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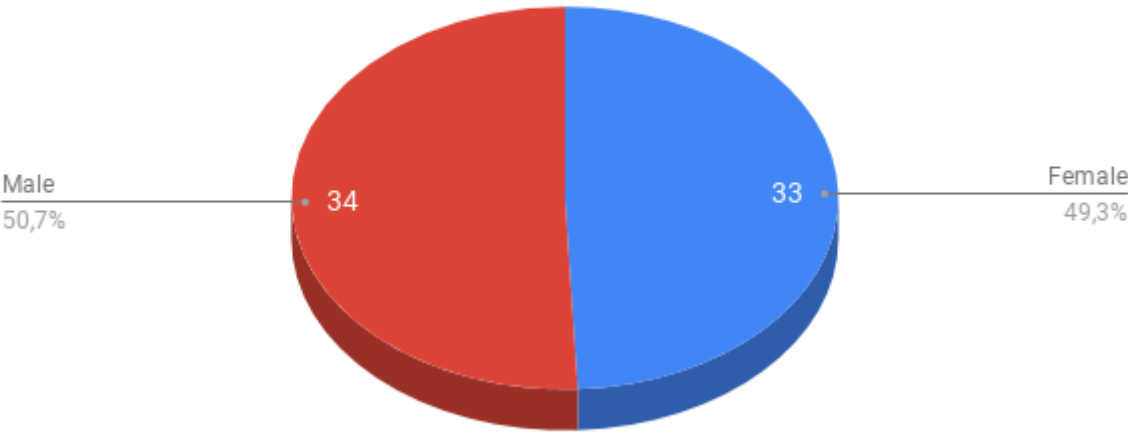
Reference Table for the Spreadsheet and Audio files

City	Letter	Workshop #	Interview #
Nairobi	A	1	1
Nairobi	A	1	2
Nairobi	A	3	3
Nairobi	A	3	4
Nairobi	A	4	5
Nairobi	A	4	6
Mombasa	B	1	7

Due to the poor engagement in the User Needs Discovery activity in Uganda, we decided to conduct interviews and collect general feedbacks in Kenya.

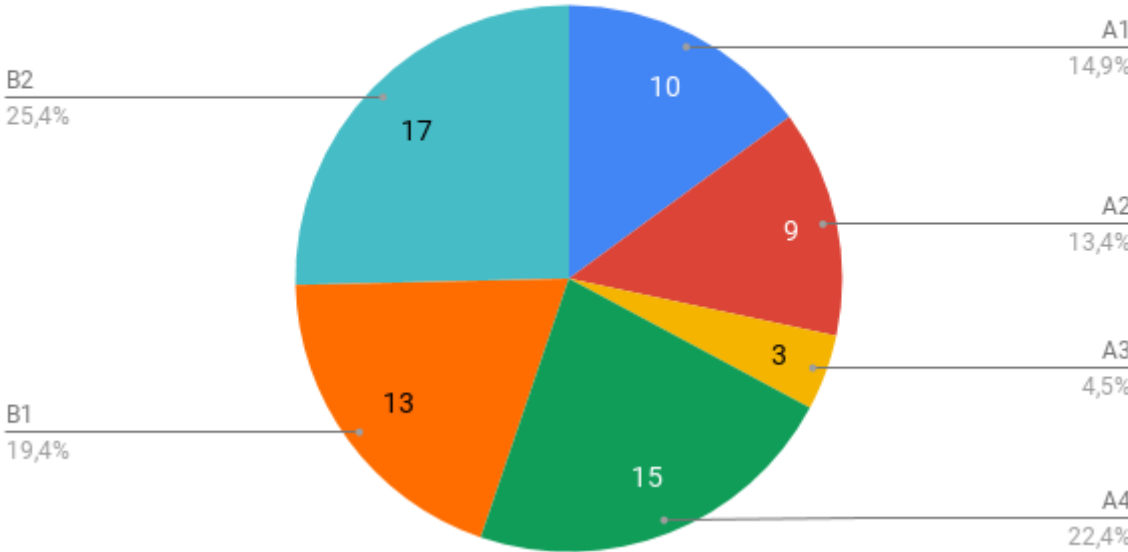
Total reach

Total Reach
by Gender



Total reach for Kenya workshops was 67 people.

Total Reach
by Workshop



Demographics from Interviews

Do you currently use any Tor related product?

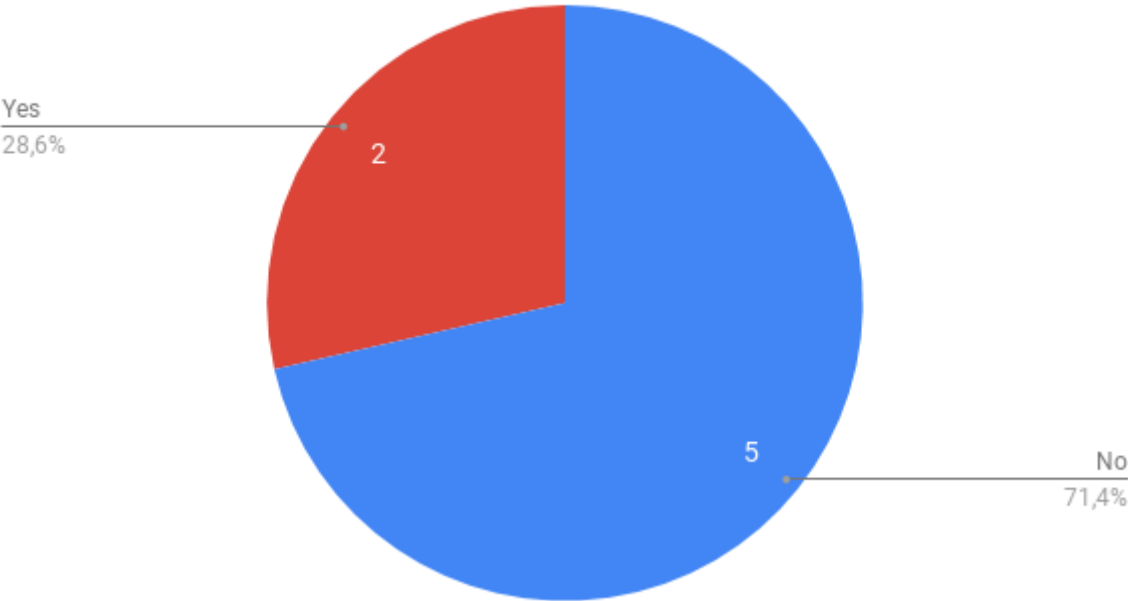


Image 1: Question 1: Do you currently use any Tor related product?

Tor Browser Desktop

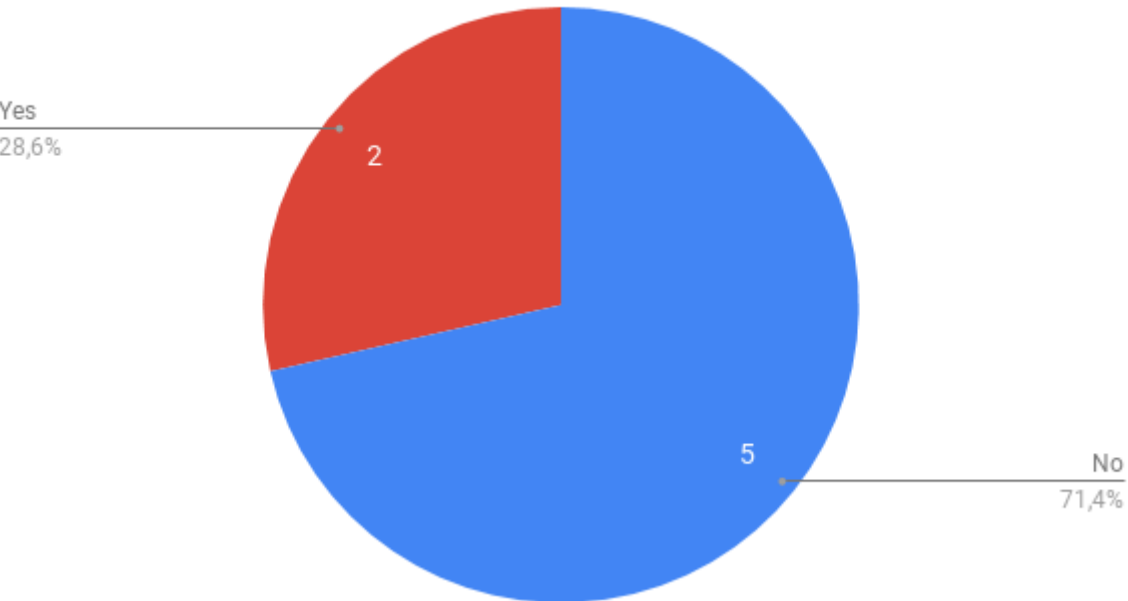


Image 2: Question 1: only Tor product related

How often do you use Tor Browser?

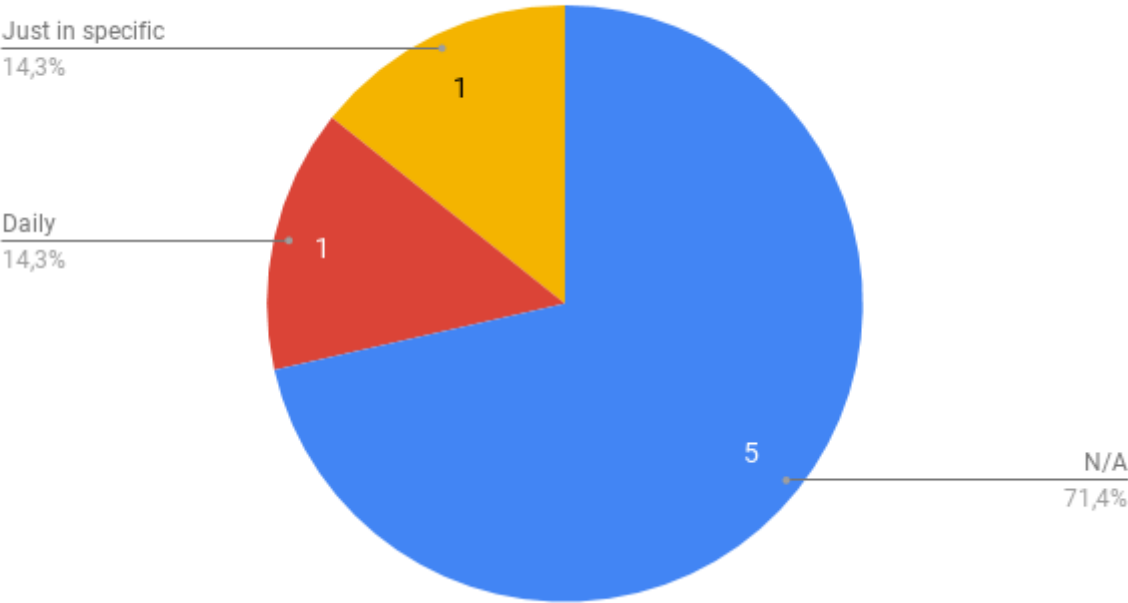


Image 3: Question 2: How often do you use Tor Browser?

Would you describe yourself mostly as a...

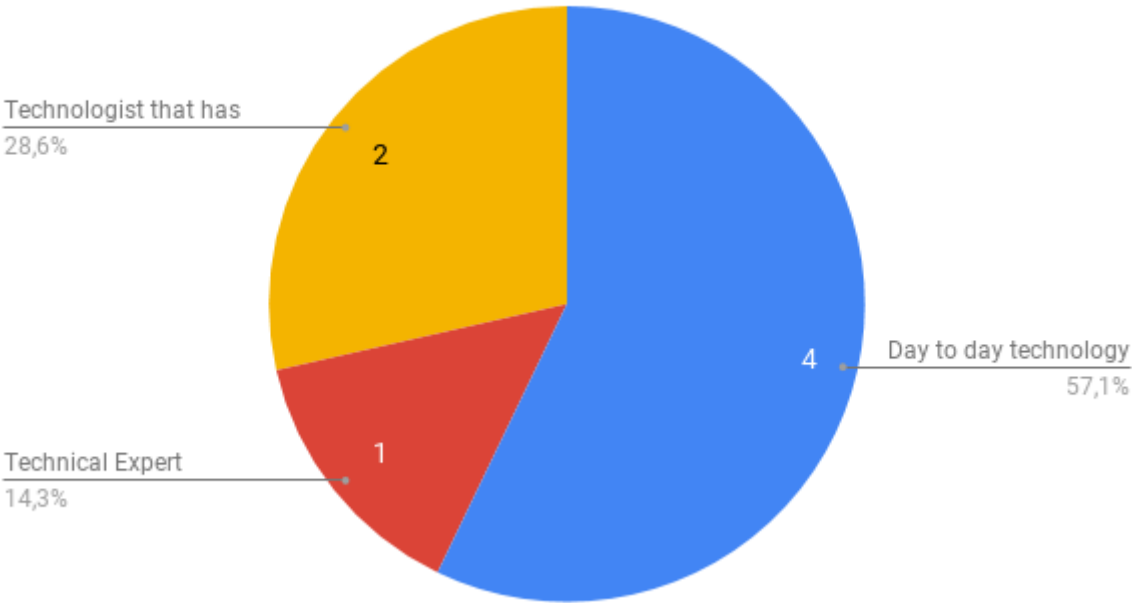


Image 4: Question 3: Would you describe yourself mostly as a...

How much do you believe you need protection for your privacy and security online?

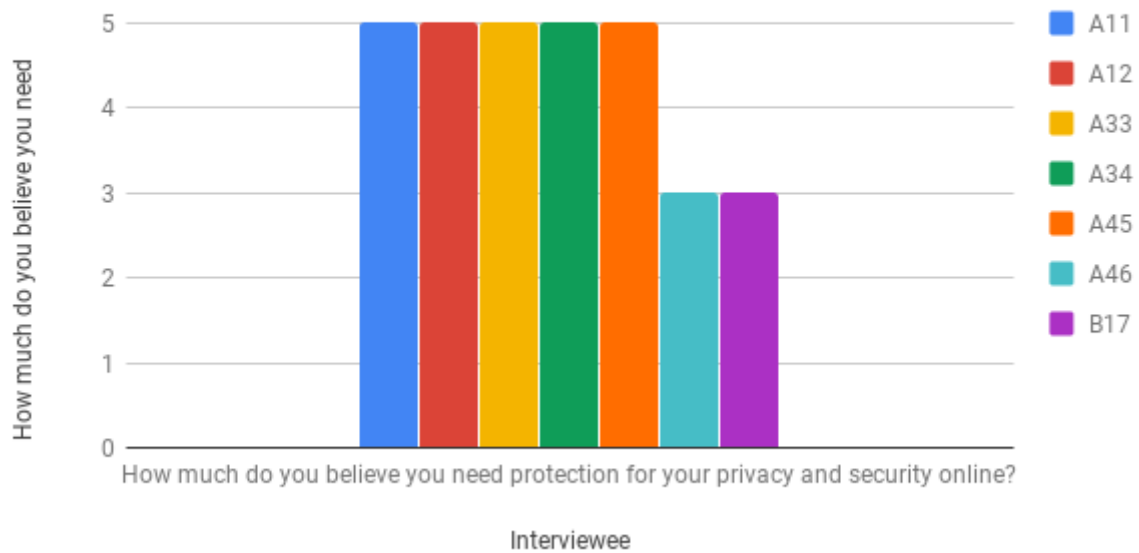


Image 5: Question 4: How much do you believe you need protection for your privacy and security online?

How old are you?

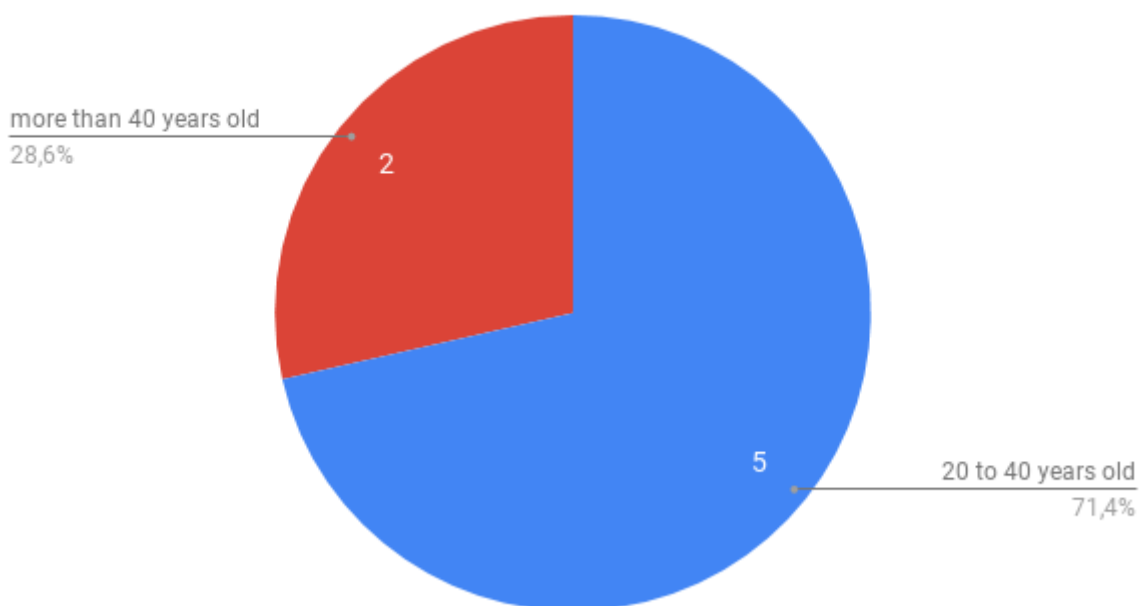


Image 6: Question 5: How old are you?

I define my gender as...

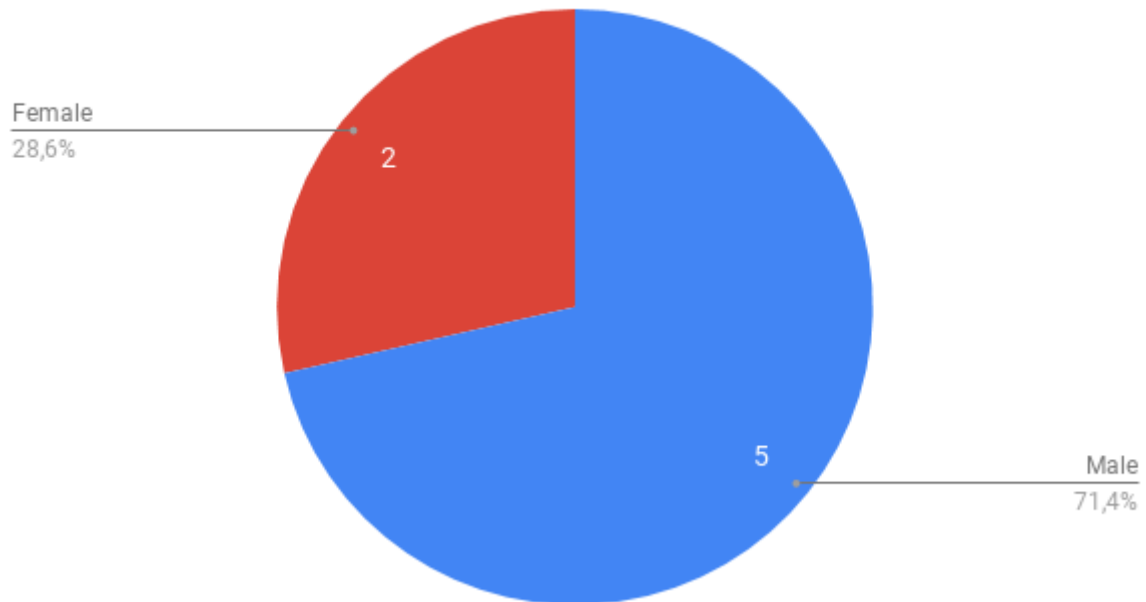
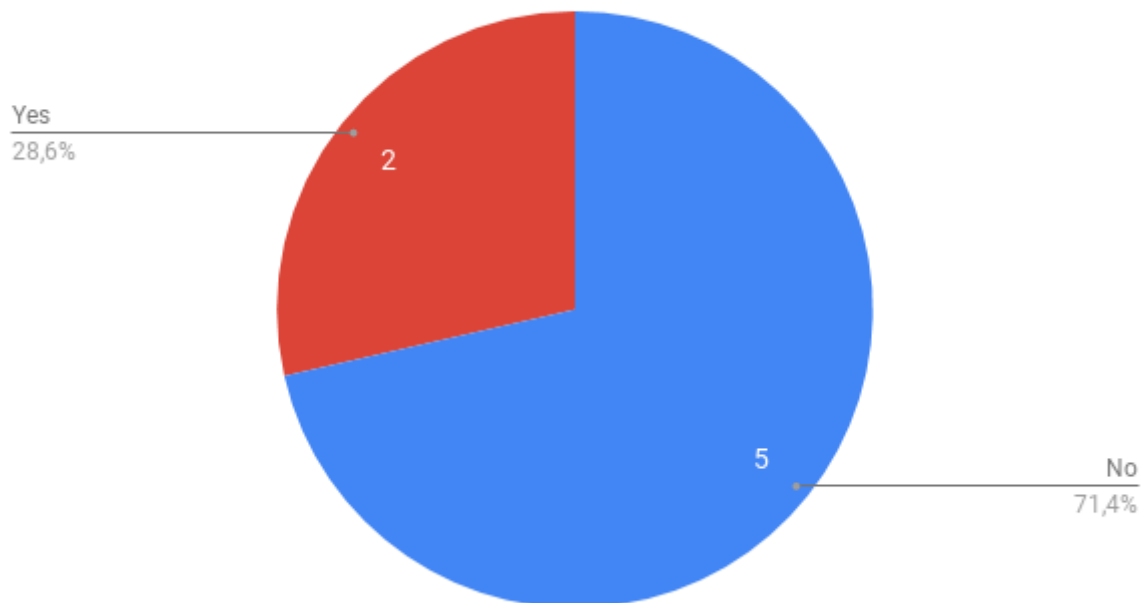


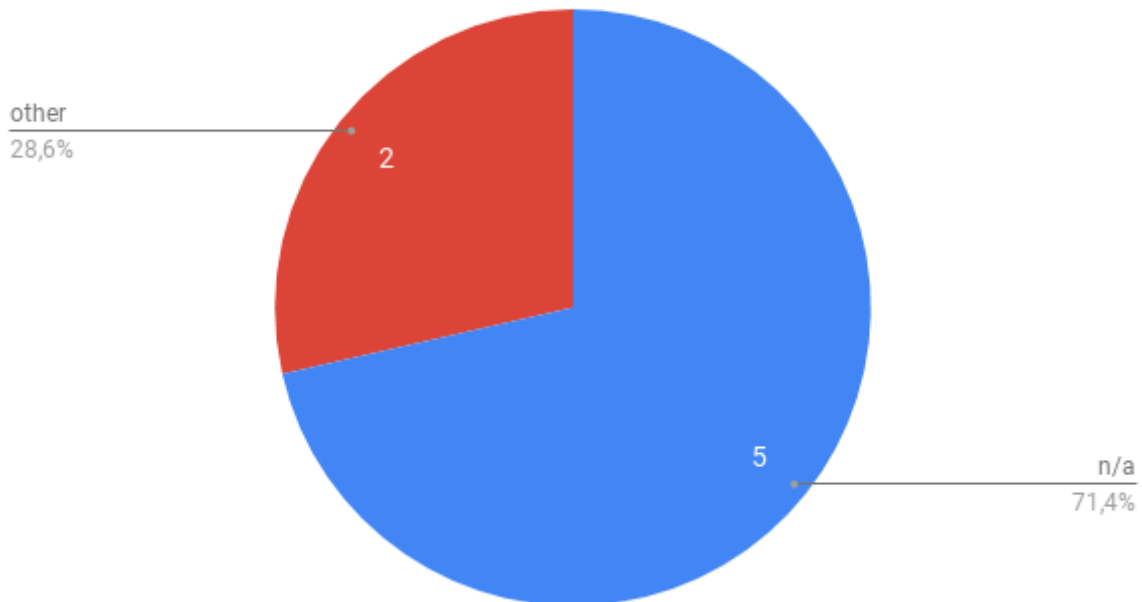
Image 7: Question 6: I define my gender as...

User Research Script – Start

Have you used Tor before? If so, how often?



What have you used Tor for?



Question 2: What have you used Tor for? One user uses Tor for research, one didn't disclose what kinda of uses, the others didn't use Tor before.

Question 3: Do you ever user other browsers, too? If so, for what?

All the answers were Yes, it's more detailed on the spreadsheet file.

User Research Script – Finding, Downloading and Installing

General problems:

Interviewee A12 was an iOS user, so it was not possible to go to the whole process. Interviewee A46 the **Onboard didn't show up** to do the user testing.

More than 50% of the interviewees didn't know where to click to type the address and start navigating/browsing once the app is installed and Tor is running.

Recomendation for devs: change the “**about:tor**” when starting the app to “type address” or “search or enter website name”.

User Research Script – Onboarding

What do you think was the point of the process you just went through?

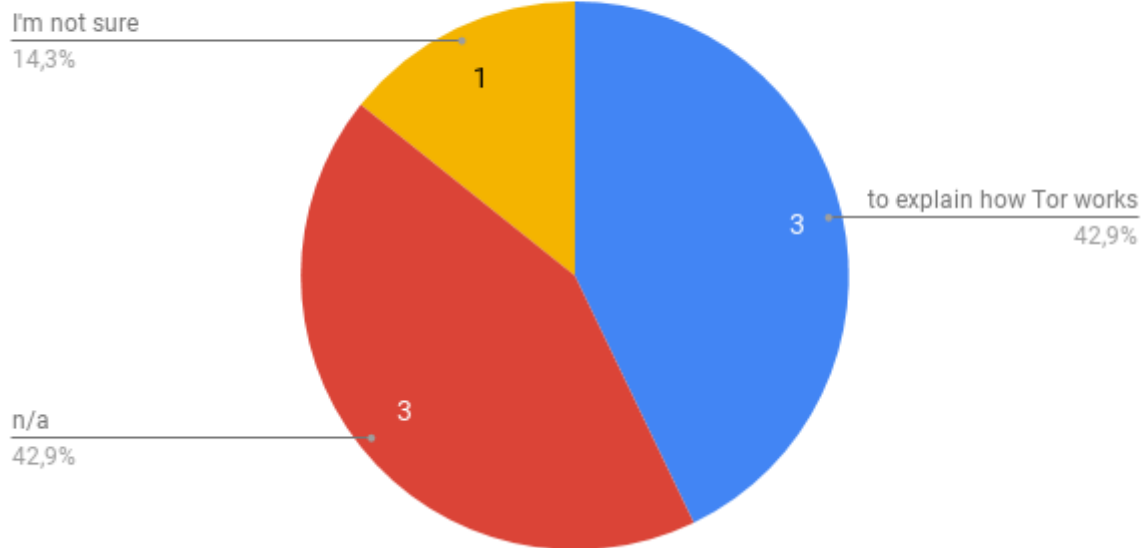
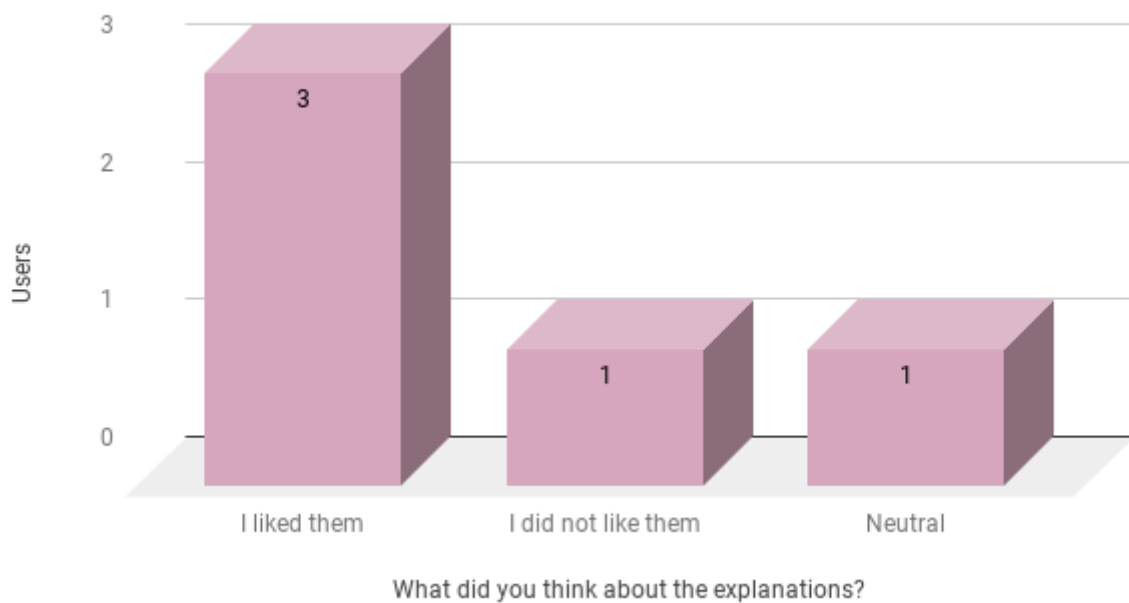


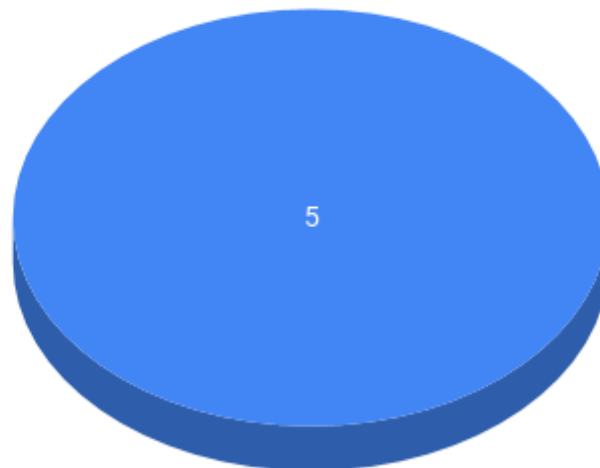
Image 8: One of the interviewee used iOS, one got stuck on the installation due to clock issues, the other one the onboarding didn't show up.

What did you think about the explanations?



Did the explanations make sense?

● Yes



User Research Script – Visiting

What do you notice?

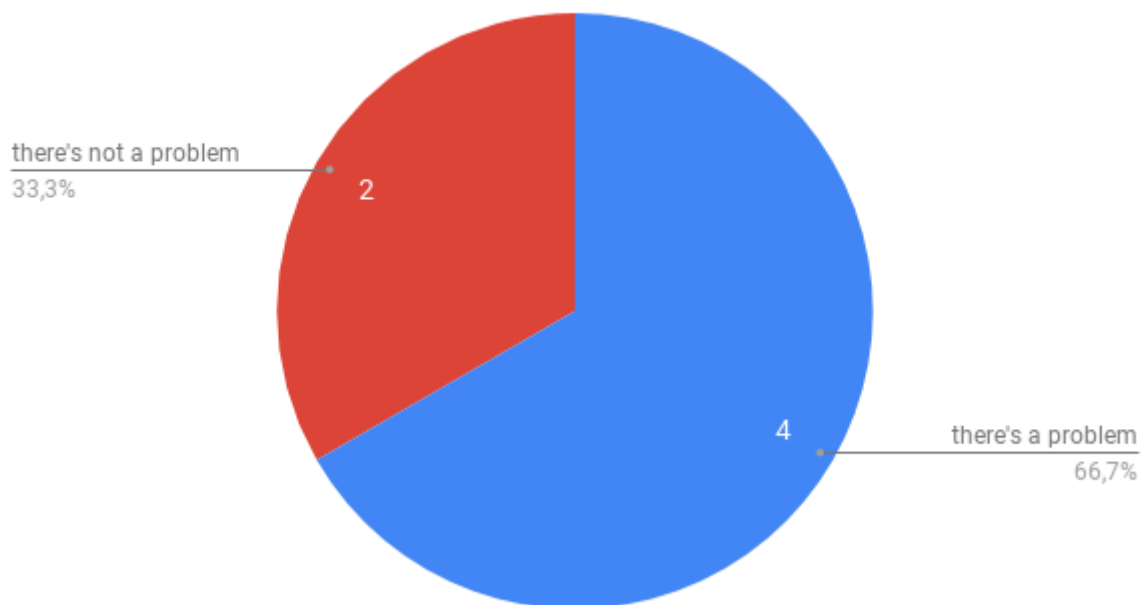


Image 9: Most of the problems were related to "slow to load", more details on the spreadsheet file.

Do you know where to type address to start to browse?

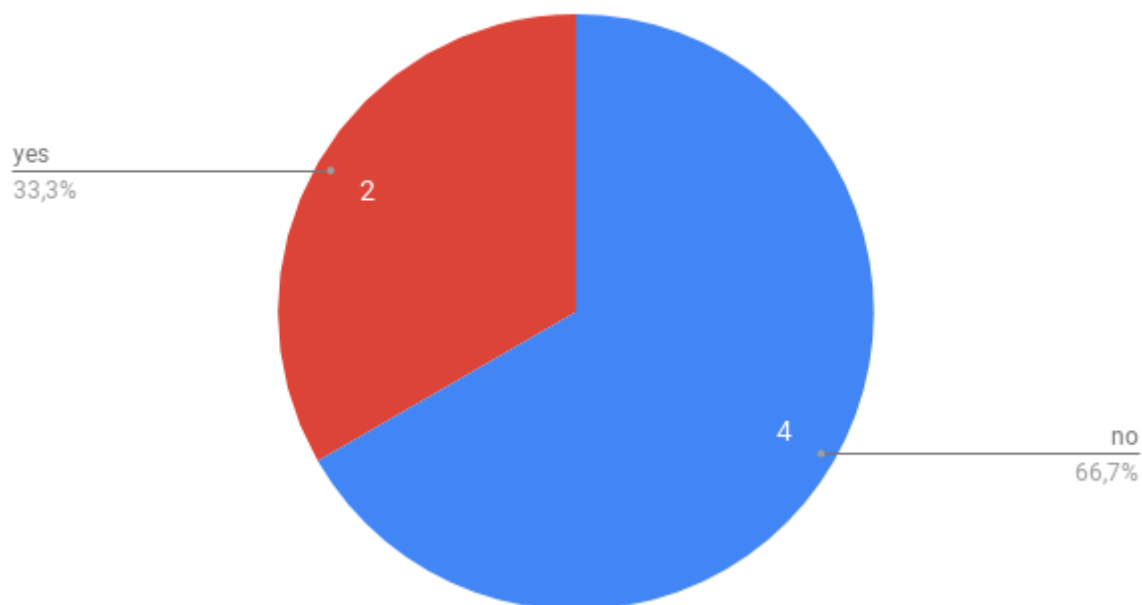


Image 10: I added this question, since in Uganda it was something very present

City A

Workshop #1

Delay: 20 min

Internal problems: N/D

Men: 4

Women: 6

Internet: Ok

*CONTEXT: Differently than in Uganda, **Tor is not blocked in Kenya, nor they have a social media taxes.** However, they are very concerned about Internet Shutdowns and how to circumvent this.*

They don't have a data protection law.

With the Cybersecurity Act the government can “kidnap” someone with tech knowledge and use her even against her will – otherwise she'll be arrested.

W – If I'm sending something to my friend, does he needs to use Tor as well?

M – Say my ISP is from home, does he knows what I'm doing in Tor?

M – Can I use my whatsapp/e-mail in each different tab on Tor?

M – The Tor Team can't know what I'm visiting, right? If I take an info from a website and it from there, will they know that I got that message from that website?

M – On Android, all the info is connect to Google – If I have Tor on my mobile, what does Google know about me?

W – What OS is safer?

M – If a company bans you from using Tor, what can you do to continue using?

W – My question is about bad people using tor – this is what brings us to censorship?

W – What VPN do you recommend?

W – Is Tor working with any VPNs providers?

W – What is the difference between Firefox Focus and Tor?

Feedbacks and Questions raised on post-its

- Specially in Africa, **the download page with icons for different OS – people don't really know it.** (meaning people can't identify their OS from the icons)

- Is there any limitation in using the web – like, can someone sue me over something that I published?
- As you do this, do you comply with government in its protection
- Does Tor have any effect on Internet consumption in terms of browsing rate?
- Does Tor support all the websites?
- What encryption protocols does Tor use?
- Can we be able to introduce the concept of Tor to other people in the community or it's purely restricted to organizations?
- Have you been able to introduce Tor Network in other countries within Africa other than Kenya?
Is Tor Browser stable for all types of computers or there are others which cannot be able to install it, say version of a PC.
- How to improve Tor to the world we live – how to warn about it in the near future?

Workshop #2

Duration: 3 hours

Internal problems: N/D

Men: 5

Women: 4

Internet: ok

Quote: "I trust the IT guy"

W – Does it (Tor circuit) knows where you come from?

W – It is not the same circuit everytime?

W – So the slow connection is the down side of using Tor.

W – We still are in control of a government that wants to shut us down – isn't it better to have more entry nodes, then?

W – Is there a way that it can be a MIM attack in the Tor circuit?

W – Why do you use the same circuit for one month?

W – If you want more people using it – won't it slow it down?

W – But doesn't it depend in how many services do you have?

W – Is it possible for Tor to know who is using Tor? I mean, can you do it independently if you aren't going to do it?

M – If my IP is being monitored and I start to use Tor, is there a way that they can track what I'm doing?

M – So they wouldn't know what I'm using?

W – If you don't monitor anything you also allow other kinds of uses on Tor (pedofile, murder, etc)

W – So on the VPN someone actually knows where I come from and where I'm going? (Now I understand why using Tor is a better option)

M – Many websites ask if I want to save my password so I don't have to type it again. How does it work on Tor?

W – So you have to log in Tor and then log in in the other websites...

W – If one person (A) is using Tor to connect to Facebook to talk to (B) and (B) is not using Tor, then (B) is a leak?

W – How is signal more secure than whatsapp?

W – How do you know until when to trust Signal – that they are not becoming another Whatsapp?

W – Youtube will know/track who I am on Tor Browser?

W – When you say “new identity” it will close everything and I'll have to start again?

M – I can't see images in the safer mode...

Feedbacks and Questions raised on post-its

- What is a better way to store contacts on phone other than Gmail?

- **Is there a time when tor can sell you out? Is it legal to use Tor? Can you torrent movie using Tor?**

- How does it work? When sites are blocked (censored), it is accessed by another country, not a “physical” blockage?

- Does the mobile Tor consumer more databundles than normal – how Tor mobile browses

- Can I use Tor as my fulltime browser?

Workshop #3

Duration: 3 hours

Internal problems: No.

Men: 2

Women: 1

Internet: ok

M – To become a node in this Network what are the qualifications that you might have?

M – If I host a server in my house, what information about traffic I can see?

M – So this can be abused by a government or something?

W – Would the server actually see my IP address?

M – If I was a surveillance power and I'm interested in people I would invest in it...

W – So you can trace people if the first server know your IP address

W – If they are able to find that you're using Tor Network, they come to you and find out what you're using, researching, etc

M – How does a connection with VPN and Tor Network, how does it really happen?

M – So VPN is so popular here that it wouldn't be a big deal to use it – however using Tor would bring more attention to the user.

M – What's the difference from using a bridge then?

M – It blocks all the public IPs to which node the bridge would connect?

M – If I got the hash of the bridge at the metrics website I can know the IP address of the bridge, right?

M – Do you know how many users you have in China?

M – Is it Tor developing **Tails**?

M – If I don't boot **Tails** on my computer, can I boot it from a virtual machine?

M – How does it work? (**onionshare**)

W – You can actually, even if you don't have **Tails**, you can download **onionshare**?

M – Does it share with the whole Tor Network? (**onionshare**)

W – Do we need to have it installed? (**onionshare**)

M – So Tor, the browser, doesn't have onionshare. Is there a plan to include it?

M – If I disconnect will you still be able to download the file? (**onionshare**)

W – Unlike other OS, **Tails** doesn't collect info about the users?

M – Google always says about suspicious activities... how can we avoid that?

M – If you want to use **Tails** you need to have some files that you need in a daily basis – so basically you would need to have another USB with those files – is that right?

M – Can I install **Tails** in a 100GB flash drive?

M – When I shutdown **Tails** will I have the same config when I start it again?

W – If you want to run **Tails**, is it the only thing that I should have on the flash drive?

M – How much gigabyte would **Tails** use?

M – So you can download **Tails** directly from the website?

Workshop #4

Duration: 3 hours

Internal problems: N/D

Men: 6

Women: 9

Internet: ok

W – What is Tor? How do I get it?

M – When there is an Internet shutdown, does Tor can help with the access?

M – What's the difference between Tor and Psyphon?

W – Private browsing if you're using Tor, will your provider know where you're going? Also, can you explain how incognito mode and Tor works?

W – It is very slow

W – How did Tor became an open source from coming from the military?

M – Does it matter the location of the three servers? (Tor circuit)

W – How does Tor work with cookies?

M – Have you had any attack in the Tor Network?

W – Have you had cases about anyone that used Tor to do bad things or attacks?

M – How do you estimate how many users you have on Tor?

M – Can you use Tor to bypass the social media tax? And will it “cost” more internet bandwidth?

M – Is there any VPN that you recommend?

M – What's the difference between bridges and pluggable transportation?

W – In countries that there are more surveillance and taxes like Uganda will they find a way to get to you?

W – What is a bridge?

M – So you haven't had any lawsuits?

W – So if I have Tor I don't need a VPN?

W – What you're saying is that Tor provides anonymity and privacy?

M – Do you have any monitor about companies like Netflix and how it would slow the bandwidth of Tor Network? And If they are using the bridge the companies can't block Tor?

W – About the location, yet we have apps that need to see your location...

W – If you install from Github you have to update it manually always?

W – am I allowed to make changes in the repo and push it if I want, on Git?

W – Is Tor held accountable in issues of human rights allegations?

M – How can one contribute to the Tor project?

Feedbacks and Questions raised on post-its

- Are you engaged in capacity building in the African continent?
- What's the most exciting development you are making on? Is AI disruption going to impact you in any way anytime soon?
- **Do you offer any partnership opportunities with organizations (non-profit organization, community organization)** [maybe for community docs]
- Can you add bookmarks in Tor?
- Can you download images, videos, files on the Tor browser?
- Can you use Tor browser for live streaming? Skype, video... If so, how do you ensure anonymity?
- How long have Tor been in existence?
- Is there a country you can name that has the highest number of Tor users?
- Where is your funding coming from, just crowdfunding? How many people code and provide support? Do you get any threats or deal proposals from opaque/criminal organizations?
- Why is it important to use and no to use Tor? Can you access Deep Web when using Tor?
- How easy is it to browse with it? When I see cookies on a site I have browsed on Tor what does that mean? Am I secure?

- How much space does the Tor occupy on my mobile device?
- Have you had an instance where you are blamed for trafficking of weapons?
- Can I bookmark stuff on Tor Browser?
- Great session. I work in the civil society space and find Tor a very important tool in our advocacy work.
- Enjoyed our session on Tor and the opportunities provided.
- Haven't you had the urge to snoop and check what's happening on Tor – like what people are doing?
- What is the worst thing that one had done on Tor? How does Tor secure itself from those using it for the wrong reasons?
- Not really about Tor... Why do you think the general population is mostly indifferent to surveillance (esp grt) despite leaks and revelations on the same?
- If Tor is a secure system, a security oriented software, and the design of mobile devices makes full privacy impossible, so how can secure and privacy be had in a mobile device?
- What organizations do you partner with?

City B

Workshop #1

Duration: 3 hours

Internal problems: N/D

Men: 8

Women: 5

Internet: ok

Activity: Threat Model

M – Does the servers can see the information of the users?

M – So it can't be backed on Tor?

M – How load it exists?

M – What's your policy?

M – If I want to protect somethings that the whole office users – is it easy or possible to protect?

M – Someone told about whatsapp being traceback?

M – Don't you have for iphone? It's only for Android?

M – But are they (onion browser and tor browser) connected/linked?

M – Does Tor only protect my browsing or does it protect the whole operational system?

W – How to clean metadata?

W – About duckduckgo, is it safe?

Feedbacks and Questions raised on post-its

- Can government trace photo you shared on Tor? How to hide your location and other details? It is great "Tor" for us as journalists...

- What does it mean when you get an "access denied. Ip address blocked." when you're browsing through Tor.

- When browsing with Tor does it mean that no one can access or hack my gmail or Facebook or there is need to put more security features.

- Is safe to access help sites from Tor?

- Learnt more about Tor and protecting myself online. Session was very interesting and engaging.

- I look forward to be using Tor Browser. It has been a great session. Thank you!

- I believe that this system is helpful, majority in the side of securing information and safeguarding item in my devices.

- How won't Tor be accessing my confidential info since I will be using it?

- Tor protects social media apps or it is just the browser?

- Does it identify virus or threat on your phone or laptop?

- Interesting and educative session. I didn't know about Tor before, but now my social media platforms are gonna be protected than before.

- What are the disadvantages of using Tor?

- Why is it that when I search for a particular thing I see an icon of a duck or I am redirected to what I am searching?

- I like the privacy Tor is maintaining. Tor is a very interactive software. It is a matter of time before I get used to Tor fully. <3

- Tor is an interesting browser, gives me confidence to want knowing my data is safe **in fact I will share this with my colleague back at the office.**

- Hypertext protocol (http) duckduckgo.com that now directs you to the data you are looking for – can we assume it's the security bridge?

Threat Model

Adversaries	Threat
Terrorist attack	Kidnap
Government	Kidnap, prosecution, enforced disappearances
People with personal interest	Online attack
Perpetrator of cases we handle	Death
Police	Detention, arrest
Other politicians	attacks
Criminals	Death
Security agency	
Tycoons	Phone hacking
NIS	
Investigation Department (CID)	
Gang members	Death, threats
	Report to job departments
	Attacks by suspected alshabab or MRC people
	Stalking
	Social media bullying
	Documents distortion, Bank account hacks, staff locations

Assets	Mitigations
Website	Https, Tor browser, safe browser, strong passwords
Contacts	Saving data away from phone
Google drive	Backing up data, use of secure platform to share information
Computer	Backing up data, deleting history and maybe using incognito, strong passwords, computer internet security
Social Media, Email, Historical	Protect my social media accounts, strong passwords, looking out for e-mail phishing
People I love/care	Less information about my family online

My life	Physical protection, CCTV in homens
My career/job/reputation	Securing my work
My movement	Associating with my sources in anonymous ways
My privacy	Avoid installing suspicious apps into the phone
	Care of code language for my work
	Use of government agencies available and trusted
	For account, using a well trusted by majority bank
	Sharing of story ideas with colleagues

Workshop #2

Duration: 3 hours

Internal problems: N/D

Men: 9

Women: 8

Internet: ok

Comments: *very engaged group, although absolutely zero women talked/asked questions during the trainer – they only did so when I approached then personally (that happened a lot in many trainings).*

Audience: human and women right defenders.

M – sometimes we get weird messages on our phones, if you have a tool to talk about it.

M – if someone wants to hack, is it possible to hack the Tor Network? (recurring question)

M – Even the president uses Twitter/Facebook in Kenya – I don't know if you (Tor) can resist it...

M – Some guys can be taken by the government just to hack the system – case Itumi, that now works in the intelligence department, ICC – international criminal court (he hacked it).

M – It doesn't stock information – the information just passes through it? (Tor circuit)

M – So if I leave some information in Google it goes to my Google Drive?

M – What about the incognito mode?

M – So it's all encrypted? (the information that goes through Tor)

M – Kenya is going to some problems with terrorism. How does Tor help with this? (how Tor encourages terrorism)

M – If Tor is a free software accessible to anyone it means that anyone can download and use it, even bad people.

M – In my phone there is the Google activity – does it remains my information of browsing?

M – So the https make it secure? They know the website that you're visiting?

M – If there is a hacker, does it knows that you're in Mombasa? (Slide page of “who can see your activity with Tor and https”)

M – Does it make Tor vulnerable to the police – if there is all this people using Tor, doesn't it make Tor a target?

M – If I use my friend's machine to connect (VPN) and I use Tor, my location will change? The IP address?

M – ... because I have a friend that his location is always changing...

M – Since I got this computer my camera is covered with a sticker – because people say that it's easy to record your camera activity on your computer and your phone – how true is it?

M – When you cover like this it is safe?

M – How much does the faraday case costs?

(Gus shows the faraday case and everyone thinks it is a good idea to test it – at first it fails because the phone used to test it was too big, then they test it with another one, smaller, and it works)

W – How about using the flight mode?

M – Sometimes we do very sensitive meetings and we put our cellphones outside but people say that even if your phone is off they can still hear you. Is that true?

M – Every software come with versions – how many times do you (Tor) change your version?

M – When we want to discuss some thing sensitive we always put in the flight mode....

M – A part from security why people hack? It seems a very good business.

Note: *Differently from the other workshops, after installing Tor Browser for Android, many people were very intuitive on where to click to type address/start browsing.*

Feedbacks and Questions raised on post-its

- Good training and relevant to human rights defenders.
- The training is very essential and we look forward to getting in touch more for more comments and questions.
- The aspect of anonymity is growing in quite welcomed in our field of more to improve on our privacy.

- I appreciate the information you have shared with us today.
- Well understood. Great job and now at Tor Project. Thanks indeed.
- This is a brilliant idea.
- For security purposes in the kind of work that we do, I think Tor is the best browser to use to secure our information.
- We appreciate the information you have given us about Tor.
- How can I get custome care services?
- We look forward to when we will be able to use other social networks via Tor, i.e. Facebook, because we use them a lot.
- Is it possible for someone to hack your computer using flash disk or usb cables?
- Is there any way I can retrieve my own browser history?
- Am I allowed to introduce this project to my fellows youths out there?
- Are you all volunteers or you get paid coming to train us in Kenya?
- As Tor Project do you hace domains to host organization websites? As Tor Project do you have a program to train individuals on Digital Security?
- What was the main objetice of starting Tor Project?
- Is Tor Project recognized by the government of Kenya?
- How can your message on Tor reach the targetted audience?
- How private is it since if sending an e-mail to someone who is not using Tor can put me at an awkward position... tracked.
- Whom are we supposed to share with this information of using Tor?
- What's the donate now icon? Am I supposed to donate anything in the future or?
- **Is Tor going to be free forever?**
- What is the difference between VPNs and office networking? How safe am I using incognito mode?
- How does Tor sustain itself since it is a free application?