

Category	Sub-category	Experiences	Findings	n	Illustrative quote
Portal	Design	Positive	Easy to navigate the different sections	4	<i>It was easy to navigate.</i> [3560]
			Appealing interface	2	<i>The design was very well done.</i> [4044]
		Negative	Navigational difficulties, especially in beginning of treatment	8	<i>It took me a while to figure out how the program was organized and that made it hard at the beginning.</i> [4148]
			Unfamiliar interface	1	<i>I did not feel at home with it.</i> [3132]
	Usability	Positive	Easy login procedure	2	<i>It wasn't hard to find the program, log in, or figure out how it worked.</i> [4098]
			Secure access via two-factor authentication solution	1	<i>The high level of security while logging in made me feel safe.</i> [4553]
		Negative	Complicated login procedure	3	<i>The login procedure felt a little too modern for us old folks.</i> [3934]
			Technical failures related to the login procedure	3	<i>Had a lot of technical issues from the start. Had trouble logging in.</i> [4148]
			Required access to desktop or laptop computers	2	<i>Since I worked on this program on my home computer, I often did it late in the evening. If it had been adapted to my mobile phone I think I would have worked with it more often.</i> [3560]
			Technical issues when accessing on mobile devices	2	<i>Didn't do so much since I can't write on my iPad.</i> [4471]
		Cumbersome to open the PDF-files	1	<i>The system with all the attachments was</i>	

Treatment program					
			used in the treatment		<i>cumbersome, all the PDF-files that you had to open. [3132]</i>
Content of the treatment material	Positive	Relevant and useful information	19	<i>I felt that it [the content] was spot on for me. [4168]</i>	
		Well-written material	3	<i>I was surprised that the material in the program was so nicely presented. [4553]</i>	
	Negative	Irrelevant modules, examples, and overall focus	9	<i>It felt like there was an underlying assumption that anxiety was caused by the heart attack. This is not the case for me. [3132]</i>	
		Outdated and irrelevant posts in the discussion board	4	<i>Couldn't really relate to the Forum part. Most of what was posted there was old. [3560]</i>	
		Poor overall readability	2	<i>The way the text was written made it very hard to understand. [4471]</i>	
Working with the material	Positive	Repetitive material	2	<i>There was a lot of repetition between passages. [4168]</i>	
		Overall manageable degree of difficulty	2	<i>There was an adequate amount of text and good level of difficulty. Not too advanced but not too shallow either. [4249]</i>	
		Text-based approach gave time to reflect about their own behavior	6	<i>Reading the text and exercises helped me to write down a description of my own problem. [...] I got a better picture of it. [4532]</i>	
		Time flexibility and working at their own pace	3	<i>I liked that you didn't have to finish an exercise all at once but you could push the 'continue later' button. [4342]</i>	
	Negative	Possibility to select relevant modules and tailor the content according to own needs	6	<i>Being able to ask my own questions, figure out my own answers and then create my own treatment was very useful. [4532]</i>	
		Strenuous and time-consuming work	11	<i>You could register over several weeks. I managed to do that 4 times. I just felt, this isn't for me. [4553]</i>	

		Tedious and boring work	4	<i>It was a bit boring. [4093]</i>
		Working on you own was demanding	3	<i>Getting started with these assignments demanded a lot of high level insight and self-discipline. [3129]</i>
		Difficult to write about thoughts and feelings	8	<i>I don't feel like I could really express what I wanted to say. I am more a verbal type of person. [4148]</i>
		Difficult to find a balance between working on your own and therapist support	2	<i>There was something in this balance between a self-help manual on the computer and an active dialogue with a psychologist that made it hard for me. [3129]</i>
		Too intensive to work with one step per week	5	<i>Did not expect the pace to be so fast. [4553]</i>
		Restrictions in number of simultaneous active modules felt rigid	3	<i>I didn't like that I had to finish each module before I could go on to the next. I would have liked to have an overview. [4148]</i>
Treatment period	Positive	Having a deadline promoted activity towards end of treatment	2	<i>I got a lot more active when the time ran out. [4249]</i>
	Negative	Duration of treatment and time to work with modules too short	4	<i>There was a shortage of time. Maybe it would have felt less intense given more time. [3132]</i>
Therapist communication				
Therapist feedback	Positive	Individualized feedback	12	<i>Still, the responses I got felt like I had been understood. The responses felt relevant to me personally. [4249]</i>
		Telephone conversations with therapist	7	<i>She called me a few times and I got to tell my whole story. That felt good. [3132]</i>
		Available feedback	6	<i>I felt that I got active support when I got working on the assignments. [3129]</i>
		Reminders useful prompts to login	3	<i>It took me a long time to log in until I finally got a reminder on text message. This made me feel guilty and I logged in. Good with those reminders. [4532]</i>

			Rapid feedback	2	<i>It took less than 24 hours to get feedback. [4532]</i>
	Negative		Lack of therapist feedback	9	<i>These types of exercises or programs demands more motivation or support. [3560]</i>
			Aversive and stressful reminders	4	<i>They tried to call me a few times because I had responded to the modules. This made me feel guilty and it made everything even harder. [3132]</i>
			Irrelevant feedback	3	<i>I asked which [module] do you think I should choose. Got a suggestion to work with module I absolutely did not want to work with so I skipped that module and then I had a hard time to start up again. [3729]</i>
Web-based communication	Negative		Preference for verbal and synchronous communication	9	<i>When I write it takes a lot of time and it feels awkward, it is always easier to talk to somebody than to write. [3774]</i>
			The text-based communication felt impersonal	2	<i>In this case I had a formed a relation with her [former therapist outside U-CARE] and you don't get that in a flat text. [4249]</i>
			Possible risk of misunderstandings	1	<i>[To] write can be misunderstood, when you talk you can hear the nuances in how words are expressed. [3774]</i>
Personal situation and required skills					
		Negative	Bad conscience and guilt for being inactive	6	<i>Feeling guilty was my motivation for logging into the program. I only did the bare minimum to get by. [3120]</i>
			Treatment rekindled difficult memories, emotions, and thoughts	4	<i>It evoked a lot of memories, emotions and thoughts. It was really hard in the beginning. [4532]</i>
			Fear of making mistakes	1	<i>You were afraid to make a fool of yourself and to make mistakes. [3739]</i>
		Negative	Lack of time because everyday	7	<i>There were loads of assignments that were very time</i>

		chores, children, and working fulltime		<i>consuming. I felt like I just didn't have that time since I work full time and have kids at home. [4553]</i>
		Poor timing of treatment	2	<i>I had [already] gathered information on my own [...] so by now I already have some insight. [3934]</i>
Responding to outcome measures in intervention study	Negative	Self-reports were difficult to understand	1	<i>Sometimes I could not figure it out. What do they want, what do they want me to write [...] I would have preferred it more simple, now it was very academic. [3739]</i>
		Self-reports felt repetitive	1	<i>Many of the questions were repetitive, it was the same questions over and over again. [4044]</i>
		Strenuous work to respond to self-report measures	2	<i>There were many forms to fill out, too many maybe. [3132]</i>
		Self-report measures felt irrelevant	5	<i>There were many questions that were not relevant for me, maybe relevant for older people, can you dress yourself, take care of your personal hygiene, can you take your medicine. [3132]</i>
Technical issues	Negative	Low computer literacy	2	<i>How is it possible, for me who is not computer savvy to get a grip on this? [3739]</i>
		Intervention requires them to spend time in front of a computer	2	<i>It took a lot of time and I spend all day in front of a computer. I really didn't want to sit with the computer in my spare time. [3132]</i>
		Lack of Internet connection	2	<i>I spent a lot of time last summer at in my summer cottage where there is no internet connection. [3120]</i>
