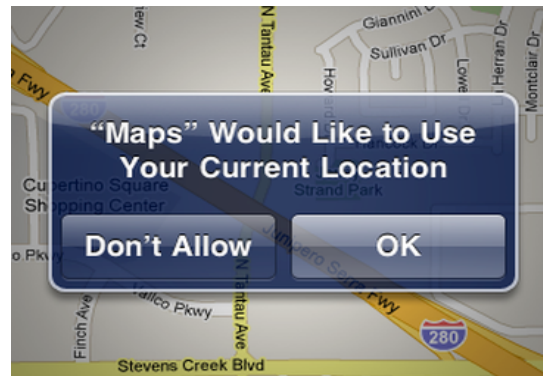
Description as provided by this service:  
*Foodle is a generic poll and survey tool for deciding meeting dates.*

[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?



# User-consent with AAI

SWITCHaai SWITCH

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[About AAI](#) | [FAQ](#) | [Help](#) | [Privacy](#)

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Sie greifen auf den folgenden Dienst zu:  
**Swiss edu-ID Test Registration** von [SWITCH](#)

Beschreibung des Dienstes:  
*Swiss edu-ID Test Registration*


Vom Dienst angeforderte Daten	
Nachname	Kauer-Ott
Vorname	Petra
Anzeigename	Petra Kauer
Name	Petra Kauer
E-Mail	petra.kauer@switch.ch
Zugehörigkeit	member staff
Bereichsgebundene Zugehörigkeit	staff@switch.ch member@switch.ch
Heimorganisation	switch.ch
Heimorganisation	switch.ch
Typ der Heimorganisation	others
Typ der Heimorganisation	urn:schac:homeOrganizationType:ch:others urn:schac:homeOrganizationType:int:nren
Geschäftsadresse	SWITCH Werdstrasse 2 CH-8004 Zürich
Telefon Geschäft	+41 44 268 15 69
Eindeutige ID	582223@switch.ch
Bevorzugte Sprache	en

Der Dienst fordert die oben aufgeführten Daten an. Akzeptieren Sie, dass diese Daten über Sie immer gesendet werden, wenn Sie auf diesen Dienst zugreifen?

# Relationship: Keep in touch



# Edit Account Data



Your edu-ID User Profile

[Login](#) | [About](#) | [Help](#) | [Terms of Use](#) | [Acceptance Use Policy](#)

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Authentication 2 Account Profile

This page allows you to update and extend your edu-ID User Profile.

Personal Data		Quality	Actions
First Name	Petra		
Last Name	Kauer-Ott		
Birthday			
Gender			
Preferred Language	English		

Authentication		Quality	Actions
Password	*****		

Contact Data		Quality	Actions
<b>Email</b>			
Primary Email	petra.kauer@switch.ch		
Additional Email(s)			
<b>Business</b>			
Business Address	SWITCH Werdstrasse 2 CH-8004 Zürich		
Business Phone	+41 44 268 15 69		
<b>Private</b>			
Home Address			
Home Phone			
Mobile Number			

Linked Identities		Quality	Actions
<b>AAI</b>			
AAI Identities	582223@switch.ch		
AAI Affiliations	member@switch.ch staff@switch.ch		
<div style="border: 1px solid gray; padding: 5px; margin: 5px 0;">  AAI Affiliations can be added by adding additional AAI identities.                 </div>			
<b>Other Identifiers</b>			
ORCID Identifier			



# Attribute Quality

Personal Data		Quality Actions
<b>First Name</b>	Petra	   
<b>Last Name</b>	Kauer-Ott	
<b>Birthday</b>		
<b>Gender</b>		
<b>Preferred Language</b>	 English	

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

Contact Data		Quality Actions
<b>Email</b>		
<b>Primary Email</b>	 petra.kauer@switch.ch	
<b>Additional Email(s)</b>		
<b>Business</b>		
<b>Business Address</b>	 SWITCH Werdstrasse 2 CH-8004 Zürich	   
<b>Business Phone</b>	 +41 44 268 15 69	 
<b>Private</b>		
<b>Home Address</b>		
<b>Home Phone</b>		
<b>Mobile Number</b>		

Verify Business Address

# **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