

## Activity: User Needs Discovery

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### Suggested Time

30-60 Minutes

### Materials Needed

Pens, sticky notes, a board

### Participants

Security trainers, privacy advocates, people we're designing for

### Objective

Find user's friction points from installation to browsing of the Tor Browser

Friction Point: is anything that prevents users from accomplishing their goals or getting things done. Blocker // Question // Idea

### How to do it

1. Bring pens and sticky notes.
2. Ask participants to take a note each time they have a stop-point during each task.
3. Draw three columns on a board: Installing | Launching | Browsing
4. Ask participants to put their stickies on the board at each column. Overlap exact duplicates.
5. Identify the areas with the largest number of sticky notes and discuss problems and questions with the group.

### Tasks

Group A: Installing Tor Browser

This task includes:

- Find the download page
- Find the right bundle
- Download bundle
- Install Tor Browser

Group B: Launching Tor Browser

This task might include:

- Config a proxy
- Config a bridge

Group C: Browsing with Tor Browser

This task includes:

- Read your favourite newspaper
- Visit [<https://www.nytimes3xbfgragh.onion/>](<https://www.nytimes3xbfgragh.onion/>)
- Download [[https://share.riseup.net/#Wq2aY\\_WviD8bEodFfcqMDA](https://share.riseup.net/#Wq2aY_WviD8bEodFfcqMDA)]([https://share.riseup.net/#Wq2aY\\_WviD8bEodFfcqMDA](https://share.riseup.net/#Wq2aY_WviD8bEodFfcqMDA))
- Search about "the state of internet in Uganda"