Most Web-based email programs — including OWA, Gmail, and UTMail — do not provide support for using digital certificates because they do not include support for S/MIME, the standard for the certificates.

You can use the certificates with your email account provided that you are using another email client. For users of OWA, you can read messages that have been digitally signed, but you cannot send signed email and you cannot encrypt messages.

If you receive an email message from someone who included their digital signature, you may see the following informational message, or something similar:

- This message has a digital signature, but it was not validated. Attachments will not be included on a reply or forward.

If you receive an email message from someone who encrypted it, you will not be able to read that message in your Web-based email program.