



North Carolina
Total Retirement Plans

NORTH CAROLINA
DEPARTMENT OF STATE TREASURER



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STATE TREASURER OF NORTH CAROLINA
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Welcome to the new ORBIT!

We are very proud of our new site and believe you will find it incredibly useful and secure. We realize that any new website, no matter how well-designed, can seem daunting at first. As a result, we have created this guide to walk you through your first login step-by-step. In addition, we have included valuable tips and error message aids to ensure your experience is as stress-free as possible. If you would like to see the described steps performed, please check out our [how-to video selection](#).

– ORBIT Team

****Were you recently rehired?*** *If you withdrew your earlier contributions over three and a half years ago, please allow two months before attempting to log in as it can take that long for your new payroll records to be submitted and posted. You can recover your user name and change your password now, but you will not be able to log in to ORBIT until payroll has posted.*

Confirming Your User Name

Unsure if you have an ORBIT account? Unable to remember your user name?

Performing the “Forgot your User Name” process confirms if you have an ORBIT account set up and if you do, assists you in retrieving your user name. *User names cannot be changed once submitted.*

Step 1: Click
“Forgot your
User Name” on
the ORBIT login
screen.

The screenshot shows the North Carolina ORBIT login page. At the top, there is a header with the North Carolina Total Retirement Plans logo and the ORBIT logo. Navigation links for LOGIN, FORMS, HELP & RESOURCES, and CONTACT are visible. Below the header is a banner image showing hands holding a document. The main content area is divided into three columns. The left column is titled 'Login to ORBIT' and contains instructions for employers and users, a 'Forgot your Password' link, and a 'Forgot your User Name' link. The middle column has input fields for 'User Name' and 'Password', and 'Log in' and 'Register' buttons. The right column is titled 'Estimators' and 'Forms and Applications' with links for 'Retirement Benefit', 'NC 401(k)/457 Transfer Benefit', 'Service Purchase', and 'Forms and Applications'. A yellow box highlights the 'Forgot your User Name' link in the left column, and a yellow arrow points from it to a larger yellow box at the bottom that says 'Forgot your User Name' with a user icon.

North Carolina Total Retirement Plans | ORBIT

LOGIN FORMS HELP & RESOURCES CONTACT

Login to ORBIT

Employers should login with their usual agency login.

Login to manage your retirement account and gain access to the full features of the ORBIT, including pre-filled forms, retirement calculations and more.

⚠ Passwords are case-sensitive.

🔑 [Forgot your Password](#)

👤 [Forgot your User Name](#)

Are you a first-time user?

User Name

Password

Log in

Register

Estimators

If you would like to calculate benefits without pre-filled personal information, use the options below. To calculate benefits with your information pre-filled, please login.

Retirement Benefit

NC 401(k)/457 Transfer Benefit

Service Purchase

Forms and Applications

Need to download forms without any pre-filled information? ORBIT provides convenient access to forms for printing without logging in.

NOTE: To access forms with your information pre-filled, please login.

Forms and Applications

[Forgot your User Name](#)

Step 2: Enter your personal information to confirm your identity and look up the email address listed on your account.

ORBIT Username Recovery

1 Lookup

2 Confirmation



Email Lookup

Enter your Social Security Number and Date of Birth below.

[How To Video: Recover Your Username](#)

To review other videos, FAQs, and information, click the Help & Resources link at the top of the screen.

Social Security Number *

###-##-####

Date of Birth *

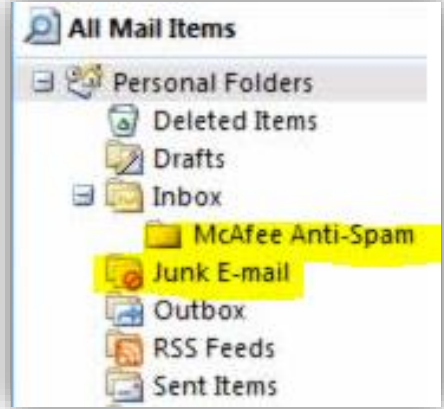
MM/DD/YYYY

(*) Required Information

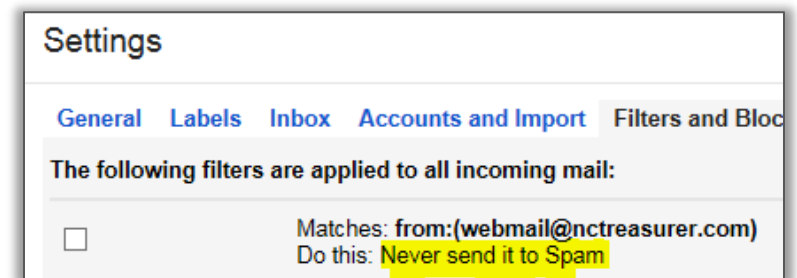
Next →

✕ Cancel

<p>Error Message</p>	<p>“Something went wrong. We were unable to find your ORBIT account.”</p> <p>What does this mean? ORBIT was unable to find an account <u>matching</u> the information you entered. If you are confident that you have an ORBIT account and entered the correct information, call us at 1-877-627-3287.</p> <p>If it is possible that you have not yet created an account, go back to the log in screen and click the “Register” button. A step-by-step guide and how-to video are also available to help you through registration.</p>
<p>No Error Message</p>	<p>“Information accepted”</p> <p>Your user name will be emailed to you using the email address in your ORBIT account. The sender will be listed as Web Mail Interfaces. Retrieve the ORBIT email and confirm your user name. You will need it for the next step of the process.</p> <div data-bbox="588 963 1743 1383"> <p>ORBIT Username Recovery</p> <p>1 Lookup 2 Confirmation</p> <p>Username sent</p> <p>We sent your username to sansa.stark@gmail.com. The sender will be listed as "Web Mail Interfaces." The subject line will include "ORBIT Username Recovery".</p> <p>If you do not see it in your inbox, please check your spam/junk folder. We suggest adding webmail@nctreasurer.com as a contact to help ensure that you receive our emails.</p> <p>Login Cancel</p> </div>

Email Address Incorrect?	<p>If the email address displayed in the ORBIT User Name Recovery message has a typo or is no longer valid, call 1-877-627-3287 to update your contact information.</p>
Didn't Receive the Email?	<p>If you do not see our email in your inbox, please check your spam/junk folder. If you have McAfee or Norton anti-virus software installed, check that folder as well. It may be located inside your Inbox folder as seen in the screenshot on the right. If your inbox does not look like this screenshot, don't worry. Each email provider should have instructions for viewing items in your junk or spam folders.</p> 

Tip: To try to prevent our emails from being blocked, you can add webmail@nctreasurer.com to your address book/contacts and whitelist our email address (create a filter that makes sure our emails don't go to the Spam folder). The picture on the right is an example in Gmail. Again, your email provider should have instructions for performing this task.



Step 3: Click the “Forgot Password” link on the login page to reset your password

The screenshot shows the North Carolina ORBIT login page. At the top, the logo for North Carolina Total Retirement Plans and ORBIT is on the left, and navigation links for LOGIN, FORMS, HELP & RESOURCES, and CONTACT are on the right. Below the header is a banner image of a person working on a violin. The main content area is divided into three columns. The first column, titled 'Login to ORBIT', contains instructions for employers and users, a login form with fields for User Name and Password, and buttons for Log in and Register. A red warning icon indicates that passwords are case-sensitive. A yellow box highlights the 'Forgot your Password' link, and a yellow arrow points to a larger 'Forgot your Password' button at the bottom. The second column, titled 'Estimators', provides information on calculating benefits and includes buttons for Retirement Benefit, NC 401(K)/457 Transfer Benefit, and Service Purchase. The third column, titled 'Forms and Applications', explains how to download forms and includes a button for Forms and Applications.

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[LOGIN](#) [FORMS](#) [HELP & RESOURCES](#) [CONTACT](#)

Login to ORBIT

Employers should login with their usual agency login.

Login to manage your retirement account and gain access to the full features of the ORBIT, including pre-filled forms, retirement calculations and more.

⚠ Passwords are case-sensitive.

[Forgot your Password](#)

[Forgot your User Name](#)

Are you a first time user?

[Forgot your Password](#)

User Name

Password

[Log in](#)

[Register](#)

Estimators

If you would like to calculate benefits without pre-filled personal information, use the options below. To calculate benefits with your information pre-filled, please login.

[Retirement Benefit](#)

[NC 401\(K\)/457 Transfer Benefit](#)

[Service Purchase](#)

Forms and Applications

Need to download forms without any pre-filled information? ORBIT provides convenient access to forms for printing without logging in.

NOTE: To access forms with your information pre-filled, please login.

[Forms and Applications](#)

Step 4: Enter your confirmed user name into the first screen.

The screenshot shows the 'ORBIT Password Reset' interface. At the top is a yellow header with the title. Below it is a progress bar with four steps: 1. Lookup (active), 2. Question(s), 3. Security Code, and 4. Password. A red 'X' icon is in the top right corner. The main content area has a green background with the text: 'Lookup your ORBIT account', 'Enter your ORBIT username below.', 'Important: If an incorrect username is entered, the security question(s) displayed on the next screen will also be incorrect. Click the "Forgot Username" link on the ORBIT login screen to confirm your username.', a link 'How To Video: Resetting Your Password', and 'To review other videos, FAQs, and information, click the Help & Resources link at the top of the screen.' Below this is a text input field labeled 'Username *' with the placeholder 'ORBIT Username'. At the bottom right is a red note '(*) Required Information'. At the bottom are two buttons: 'Next →' (green) and '✕ Cancel' (red).

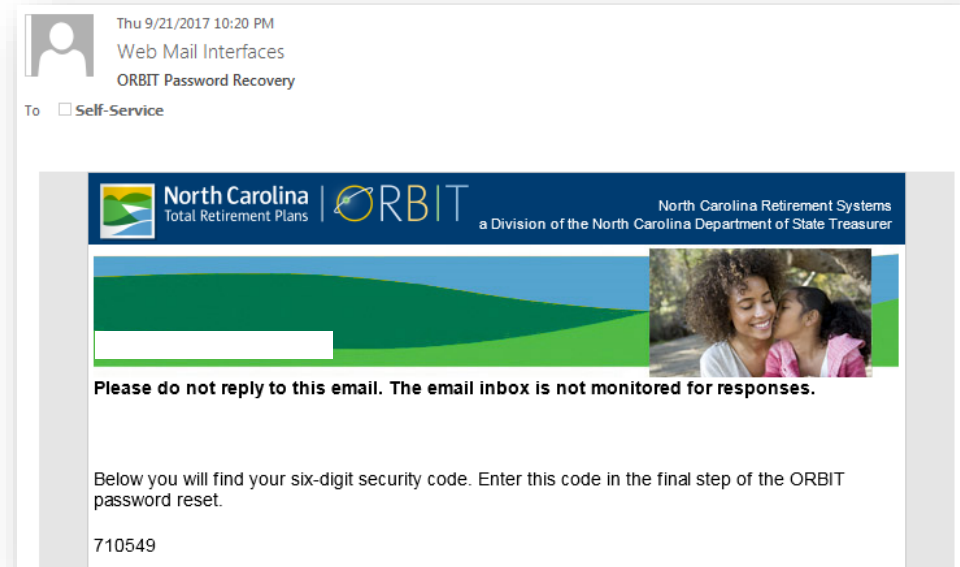
Step 5: Answer your security question(s). If you have trouble, call us at 1-877-627-3287. *Please be aware that security questions and answers cannot be changed once set.*

The screenshot shows the 'ORBIT Password Reset' interface at Step 2: Question(s). The progress bar now highlights '2. Question(s)'. The main content area has a green background with the text: 'Identity verification step one: Security question(s)', 'Please answer the following security question(s).', 'If the question(s) displayed is not the question(s) you chose when you registered in ORBIT, please confirm the username you entered is correct by using our "Forgot Username" process on the ORBIT login screen.', and 'If the questions displayed appear correct, but your answers are not being accepted, please call 1-877-627-3287 for assistance.' Below this is a text input field with the question 'What is your favorite color? *' and the placeholder 'Enter your Answer'. At the bottom right is a red note '(*) Required Information'. At the bottom are two buttons: 'Next →' (green) and '✕ Cancel' (red).

When your answers are accepted, an email will be sent to the email address on your account. This email, like the one from “Forgot your User Name,” will show “Web Mail Interfaces” as the sender.

Step 6: Retrieve the six-digit security code listed in the email and enter it into the third screen.

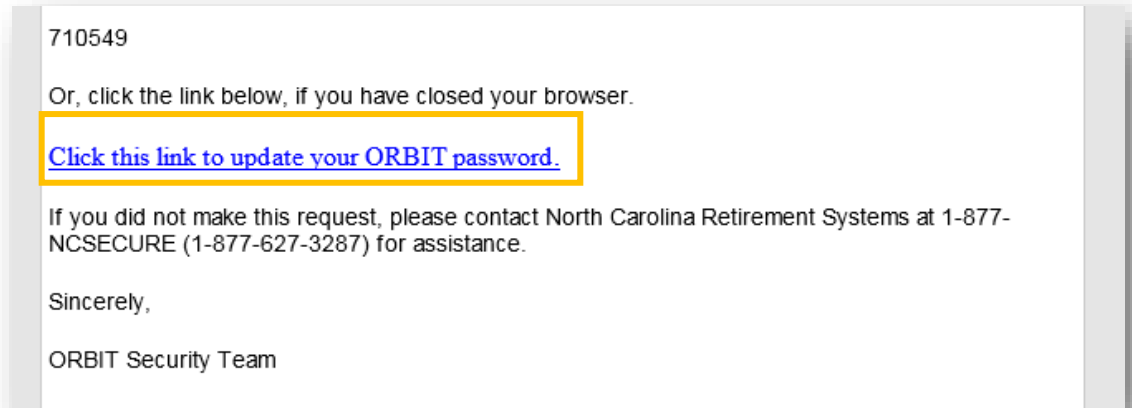
Your email will look similar to the example on the right. If you have added us to your address book/contacts and whitelisted our email address and are still not receiving your Password Recovery email, call us at 1-877-627-3287.



After you have entered the code, click the blue “Verify Security Code” button.

This is a screenshot of the 'ORBIT Password Reset' web interface. The page has a yellow header with the title 'ORBIT Password Reset'. Below the header is a progress bar with four steps: '1 Lookup', '2 Question(s)', '3 Security Code', and '4 Password'. The '3 Security Code' step is currently active. A green box contains the following text: 'Identity verification step two: Email Address. An email was just sent to Self-Service@nc treasurer.com. The sender will be listed as "Web Mail Interfaces." The subject line will include "ORBIT Password." If you do not see it in your inbox, please check your spam/junk folder. We suggest adding webmail@nc treasurer.com as a contact to help ensure that you receive our emails. The email we sent contains a six-digit Security Code and a Security Link. Enter the Security Code below or click the Security Link in the email. If you are logged out of ORBIT when you receive the email, click the Link.' Below the green box is a text input field labeled 'Security Code *' with a red asterisk indicating it is required. The field contains the placeholder text '#####'. At the bottom right, there is a red asterisk with the text '(*) Required Information'. At the bottom center, there are two buttons: a blue 'Verify Security Code' button and a red 'Cancel' button.

If you have already exited out of ORBIT, click the link below the six-digit code in the email. When you click the link, use the same device (laptop, tablet, phone) and browser (Internet Explorer, Firefox, Chrome, Safari) that you used to start the “Forgot your Password” process.



Error Message	“Sorry, there was a problem verifying the security code.” What does this mean? The error usually indicates that the verifying process was interrupted. We suggest clicking “Cancel” and attempting the process again at a later time.
No Error Message	“Security Code Accepted” You should now be on the last screen of the Password Reset process.

Step 7: Create a new password

ORBIT account passwords must contain:

- A minimum of six characters
- A lower case letter
- An upper case letter
- A number
- A special character. Accepted special characters: !, @, #, \$, %, &, ', *
Special characters not accepted: "?" and "."

The screenshot shows a web form titled "ORBIT Password Reset" with a yellow header. Below the header is a progress bar with four steps: 1 Lookup, 2 Question(s), 3 Security Code, and 4 Password (the current step, highlighted in blue). A red close button (X) is in the top right corner. A green banner below the progress bar reads "Setup new password" and includes instructions: "Please re-type your username and enter your new password twice below. When you click on the password field, a popup with our password requirements will display." The form contains four input fields: "Username *" with placeholder text "Enter your username", "Password *" with placeholder text "Password", "Password Strength" with a red progress bar, and "Confirm Password *" with placeholder text "Must be the same as the password above." At the bottom right, there is a legend "(*) Required Information" and two buttons: a green "Next →" button and a red "Cancel" button.

ORBIT Password Reset

1 Lookup 2 Question(s) 3 Security Code 4 Password

Setup new password
Please re-type your username and enter your new password twice below. When you click on the password field, a popup with our password requirements will display.

Username * Enter your username

Password * Password

Password Strength

Confirm Password * Must be the same as the password above.

(*) Required Information

Next → Cancel

ORBIT Password Reset

Successful Password Updated

Your password has been updated. Please click the login button below to open the ORBIT login page.

Login

Cancel

Step 8: Use your confirmed user name and new password to log in to ORBIT.

Once you click “Log in,” ORBIT will check to see if you entered the registration security code when you registered, completing the process and activating your account.

The screenshot shows the ORBIT login page for North Carolina Total Retirement Plans. The page has a header with the logo and navigation links: LOGIN, FORMS, HELP & RESOURCES, and CONTACT. Below the header is a large image of people outdoors. The main content area is titled "Login to ORBIT" and includes a message for employers to use their usual agency login. It also provides instructions for logging in to manage retirement accounts and access forms. A callout box highlights the "User Name" and "Password" input fields, along with the "Log in" and "Register" buttons. The "Log in" button is highlighted in blue, and the "Register" button is also highlighted in blue. The "Forms and Applications" button is highlighted in blue. The "Forgot your Password" and "Forgot your User Name" links are also visible.

North Carolina Total Retirement Plans | ORBIT

LOGIN FORMS HELP & RESOURCES CONTACT

Login to ORBIT

Employers should login with their usual agency login.

Login to manage your retirement account and gain access to the full features of the ORBIT, including pre-filled forms, retirement calculations and more.

⚠ Passwords are case-sensitive.

🔗 [Forgot your Password](#)

👤 [Forgot your User Name](#)

User Name

Password

Log in

Register

Forms and Applications

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NOTE: To access forms with your information pre-filled, please login.

[Forms and Applications](#)

If the registration security code was not entered, the message below will be displayed.

ORBIT Account Help

FORMSHELP & RESOURCESCONTACT

After choosing your security questions and answers, you should have received an email with a security code and instructions on how to proceed. The email was sent to the email address we have on file for your account. Please enter the security code from that email or, if you are unable to locate it, click the "Resend Confirmation Email" button below.

If you need to update your email address, please click the "Update my Email Address" button. You will need to answer questions to verify your identity before you can update your email address.

✉ Resend Confirmation Email

↻ Update My Email Address

✕ Cancel

(*) Required Information

If you receive this message, click the “Resend Confirmation Email” button. Like the “Forgot your Password” process, you will need to retrieve the six-digit security code from the Account Activation email sent to you.

You have successfully created your ORBIT account. Below you will find your six-digit security code. Please enter this code in the final step of the ORBIT account creation wizard to activate your account.

434349

Or, click the link below, if you have closed your browser.

[Click this link to activate your ORBIT Account.](#)

Enter the 6 digit security code and click the “Verify Security Code” button.

The screenshot shows a web form titled "Create your ORBIT Account" with a yellow header. Below the header is a progress bar with four steps: 1 Account Lookup, 2 Verify Identity, 3 Create Account, and 4 Security Code. Step 4 is currently active. A green message box contains the text: "Verify You Received the Security Code Email. We sent you a confirmation email that contains a six-digit security code. Be sure to check your spam folder in case the email was delivered there. Please enter the security code in the field below to activate your ORBIT account. We use your personal email address as a second form of authentication to secure your private information. We will always send a confirmation email if there are any changes made within ORBIT to your private information. The email also contains a link that you can click to activate your account." Below this, there is a text input field labeled "Security Code" with a red asterisk and a placeholder "#####". At the bottom right of the form, there is a red asterisk and the text "(*) Required Information". At the bottom center, there are two buttons: "Verify Security Code" and "Cancel".

You have now completed the registration process. Click the “Login” button to sign into your ORBIT account.

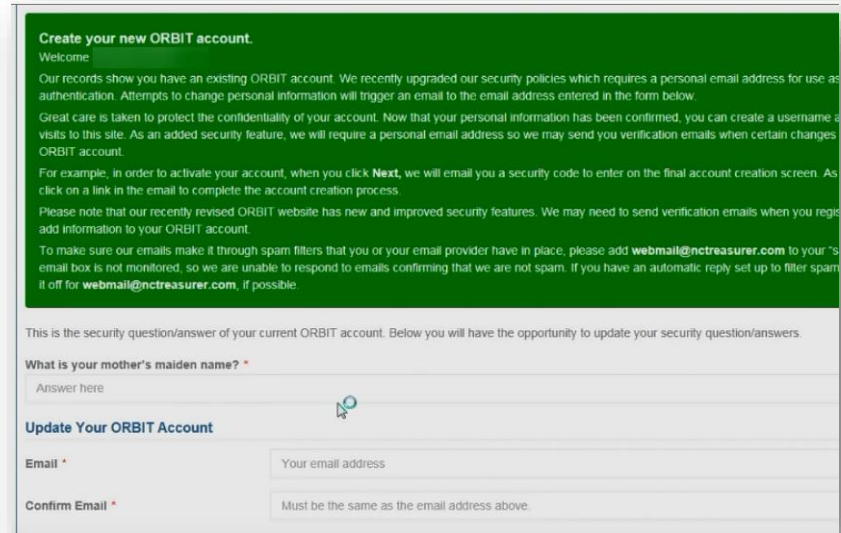
The screenshot shows a web form titled "Congratulations" with a yellow header. Below the header is a progress bar with four steps: 1 Account Lookup, 2 Verify Identity, 3 Create Account, and 4 Verify Email. Step 4 is currently active. A green message box contains the text: "Congratulations! Your ORBIT account has been activated. Please return to the [ORBIT home page](#) and login." Below this, there is a blue button labeled "Login" which is highlighted with a yellow border.

If the registration process was completed, but your account has not been updated since January 2017, you will be taken to the account update screen.

Step 9: Update your account

As a part of our upgraded security, members must set up three new security questions and answers. In addition to the questions, you will be asked to update and confirm your email address.

Security questions and answers cannot be changed once submitted.



Create your new ORBIT account.
Welcome

Our records show you have an existing ORBIT account. We recently upgraded our security policies which requires a personal email address for use as authentication. Attempts to change personal information will trigger an email to the email address entered in the form below.

Great care is taken to protect the confidentiality of your account. Now that your personal information has been confirmed, you can create a username and password for this site. As an added security feature, we will require a personal email address so we may send you verification emails when certain changes are made to your ORBIT account.

For example, in order to activate your account, when you click **Next**, we will email you a security code to enter on the final account creation screen. As you click on a link in the email to complete the account creation process.

Please note that our recently revised ORBIT website has new and improved security features. We may need to send verification emails when you register or add information to your ORBIT account.

To make sure our emails make it through spam filters that you or your email provider have in place, please add webmail@nctreasurer.com to your "spam" email box. If you are unable to respond to emails confirming that we are not spam, if you have an automatic reply set up to filter spam, please turn it off for webmail@nctreasurer.com, if possible.

This is the security question/answer of your current ORBIT account. Below you will have the opportunity to update your security question/answers.

What is your mother's maiden name? *

Answer here

Update Your ORBIT Account

Email * Your email address

Confirm Email * Must be the same as the email address above.

Security Questions

- Use each answer only once. If "Westeros" is the answer to the first question, it cannot be the answer to the second or third question.
- If an answer contains more than one word, make sure there is only one space separating the words. Extra spaces will be considered part of your answer.

Unique Email Address

For security purposes, members are now required to have a unique email address on file. If the email address entered is listed on another account, an error message will be displayed. If a family member has used your email address or you entered it when assisting a family member with ORBIT, one of the accounts will need be changed. The owner of the account being updated will need to call us at 1-877-627-3287 to make the change.

Many members have had difficulty receiving ORBIT emails when using an employer-provided address due to agency/school email filters. We highly recommend that you use a personal email address. Using a personal email address will allow you to move from one government employer to another without having to worry about updating your email address with us each time.

Step 10: Activate your account

If you were not required to enter a security code after you logged in, you will be asked to do so now. Retrieve the six-digit security code from the email you received and enter it into ORBIT. Once the code has been accepted, your account has been updated. Log in to ORBIT and view your account!

If you have questions about this process or need help with another topic, check out our [how-to videos](#) or call us at 1-877-627-3287.