Inform the User
Transparency versus Comprehensibility
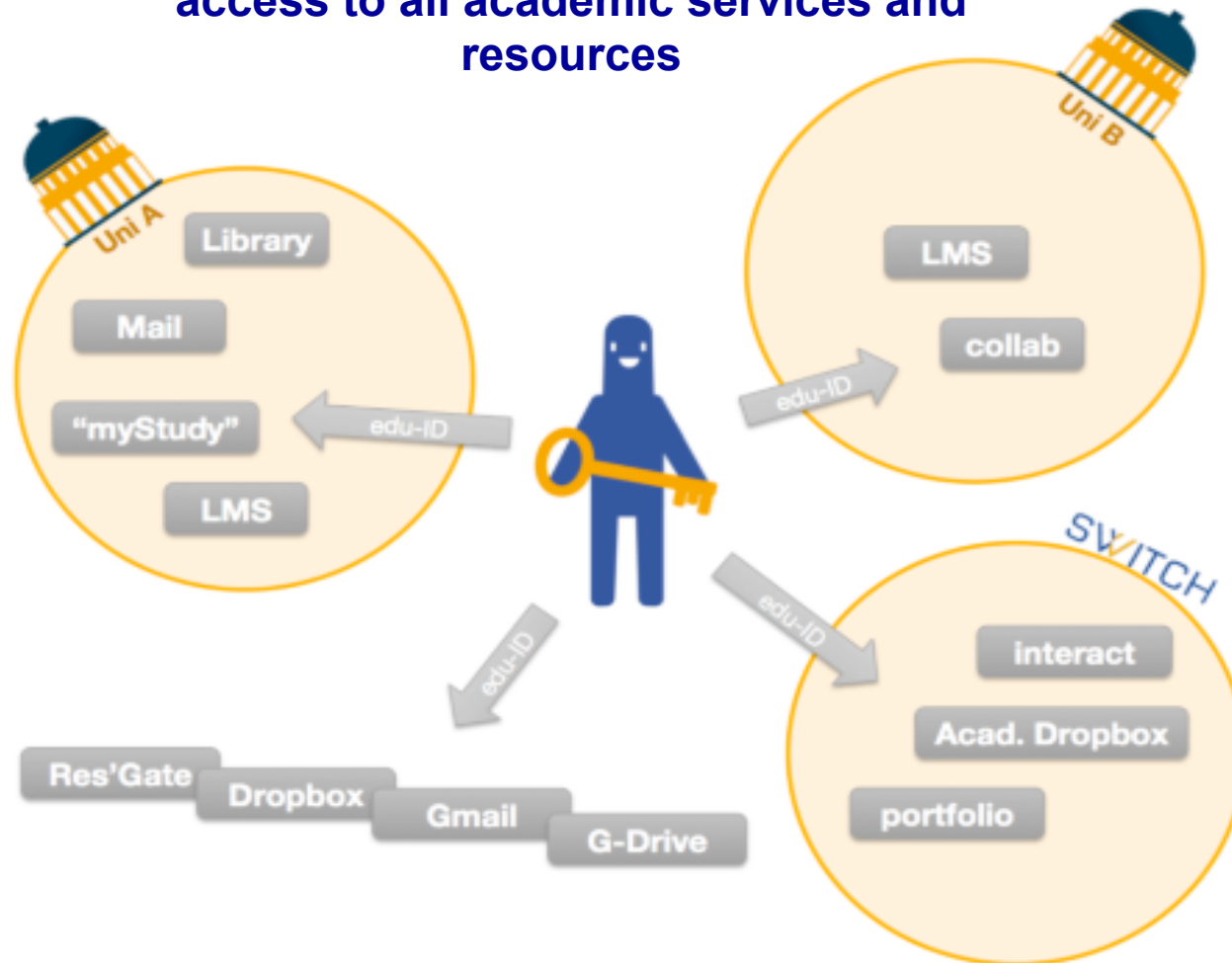
SWITCH

Petra Kauer-Ott
petra.kauer@switch.ch
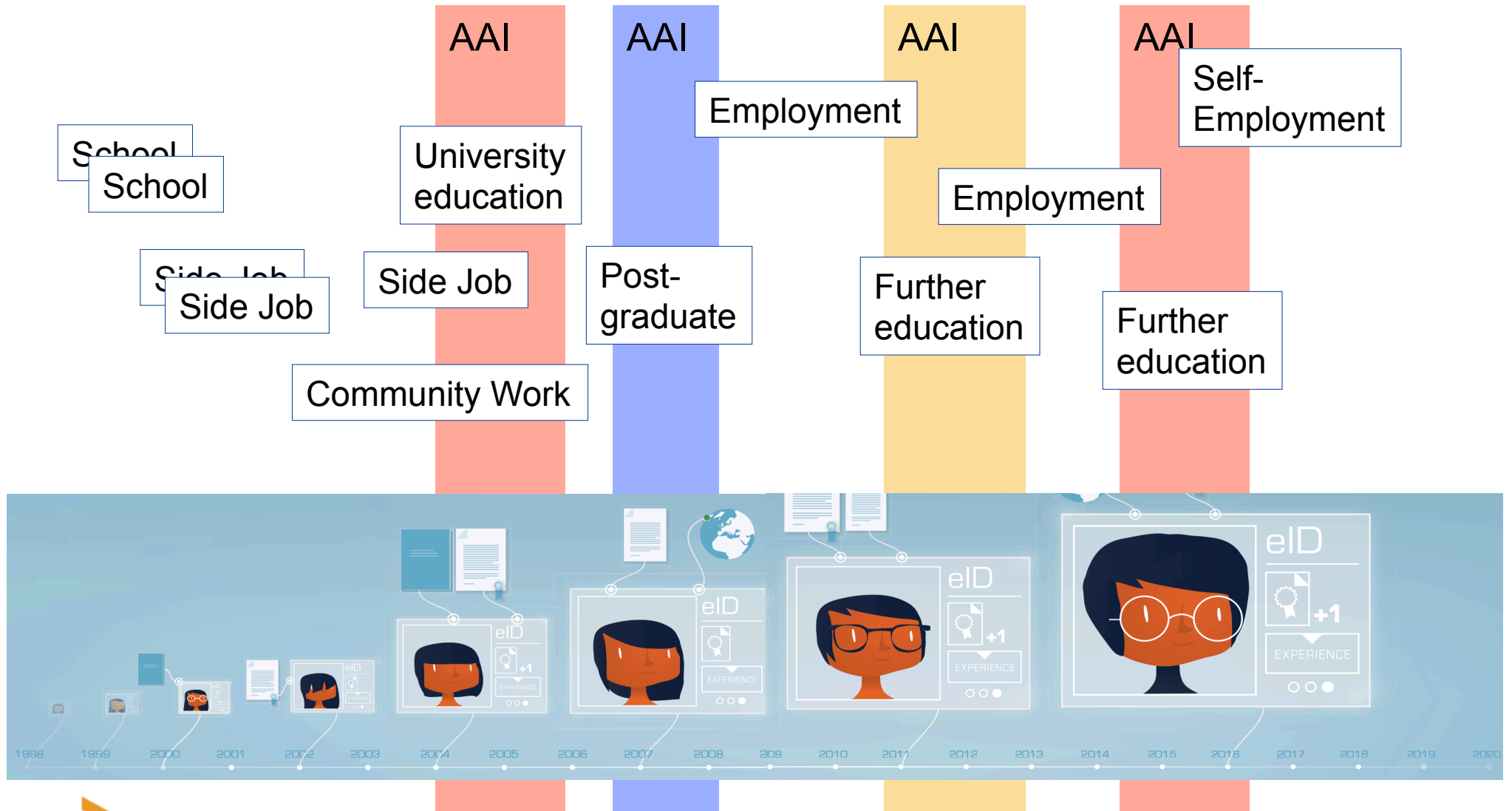
Eduhub days 2015, University of Basel

About Swiss edu-ID

Get one key…….

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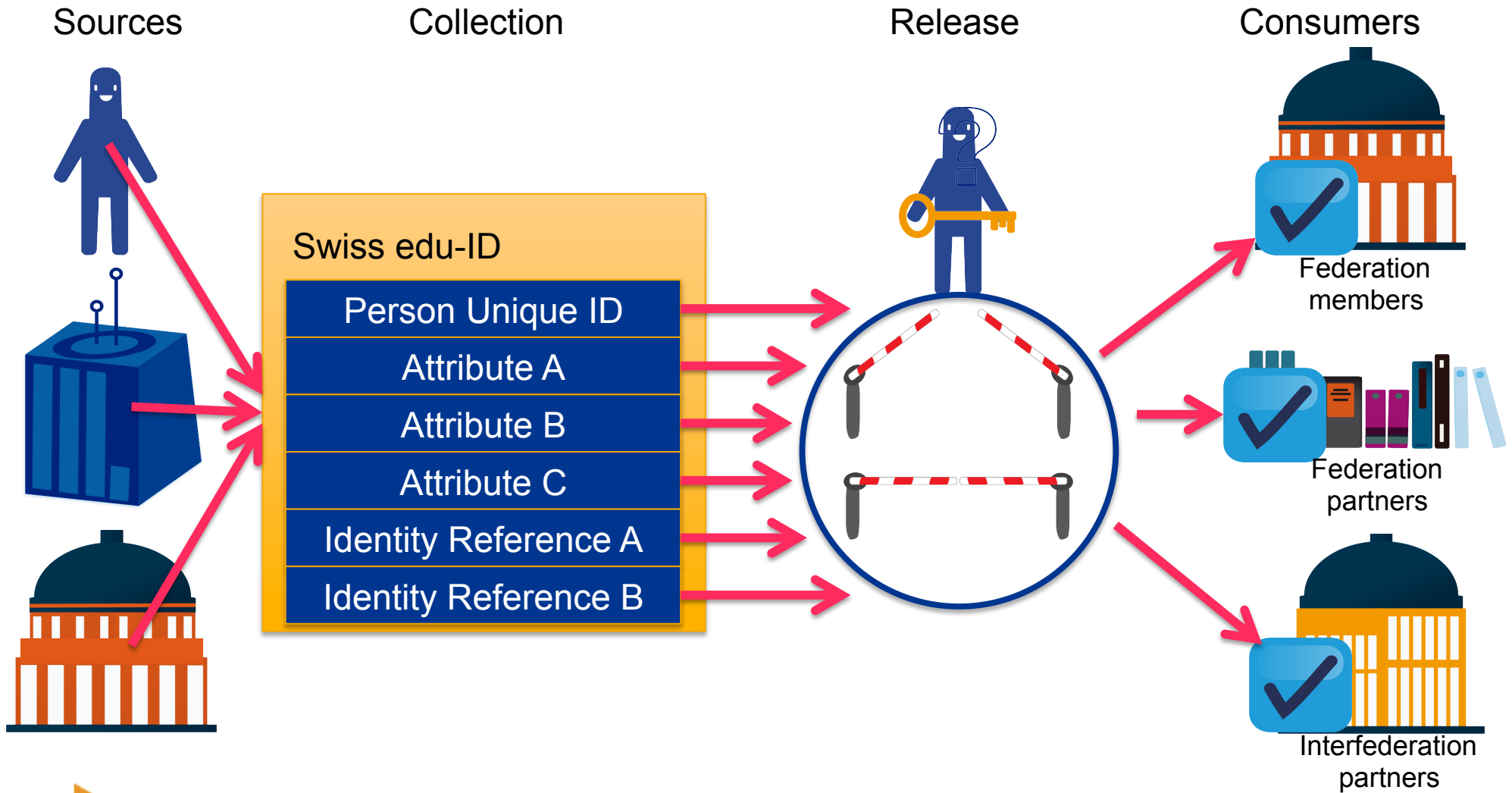to get
access to all academic services and resources

Identity Management today…

School

School

Side Job

Side Job

AAI

University education

Side Job

Community Work

AAI

Employment

Post-graduate

AAI

Employment

Further education

AAI

Self-Employment

Further education

… Identity Management tomorrow

Swiss edu-ID

School

School

Employment

Self-Employment

University education

Employment

Side Job

Side Job

Side Job

Post-graduate
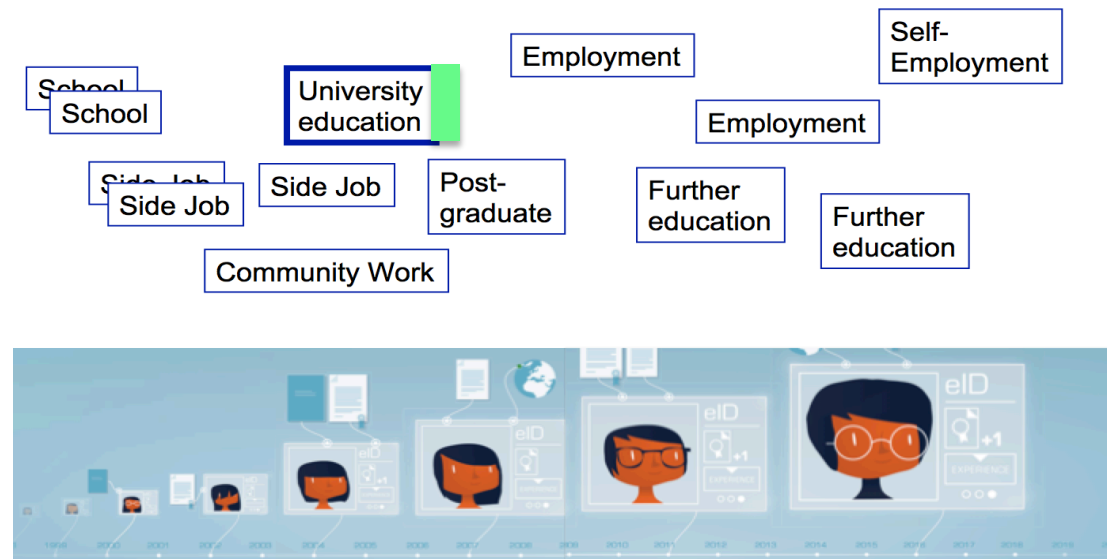
Further education

Further education

Community Work
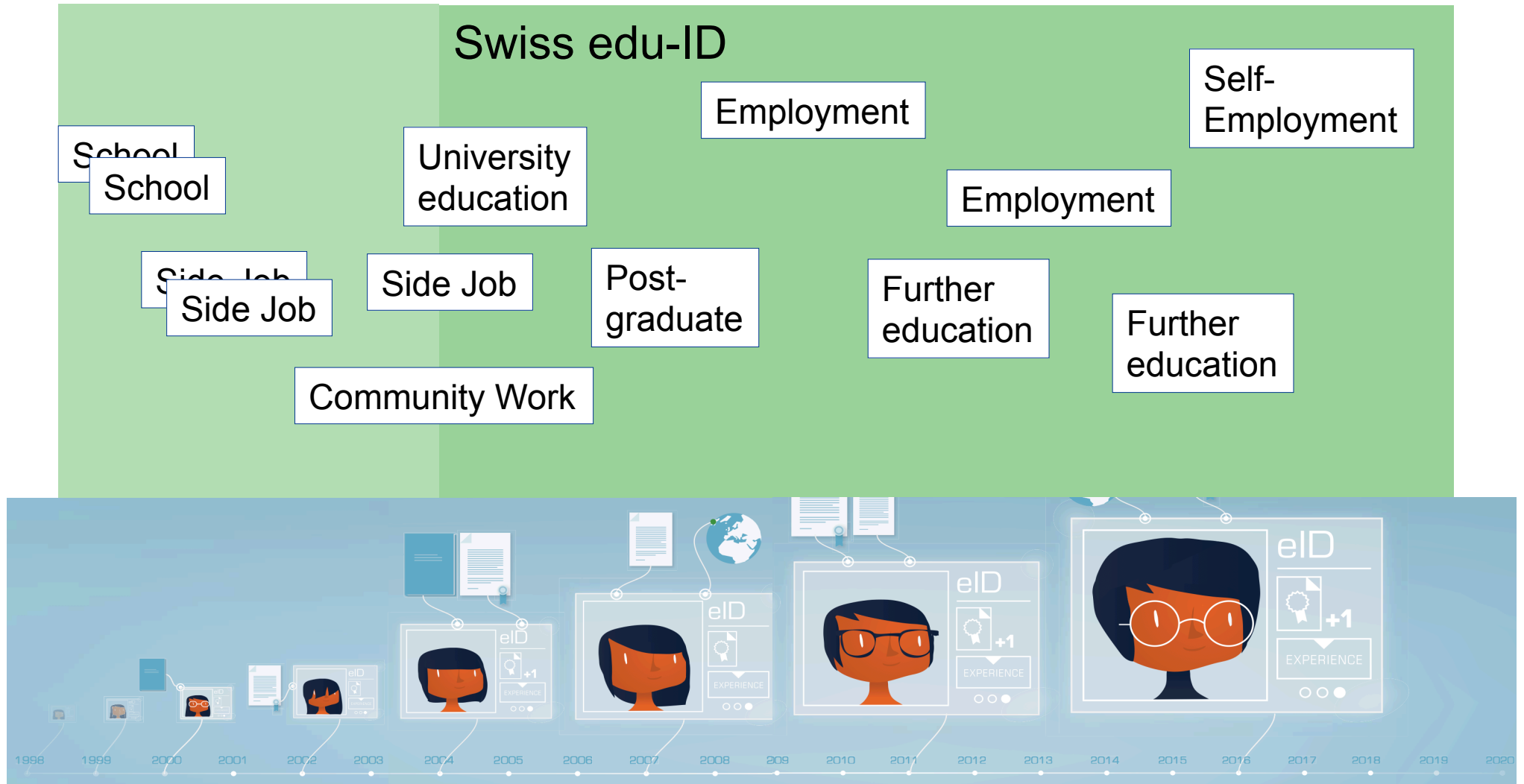
Information flow & control

"Swiss edu-ID" version 1.0

With v1.0 we want to be able to

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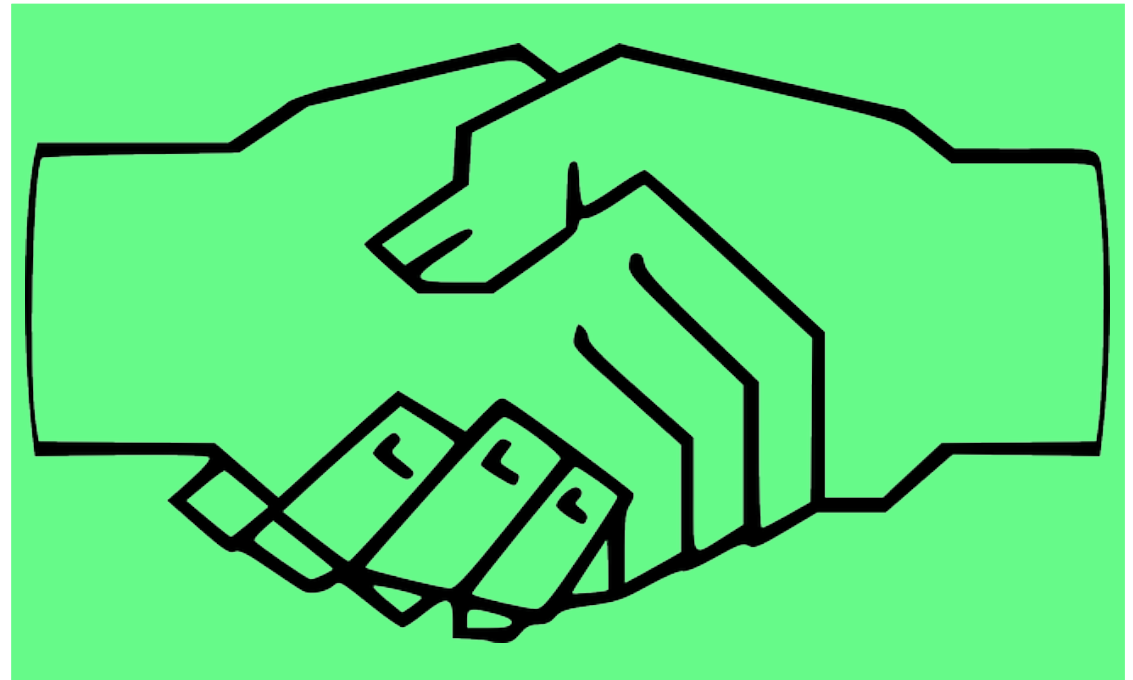- Give them continuing access to selected resources

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

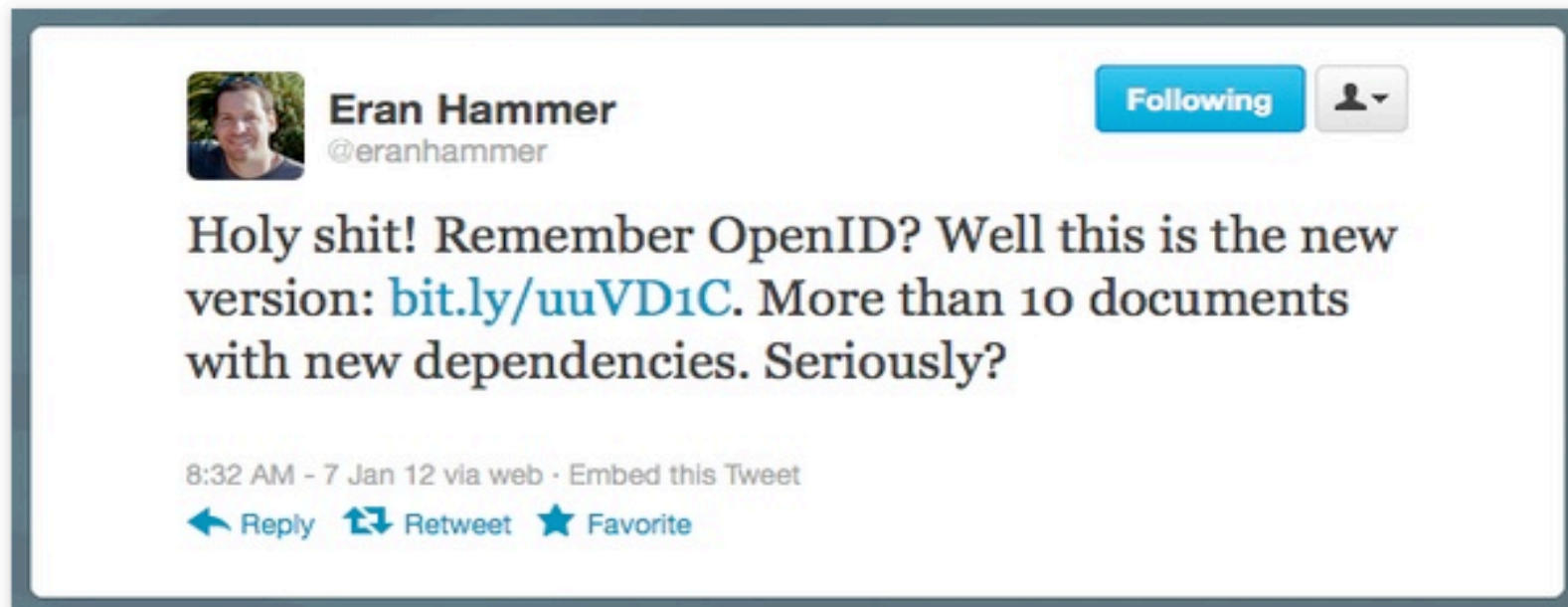Student becomes Alumni / external (former) user

Inform the User

-

User-Interfaces

Understand what you are doing …

OpenID ~~Connect~~ Complex

Veröffentlicht am 18. Januar 2012 von Matthias Pfefferle

> **Eran Hammer** @eranhammer *Following*
>
> 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

Login page with WAYF

Login page with very long WAYF
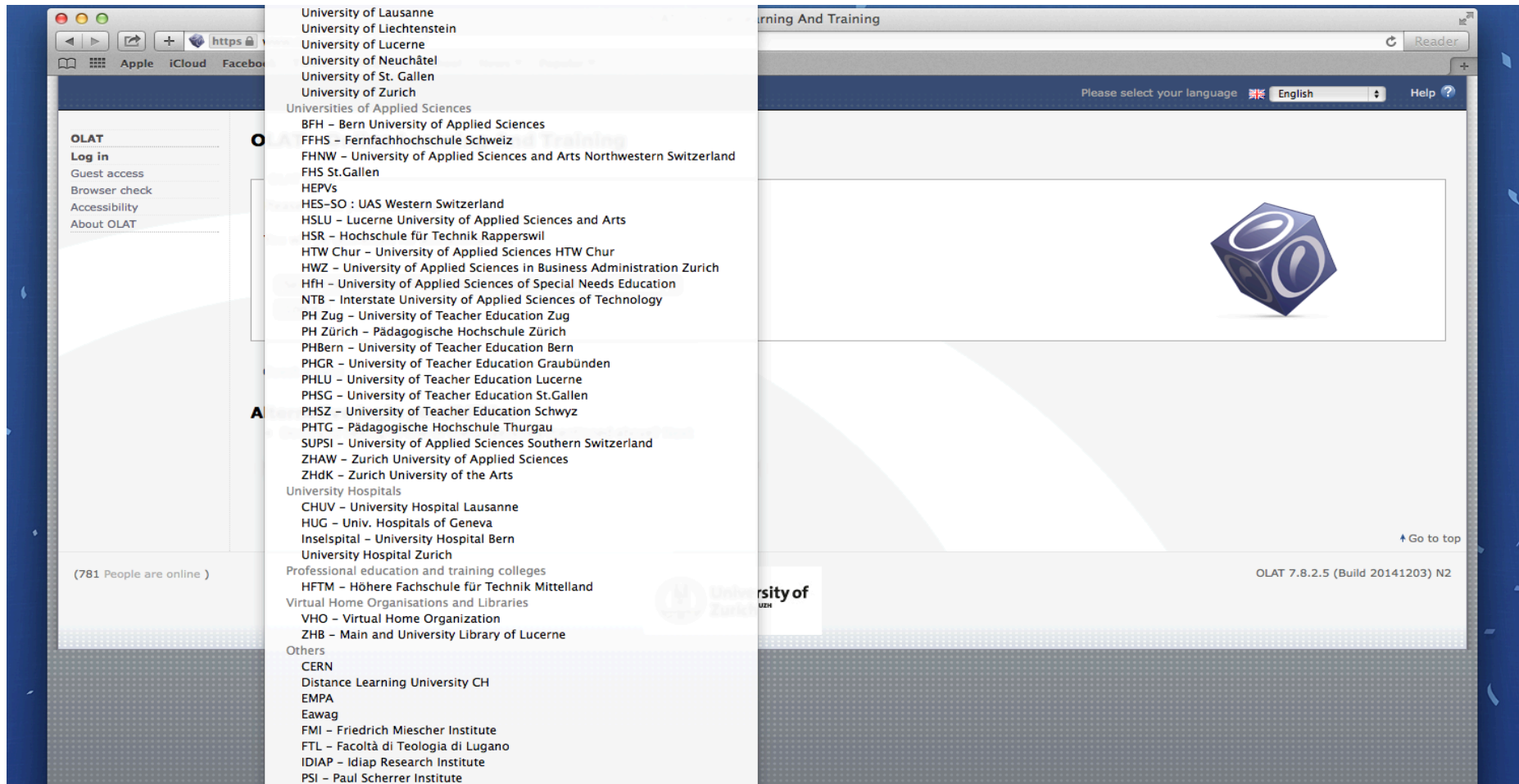
Separate logins for different IdPs

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

Login with: >AAI

> VHO - Virtual Home Organization   ▼

☐ Remember selection for this web browser session.   Login

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

© 2015 SWITCH

Login page of test instance

Terms of use

Terms of use

Accept Terms of Use

© 2015 SWITCH

19

Terms of Use

edu-ID Terms of Use

SWITCH

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 acount.
- 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.

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20

User-consent

User-consent with AAI

Relationship: Keep in touch

Source: https://www.flickr.com/photos/winning-information/
2325865367/sizes/m/in/photostream/

Edit Account Data

Attribute Quality

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