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Reference Table for the Spreadsheet and Audio files

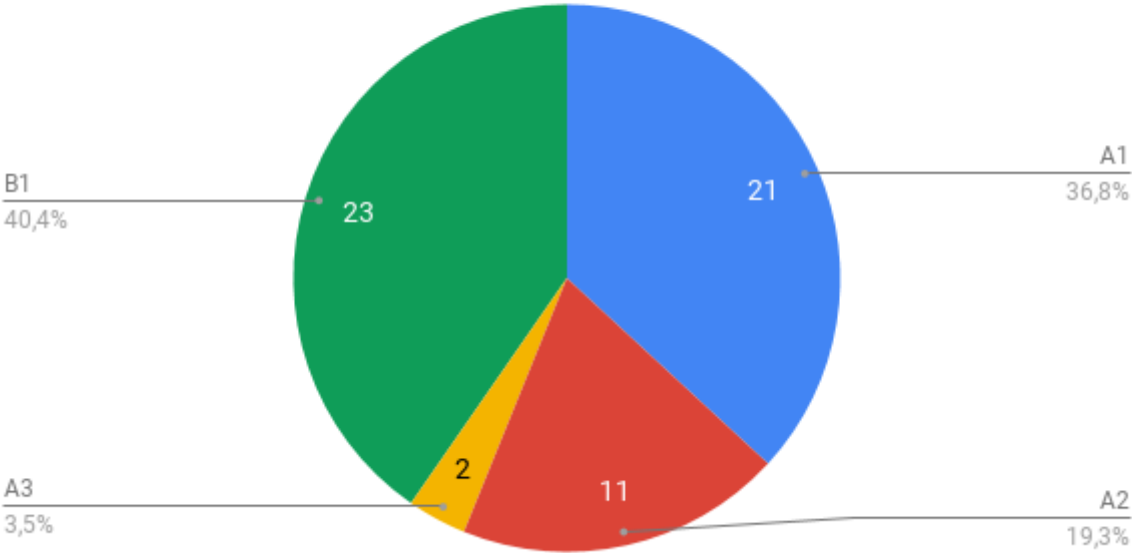
City	Letter	Workshop #	Interview #
Kampala	A	2	1 ¹
Kampala	A	3	2
Hoima	B	1	3
Hoima	B	1	4
Hoima	B	1	5

1 I was without the demographics during this interview, because my first plan was not to do interviews in this workshop.

Total reach

Total Reach

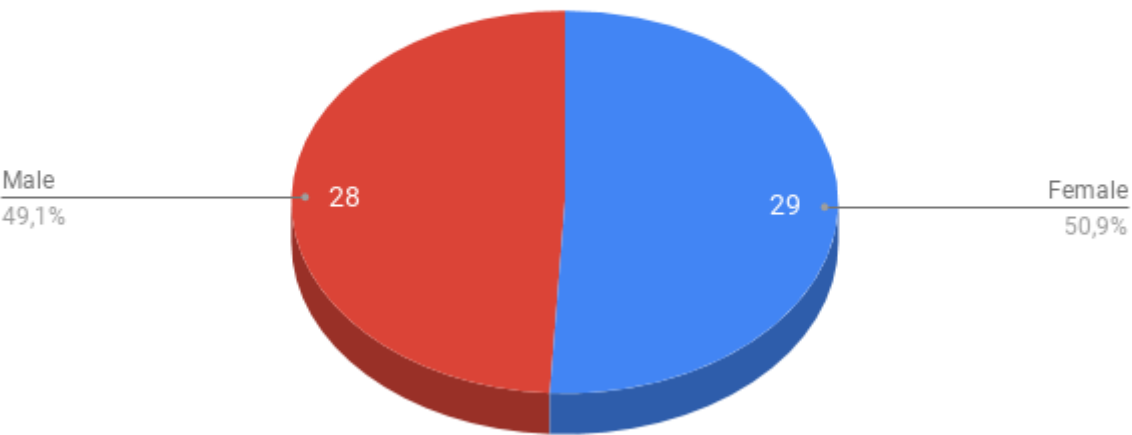
by Workshop



Total Reach: around 56 people attended to the activities in Uganda.

Total Reach

by Gender



Demographics from Interviews

Do you currently use any Tor related product?

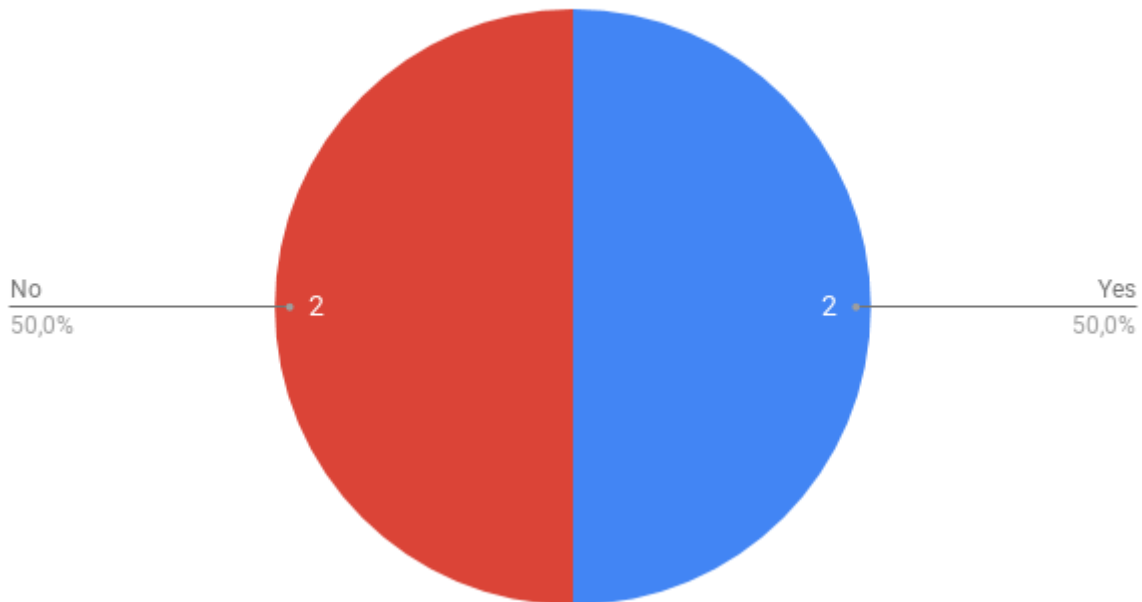


Image 1: Q1 Do you currently use any Tor related product?

Orfox/Orbot (Android)

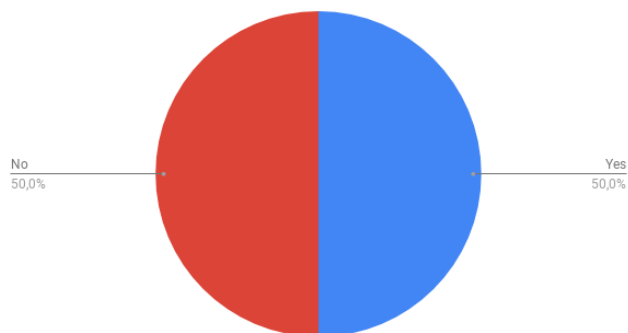


Image 2: Multiple choices: Orbot/Orfox

Tor Browser Desktop

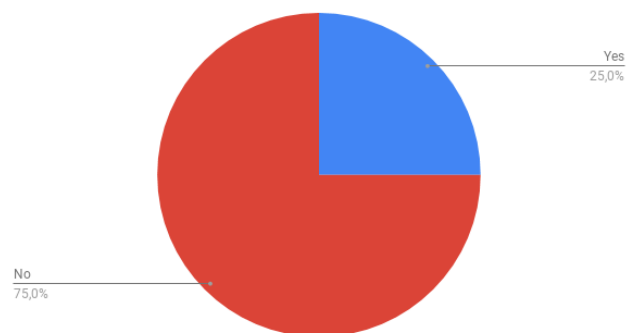


Image 3: Multiple choices: Tor Browser Desktop

Note: the other options didn't have any yes.

How often do you use Tor Browser?

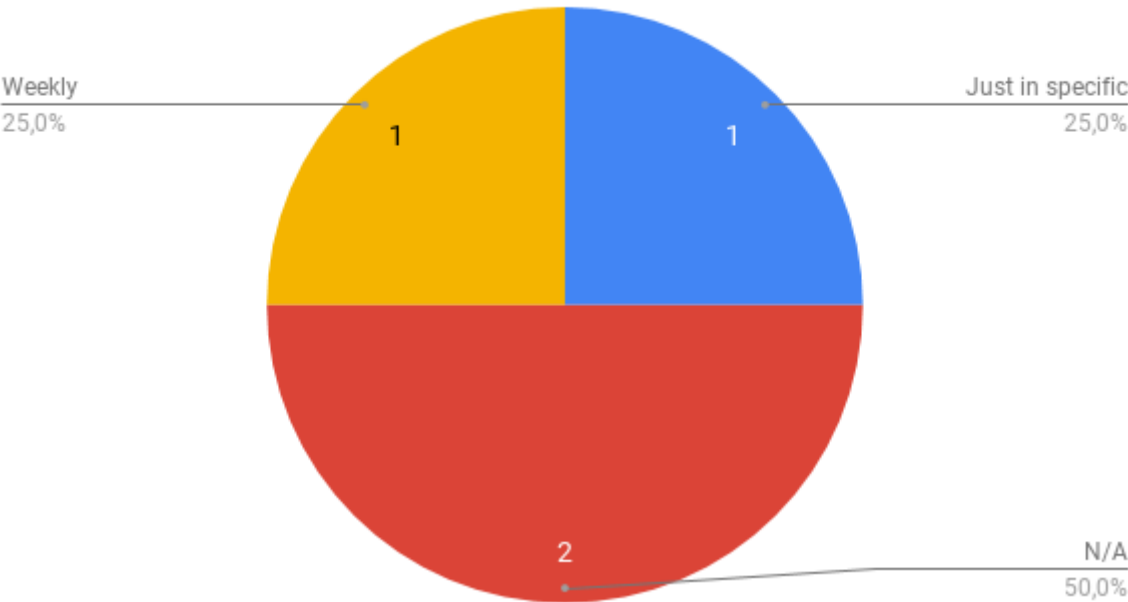


Image 4: Q2: How often do you use Tor Browser?

Would you describe yourself mostly as a...

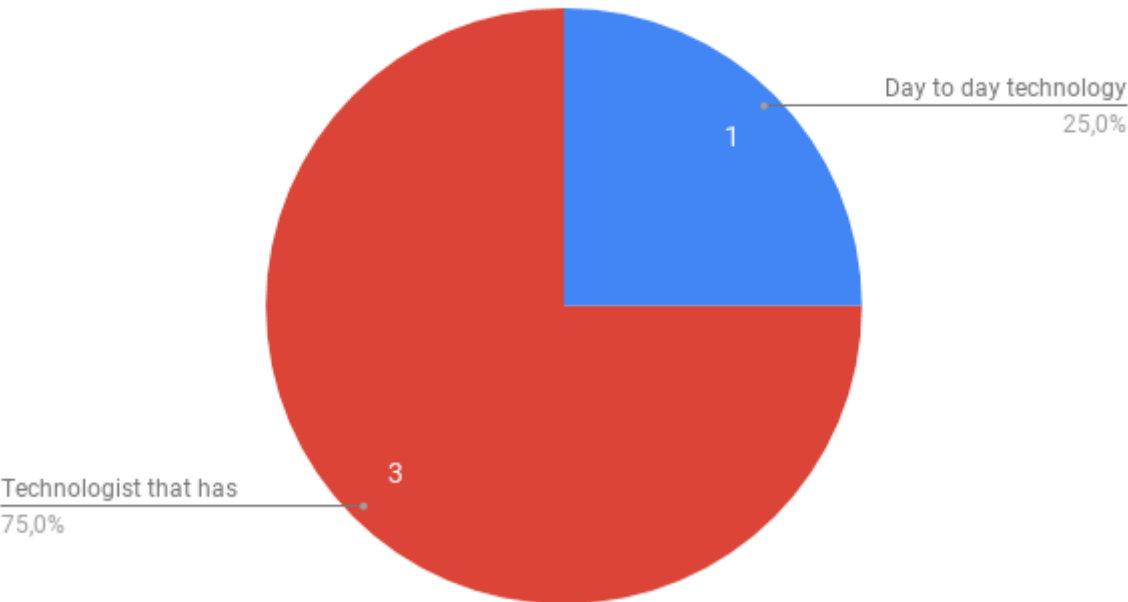


Image 5: Q3: Would you describe yourself mostly as a...

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

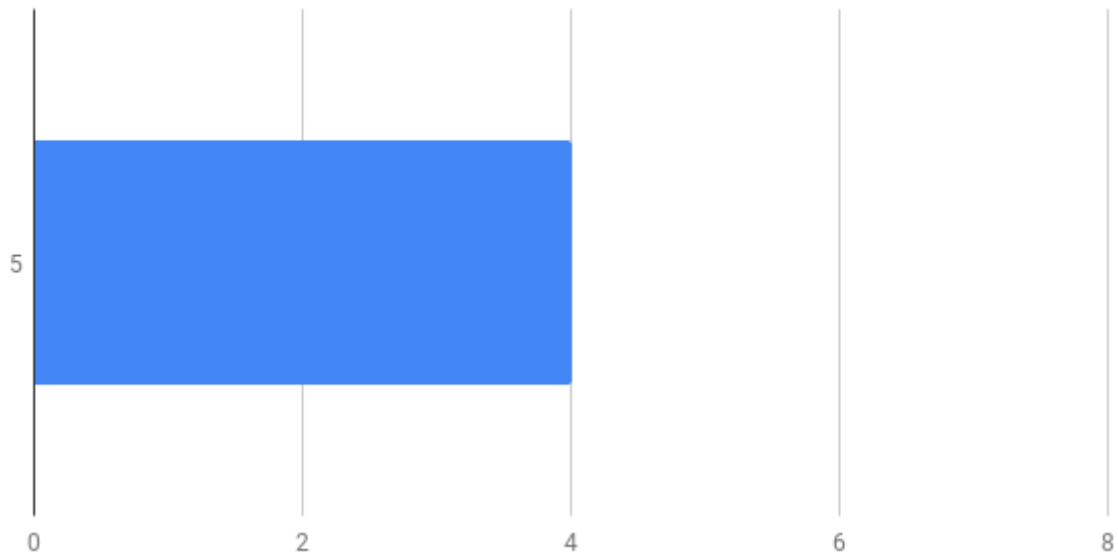


Image 6: Q4: How much do you believe you need protection for your privacy and security online? All interviewees answered they higher scale (5).

How old are you?

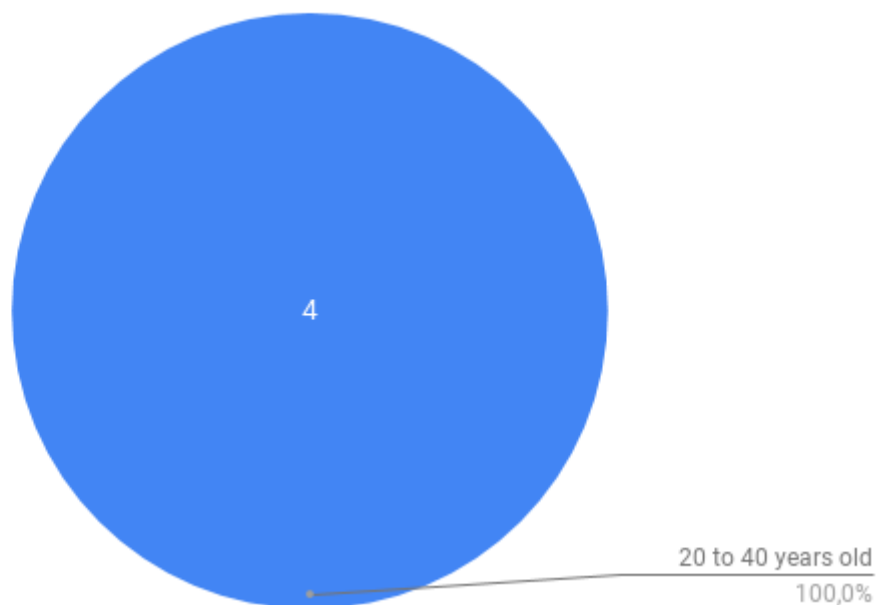


Image 7: Q5: How old are you?

I define my gender as...

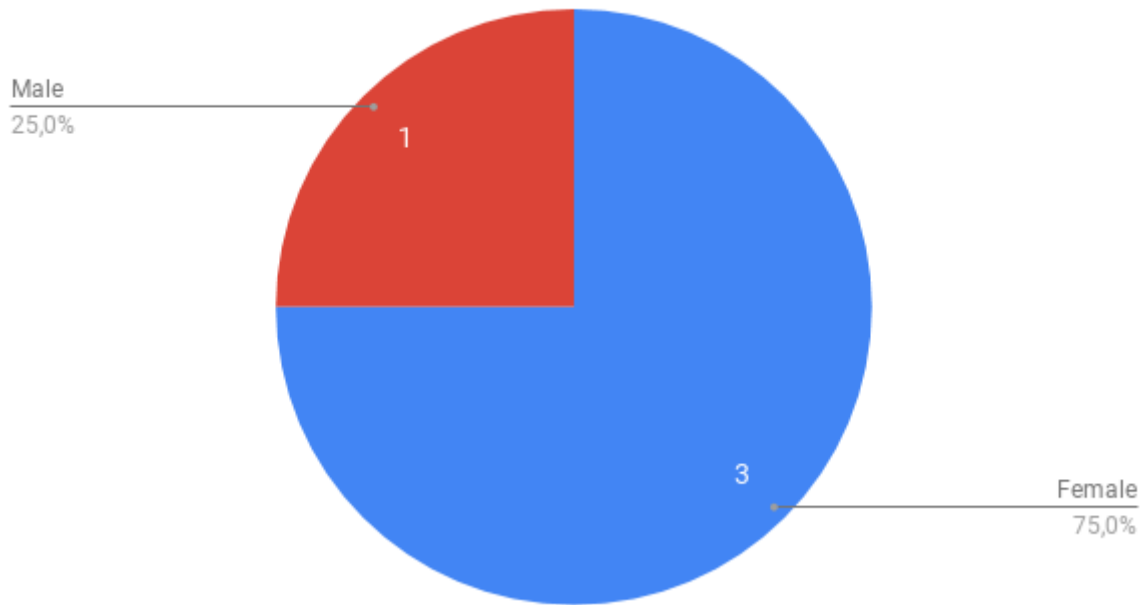


Image 8: Q6: I define my gender as...

User Research Script – Start

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

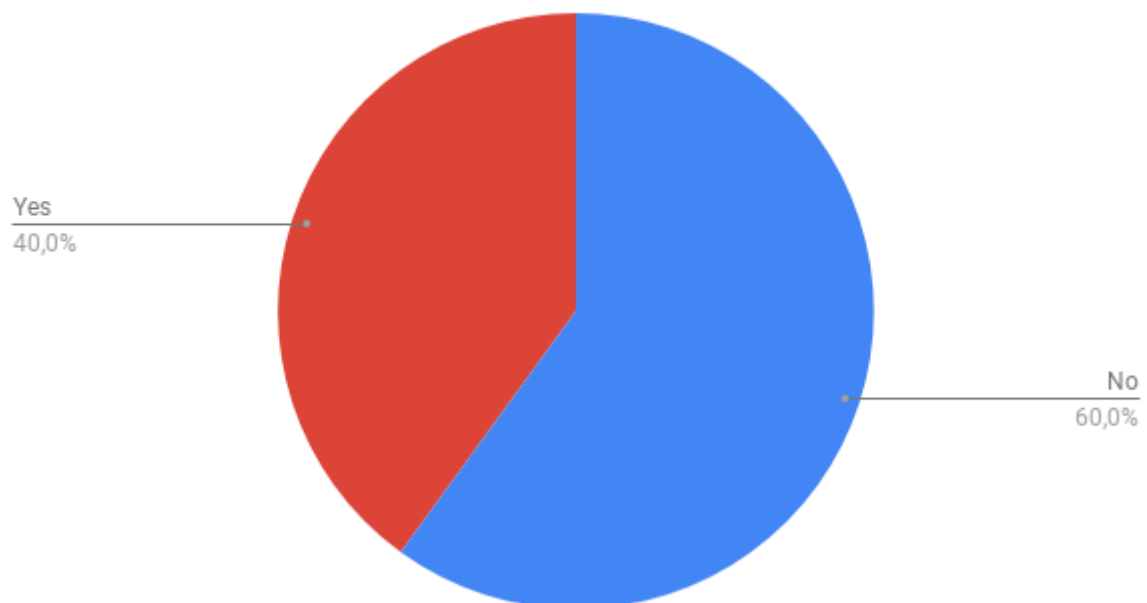


Image 9: Question 1: Have you used Tor before? If so, how often?

What have you used Tor for?

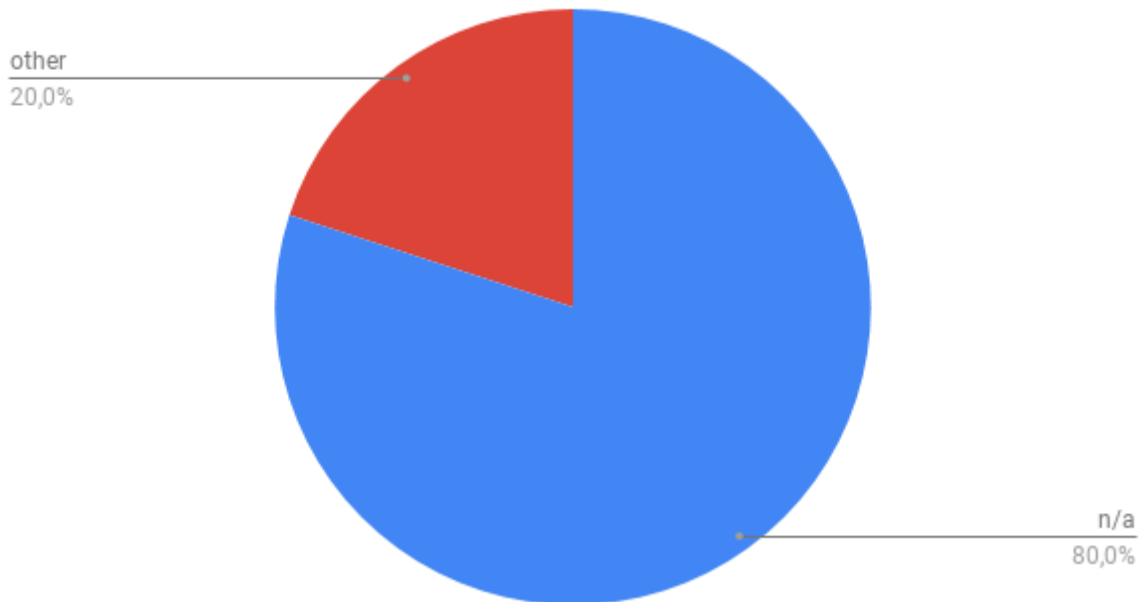


Image 10: Question 2: What have you used Tor for?

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

All the answers were Yes, 2 users point they use Firefox, 2 users from Chrome, and one that uses Firefox and Chrome.

User Research Script – Finding, Downloading and Installing

General problems: The first interviewee, B21, didn't know how to use a browser to look for the app, she also didn't know how to go to the playstore. Once we installed the Tor Browser for Android, the **Onboard didn't show up** to do the user testing – this happened once more in Kenya.

She was not the only case of not knowing how to go to the playstore, this also happened with user B13.

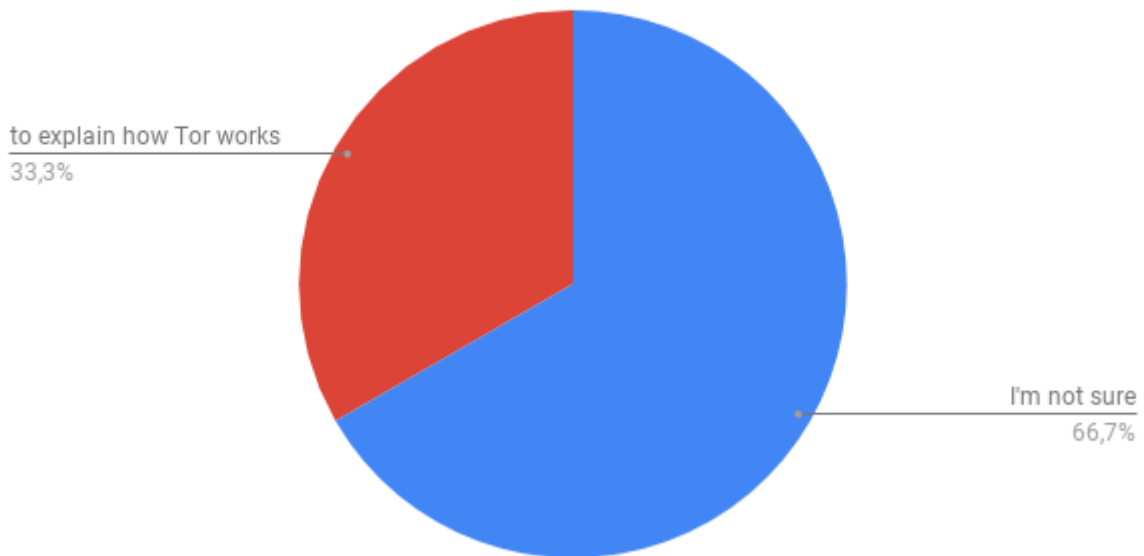
Interviewee B14 also couldn't install the Tor Browser because her phone was too old, so we stopped the interview at this point after trying for sometime.

100% 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.

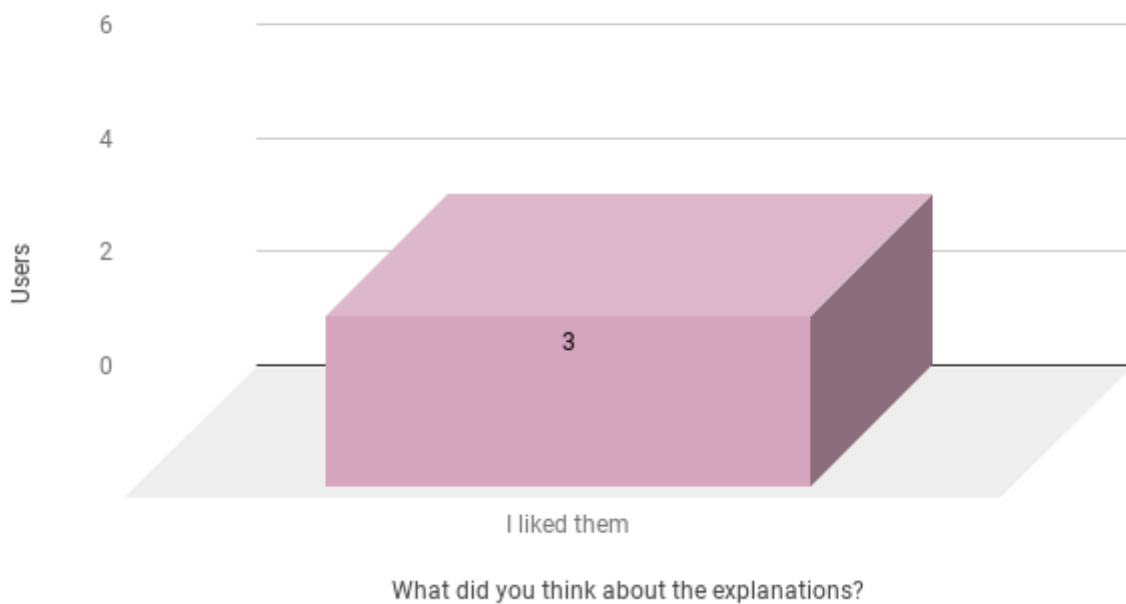
Recommendation for devs: change the “**about:tor**” when starting the app to “type address” or “search or enter website name”.

User Research Script – Onboarding

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

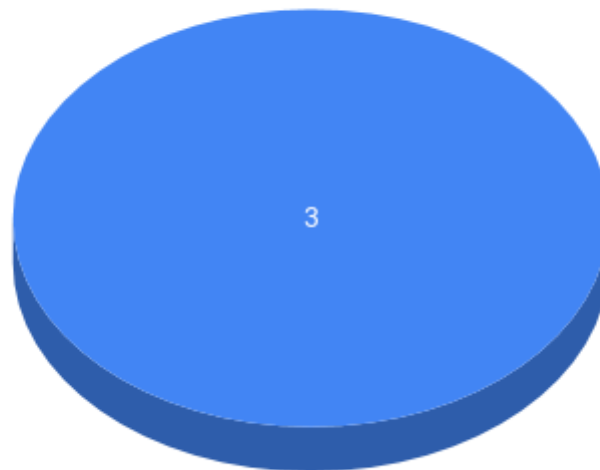


What did you think about the explanations?



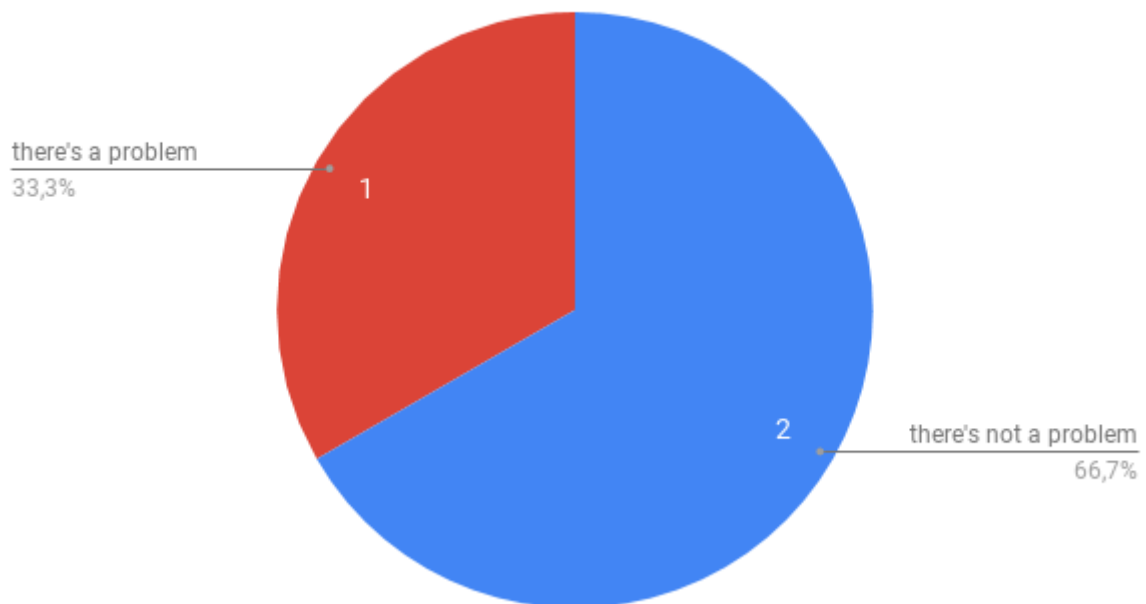
Did the explanations make sense?

● Yes



User Research Script – Visiting

What do you notice?



Note: “there’s a problem” the page the user visited had a layout different from the usual.

City A

Workshop #1

Delay: 60 min

Internal problems: N/D

Men: 12

Women: 9

Internet: Ok

Comments:

- *They were digital security trainers, only one person already used Tor. The workshop was performed in a meeting room, with a big table, the organizers brought pizza, soda, juice and water for the participants. But the room was not big enough for everyone, there were no mobility to walk around.*
- *There was one hostess that said they all knew about Tor (which was not true), the hoster explained the Internet path.*
- *The audience was hard to engage in the activity.*

CONTEXT: 53 websites are considered as “social media”, and they are blocked from most Internet providers, unless you pay a tax to unblock them. But this can be easily circumvented, and most of people do so by using VPNs.

M – For the people that are running servers, who are they? Are they non-profit?

M – I use Orbot. Can you speak a little more about orbot?

W – What is the app to use Tor on iOS?

W – When I was using Tor Browser last year, there was 2 versions: a regular one and one for China. Why is that? (computer)

M – What is the difference between Tor Browser and Orbot/Orfox, or even between Tor Browser and the Alpha version?

M – Is Tor blocked in Uganda?

M – Do you have a non-safe browser to test? (if Tor is blocked in Uganda)

M – About DNS over TLS how does it contrast? When someone is using Tor with HTTPS, does the DNS still knows where you will go?

M – How much does it increase the latency using the bridge? For the user?

M – Doesn't the really need to use more data to use a bridge?

M – I installed Onion Browser add-on on my chrome – it shows that I’m using Tor Network – but if I’m still using it inside chrome, does it leak my information?

M – I used Tor for about 2 months, but the connection is slow, it’s kinda discouraging, you know? Is there a way to make it faster?

W – Do you have to boot Tails?

M – Is it possible to use Tor Network with whatsapp/signal, etc? (User discovery)

M – So, the server doesn’t store anything? (Onionshare)

M – Is it like peer-to-peer? (Onionshare)

M – How does Facebook knows how many users use Tor?

M – Does kickass-torrent works on Tor?

M – So it is not possible to use torrent with Tor anonymously?

M – Do you think the onion services are associated to the Dark Web because it’s possible to use bitcoin? Because I could hire 10 killers using it? Or drugs?

M – Is it possible to stream using onion services?

M – Is it possible to use Tor as a encrypted Network in a case of Internet Shutdown?

User needs discovery

Installation:

- I cannot complete installation; stalled at 10%
- What app to choose? Tor browser for Android, Alpha, Alpha (VPN)
- Is it the Tor Browser Alpha?
- To use or not use the bridge to log on.
- We should standardize the logo used in the play store for Tor Browser

Browsing:

- Can’t browse, connection time out.
- Language change based on relay
- Different language

Feedbacks/General post-it questions:

- Is Mike Tigas affiliated with Tor Project?
- I was excited to learn about Tor, Onion Browser. It was great.
- **How do I become a Tor trainer?** [community website documentation]
- Beef up the publicity of Tor among Human Rights Defenders, such that it can be taken up confidently by grass roots rights defenders.

Workshop #2

Duration: 3 hours

Internal problems: N/D

Men: 4

Women: 7

Internet: bad connection

M – If protects IP address, if you can't track the person in a way it is good but also it can be used by other (bad) people.

M – If I want to use social media, can I use it with Tor without paying takes?

M – The speed in the Browser is a little slow comparing to VPN – which one consumes more data?

W – Does it protect against Bots? Does it also prevents adds on social media? And pop-ups?

W – How to download Tor as an app?

M – I want to know how volunteers work?!

M – We have two servers and two VPNs, wouldn't it make it faster in the Tor case? Use it with a VPN.

W – Using a VPN, could be like “warning” the government? Like “this people here is using VPN” - could it be a problem?

M – Since this is anonymity, does it reflect analytics? That people are using different devices if i went to track to improve the service.

W – It won't have a search history if I use duckduckgo?

W – If there is a shutdown in the Internet, can I use Tor?

W – So OONI is an app on Tor Network?

M – OONI only works with our own provider? Or doesn't it map all providers block?

M – If there is an Internet shutdown, how can I communicate with people by using Tor?

M – The question whether I'm a robot or not, does it affect if I'm using Tor?

User Needs Discovery

- Is the app Tor+VPN
- Should I use a bridge to get to Tor? Or continue without a bridge?
- I don't think it is working – *user didn't know where to type the address so thought the app was not working.(TBA)*

Feedbacks/General Post-it questions

- How do I know the VPN I am using is insecure?
- What is the difference between Tor/tor
- Can Tor protect my whatsapp identity on my phone?
- What is the space capacity of Tor on phone?
- Can't Tor lead to slowing down of phone?
- Why is it that when you use Tor other programs get disabled?
- Why is Tor too slow?
- How to have a personal account using Tor? How can Tor make our daily connection or activities known worldwide since we deal in advocacy.
- Given the different layers of protection, does Tor “slow down” or “speed up” the browser process.
- Many people have abandoned OTT and started to use VPN, can't government use people who intruded VPN? (I think the question is “can government intrude to our VPN”)
- Do MPS also use VPN more specially in Uganda?
- What is the difference between OTT and VPN, because they all connect you to Internet.

Workshop #3

Duration: 3 hours

Internal problems: N/D

Men: -

Women: 2

Internet: bad connection

W – So you can hide the information that you're using Tor?

W – What do the volunteers do?

W – Who designed Tor?

W – So the incognito mode doesn't allow anonymity?

W – On mobile, if I use Firefox while using Tor, am I still hidden?

W – This process of connecting to the bridge does it happens only when you instal it on everytime you need to configure it?

W – What’s the difference between Tor and Dark Web?

W – Tor does not host websites, so how... how did “Bob” get his website if Tor doesn’t host it? (Onion Services)

W – How do I create that address? (.onion)

W – Can I get all this information on your website? Like how to create an .onion address...

City B

Workshop #1

Duration: 3,5 hours

Internal problems: N/D

Men: 12

Women: 11

Internet: bad connection

M – I expect to understand if they upgrade the browser because it is not working with gmail.

W – It’s a browser that I used before and I’m still using it, don’t know if it is upgraded/safe, but it is important to me.

M – The weight and speed of the browser. Also the access... I think it is because of the different servers.

M – Once we install in our computer, the internet doesn’t load.

M – I want to know more about duckduckgo.

W – I would like to know what it is and how it works.

M – Can’t download Tor through tor.eff.org because of the #BUG (need to change the link to download on the webpage).

M – decide to use Psiphon as VPN because someone told him it was a faster VPN and effective – before he was using secureVPN.

W – Uses ultrasafe VPN – it is easy to install and fast.

W – Changed to Psiphon because the other one was not working.

M – Started using Psiphon because someone said it was better – started using because wanted to use Whatsapp call, and with Psiphon the connection is better than with others.

M – I tried to use Psiphon VPN and it changes the country where I am – how does it work?

M – Do you have an app that works with Tor that is not the browser?

M – I didn't understand much about the bridge.

W – You talked about VPN – I’m trying to download Bitmask, but I’m having some problems (G talks about gov’s blocking VPNs).

M – When I’m using Google the info is already encrypted? How do I know if the websites are using https or not?

M – I heard that Tor was developed free bu the USA – you have administrated how do they monitor? Are they paid?

M – When was the VPN created?

M – Do you have plans on Tor that Tor will protect you from someone that is spying from your webcam or your audio in your computer? So you don't need to put a sticker on your webcam? Can you keep it in mind?!

Cloud Tag from questions raised

