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FORCE PUBLIC AFFAIRS AGENCY**

**AIR FORCE PUBLIC AFFAIRS AGENCY
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TELEWORK PROGRAM

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(Mr. Craig Knutson)

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This Instruction implements Air Force Policy Directive 36-8, *Employee Benefits and Entitlements and Work/Life Programs*. It provides guidance and procedures for the Air Force Public Affairs Agency (AFPAA) Telework Program. This publication applies to all personnel assigned to the Air Force Public Affairs Agency; the 1st, 2nd, and 3rd Combat Camera Squadrons, including Air Force Reserve Individual Mobilization Augmentees. Contractors whose work agreement with the Government does not specifically require work to be performed at a Government facility full time may also participate under this program at the discretion of the contracting organization. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*. Requests for waivers must be submitted to the OPR listed above for consideration and approval. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual 33-363, *Management of Records*, and disposed of IAW Air Force Records Information Management System Records Disposition Schedule.

1. Background. Telework is a work flexibility arrangement where workers perform all or part of their duty assignments at approved worksites away from the traditional office facility. It is both an instrument of organizational business strategy and a work/life balance enabler for personnel, involving all members of the organization regardless of their telework status. Realizing true benefits from telework requires a commitment to establishing a viable program

with measurable goals, such as: improving the work/life balance of people, improving retention and recruitment, making more effective use of office space and facilities, limiting unproductive time during area emergency situations or crisis, reducing the environmental impacts of commuting. Work flexibility arrangements help to maintain a productive workforce and contribute to the accomplishment of our mission and service to the American taxpayer.

2. Guidance. The AFPAA Telework Program requires that:

2.1. AFPAA organizations establish internal guidance and procedures to maximize appropriate use of telework as a work flexibility arrangement, to include integrating telework into Continuity of Operations Plan strategy, as well as continuity of business strategy during emergency events such as pandemic or adverse weather. Telework should be periodically exercised to ensure its effectiveness in continuing operations.

2.1.1. When Federal facilities are “CLOSED to the Public,” telework-ready workers not on an Alternate Work Schedule (AWS) day and those scheduled to telework are generally expected to start the workday in a telework status. Should circumstances such as loss of power, loss of internet service, childcare, etc., cause the worker to not meet all conditions of being telework-ready, then the worker may be excused from the work expectation as long as the circumstance(s) exists.

2.1.2. When Federal facilities are “OPEN” on a scheduled telework day, teleworkers are expected to start the workday in a telework status or request unscheduled leave.

2.1.3. When Federal facilities are “OPEN” on an unscheduled telework day and a Delayed Arrival or Early Departure announcement is made, telework-ready workers may have the additional flexibility of either requesting unscheduled leave or starting/continuing the workday (as applicable) in an unscheduled telework status.

2.2. Unless the nature of the job or poor performance prohibits it, every individual should be eligible for telework, whether on a full-time, regular, or situational basis, and should be made telework-ready. While telework is not a worker entitlement, every individual eligible for telework should be afforded the opportunity. Eligibility in this context applies to Department of Air Force civilian employees, United States Air Force military members, and contract employees (when the contract so stipulates).

2.2.1. Eligibility criteria as established in DoD Instruction 1035.01, *Telework Policy*, Enclosure 3, paragraph 2 applies.

2.2.2. The standard agreement for Air Force civilian employees will be the DD Form 2946, *DoD Telework Agreement*.

2.2.3. United States Air Force military members are not required, but are encouraged, to have a telework agreement on file using DD Form 2946.

2.2.4. Telework by contractors will be in accordance with their respective contracts. The contracting officer technical advisor, quality assurance, or Program Manager must contact the contracting officer and their organization’s Telework Manager prior to any discussion of telework with a contracted employee.

2.3. Telework and AWS are different work flexibility arrangements, but are not mutually exclusive.

2.4. Any additional hardware or software supporting telework beyond that which is covered by AFPAA Enterprise Service must be approved by AFPAA/DS and the local communications squadron/group and funded by the individual organization.

2.5. Telework, as an alternative workplace arrangement, will be considered in office/facility space utilization as a means to make effective use of space and provide flexibility to accommodate future space requirements and challenges.

3. Responsibilities.

3.1. The AFPAA Telework Officer shall:

3.1.1. Be appointed by AFPAA/CL.

3.1.2. Promote telework within the AFPAA.

3.1.3. Work with appropriate OPRs to ensure training is available to enhance the effectiveness of telework for remote workers, supervisors, and their workgroups. At a minimum, areas of training should include:

3.1.3.1. Technology (i.e. collaboration, communication, information sharing, security capabilities and tools).

3.1.3.2. Security of information and equipment.

3.1.3.3. Results-oriented work.

3.1.3.4. Basic remote site computer troubleshooting.

3.1.4. Conduct surveys, collect data, and report on the effectiveness of AFPAA telework, to include information regarding organizational programs and participation rates.

3.1.4.1. Respond to data call/survey requests from SAF/PA, AFDW/A1 or the Air Force Telework Coordinator (AF/A1).

3.1.5. Provide assistance to AFPAA organizations on telework matters upon request.

3.1.6. Maintain AFPAA telework program records.

3.2. AFPAA/SC shall:

3.2.1. Ensure information management guidance is in place that facilitates secure and effective remote work.

3.2.2. Ensure reliable information and communication technology is in place that facilitates secure and effective remote work.

3.2.3. Ensure during the refresh of computer workstations transition them to dock-able laptops that are compatible with telework requirements.

3.2.4. If a personal home computer system is to be used, ensure that the member has the hardware and software outlined in Attachment 4.

3.3. The leader of HQ/AFPAA and leaders of all subordinate units shall:

3.3.1. Ensure their organization has a telework program in compliance with federal legislation (referenced), this Instruction and its references.

3.3.2. Identify positions eligible for telework and ensure each eligible individual is afforded the opportunity to become telework-ready. Eligibility determination should start from a position that all are eligible for some type of telework (regular or situational), until deemed otherwise. Positions should be considered on the basis of assigned duties and will not be excluded based on occupation, series, grade or supervisory status. A specific eligibility table is contained at Attachment 2.

3.3.3. Incorporate telework guidance/procedures and routine practice into Continuity of Operations Plan.

3.3.4. Implement telework to the greatest extent possible during emergency events such as a pandemic crisis or adverse weather.

3.3.5. Appoint an organizational Telework Program Manager (additional duty) in writing. Responsibilities are outlined in paragraph 3.4.

3.3.6. Ensure during the refresh of computer workstations transition them to dock-able laptops that are compatible with telework requirements.

3.3.7. If a personal home computer system is to be used, ensure that the member has the hardware and software outlined in Attachment 4.

3.4. Each organizational Telework Program Manager shall:

3.4.1. Serve as the focal point for all organizational telework matters.

3.4.2. Develop and maintain any internal telework guidance (operating instruction) specific to their organization.

3.4.3. Work with the organizational head, management teams, supervisors, and all members of the organization to identify and eliminate/reduce barriers to effective telework.

3.4.4. Collect data and report on the effectiveness of their organizational program. Demographic data should include number of eligible positions, number of eligible personnel, number of eligible personnel who are telework-ready, etc.

3.4.5. Ensure organizational telework records are maintained (such as organizational guidance, telework agreements, appointment letters, etc.).

3.5. Supervisors of teleworkers shall:

3.5.1. Ensure that no distinction is made between teleworkers and non-teleworkers with regards to performance standards and appraisals, or other acts involving managerial discretion. As for all workers, provide specific, measurable, and attainable performance expectations for the teleworker; define work assignments, corresponding deadlines, and establish the quality of work expected.

3.5.2. Communicate expectations regarding roles and responsibilities in relation to remote work in the event of a pandemic health crisis, weather emergency or other catastrophic event which affect the traditional office facility or the approved telework site.

3.5.3. Discuss and maintain a telework agreement for each individual participating in the organization's telework program. Conditions and expectations not included in the terms

and provisions of the DoD Telework Agreement should be clearly explained and documented in the Component-Specific Terms and Conditions section of the DD Form 2946. At a minimum, agreements should be reviewed annually.

3.5.4. Become skilled in the basic use of communication, collaboration, and information sharing tools used by their teleworkers.

3.5.5. Ensure they and their telework-eligible personnel and the office workers they interact with are trained on:

3.5.5.1. Organizational telework guidance and goals.

3.5.5.2. Use of equipment and software the teleworker and/or workgroup requires being effective in a virtual work environment.

3.5.5.3. Proper use and protection of information and government-furnished equipment.

3.5.5.4. Paperless work processes where applicable.

3.5.5.5. Office of Personnel Management interactive telework training for managers and employees at www.telework.gov.

3.5.6. Discontinue regular telework arrangements if mission or poor performance factors warrant.

3.6. Teleworkers shall:

3.6.1. Not sign a telework agreement without completing telework-related training as outlined in paragraph 3.5.5.

3.6.2. Not telework without a telework agreement with their supervisor (DD Form 2946 mandatory for Civilian employees, encouraged for Service members).

3.6.3. Maintain telework-readiness throughout the telework agreement period.

3.6.4. Discontinue participation in the telework program at any time, for any reason, upon written or verbal notice to their supervisor, unless required as a condition of employment.

3.6.5. Understand that telework is a work flexibility arrangement, and that operational requirements may necessitate cancellation of scheduled telework or recall during a telework day.

3.6.6. Not use telework as a substitute for dependent care, e.g., child or elder care.

3.6.7. Safeguard government equipment and information in accordance with AFMAN 33-152, *User Responsibilities and Guidance for Information Systems*. At a minimum, the DD Form 2946 will be used to document and account for issued equipment related to telework requirements.

3.6.8. Return government equipment promptly (as appropriate) following conclusion of the telework agreement.

3.6.9. Ensure a safe remote workspace, as outlined in the DD Form 2946.

- 3.6.9.1. Promptly report any on-the-job injury that is incurred during a period of telework at the approved worksite to the supervisor.
- 3.6.9.2. Understand that as a Civilian employee, she or he is covered by the Federal Employees Compensation Act only when injured or suffering from a work-related illness incurred while conducting official Government business at the approved alternate worksite identified in the Telework Agreement.
- 3.6.10. Not remove any level of classified information from any approved, secure worksite or use classified material in any form at alternative worksites that are not approved for classified information, ensure Privacy Act and For Official Use Only materials and Government records are protected, and not store Controlled Unclassified Information or higher on unauthorized computer systems (i.e. home computers). As a general guide, conditions 11-13 and 15 of the DD Form 2946 apply. Specific guidelines and responsibilities are found in AFMAN 33-152; AFI 33-129, *Web Management and Internet Use*; AFI 33-200, *Information Assurance (IA) Management*; and AFI 33-332, *Privacy Act Program*.
- 3.6.11. Take responsibility for developing skills in the use of communication, information sharing, collaboration, and security tools.
- 3.6.12. Ensure electronic or hard-copy timecards account for hours worked in telework status in the electronic Management Tracking System (eMTS), using EHO Codes Telework – Regular (TW), Telework – Situational (TS), and Telework – Medical (TM). This requirement applies to Department of the Air Force Civilians only (for Office of Personnel Management reporting purposes).

LARRY D. CLAVETTE, GS-15, DAF
Director, Air Force Public Affairs Agency

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AMAN 33-152, *User Responsibilities and Guidance for Information Systems*, 1 June 2012

AFI 33-129, *Web Management and Internet Use*, 3 February 2005

AFI 33-200, *Information Assurance (IA) Management*, 23 December 2008

AFI 33-332, *Air Force Privacy Program*, 16 May 2011

AFI 36-807, *Weekly and Daily Scheduling of Work and Holiday Observances*, 21 June 1999

AFI 36-2254, V3, *Reserve Personnel Telecommuting/Advanced Distributed learning (ADL) Guidelines*, 18 June 2010

AFPD 36-8, *Employee Benefits and Entitlements and Work/Life Programs*, 10 February 2009

DoD Instruction 1035.01, *Telework Policy*, 4 April 2012

Public Law 111-292, *Telework Enhancement Act of 2010* (to be codified at 5 USC 6501 et seq.)

U.S. Office of Personnel Management (OPM) Washington, DC, *Area Dismissal and Closure Procedures*, December 2010

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

DD Form 2946, *Department of Defense Telework Agreement*

Abbreviations and Acronyms

AFPAA—Air Force Public Affairs Agency

AWS—Alternate Work Schedule

CAC—Common Access Card

Emts— —electronic Management Tracking System

OPM—Office of Personnel Management

OPR—Office of Primary Responsibility

TM—Telework Medical (eMTS pay code)

TS—Telework Situational (eMTS pay code)

TW—Telework Regular (eMTS pay code)

Terms

AFPAA Telework Officer—Manager responsible for overseeing and reporting on the AFPAA Telework Program; appointed by SAF/AA.

Alternate Worksite—A place away from the traditional office worksite that has been approved for the performance of assigned official duties. It may be the teleworker's home, a telework center, or other approved worksite. Also known as Alternate Workplace Arrangements.

Emergency Situation Telework—Telework performed in an employee's home or alternative worksite during a crisis situation or emergency event by those employees who perform duties in support of mission requirements during crisis situations or contingencies.

Full-time Teleworker—A telework-ready employee, Service member, or contractor who performs telework on a regular and recurring basis each pay period and the majority of a pay period's work hours are at an alternate worksite away from the agency office (home, telework center, etc.). Telework agreements are mandatory for full-time telework employees.

Non-Teleworker—An employee, Service member, or contractor who is not eligible to telework or who does not have an approved Telework Agreement.

Regular Teleworker—A telework-ready employee, Service member, or contractor who performs telework on a routine and recurring basis a minimum of one workday per week. Telework agreements are mandatory for regular telework employees. For Air Force civilians, eMTS Code TW applies.

Situational Telework—Approved telework performed on an occasional, one-time, or irregular basis, such as inclement weather, occasional work on a special project, short-term arrangement for accommodating local or other emergencies, etc. For Air Force civilians, eMTS code TS applies, unless for an employee's personal medical situation use eMTS code TM.

Situational Teleworker—A telework-ready employee, Service member, or contractor who performs telework on a situational (ad hoc) basis or on a recurring basis less than one workday per week. Telework agreements are mandatory for situational telework employees who may be expected to telework during an emergency event or other operational requirement (as outlined in the agreement).

Telework—A work flexibility arrangement where an employee, Service member, or contractor performs assigned official duties at an alternate worksite away from the agency facility/office.

Teleworker—An employee, Service member, or contractor who is Telework-Ready and is teleworking. Also referred to as a Remote Worker.

Telework Agreement—An agreement on telework arrangements and expectations between the employer and the teleworker, such as the DD Form 2946.

Telework Center—An alternate facility or office that is approved for telework, such as a GSA-managed telecenter.

Telework-Ready—A worker who: Has a telework agreement explaining telework arrangements and expectations with the employer, such as the DD Form 2946; is equipped to perform remote work; is trained to perform remote work; has an approved alternate worksite/environment that is conducive to work and worker safety; has duties/tasks that can be performed at an alternate worksite and warrants regular pay status, such as RG-TW, RG-TS, or RG-TM Air Force civilian pay code hours; understands work expectations.

Trial Teleworker—An employee who performs telework on a trial basis for the purpose of evaluating the individual's position/role, or the employee for telework eligibility or telework-ready status. Telework agreements are mandatory for trial teleworkers.

Unscheduled Telework—A specific form of situational telework where an employee on an approved telework agreement performs assigned official duties at home or other approved worksite when Government offices are closed because of an emergency event or open, but severe weather conditions or other circumstances disrupt commuting and compromise employee safety.

Attachment 2

TELEWORK ELIGIBILITY TABLE

Table A2.1. Telework Eligibility Table

Individual Status	Eligibility	Exceptions
Your position requires, on a daily basis, direct handling of classified materials.	By Exception	Emergency Situational telework with the concurrence of the second level supervisor
Your position requires, on a daily basis, an on-site activity, use of specialized equipment or face-to-face personal contacts that cannot be handled remotely or at an alternative worksite.	By Exception	Emergency Situational and Situational telework with the concurrence of the second level supervisor
You have been officially disciplined for being absent without permission for more than 5 days in any calendar year.	No	None
You have been officially disciplined for violations of subpart G of the Standards of Ethical Conduct of Employees of the Executive Branch for reviewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties [Public Law 111-292, 6502(a)(2)(A)(B)].	No	None
You were recently assigned or newly appointed to a trainee or entry-level position.	No	None
Your performance or conduct warrant more close supervisory direction than telework may provide.	No	None
All the following criteria applies: 1. Your position does not require, on a daily basis, direct handling of classified materials. 2. Your position does not require, on a daily basis, an on-site activity, use of specialized	Trial Routine Unscheduled Situational Emergency situation	

<p>equipment or face-to-face personal contacts that cannot be handled remotely or at an alternative worksite.</p> <p>3. You have not been officially disciplined for being absent without permission for more than 5 days in any calendar year.</p> <p>4. You have not been officially disciplined for violations of subpart G of the Standards of Ethical Conduct of Employees of the Executive Branch for reviewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties [Public Law 111-292, 6502(a)(2)(A)(B)].</p> <p>5. You are not recently assigned or newly appointed to a trainee or entry-level position.</p> <p>6. Your performance or conduct does not warrant more close supervisory direction than telework may provide.</p> <p>7. Your rating of record is not below fully successful (or its equivalent).</p> <p>8. Your conduct has not resulted in disciplinary action being taken within the past 12 months.</p> <p>9. You do not have unresolved security issues.</p> <p>10. You have computer connectivity at home, CAC access to Outlook Web Access (OWA) and required antivirus software.</p>		
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Attachment 3

**EXAMPLE NOTIFICATION TO EMPLOYEE ON TELEWORK ELIGIBILITY
LETTER**

Figure A3.1. Example Notification to Employee on Telework Eligibility Letter

	<p>DEPARTMENT OF THE AIR FORCE AIR FORCE PUBLIC AFFAIRS AGENCY</p>	<p>(DATE)</p>
MEMORANDUM FOR		
FROM:		
SUBJECT: Notification to Employee on Telework Eligibility		
1. Your eligibility for telework is as follows:		
<input type="checkbox"/> Yes (See #3) <ul style="list-style-type: none"> <input type="checkbox"/> <u>Emergency situation telework</u>: Telework performed in an employee's home or alternative worksite during a crisis situation or emergency event by those employees who perform duties in support of mission requirements during crisis situations or contingencies. <input type="checkbox"/> <u>Situational telework</u>: Telework that occurs on an occasional non-routine or ad hoc basis. Telework that occurs to complete short-term special assignments or to accommodate special circumstances is also considered situational even though the telework may occur continuously for a specific period. <input type="checkbox"/> <u>Unscheduled telework</u>: A specific form of situational telework where an employee on an approved telework agreement performs assigned official duties at home or other approved worksite when Government offices are closed because of an emergency event or open, but severe weather conditions or other circumstances disrupt commuting and compromise employee safety. <input type="checkbox"/> <u>Routine telework</u>: Telework in which telework occurs as part of an ongoing, regular schedule 		
<input type="checkbox"/> No (See #2)		

2. You are not eligible to telework due to the following restriction(s):

- Your position requires, on a daily basis, direct handling of classified materials.
- Your position requires, on a daily basis, an on-site activity, use of specialized equipment or face-to-face personal contacts that cannot be handled remotely or at an alternative worksite.
- You have been officially disciplined for being absent without permission for more than 5 days in any calendar year.
- You have been officially disciplined for violations of subpart G of the Standards of Ethical Conduct of Employees of the Executive Branch for reviewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties [Public Law 111-292, 6502(a)(2)(A)(B)].
- You were recently assigned or newly appointed to a trainee or entry-level position.
- Your performance or conduct warrant more close supervisory direction than telework may provide.
- Your rating of record is below fully successful (or its equivalent).
- Your conduct has resulted in disciplinary action being taken within the past 12 months.
- You have unresolved security issues.

(If applicable) Your telework eligibility may be re-evaluated in ____ months.

In order to improve your chance of approval you will need to demonstrate:

3. The following provides information for employees eligible to participate in telework. Employees who are eligible to participate in telework, and their supervisors, must complete telework training before completing the telework agreement (DD Form 2946).

OPM provides web-based telework training available at the following link:
http://www.telework.gov/Tools_and_Resources/Training/index.aspx.

DD Form 2946, *Department of Defense Telework Agreement*, can be found by going to <http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2946.pdf>.

Supervisor Signature

Date

Receipt Acknowledgement:

Employee Signature

Date

Attachment 4

AFPAA QUICK REFERENCE FOR ACCESSING EMAIL AT HOME

A4.1. Installing the required software for Outlook Web Access (OWA).

- A4.1.1. Obtain a Common Access Card (CAC) reader.
- A4.1.2. Install CAC reader Driver.
- A4.1.3. Install DoD PKI Certificates (InstallRoot 3.15 A) from http://iase.disa.mil/pki-pke/function_pages/tools.html
- A4.1.4. Install ActivClient software (not needed for Windows 7).
- A4.1.5. Insert your CAC into the CAC reader.
- A4.1.6. Open Internet Explorer.
- A4.1.7. Click on the link to search for your specific bases webmail address <https://www.my.af.mil/gcss-af/USAF/AFP40/d/s6925EC1356510FB5E044080020E329A9/Files/editorial/Air%20Force%20Webmail%20Addresses.pdf>
- A4.1.8. Choose your DOD EMAIL CA-NN digital certificate and then click OK.
- A4.1.9. Enter your PIN...click OK.
- A4.1.10. OWA will open. Note: You can obtain the ActivClient software from your system administrator.

A4.2. Accessing Email Using OWA through the AF Portal.

- A4.2.1. From work, logon to the AF Portal <https://www.my.af.mil> (you can actually logon from anywhere with internet access as long as you have a card reader and the active client software installed).
- A4.2.2. Click on my Profile.
- A4.2.3. Change the Web Mail link to your base's specific outlook web address.
- A4.2.4. Click Save Changes.
- A4.2.5. From home (with active client and CAC reader installed), logon to the AF Portal.
- A4.2.6. Click e-mail tab on the top of the page...OWA will open.

A4.3. Installing S/MIME Security Control for OWA.

- A4.3.1. When using OWA, you may see a digitally signed e-mail with this Warning:  This message has a digital signature, but it was not validated because the S/MIME control is not available. You may install the control by going to Email Security options page.
- A4.3.2. Click on the Options button on the upper right side above the menu bar to the left of your name.
- A4.3.3. In the left navigation pane, select Email Security and click on the Download the Outlook Web Access S/MIME control link.

A4.3.4. Click Run to install the S/MIME control. (**Note:** you can save the control to your local machine and install later also).

A4.3.5. The S/MIME control will download to a Temporary Folder on your computer.

A4.3.6. Click Run to install the S/MIME control.

A4.3.7. The S/MIME control is installing.

A4.3.8. When the installation is complete, you will probably receive an ActiveX control bar indicating that the website wants to run the S/MIME add-on as (this will be shown below the user's name).

A4.3.9. Click on the blue bar and select Run ActiveX Control.

A4.3.10. Click Run to activate the ActiveX control.

A4.3.11. After the S/MIME control is installed, go back to Options and select E-Mail Security. As you can see in the right window pane, you now have the options to select Add a digital signature to all outgoing messages. It is highly recommended to select this option as a default setting but not the Encrypt contents and attachments of all outgoing messages. If you need to send sensitive data that requires the use of encryption, you will be able to select the e-mail encryption icon on the menu of new, reply to, reply to all or forward e-mail messages (). Only select this option when required by the content of your outgoing e-mail messages. (**Note:** Be sure to click Save () after you make any option menu changes.) **Note:** After the installation, if the Choose a digital certificate window pops up, you may notice that not all certificates are available to you when asked. My E-mail certificate was not available to me after my installation. You can open ActivIdentityActiveClientUser Console to open ActivClient and select ToolsAdvancedMake Certificates Available to Windows. A better option would be to restart your computer after the S/MIME control installation.