Clearing Out the Cache

If this doesn't resolve the multiple certificates issue, you may have to select your own certificates in the window that appear for the eAuthentication login until your agency pushes out some configuration changes to ActivClient in the near future.

Note: You'll want to make sure that you only delete the extraneous user certificates.

You'll want to do the following:
1.   Go to Start | Run, type "mmc" without quotations and press OK
2.   In the Console, go to File | Add/Remove Snap in…
3.   Click on the Add button. A window will appear
4.   Select Certificates and click Add
5.   Leave the snap in on the default option and click Finish
6.   Click Close, then OK
7.   On the left, open the tree view to Certificates – Current User | Personal | Certificates
8.   On the right, you should see a list of certificates on the screen.
9.   Delete only the certificates associated with the other person. **Do NOT remove any other certificates.**
10.   Once you are finished, click X in the top right corner to close out of the screen.
        I've included a screenshot of the certificate console