



**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. We hope you enjoy.

– *ORBIT Team*

***\*Are you a new employee? If so, please allow two months before attempting to register as it can take that long for your new payroll records to be submitted and posted.***

# 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

<b>Error Message?</b>	<p><b>“Something went wrong.....”</b></p> <p><b>What does this mean?</b> 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>
<b>No Error Message?</b>	<p><b>“Information accepted”</b></p> <p>You should now be able to access the third tab, “Create Account.”</p>

## Security Tips

**Before we go further, let's talk about a few security details you'll need to consider.**

### **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 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**

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.

# Create Your ORBIT Account

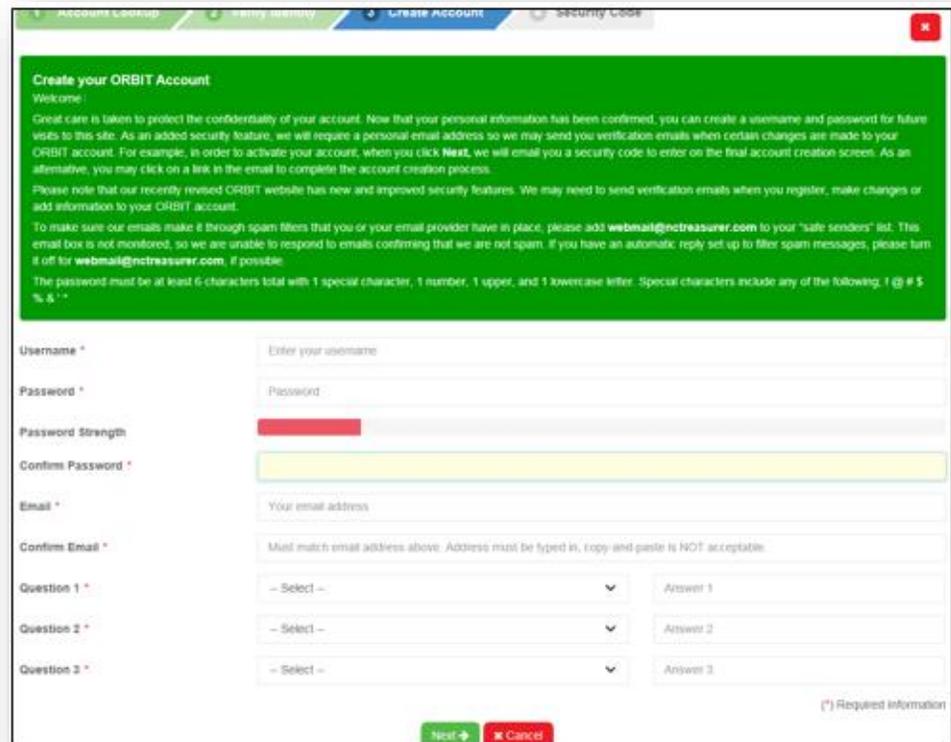
## User Name

While setting up your new user name, make sure there aren't any extra spaces before your user name. If your user name is multiple words, ensure that there is only one space between the words. If you do not, the extra spaces may be included as part of your user name.

## Password

Our passwords requirements are:

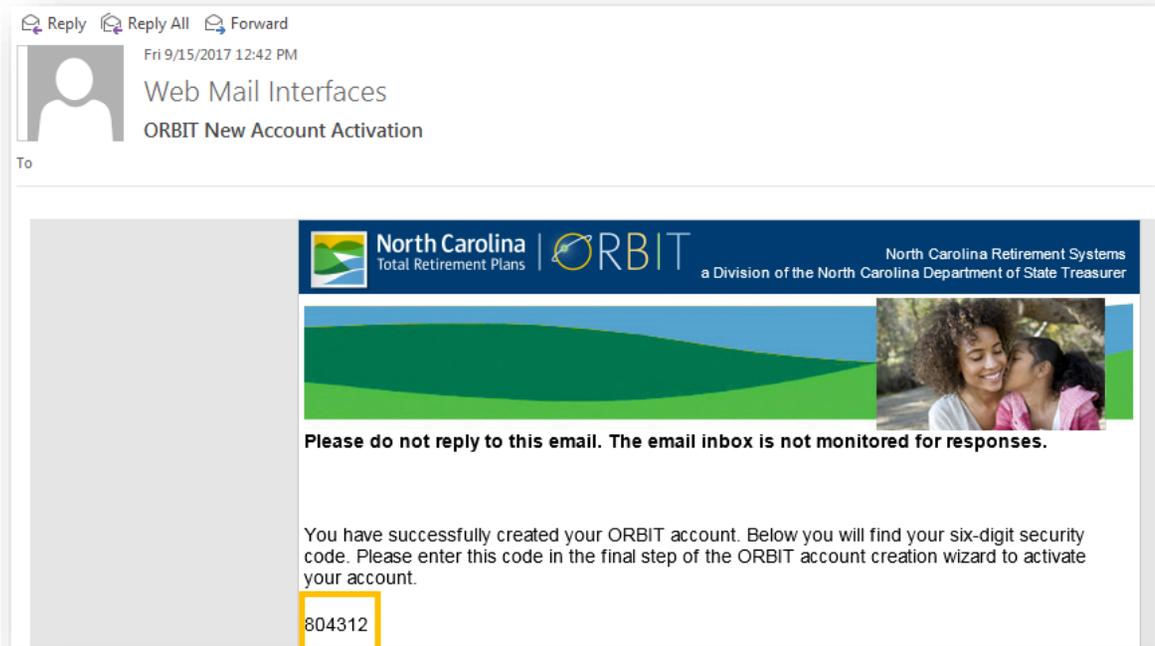
- A minimum of six characters
- Must contain a lower case letter
- Must contain an upper case letter
- Must contain a number.
- Must contain a special character. Acceptable special characters: !, @, #, \$, %, &, ', \*.  
"?" is not acceptable.



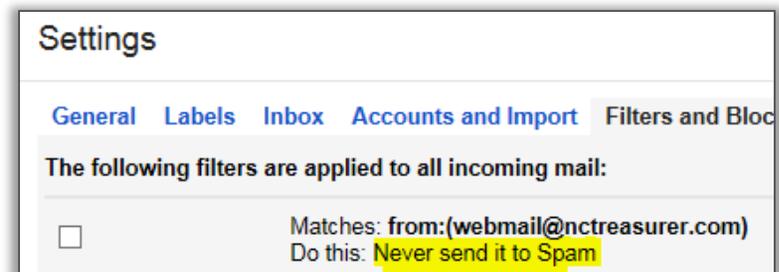
The screenshot shows the 'Create your ORBIT Account' form. It includes a green header with a welcome message and instructions. The form fields are: Username (text input), Password (text input with a strength indicator), Confirm Password (text input), Email (text input), Confirm Email (text input), and three security questions (dropdown menus for questions and text inputs for answers). A 'Next' button and a 'Cancel' button are at the bottom. A legend indicates that fields with an asterisk are required information.

# 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.

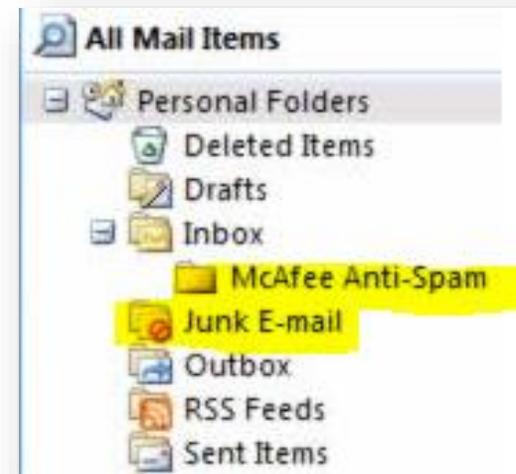


**Tip:** To try to prevent our emails from being blocked, you can add [webmail@nctreasurer.com](mailto:webmail@nctreasurer.com) to your address book/contacts and whitelist our email address (create a filter that makes sure our mails don't go to the Spam folder). The picture on the right is an example in Gmail. If you need instructions on how to do this, let us know and we will email you instructions.



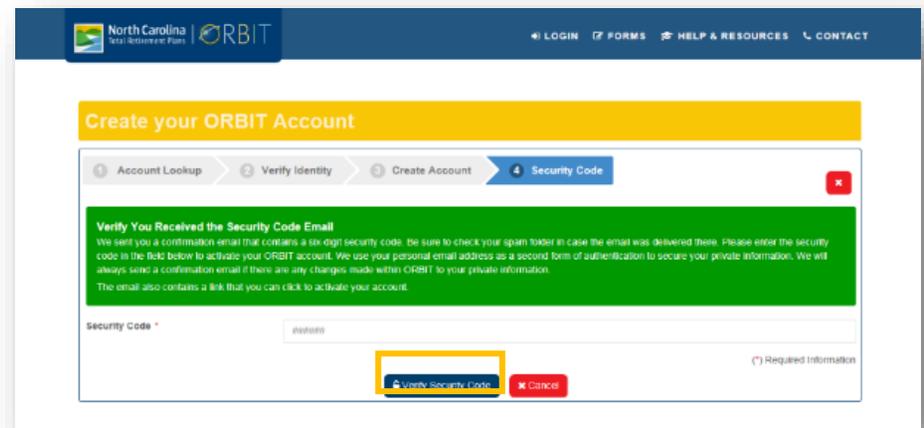
**Didn't receive the email?**

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.



**Received the email**

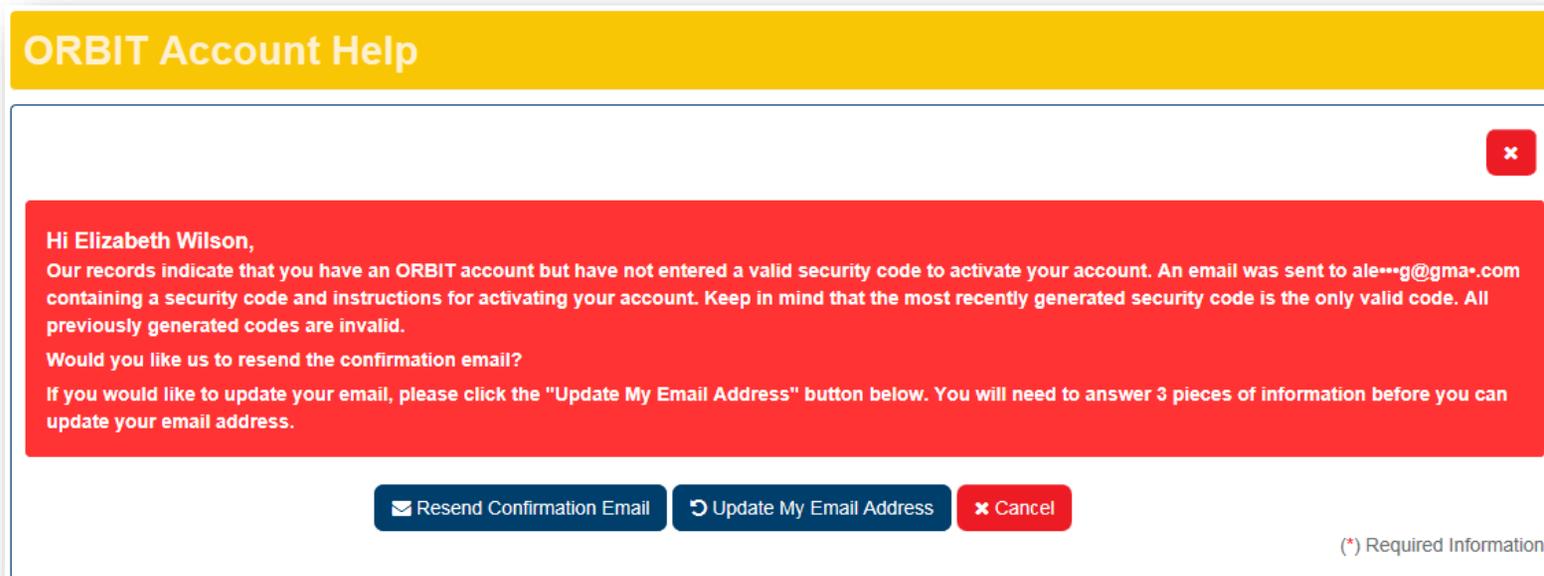
Enter the six-digit code from the email into the final screen and click the “Verify Security Code” button. If you closed ORBIT, the email you received includes a link below the six-digit code. If you click the link, make sure you are using the same device (laptop, tablet, phone) and browser (IE, Firefox, 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 attempting the process again. You can do this by first logging into ORBIT with your new user name and password. After log in, you will see the message below.



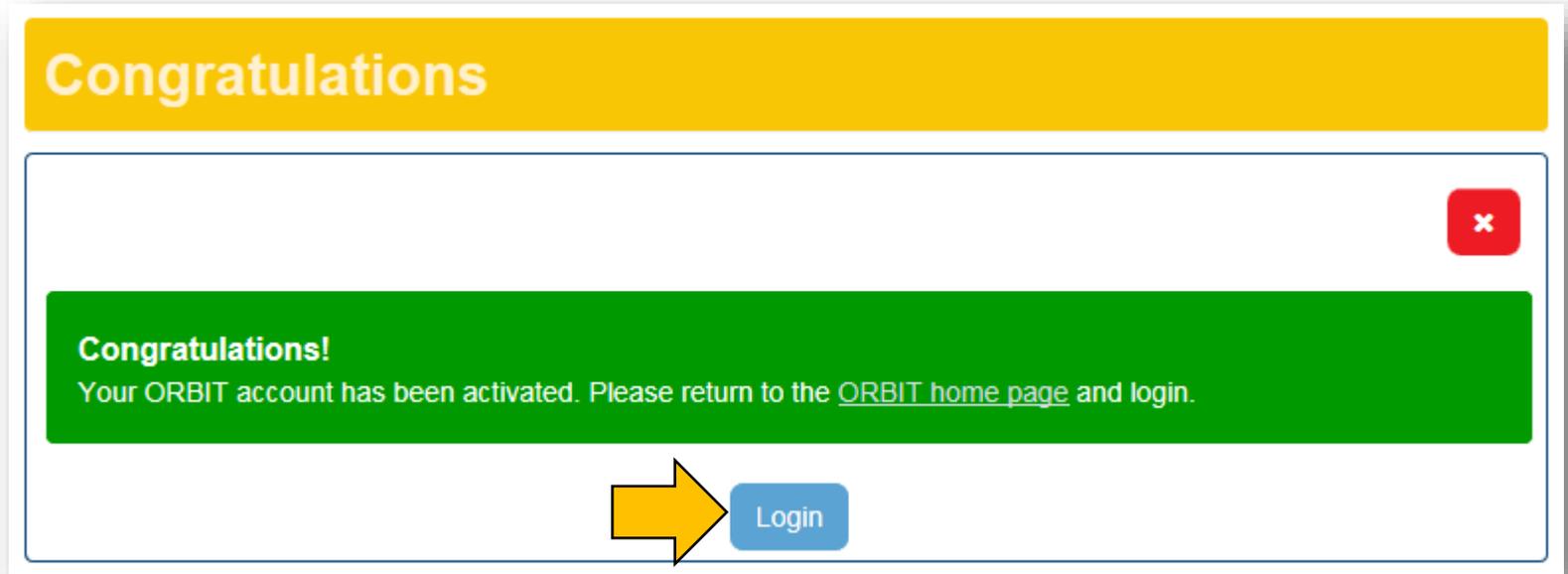
Click the “Resend” button.

If the error is displayed a second time, wait a few hours before trying again. The website may have many people accessing it at once, slowing down the site’s processing.

**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.