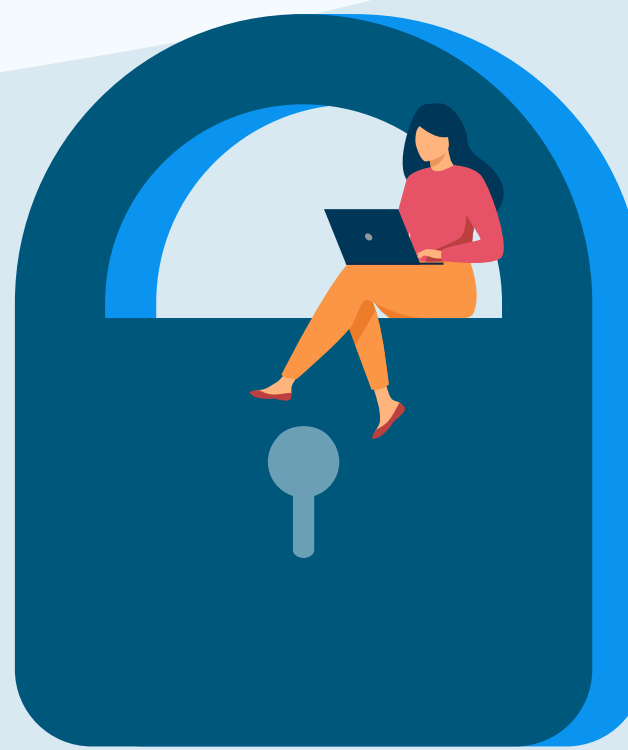


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EXPERIENCES ENGAGING WITH CYBER SECURITY

Deafblind Awareness Week

Find out more >



BARRIERS INDIVIDUALS WITH DIFFERENT IMPAIRMENTS FACE WHEN INTERACTING WITH CYBER SECURITY

01

Visual Impairments

- Difficulty completing a CAPTCHA due to issues seeing images clearly
- Having to zoom in on text can make navigating webpages difficult
- Screen readers not focusing on the right part of the webpage

02

Long-term health conditions

- Difficulties remembering passwords / responses to security questions
- Multi-stage processes can be challenging and take long to complete due to fatigue or pain

03

Mobility Impairments

- People with dexterity issues can experience difficulty using touch ID
- 2FA: accessing another device can be difficult and lead to websites timing out

04

Mental, Social, and Learning Disabilities

- Challenges creating and remembering secure passwords / responses to questions
- Multi-stage processes can pose a barrier for individuals with low concentration levels

05

Hearing Impairments

- Those who struggle with phone calls may only use websites which offer an online chat function
- Bluetooth hearing aids may be incompatible with software updates

CASE STUDIES OF SPECIFIC IMPAIRMENTS



Farah*, a female in her early fifties living in Glasgow has hearing loss and has worn two hearing aids for the last five years.

"My hearing aids are Bluetooth so I hook them up to my phone. It's annoying because if something autoplays, it cuts off everything else I hear."

This can limit what she can hear.



Amy*, a female in her early thirties living in Glasgow has been blind since birth and uses a screen reader on both her smartphone and her laptop.

She finds that some websites are not accessible, "When you get pop-ups that get in the way, or the page is constantly refreshing, that can be problematic for screen readers. The screen reader doesn't know what to focus on"



*Names changed to protect anonymity.

STAYING ACCESSIBLE WITH CYBER SECURITY

What actions can we take to promote inclusivity for those with disabilities?



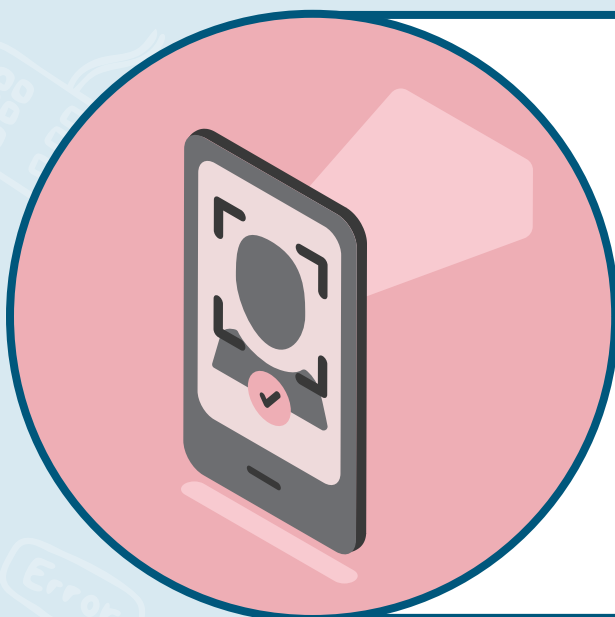
Make websites accessible

- Ensure websites are compatible with screen readers
- Allowing for zooming-in during cyber security processes will help those with visual impairments



Automatic copying of 2FA codes for easy input

- This can be helpful for those who struggle with memory loss, concentration, or those who experience long-term pain



Using Face ID instead of passcodes

- People with dexterity issues who struggle to type but can hold a device steady appreciate touch ID
- Others who cannot hold a device with two hands express a preference for face ID



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