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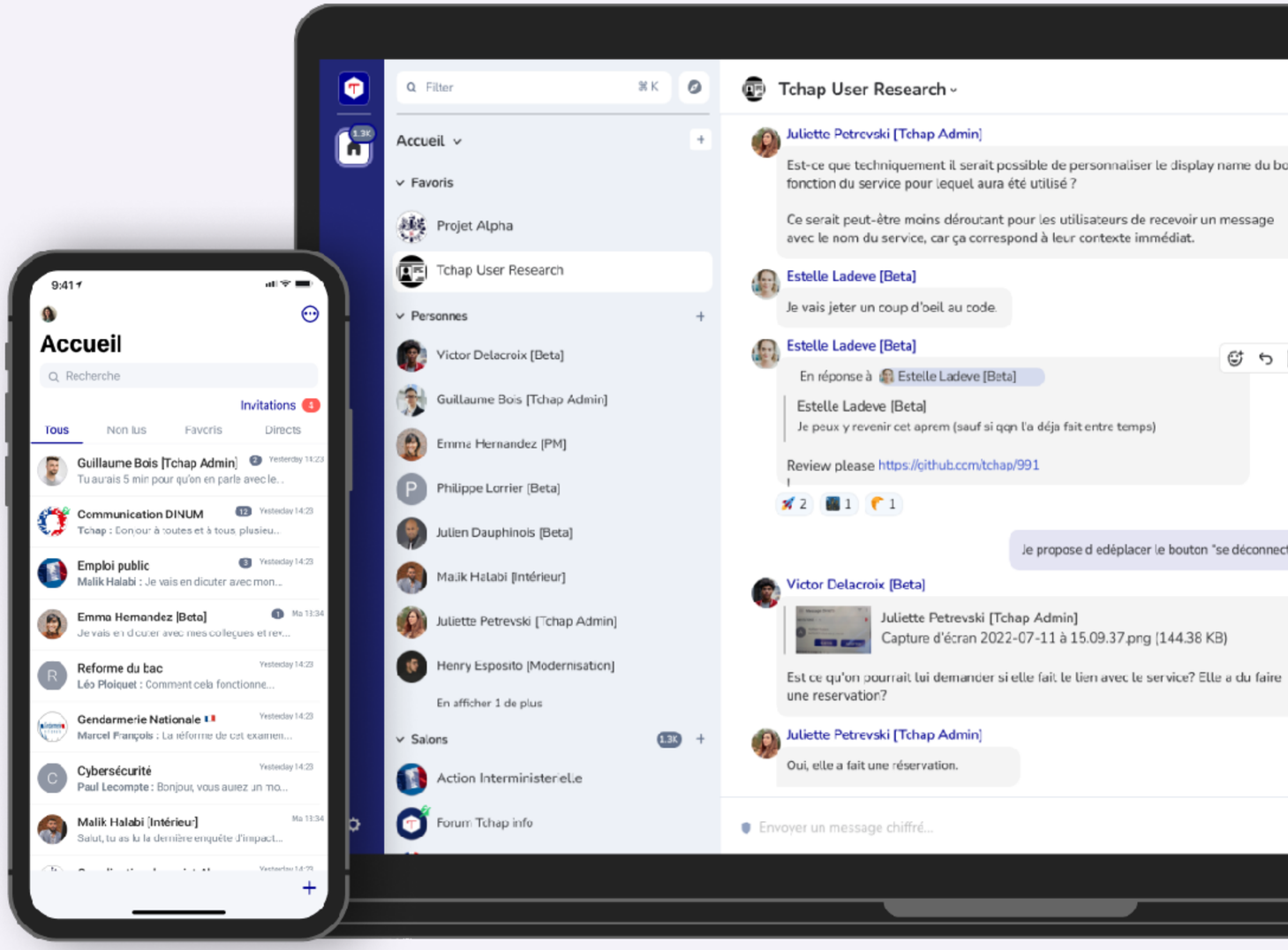
Recovery Key:
a different approach



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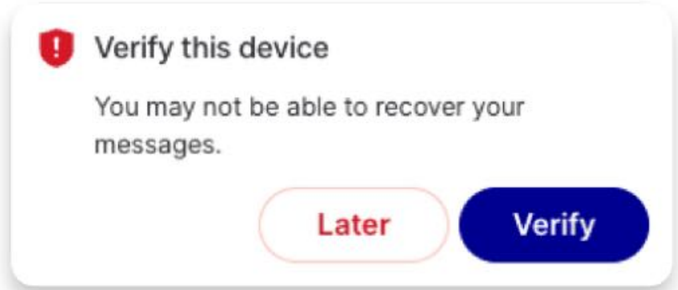
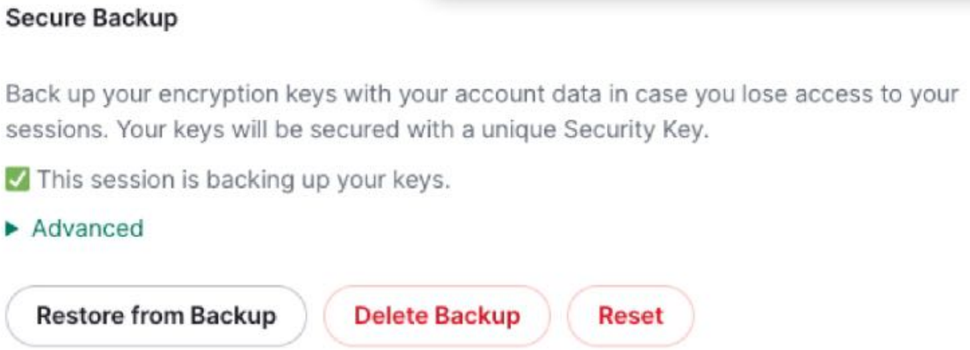
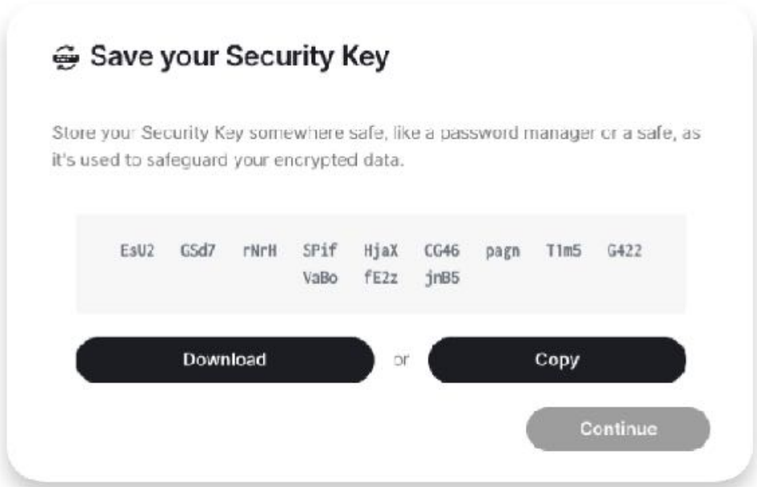
Tchap: Recovery Key

Current state of UX

- **Most Tchap users only use one device**
- Despite an effort for wording simplification in Tchap, key-concepts like Encryption Keys, Verification, Secure Backup, Recovery Keys (Recovery Code in Tchap) are hardly understood by the average user and are overwhelming
- Users are not sure what the Recovery Key is for
- Users don’t take good care of their Recovery Key, because it may be useful “just in case”. So they forget where it is when needed
- The form of the Recovery Key is too technical, not friendly







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Tchap: Recovery Key

Our proposition

1. **Use Recovery Key (Tchap Code) for a two-factors authentification: it is requested each time you Log In and asked regularly even if you stay connected**
2. Give it a more “friendly” and tangible appearance: using natural language and adding a QR code
3. Allow the Recovery Key to be printable in the form of a file (a PDF with the QR code and the Code)
4. Ask the user to enter the Recovery Key right away as the last step in generating a new one
5. When Logging In on mobile, have the possibility to copy-paste the Recovery Key AND scan the QR code.
6. No more need for and mentions of “session verification”, “keys”, “backup”, etc. on the main UI. They can just be mentioned in security settings for advanced users and debugging.

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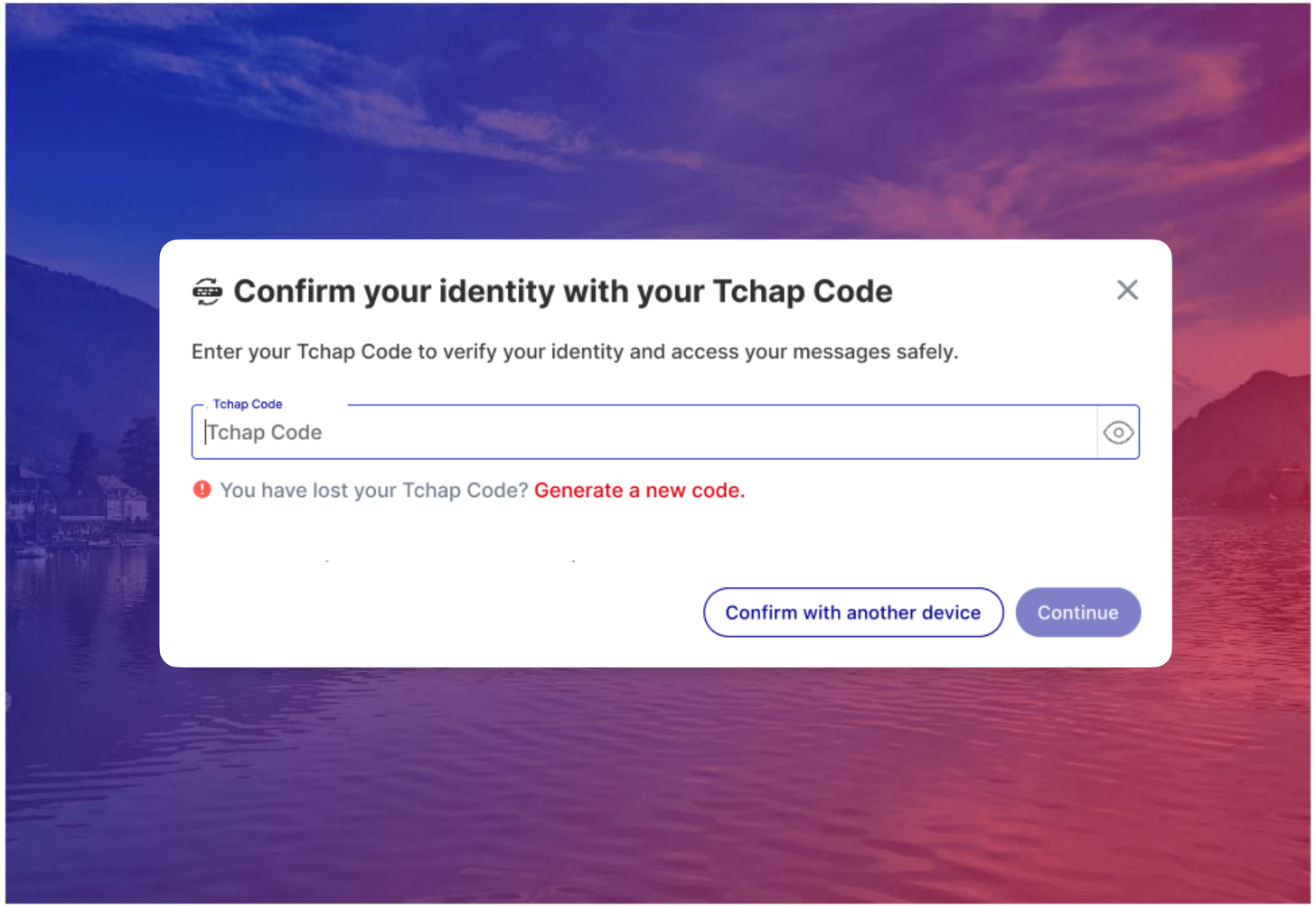
Tchap: Recovery Key

Our proposition

1. Use Recovery Key for a two-factors authentification: it is requested each time you Log In as the primary way to verify your identity, and asked regularly even if you stay connected.

If the user has lost the Key, they still have the possibility to Verify using another device. In case they don’t have another device, the only option is to Generate a new code.



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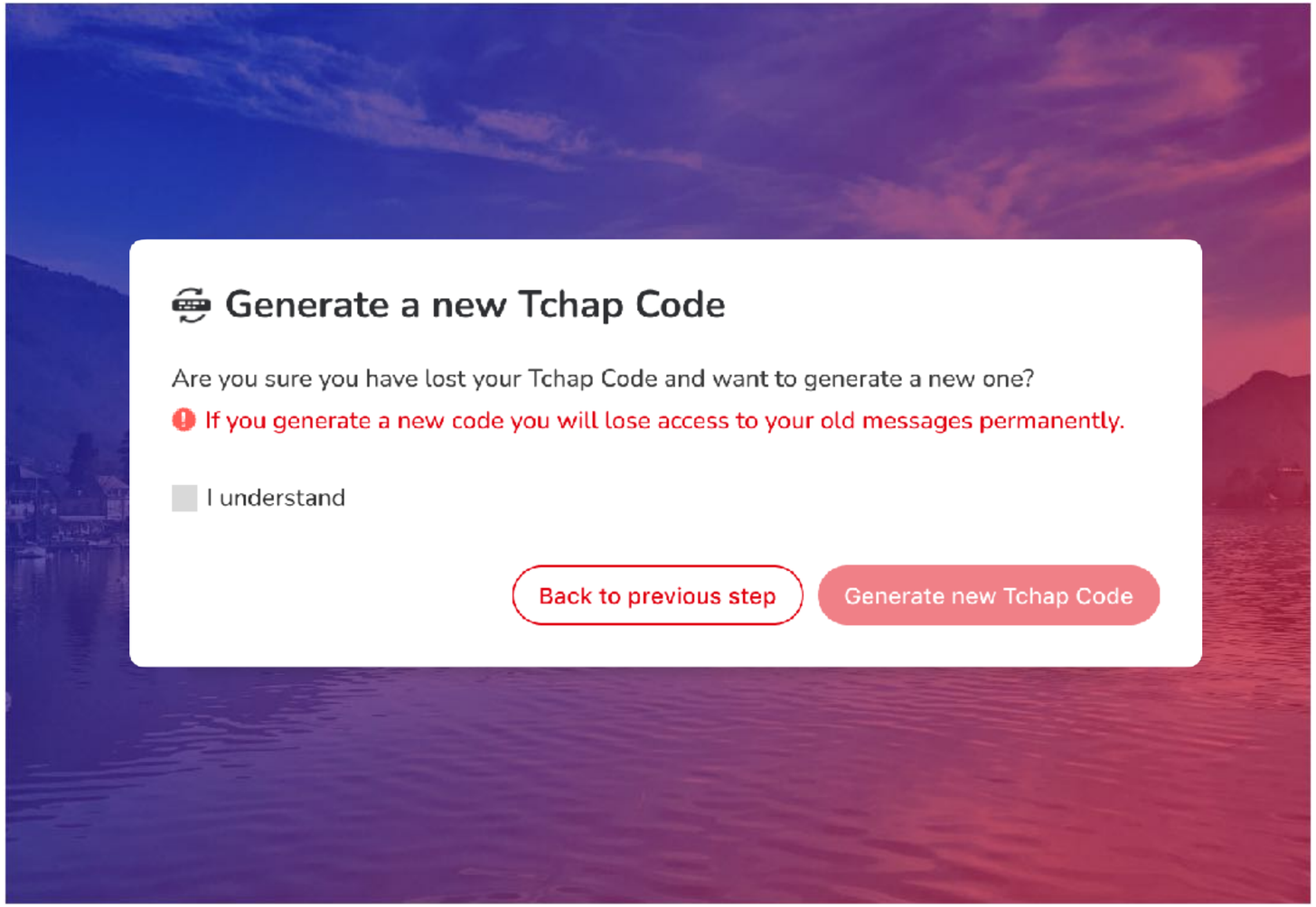
Tchap: Recovery Key

Our proposition

1. Before generating a new Key, the user need to acknowledge the risks and consequences of this operation.
A checkbox needs to be ticked to be able to continue.



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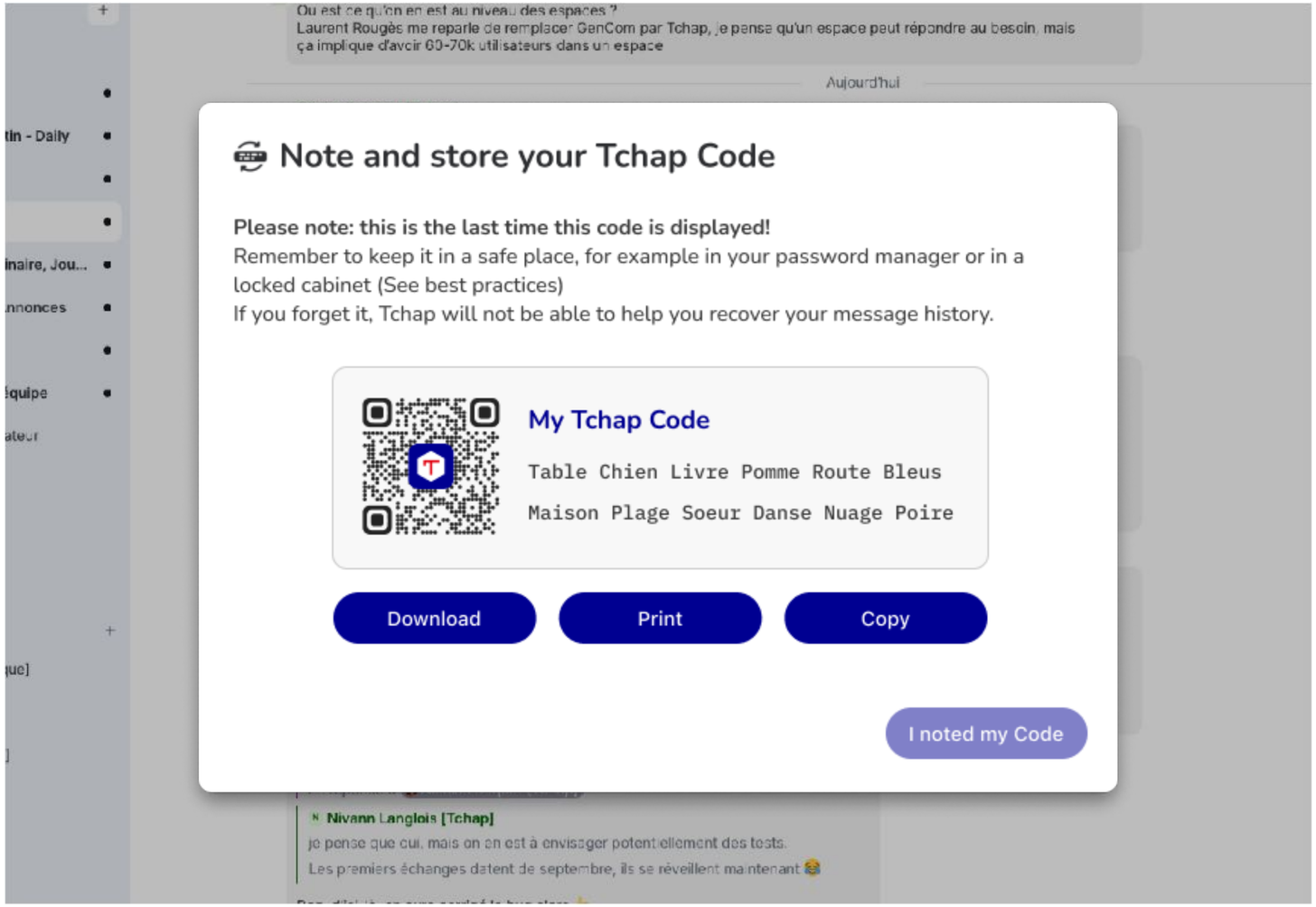
Our proposition

2. Give to the Recovery Key a more “friendly” visual appearance: using natural language and adding a QR code



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3. Allow the Recovery Key to be printable in the form of a A4 page (a PDF with the QR code and the Code)

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Tchap: Recovery Key

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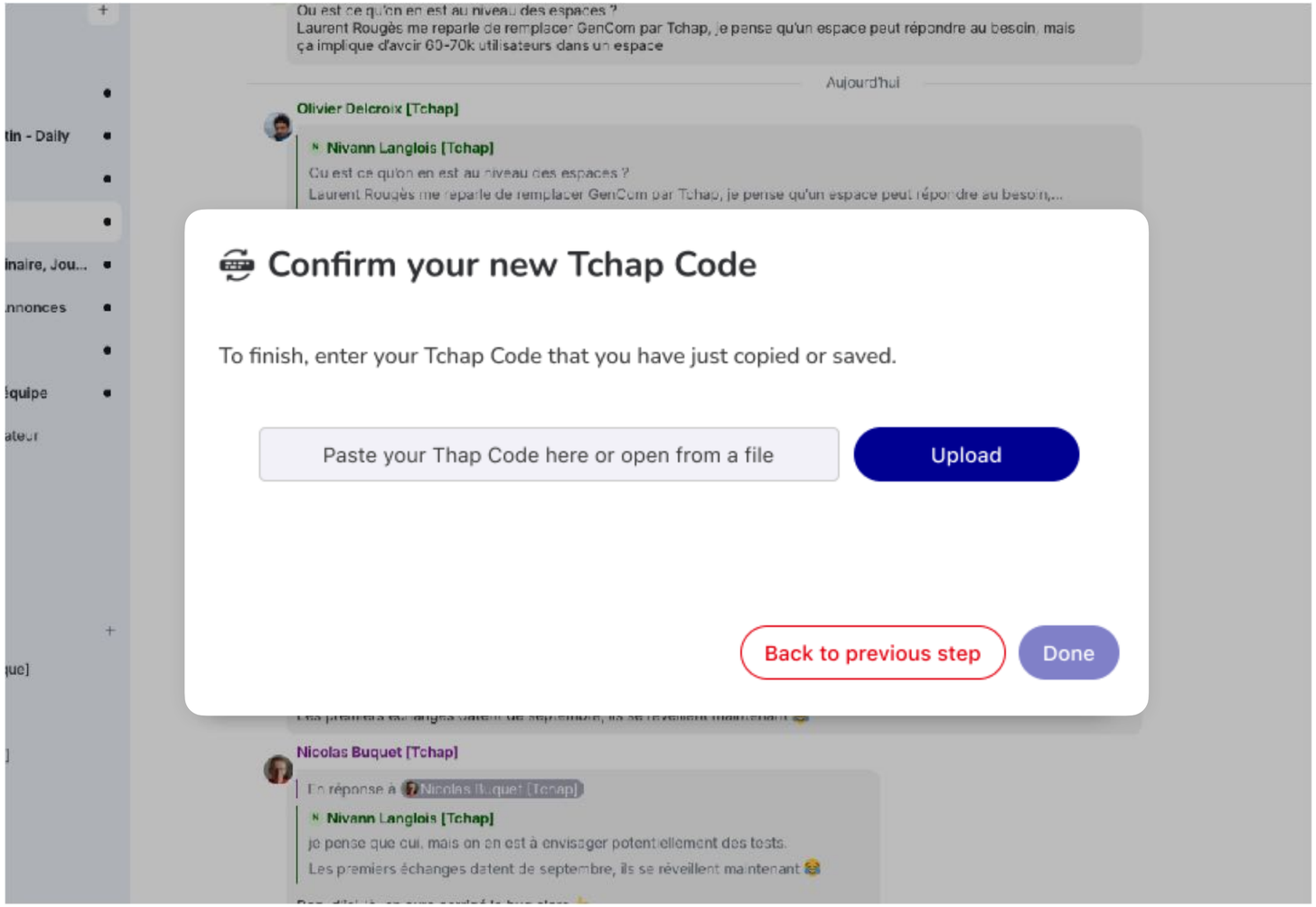
4. Ask the user for the Recovery Key as the last step in generating a new Recovery Key to verify that they have store it for good



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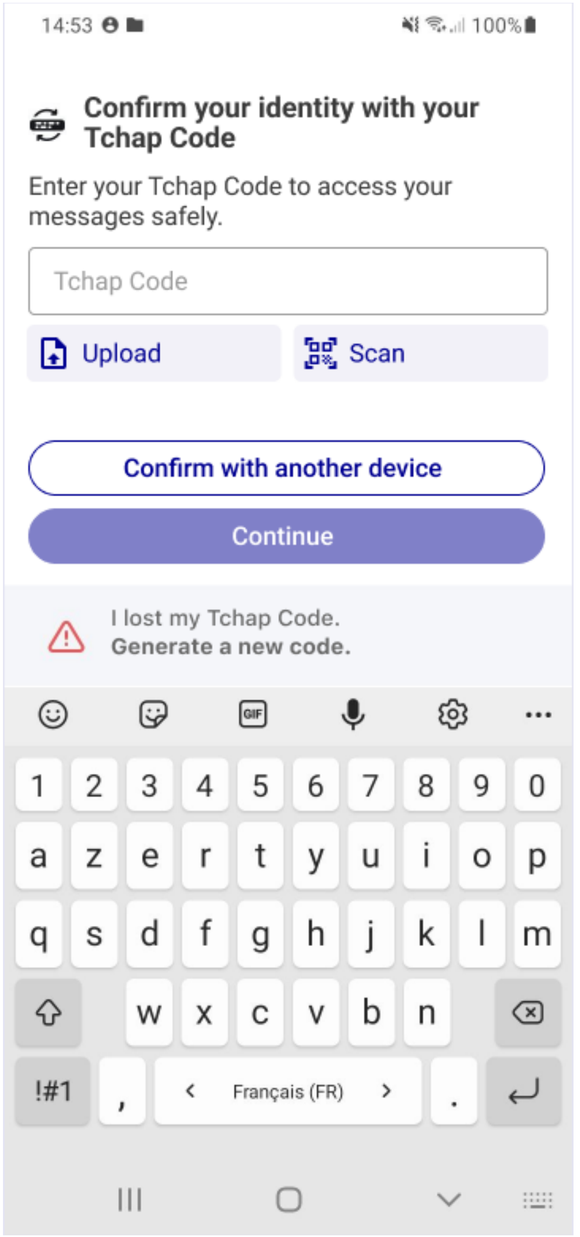
Our proposition

5. When Logging In on mobile, the user has the possibility to copy-paste the Recovery Key OR scan the QR code.



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Our proposition

6. No more need for and mention of “session verification”, “keys”, “backup”, etc. on the main UI. They can just be mentioned in security settings

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