



North Carolina
Total Retirement Plans

NORTH CAROLINA
DEPARTMENT OF STATE TREASURER



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

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. We hope you enjoy.

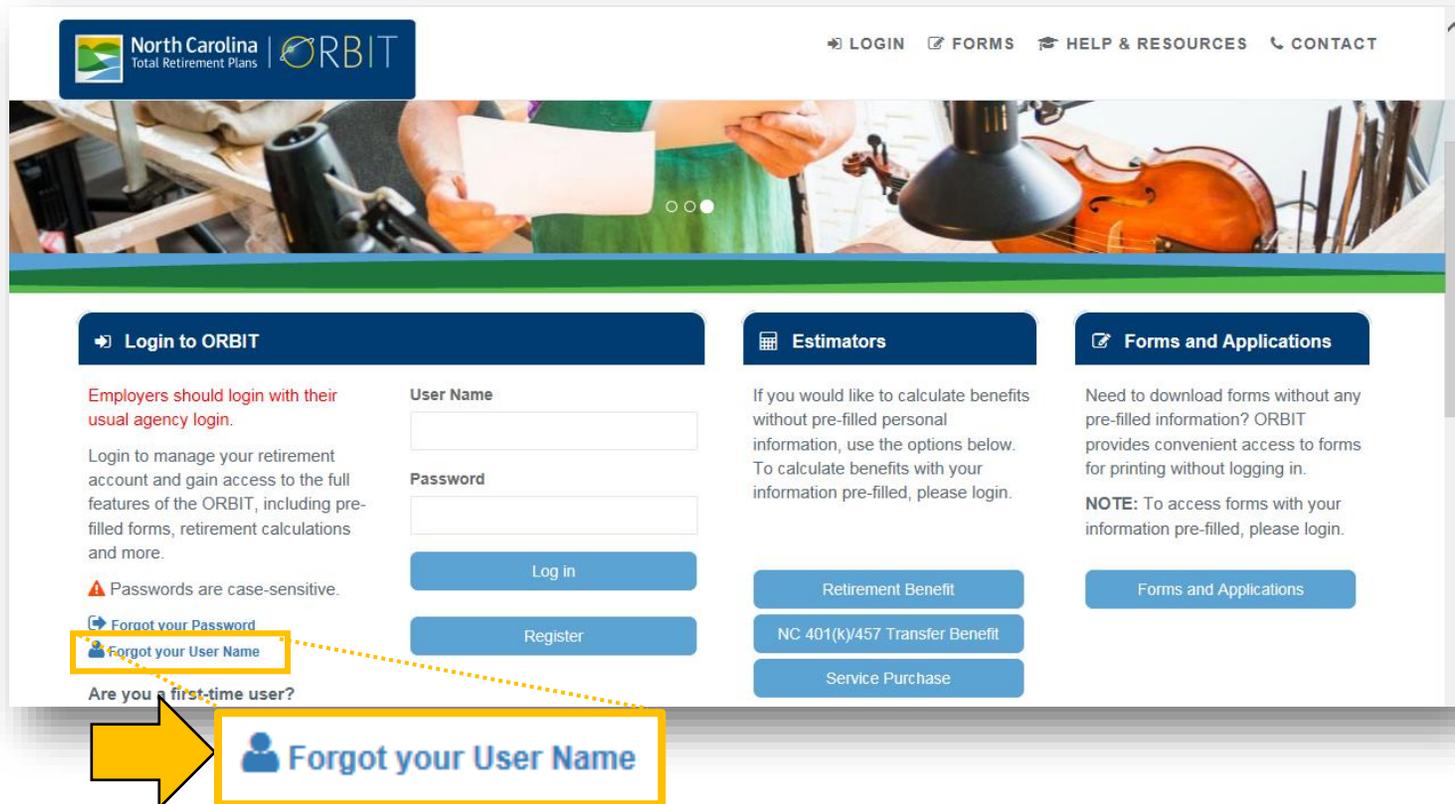
– ORBIT Team

****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 into ORBIT until payroll has posted.*

Confirming Your User Name

Your password and security question are tied to your user name, so confirming your user name is essential. If you were ever unsure as to whether or not you had created an ORBIT account, this step would advise you of your status.

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



The screenshot shows the ORBIT login interface. At the top, there is a navigation bar with the North Carolina Total Retirement Plans logo and ORBIT logo on the left, and links for LOGIN, FORMS, HELP & RESOURCES, and CONTACT on the right. Below the navigation bar is a banner image showing a person in a green shirt holding a document. The main content area is divided into three columns. The left column is titled "Login to ORBIT" and contains a login form with fields for "User Name" and "Password", and buttons for "Log in" and "Register". There are also links for "Forgot your Password" and "Forgot your User Name". The middle column is titled "Estimators" and contains a "Retirement Benefit" calculator and a "Service Purchase" button. The right column is titled "Forms and Applications" and contains a "Forms and Applications" button. A yellow arrow points from the "Forgot your User Name" link in the login section to a larger yellow box containing the text "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?

[Forgot your User Name](#)

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 2: Enter your personal information to confirm your identity, and allow ORBIT to look up your account email address.

ORBIT Username Recovery

1 Lookup 2 Confirmation

Email Lookup
Enter your Social Security Number and Date of Birth below.

Social Security Number *

Date of Birth *

(*) Required Information

Next → Cancel

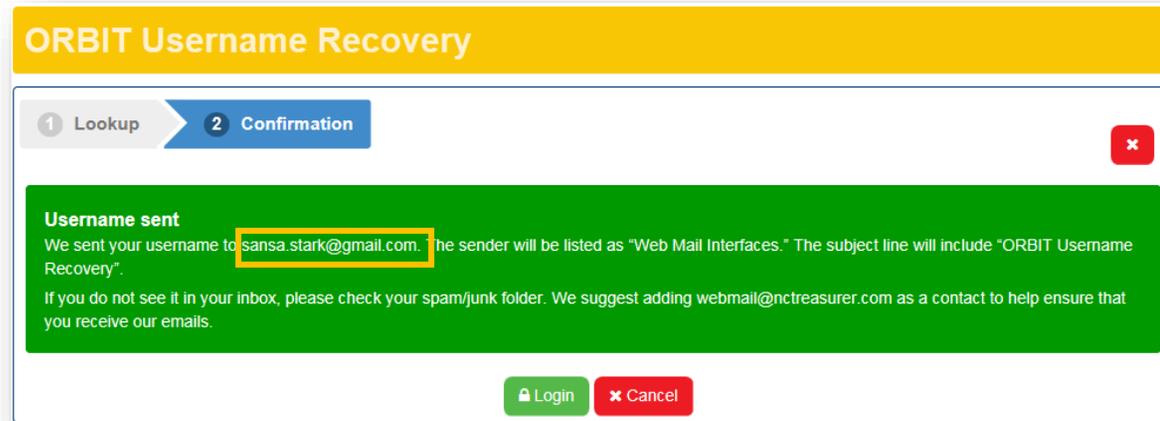
Error Message?

“Something went wrong. We were unable to find your ORBIT account.”
What does this mean? ORBIT was unable to find an account matching 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 to confirm our records are accurate as well.

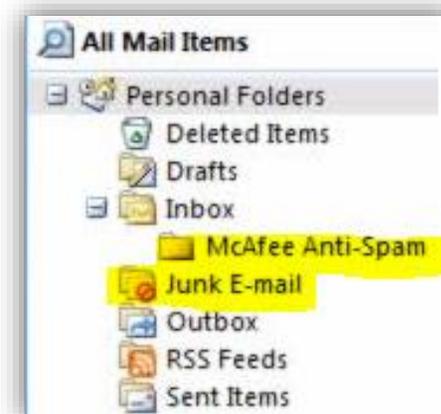
If it is possible that you have not yet created an account, go back to the login screen and click the “Register” button. A step-by-step guide and how-to video are also available to help you through registration.

No Error Message?

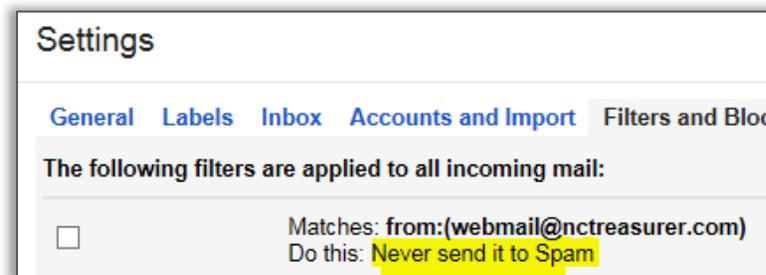
“Information accepted”
Your user name will be emailed to you using the email address in your ORBIT account. The sender will be listed as Web Mail Interfaces. Retrieve the ORBIT email and confirm your user name. You will need it for the next step of the process.



<p>Email Address Incorrect?</p>	<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>
<p>Didn't Receive the Email?</p>	<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.</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 mails don't go to the Spam folder). The picture on the right is an example in Gmail. If you need instructions on how to do this, let us know and we will email you instructions.



Resetting Your Password

Due to the personal nature of the information in your ORBIT account, we recommend using a password generator website to ensure the password you set is truly random and secure.



Do you use any of these bad passwords?

- Password
- 123456
- qwerty
- Your kid's name
- Always the same one

Step 3: Click the “Forgot Password” link on the login page.

The screenshot shows the ORBIT login page with the following elements:

- Header:** North Carolina Total Retirement Plans | ORBIT. Navigation links: LOGIN, FORMS, HELP & RESOURCES, CONTACT.
- Hero Image:** A person in a green shirt holding a document in a workshop setting.
- Login to ORBIT Section:**
 - Text: "Employers should login with their usual agency login." and "Login to manage your retirement account and gain access to the full features of the ORBIT, including pre-filled forms, retirement calculations and more."
 - Warning: "Passwords are case-sensitive."
 - Form fields: "User Name" and "Password".
 - Buttons: "Log in" and "Register".
 - Links: "Forgot your Password" and "Forgot your User Name".
 - Text: "Are you a first time user?"
- Estimators Section:**
 - Text: "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."
 - Buttons: "Retirement Benefit", "NC 401(k)/457 Transfer Benefit", "Service Purchase".
- Forms and Applications Section:**
 - Text: "Need to download forms without any pre-filled information? ORBIT provides convenient access to forms for printing without logging in."
 - Note: "NOTE: To access forms with your information pre-filled, please login."
 - Button: "Forms and Applications".

Annotations include a yellow box around the "Forgot your Password" link in the login section, a yellow arrow pointing to a larger "Forgot your Password" link below it, and a dotted line connecting the two.

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

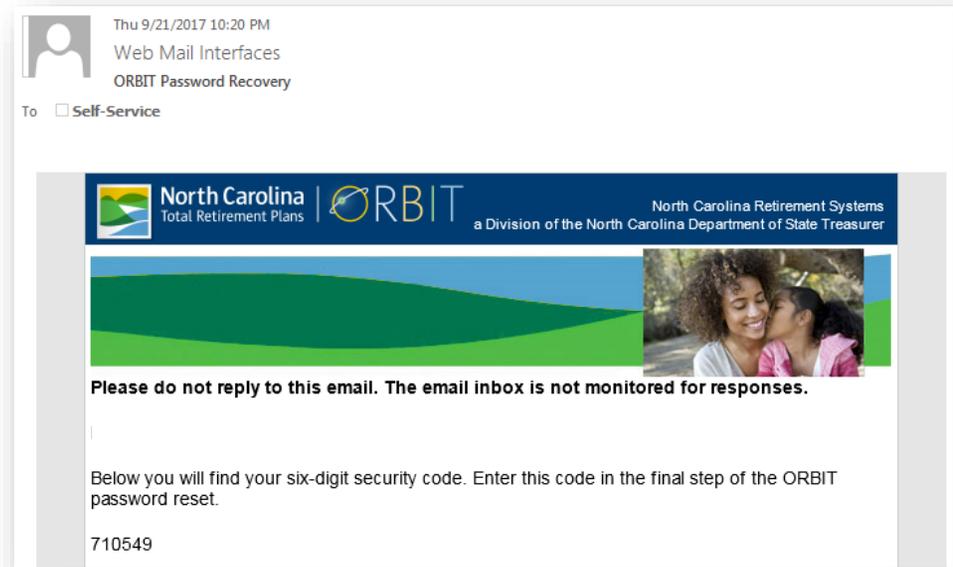
The screenshot shows the 'ORBIT Password Reset' interface. At the top, a yellow header contains the title. Below it, a progress bar has four steps: '1 Lookup' (active), '2 Question(s)', '3 Security Code', and '4 Password'. A red 'X' icon is in the top right corner. A green box contains the following text: 'Lookup your ORBIT account', 'Enter your ORBIT username below.', and '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.' Below this is a text input field labeled 'Username *' with the placeholder 'ORBIT Username'. A red asterisk is to the right of the label. At the bottom right, there is a red asterisk and the text '(*) Required Information'. At the bottom center, there are two buttons: a green 'Next →' button and a red 'Cancel' button with a white 'X'.

Step 5: Answer your security question. If you have trouble, call us at 1-877-627-3287. If your answer to your security question is correct, an email will be sent to the email address on your account. This email, like the one from user name recovery, will be sent by “Web Mail Interfaces.”

The screenshot shows the 'ORBIT Password Reset' interface at the 'Question(s)' step. The progress bar now highlights '2 Question(s)'. The green box contains the following 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 label 'What is your favorite color? *' and the placeholder 'Enter your Answer'. A red asterisk is to the right of the label. At the bottom right, there is a red asterisk and the text '(*) Required Information'. At the bottom center, there are two buttons: a green 'Next →' button and a red 'Cancel' button with a white 'X'.

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

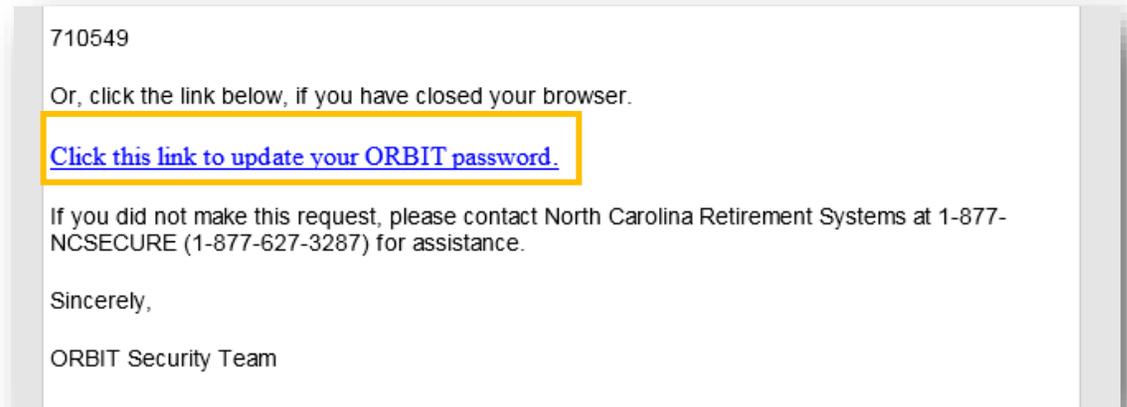
Your email will look similar to the example on the right. If you have added us to your address book/contacts and whitelisted our email address and are still not receiving your Password Recovery email, call us at 1-877-627-3287.



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

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 'Security Code' step is currently active. The main content area is green and 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.', and '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 this text is a text input field labeled 'Security Code' with a red asterisk and a placeholder '#####'. At the bottom right, there is a red asterisk and the text '(*) Required Information'. At the bottom center, there are two buttons: 'Verify Security Code' and 'Cancel'.

If you have already exited out of ORBIT, click the link below the six-digit code in the email. If you click the link, make sure you are using the same device (laptop, tablet, phone) and browser (Internet Explorer, Firefox, Chrome, Safari) that you used to request the password reset.

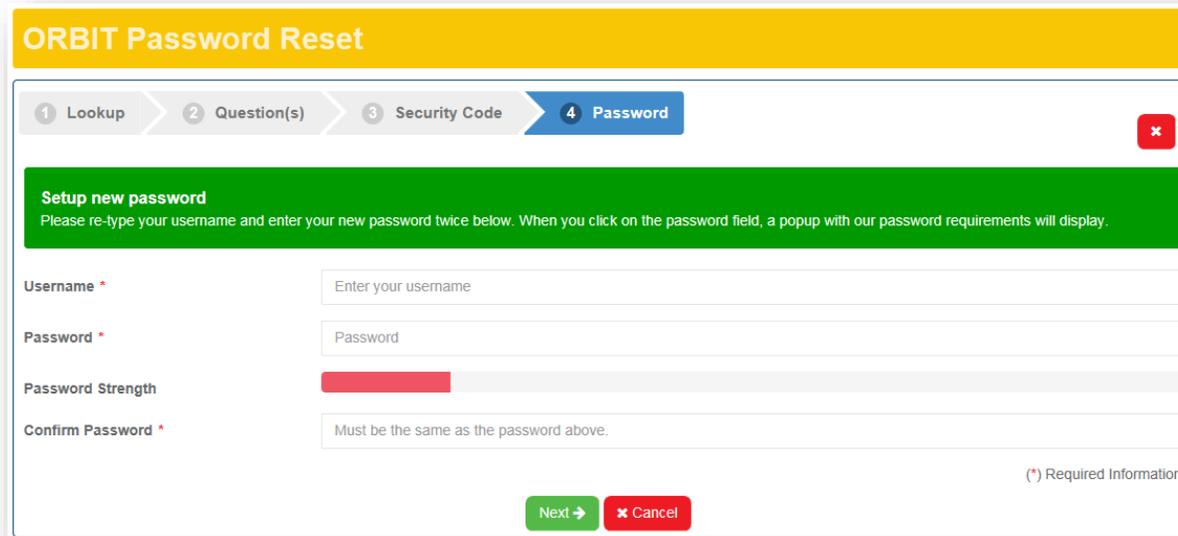


Error Message?	“Sorry, there was a problem verifying the security code.” What does this mean? The error usually indicates that the verifying process was interrupted. This often occurs with heavy traffic to the site. We suggest clicking “cancel” and attempting the process again at a later time.
No Error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

Step 6: Create a new password

Our passwords requirements are:

- A minimum of six characters
- Must contain a lower case letter
- Must contain an upper case letter
- Must contain a number
- Must contain a special character. Acceptable special characters: !, @, #, \$, %, &, ', *. ? is not acceptable.



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 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" (placeholder: "Enter your username"), "Password" (placeholder: "Password"), "Password Strength" (a progress bar with a red segment), and "Confirm Password" (placeholder: "Must be the same as the password above."). A legend at the bottom right indicates "(*) Required Information". At the bottom center are two buttons: "Next" (green with a right arrow) and "Cancel" (red with an X).

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 7: Use your confirmed user name and new password to log into ORBIT.

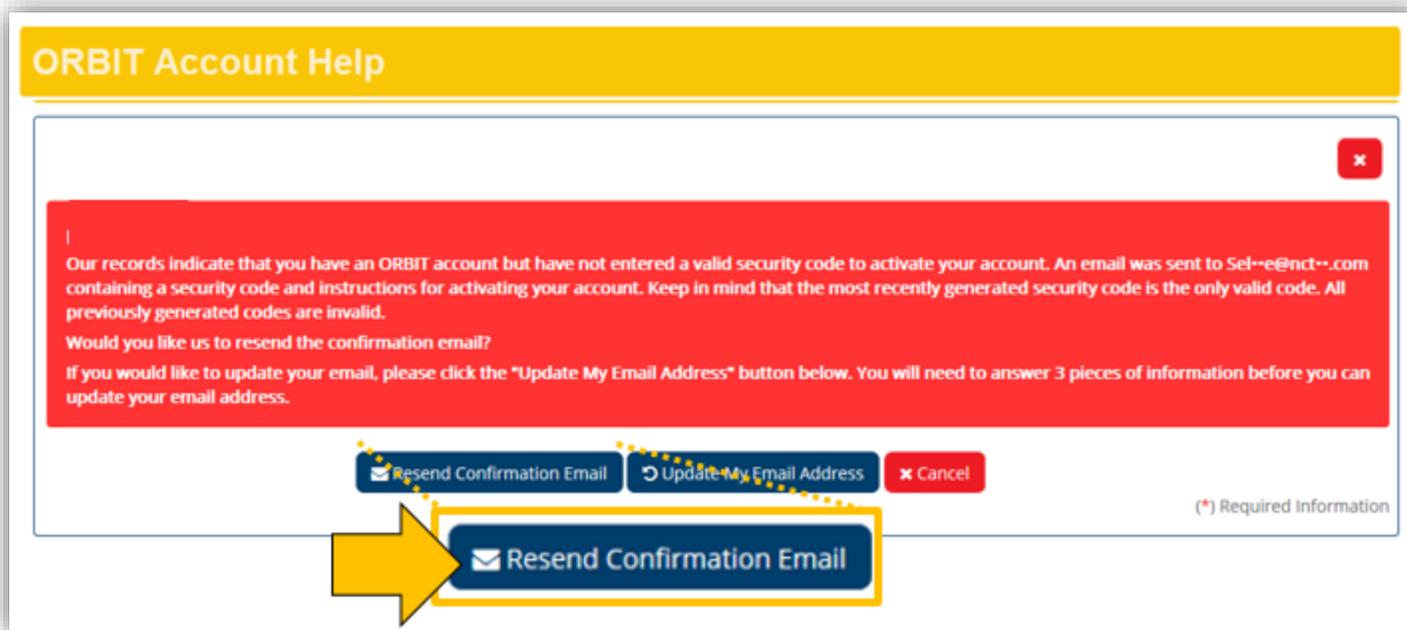
Once you click “Log in,” ORBIT will check the browser being used for a cookie. The cookie would have been deposited the last time you used ORBIT.

The screenshot shows the ORBIT login page. At the top, there is a navigation bar with links for LOGIN, FORMS, HELP & RESOURCES, and CONTACT. Below the navigation bar is a large image of people outdoors. The main content area is titled "Login to ORBIT" and contains the following text: "Employers should login with their usual agency login." and "Login to manage your retirement account and gain access to the full features of the ORBIT, including pre-filled forms, retirement calculations and more." There are also links for "Forgot your Password" and "Forgot your User Name". A callout box highlights the login form fields, which include "User Name" and "Password" input boxes, a "Log in" button, and a "Register" button. To the right of the login form, there is a section for "Forms and Applications" with a link to "Forms and Applications" and a note: "NOTE: To access forms with your information pre-filled, please login."

If the system doesn't find a cookie, the error message below will be displayed. Entering a valid security to activate your account, as the message states, is normally done after your account has been updated. In this case, the steps are reversed, but the outcome will be the same. We will be correcting this in the near future.

Step 7.5: Activate your account

Click the button labeled "Resend Confirmation Email".



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.](#)

Like the “Forgot your Password” process, you will need to retrieve the six-digit security code from the Account Activation email sent to you and enter it into ORBIT.

Create your ORBIT Account

1 Account Lookup 2 Verify Identity 3 Create Account 4 Security Code

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.

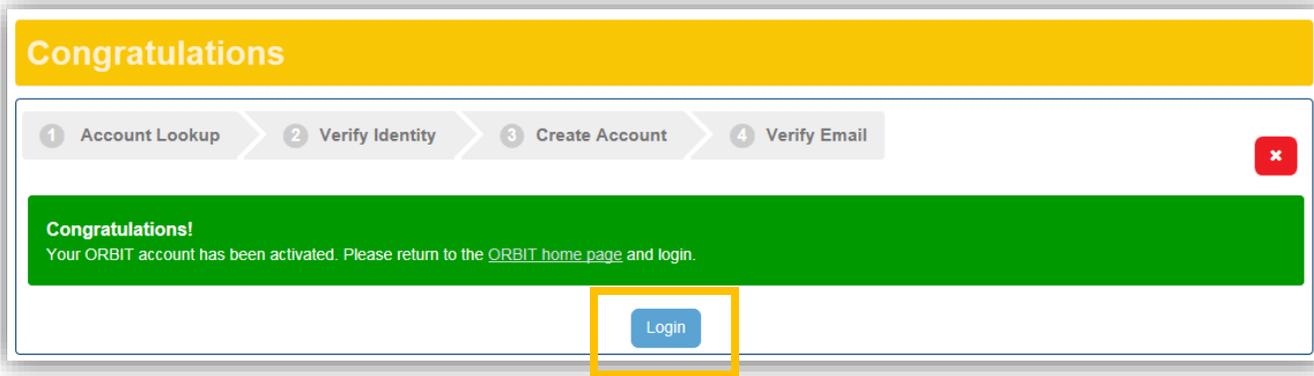
Security Code *

#####

(*) Required Information

Verify Security Code

Cancel



Step 7.75: Log into ORBIT again to reach the Account update screen.

Step 8: Update your account

As a part of our upgraded security, members must set up three new security questions and answers. The page requesting this action should now be displayed. In addition to the questions, you will be asked to update and confirm your email address. Review the tips for this screen on the next page.

A screenshot of a web form titled 'Create your new ORBIT account.' The form has a green header with white text. Below the header, there is a 'Welcome' message and several paragraphs of text explaining the security upgrade and the need for a personal email address. The form includes a text input field for 'What is your mother's maiden name?' with a red asterisk and a placeholder 'Answer here'. Below this is a section titled 'Update Your ORBIT Account' with a blue circular icon. It contains two text input fields: 'Email' with a red asterisk and a placeholder 'Your email address', and 'Confirm Email' with a red asterisk and a placeholder 'Must be the same as the email address above'.

Email

Make sure you are the only person using your email address. Two or more members can no longer have the same email address on file. If a family member has used it or you have used it when assisting a family member with ORBIT, the family member will need to call us and update his/her contact information before ORBIT will accept it as yours.

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.

Security Questions

- Make sure to 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.
- Make sure there are no spaces before an answer. If a security answer has more than one word, be aware that the spaces will be included as part of your answer.

Once you submit your updated information, if you were *not* asked to retrieve and enter a security code after logging in, ORBIT will request that you do it at this time.

Step 9: Activate your account

If you were not required to enter a security code after you logged in (step 7.5), you will be asked to do so now. Retrieve the six-digit security code from the email you received, for Account Activation, into ORBIT. Once the code has been accepted, your account has fully updated.

Step 10: Log into ORBIT and view your account!**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.