



North Carolina
Total Retirement Plans

NORTH CAROLINA
DEPARTMENT OF STATE TREASURER



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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 aid 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

****Are you a new employee?** If so, please allow two months before attempting to register. Your employer must load your new payroll records into ORBIT before your account can be created.*

Begin Registration

Step 1: To create an ORBIT account, click the “Register” button on our home screen.

Step 2: Enter your personal information to confirm your identity.

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?
If so, you will need to register to create your account.

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

Error Message	<p>“Something went wrong.....”</p> <p>What does this mean? ORBIT was unable to find an account <u>matching</u> the information you entered. If you are a new employee (new hire), we may not have your agency’s most recent payroll records. Please allow two months from your first day at work. If it has been longer than two months and you are confident that you entered the correct information, please call us at 1-877-627-3287 to confirm that our records are accurate.</p>
No Error Message	<p>“Information accepted”</p> <p>You should now be able to access the third tab, “Create Account.”</p>

Create Your ORBIT Account

User Name

A user name must contain at least eight characters. Spaces can no longer be used

**User names cannot be changed once submitted.*

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 browser window with a green header bar containing the text "Create your ORBIT Account". Below the header, there is a green box with white text providing instructions and security information. The main form area is white and contains several input fields: "Username", "Password", "Confirm Password", "Email", "Confirm Email", "Question 1", "Question 2", and "Question 3". Each field has a red asterisk indicating it is required. The "Password" field has a strength indicator bar. The "Email" field has a note: "Must match email address above. Address must be typed in, copy-and-paste is NOT acceptable." At the bottom of the form, there are "Next" and "Cancel" buttons. A small red "X" icon is in the top right corner of the form area. A note at the bottom right says "(*) Required Information".

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 to 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 suggest using 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.

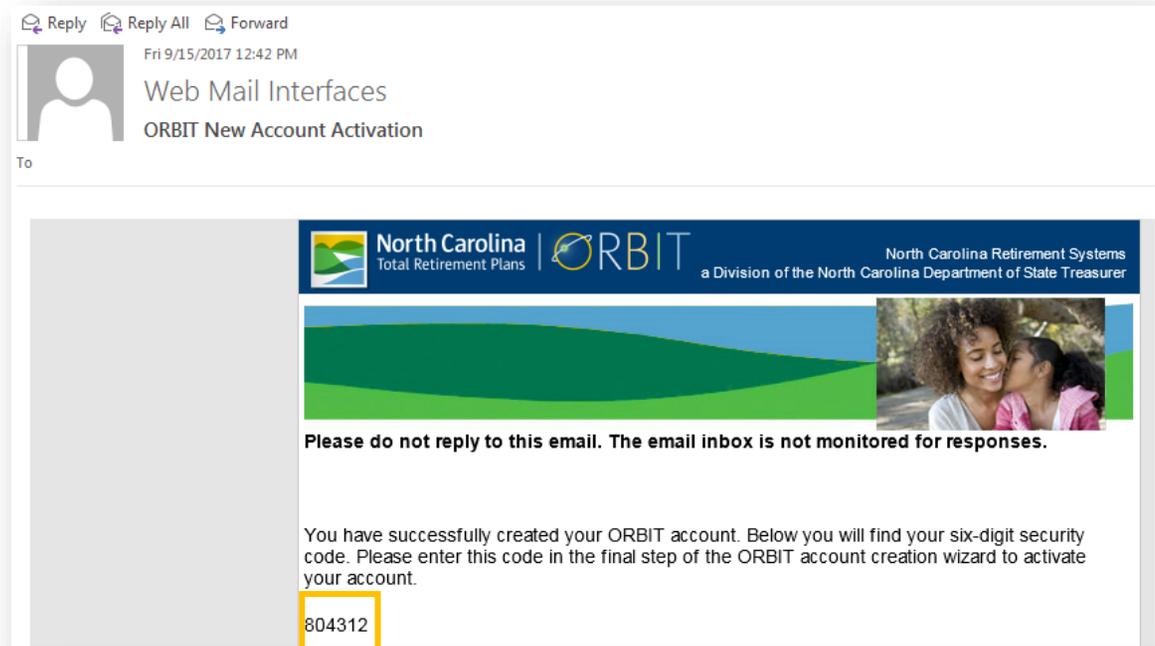
Security Questions

- 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.

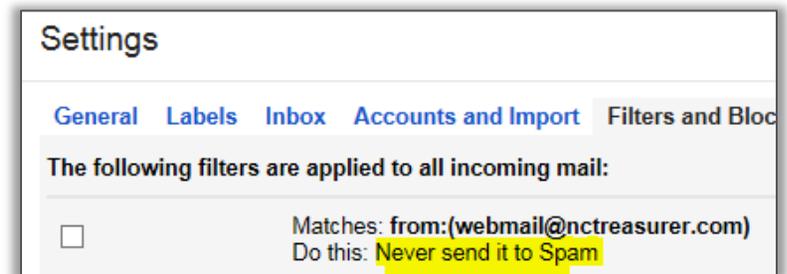
**Security questions and answers cannot be changed once they are submitted.*

Activate Your New Account

An email, similar to the one on the right, will be sent to the email address you just entered to create your account. The sender will be listed as “Web Mail Interfaces.”

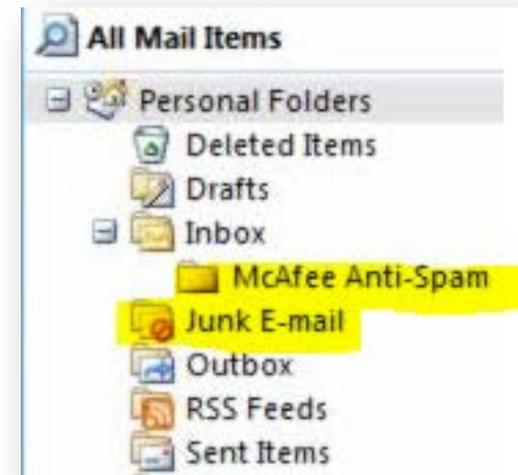


Tip: To try to prevent our emails from being blocked, you can add webmail@nctreasurer.com to your address book/contacts and whitelist our email address (create a filter that makes sure our mails don't go to the Spam folder). The picture on the right is an example in Gmail. Your email provider should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



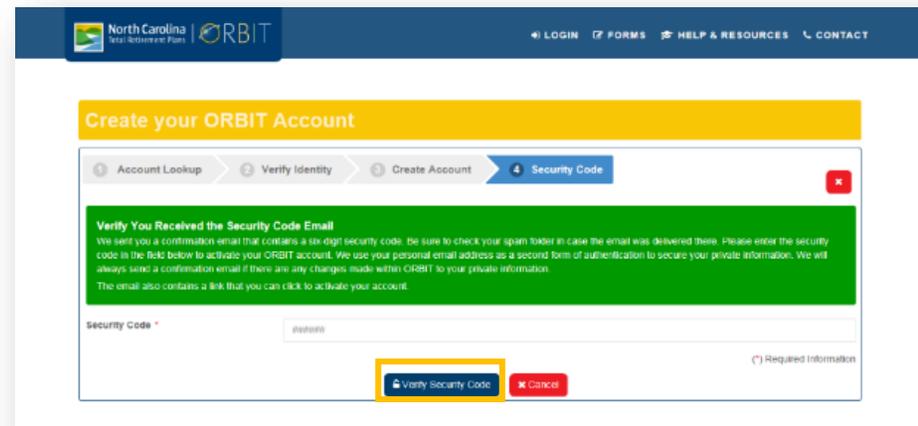
Didn't receive the email

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 the 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.



Received the email

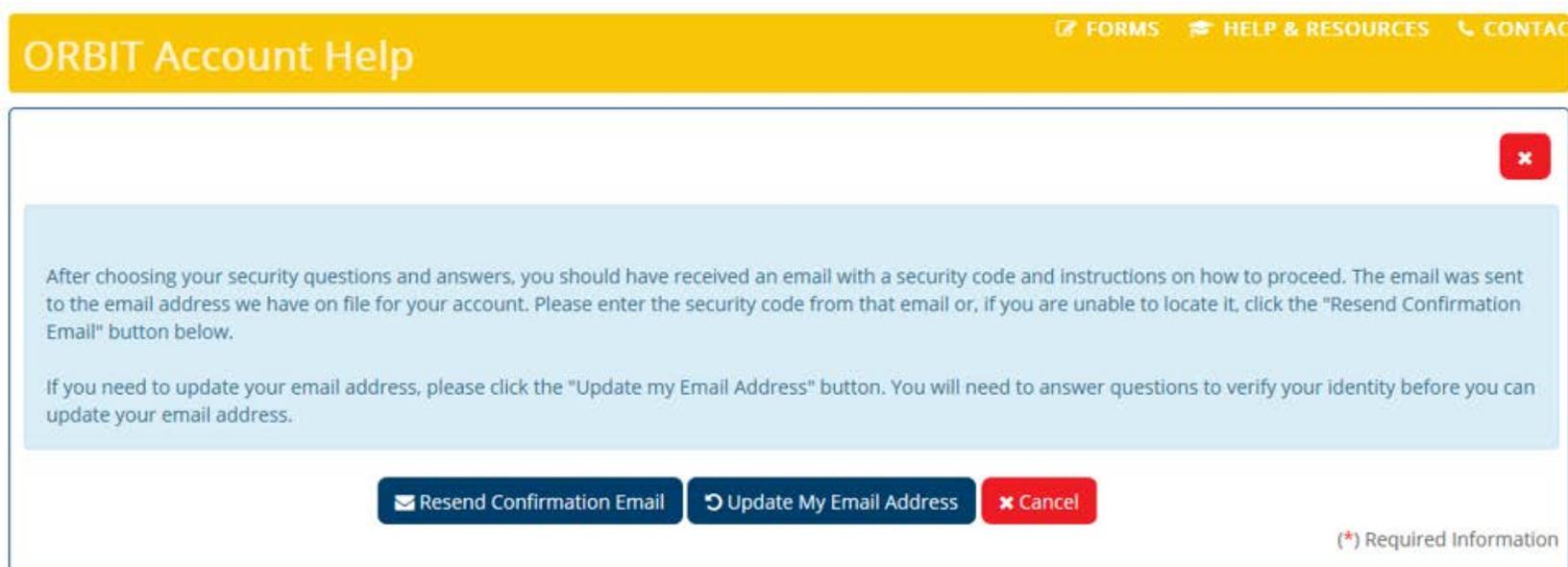
Enter the six-digit code from the email into the final screen and click the "Verify Security Code" button. If you closed ORBIT, the email you received includes a link below the six-digit code. If you click the link, make sure you are using the same device (laptop, tablet, phone) and browser (IE, Firefox, Chrome, Safari) that you used to create your account.



**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. This can occur for several reasons. We suggest clicking “Cancel” and then using your newly created user name and password to log in to ORBIT. After log in, you will see the message below.



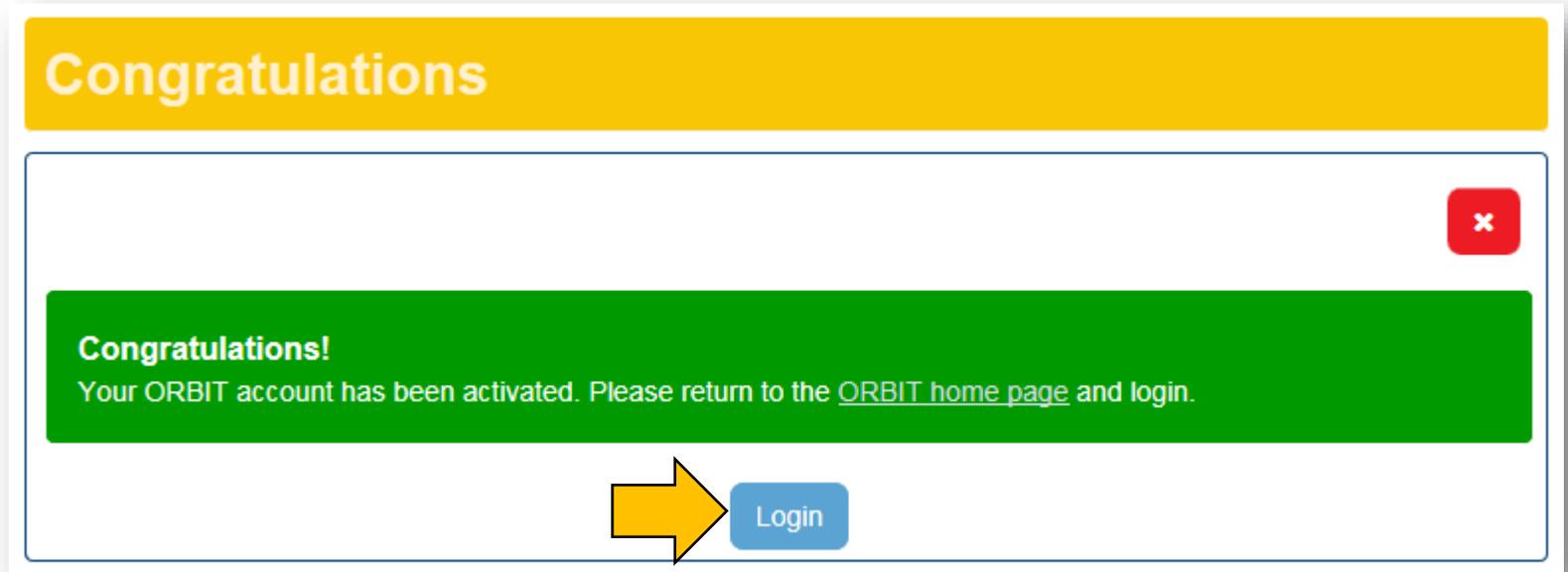
Click the “Resend Confirmation Email” button.

If the security code error message is displayed a second time, wait a few hours before trying again.

**No Error
Message**

“Security Code Accepted”

You are now ready to log into ORBIT! Click the login button to return to the home page.



You're all done!

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.