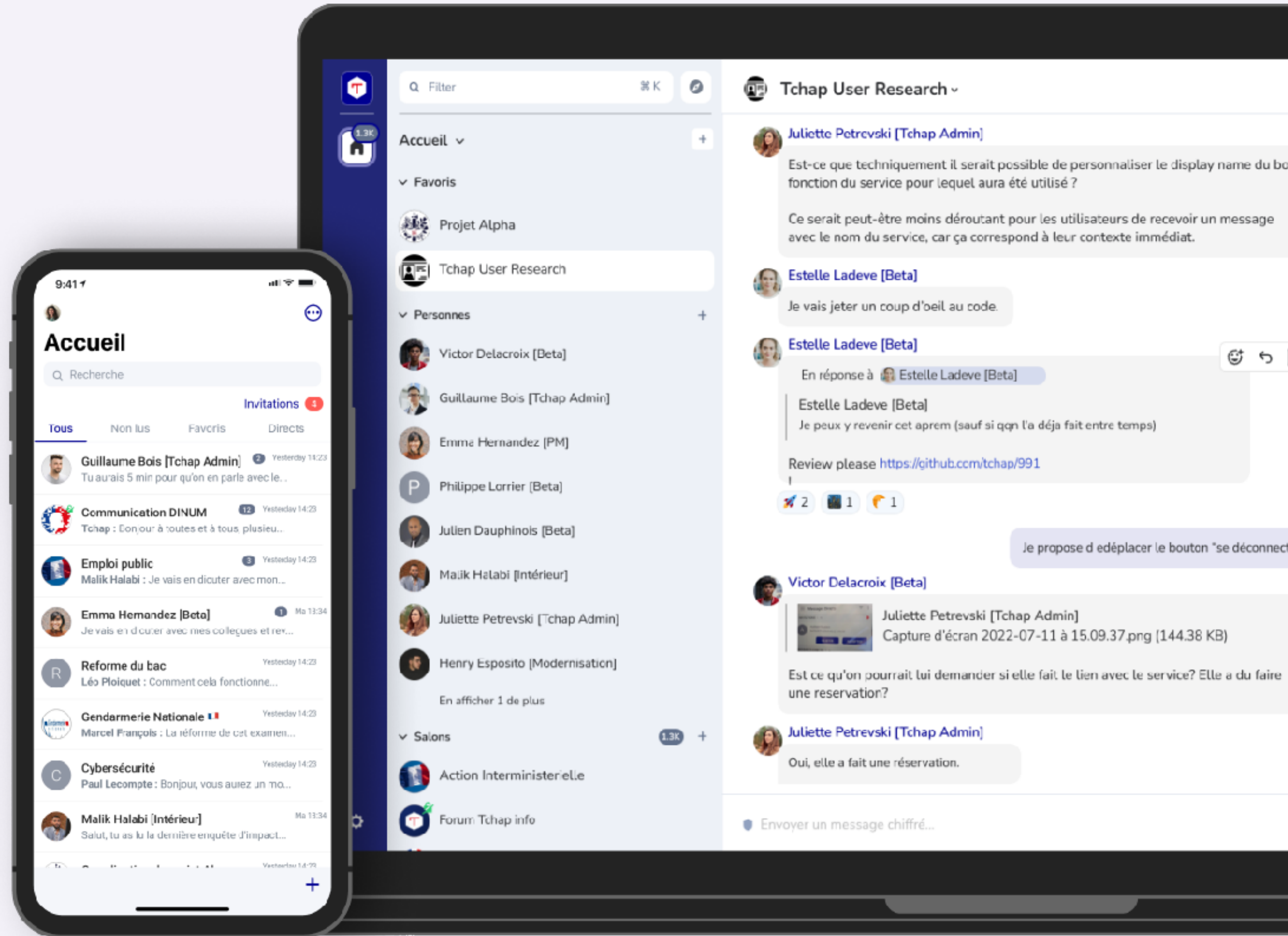


# Tchap

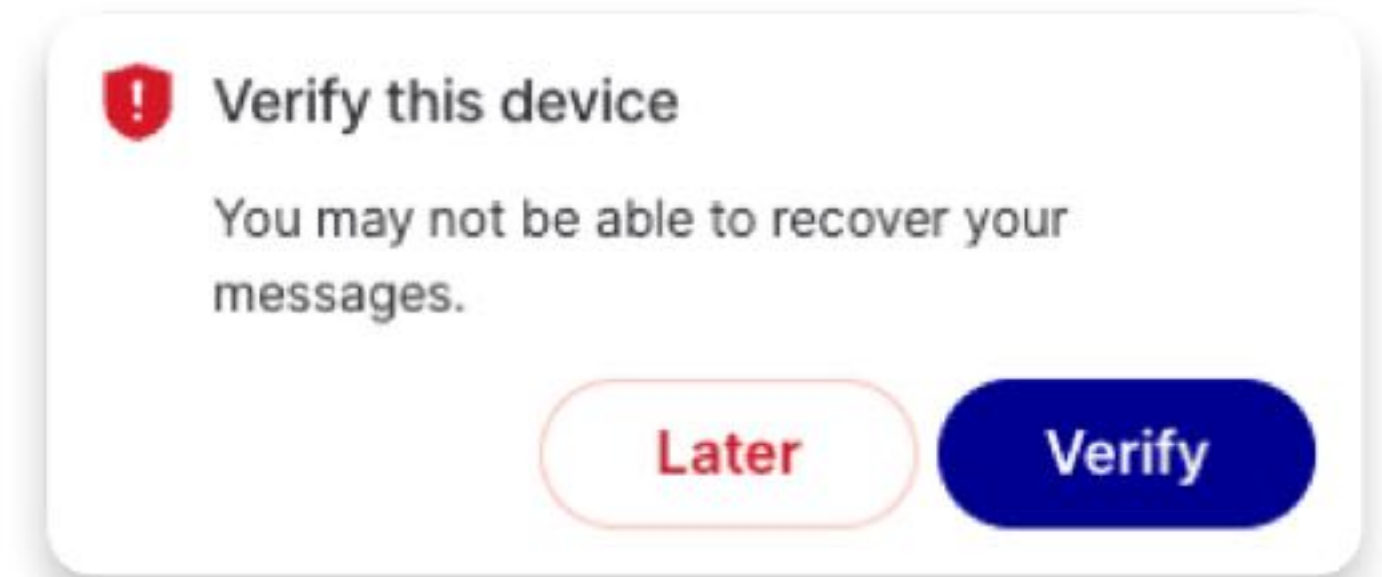
## Recovery Key: a different approach



## 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

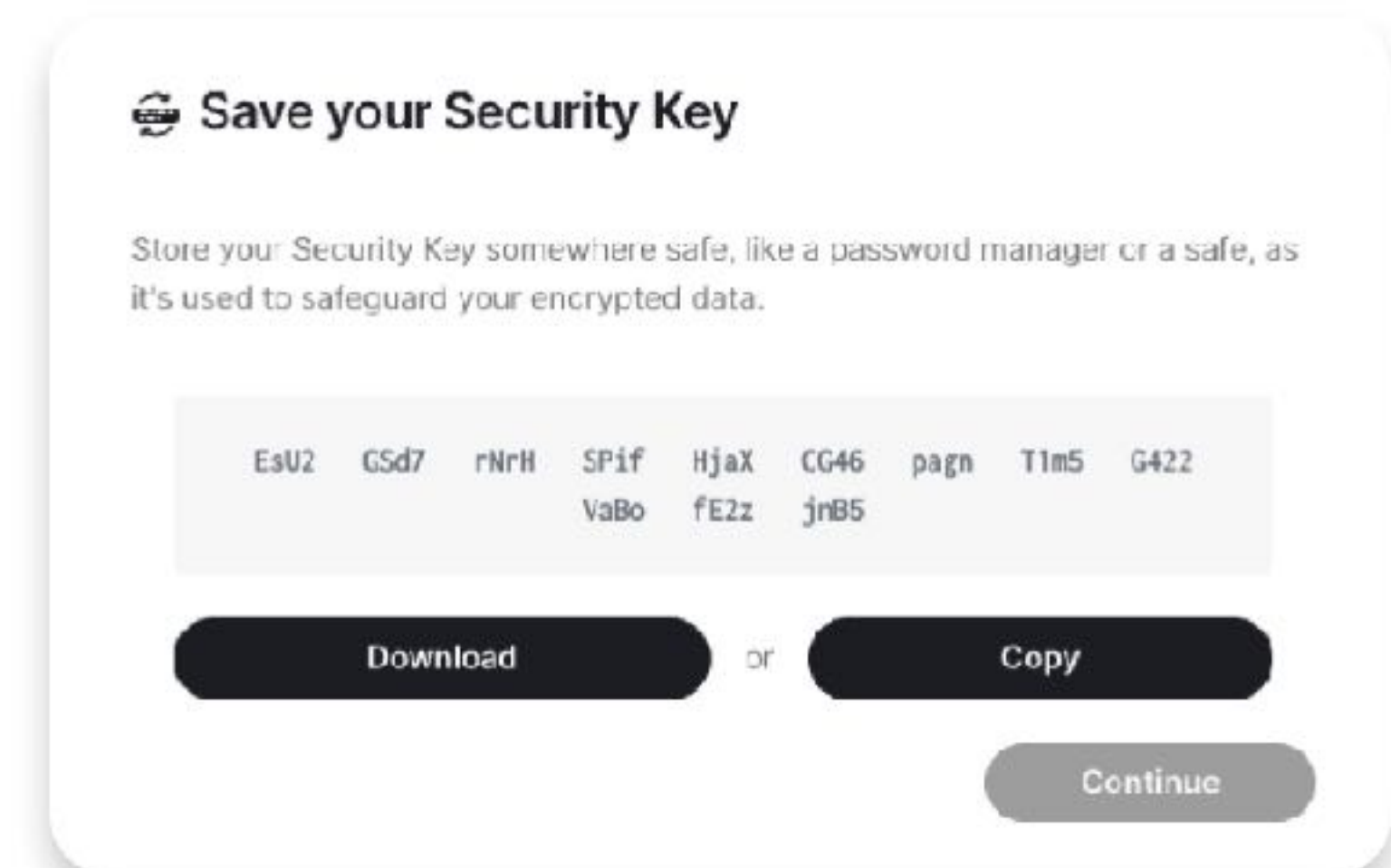


### Secure Backup

Back up your encryption keys with your account data in case you lose access to your sessions. Your keys will be secured with a unique Security Key.

✓ This session is backing up your keys.

► Advanced



## Tchap: Recovery Key

# Our proposition

1. Use Recovery Key (Tchap Code) for a two-factors authentication: 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.



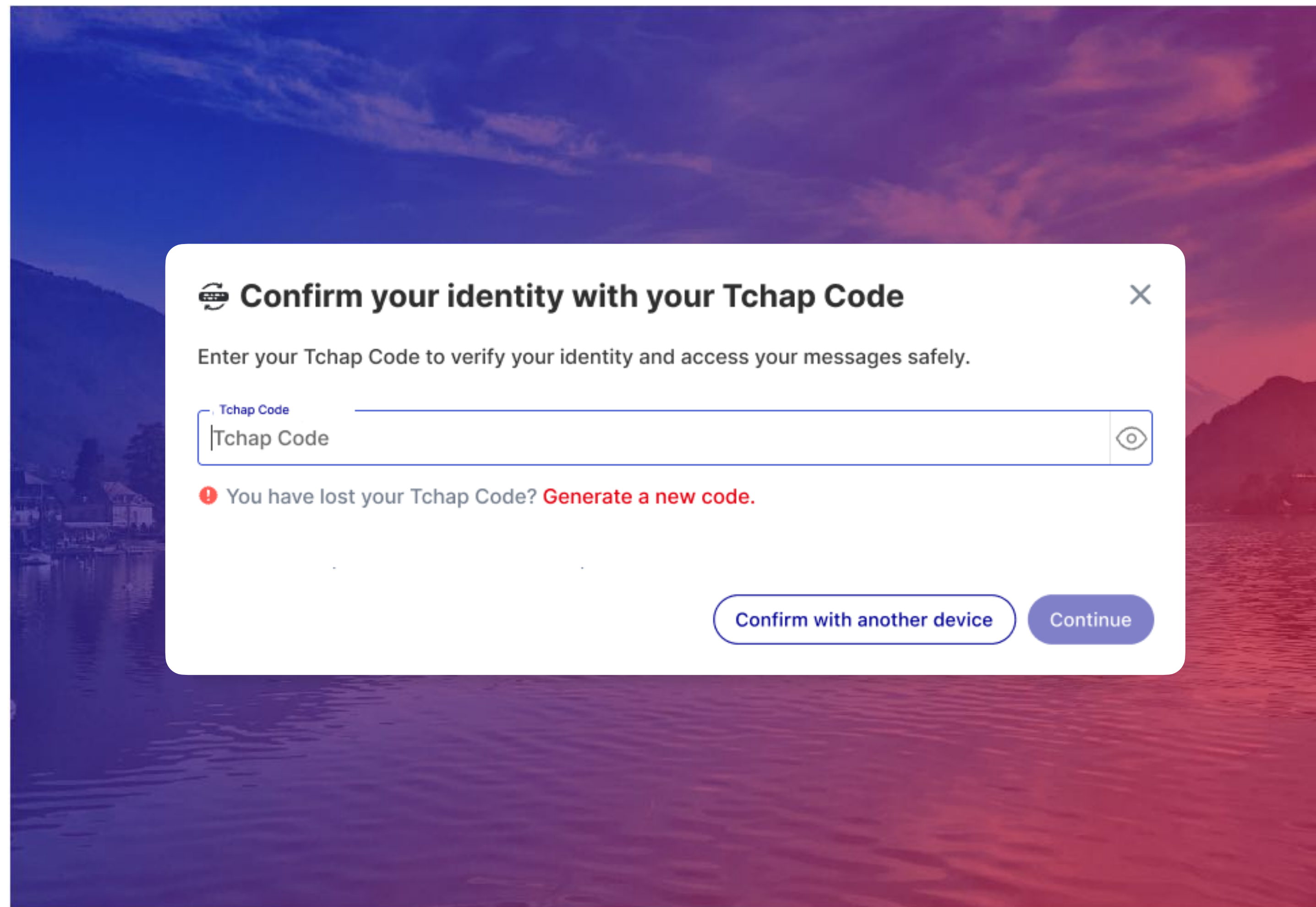


## Tchap: Recovery Key

# Our proposition

1. Use Recovery Key for a two-factors authentication: 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.



## 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.

### Generate a new Tchap Code

Are you sure you have lost your Tchap Code and want to generate a new one?

 If you generate a new code you will lose access to your old messages permanently.

I understand

[Back to previous step](#)

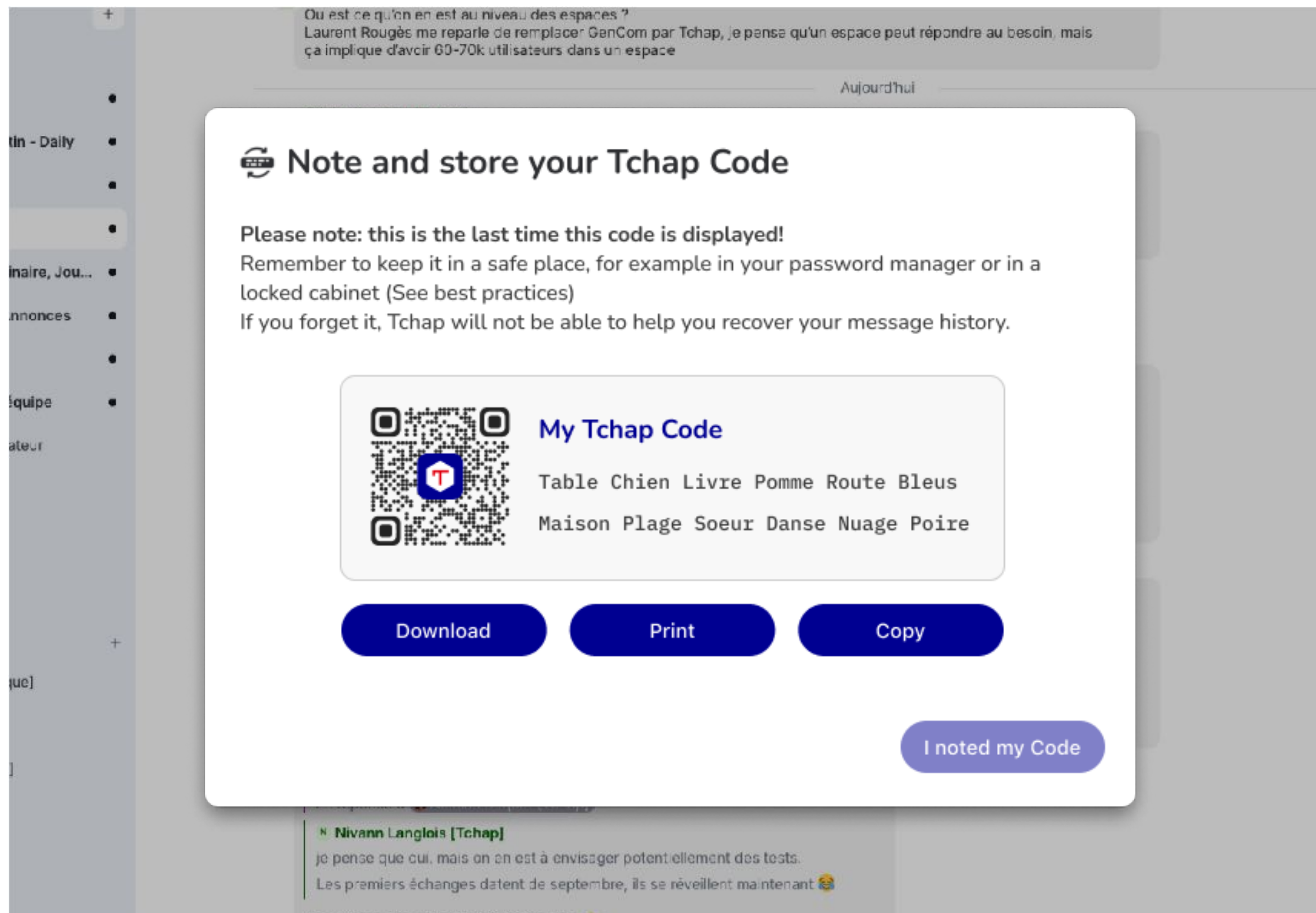
[Generate new Tchap Code](#)



## Tchap: Recovery Key

# Our proposition

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




Qu'est-ce qu'on en est au niveau des espaces ?  
Laurent Rougès me reparle de remplacer GenCom par Tchap, je pense qu'un espace peut répondre au besoin, mais ça implique d'avoir 60-70k utilisateurs dans un espace

Aujourd'hui

### Note and store your Tchap Code

Please note: this is the last time this code is displayed!  
Remember to keep it in a safe place, for example in your password manager or in a locked cabinet (See best practices)  
If you forget it, Tchap will not be able to help you recover your message history.



**My Tchap Code**  
Table Chien Livre Pomme Route Bleus  
Maison Plage Soeur Danse Nuage Poire

Download Print Copy

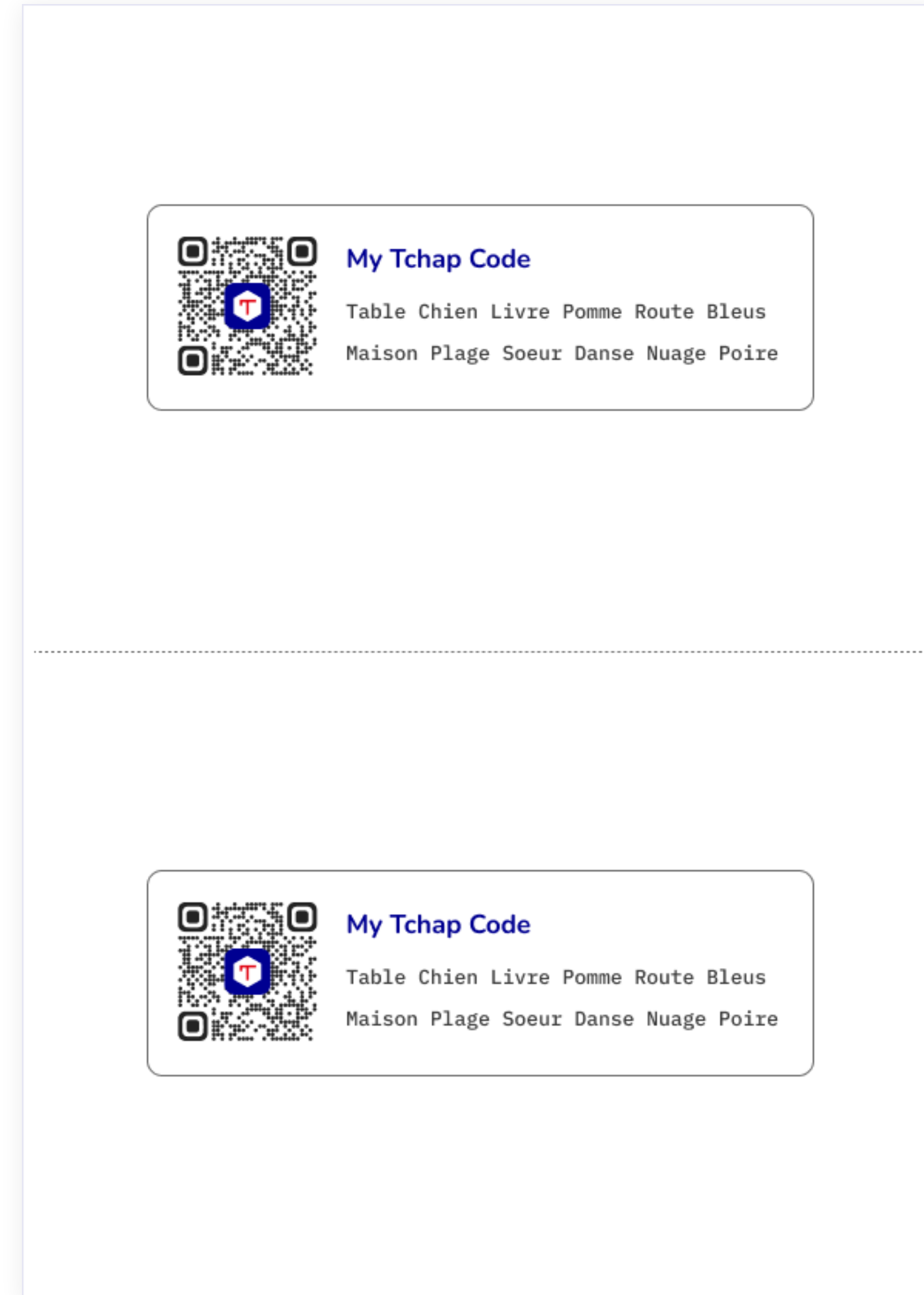
I noted my Code

Nivann Langlois [Tchap]  
je pense que oui, mais on en est à envisager potentiellement des tests.  
Les premiers échanges datent de septembre, ils se réveillent maintenant 🤖

## Tchap: Recovery Key

# Our proposition

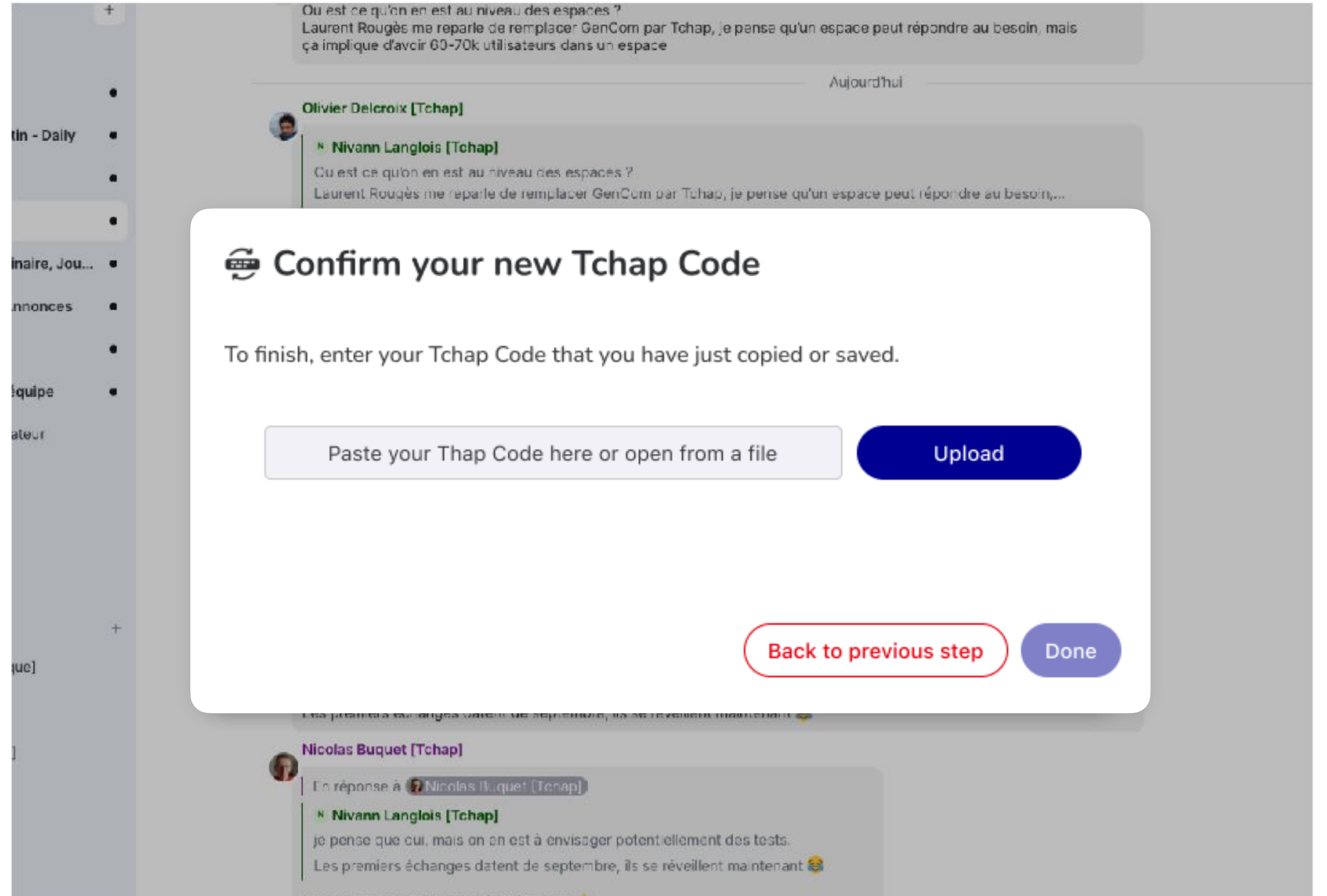
3. Allow the Recovery Key to be printable in the form of a A4 page (a PDF with the QR code and the Code)



## Tchap: Recovery Key

# Our proposition

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

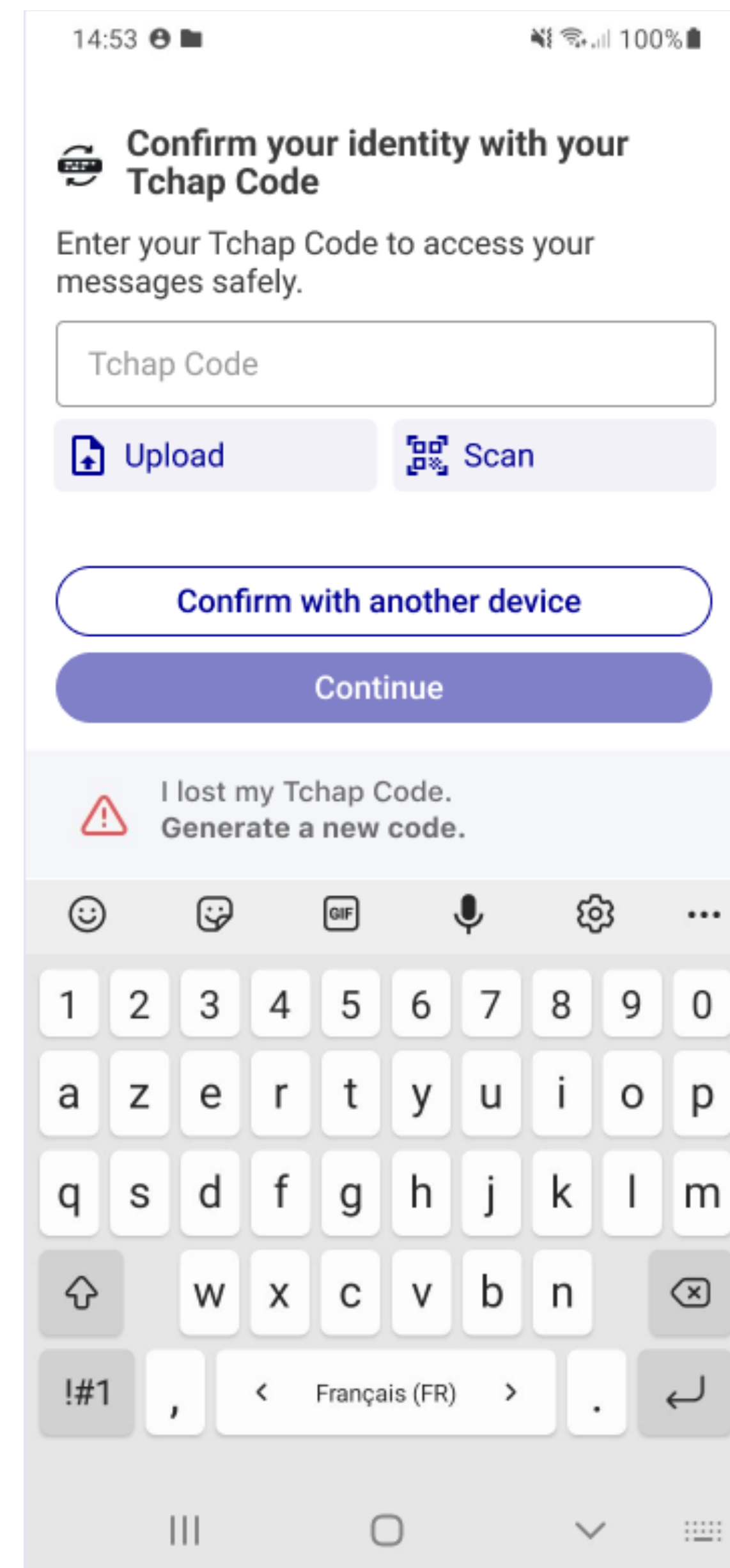




## Tchap: Recovery Key

# Our proposition

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



## Tchap: Recovery Key

# 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





**Tchap**

*tchap.gouv.fr*