

TrustID Secure Email

Email Identity

Software Storage | Hardware Storage



PROGRAM

The IdenTrust TrustID program delivers a comprehensive framework for digital identity assurance, enabling secure authentication, encryption and digital signing across a broad spectrum of applications. TrustID certificates are issued by a globally recognized certificate authority and are designed to support critical use cases including code signing, secure email (S/MIME) for signing and encryption, TLS/SSL for secure communications and document signing. With a strong emphasis on compliance, interoperability and scalability, the TrustID program ensures high assurance and trust for both public and private sector environments.

IdenTrust's Email Identity certificates provide verified assurance of email address ownership by binding the mailbox identity to a digital certificate. These certificates are compatible with major email clients like Microsoft® Outlook, Mozilla® Thunderbird and Apple® Mail, enabling secure email signing and encryption for trusted communications.

ASSURANCE LEVEL

The TrustID Secure Email Assurance Level specifies requirements to obtain assurance that the applicant demonstrates ownership over the email mailbox associated with the email address on the application for a digital certificate. It is an assurance that the mailbox is accessible by the holder of the digital certificate.

AFFILIATION

A verification of the email address mailbox ownership supports trustworthiness that the mailbox is the place where signed email is being sent from and is being received. The relationship affiliation is ownership over the mailbox by the subscriber of the digital certificate.

STORAGE

The Secure Email | Email Identity | Software Storage certificate is software-based, stored in a computer's browser certificate store.

The Secure Email | Email Identity | Hardware Storage is stored on FIPS 140-2 compliant USB tokens and Smart Cards*.

**USB tokens, SmartCards and SmartCard readers are options for purchase from IdenTrust, available in the certificate purchase process.*

DATASHEET

USE CASES

Software-Based

Conduct Business in a Digital World — Public trust of these certificates allows for anyone to trust a signature secured by an Email Identity certificate. Freedom from affiliation by the end user allows for public trust to be leveraged across industries and regions.

Email signing — Business ID and Individual Identity S/MIME certificates allow users to digitally sign emails, providing recipients with assurance that the message originated from the stated sender and has not been altered in transit providing non-repudiation.

Email Encryption — Business ID and Individual Identity S/MIME certificates are exchanged and used to enable end-to-end encryption of email content, ensuring that sensitive information remains confidential and accessible only to the intended recipient.

Hardware-Based

Device Independence — The ability for end user to apply their digital certificate signature to documents stored on multiple computers provides the certificate owner and the computer owner a freedom to rotate, upgrade and regularly switch which device files are stored and signed on.

KEY FEATURES

Software-Based

Browser-based storage — Digital trust logically stored in your browser certificate store on your own computer.

Exportable — The certificate is designed to be used on a single computer, however it may be exported to use on other computers.

Hardware based

Multiple Computer Use with HID® ActivID™ ActivClient™ Software — This certificate may be used on multiple computers where ActivID software is installed and configured for use

Non-exportable — The private key is marked as non-exportable, meaning it cannot be copied, backed up, or transferred from its original secure location. This ensures that cryptographic operations (e.g., signing, decryption) can only be performed on the device where the certificate resides.

Continuous Customer Support — Resources to support IdenTrust customers are continuously available at identrust.com, with specialized teams regularly available during MST business hours

ABOUT IDENTRUST

IdenTrust, part of HID, is a leading provider of trusted identity solutions, delivering digital certificates that secure online transactions, encrypt communications and authenticate identities. Recognized by financial institutions, healthcare providers, government agencies and enterprises worldwide, IdenTrust ensures compliance, security and operational efficiency across industries.

As the only bank-developed identity authentication system, IdenTrust provides a legally and technologically interoperable environment for identity authentication in more than 175 countries. With millions of active certificates and supporting billions of validations per year, IdenTrust sets the gold standard in digital trust.

CORE PRINCIPLES

- **Trust & Compliance** — IdenTrust certificates comply with global security standards, including WebTrust, SOC2, DirectTrust, Federal PKI, GDPR and DEA EPCS mandates, ensuring businesses meet regulatory requirements
- **Scalability & Integration** — Offering SSL/TLS, client authentication, document signing, code signing, S/MIME for email signing and encryption, and IoT certificates, that are publicly trusted or trusted by the U.S. Government. IdenTrust provides seamless integration with enterprise and cloud-based systems.
- **Reliability & Automation** — With 99.9%+ system uptime, IdenTrust ensures uninterrupted validation and issuance while enabling certificate lifecycle management through web portal and APIs

Headquartered in Salt Lake City, UT, IdenTrust operates from its primary datacenter with additional support from its London, UK office, serving banking and financial customers in EMEA. By combining trusted identity authentication, global compliance and industry-leading reliability, IdenTrust empowers businesses, governments and individuals to transact securely with confidence in an increasingly digital world.

RELATED INFORMATION:

- Visit [Secure Email \(S/MIME\)](#) and explore Secure Email (S/MIME) in Certificates for more information.
- Offered for US and other countries. Please visit the State Department for embargoed countries in their Sanction Programs and Country Information page [Sanctions Programs and Country Information | Office of Foreign Assets Control](#).

FOR IDENTRUST INQUIRIES:

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For more global phone numbers click here

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