

Dear State Employee,

The North Carolina Retirement Systems Division is improving our channels of communication and service, and action may be needed on your part.

If you currently use a personal email address to access ORBIT, no action is required.

If you are using a work email address to access ORBIT, it is important that you change it to your personal email address as soon as possible.

The Retirement Systems Division requires a personal email address so that you are able to receive important notifications, including security verifications, password and username changes, account edits or updates, and other information.

Using your work email can cause the following issues or delays:

- If you retire or leave employment, you will not have access to retirement notifications.
- If your place of work changes their email address, (.com to a .org or .net), you will not be able to receive notifications.
- If your place of work has strong firewalls or doesn't have the Retirement Systems Division listed on their safe list, you will not receive notifications.
- If you try to change your email address but do not remember your username or password, you will not receive your security clearance information unless you have access to your email address on record.

If you find that you no longer have access to the email address used to login to your ORBIT account and need to make a change, but cannot make the change through the current security measures in place, an Affidavit of Identity will be required and is attached for your convenience. The [Affidavit of Identity](#) can be emailed to [nc.retirement@nctreasurer.com](mailto:nc.retirement@nctreasurer.com) with AOI in the subject line. Upon receipt, a Counselor will review, approve and change your email to the address you provide.

Please take action ASAP and for quick, informational assistance, please click on the [video tab](#). You will also find helpful information on the ORBIT Help [website](#).