"I’m stuck, too!"

Revisiting Difficulties of Using Web Authentication Mechanisms for Visually Impaired Person

Yuya Ota (1), Akira Kanaoaka (2), and Tatsuya Mori (1)

(1) Waseda University, (2) Toho University

Motivation / approach

- Dosono et al. [1] demonstrated that current authentication interfaces pose significant burden to visually impaired persons.

- Due to the nature of the study, recruiting participants is not easy → need for repetitions of the study to generalize the results

Contributions

- Revealed the previously found difficulties were reproducible in a set of users with different demography
  - locating authentication area, verifying the success of authentication, and use of visual/voice authentication
  - different races, different languages, and use of different screen readers.

- Revealed that the degree of difficulties is associated with age
  - younger visually impaired users outperformed elder normal users.

![Graph showing time to complete task T3 for different groups]

Fig 1: Time to complete task T3 (seconds)