**Digital Certificates: FAQs**

- **What are Digital Certificates?**
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- **I'm a TSC, How do I Obtain a Server Certificate?**

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**ITS Information Technology Services**

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**What are Digital Certificates?**

Refer to Information: What is a Digital Certificate?

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**Who Needs Digital Certificates?**

Digital certificates are one option that will enable a number of security tools for certain circumstances. For example, researchers who have human subject information, faculty members with student information, or administrators with sensitive business data may all be good candidates for digital certificates.

These are high-level guidelines and provide only a broad outline of likely users. Consult with your desktop support staff or the Information Security Office if you have questions.

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**People who Need Digital Certificates**

- Those who want to ensure to recipients that messages are being sent from a legitimate email account (i.e. that they have not been impersonated).
- Email Category I data to their colleagues or others. See the Extended List of Category-I Data for examples of what constitutes Category-I data.

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**What are the requirements for signing email?**

An email client such as Outlook or Apple Mail - digital certificates are not supported on web-mail such as Outlook Web Access (OWA).

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**Who can obtain a Digital Certificate?**
What is not included in Digital Certificates?

Here are some important facts about what the service does not include:

- Authorization is limited to faculty and staff. Student use may be considered in the future.
- Certificates are for use by individuals. Role-based certificates are not supported. This means that the name on a certificate is an individual name rather than a title, such as Information Security Officer.
- Server certificates are not issued.
- Certificates are not built into any Web or token-based authentication methods offered by ITS on campus at this time.

When does my Digital Certificate Expire?

Certificates expire 5 years after they are issued. If a new certificate is needed please refer to: How To Manage a Digital Certificate

There is no page for my mail client, operating system, or device. Where can I get help configuring it?

You can call the ITS Help Desk at 512-475-9400 or email help@its.utexas.edu - if your mail client, operating system, or device is not listed in this wiki it may not be supported by the ITS Help Desk. Troubleshooting and assistance will be provided on a best-effort basis.

I'm a TSC, How do I Obtain a Server Certificate?

Please refer to: Information: Resources for SSL Certificates