

## Why am I not receiving ORBIT Security emails?



### Work Email Address

If your email address in ORBIT is your work email (ex: [John.Snow@nctreasurer.com](mailto:John.Snow@nctreasurer.com)), spam filters set up by your employer may be blocking emails from being received. We strongly suggest logging into ORBIT and changing your email to your personal email address. If you cannot log into ORBIT, please contact us at 1-877-627-3287 (1-877-NCSECURE) to update your email to a personal email address. Using your personal email will not only help your ORBIT experience, but will also allow you to change employers without having to change your ORBIT contact information each time.

### Outdated Personal Email Address

To find out if ORBIT lists your most current email, log into ORBIT and click on **Maintain Personal Information**. The email address is listed in the **Personal Email Address** section. If you cannot log into ORBIT, please contact us to update your email to a personal email address.

### Personal Email Spam Blockers

If your personal email address in ORBIT is current, but you still do not receive our emails, please check your spam folder. To avoid our emails being labeled as spam, add [Webmail@nctreasurer.com](mailto:Webmail@nctreasurer.com) as a contact to your address book or “safe senders” list. Your email provider should have instructions about how to add emails to your address book or your safe senders list.

## Why am I receiving an error message stating that my email address is in use?

We have discovered that some members share an email address. For security reasons, we do not allow multiple members to register in ORBIT using the same email address.

If you are unaware of anyone using your email address, please keep in mind that it does not have to be continuously used in order to be entered into our system. For example, if a friend or relative wrote the email down on a form once, or entered it into ORBIT, it would be recorded in our system. You may have also assisted a parent or child with a form, listing your own email address in the contact information. If an updated email was never subsequently provided, we would still have your email address on record for that person.

You may enter a different email into ORBIT in order to successfully register or contact us at [nc.retirement@nctreasurer.com](mailto:nc.retirement@nctreasurer.com) using “ORBIT HELP - Email” in the subject line.

### **Why do I have to register the same device multiple times?**

If your computer is set up to automatically delete cookies each time you sign out, you will always receive the device registration message. Cookies are used to help identify returning users to our website, which is required to maintain proper security. If you are trying to login from a computer at work, your organization may have their system set up to delete cookies and clear the cache each night.

### **Can I change my username?**

Usernames cannot be modified once submitted. If you already had an ORBIT account in the old ORBIT system, you will be required to enter that username in the new ORBIT system. If you have forgotten your username, you will need to go through the steps for recovery listed on the ORBIT login page, as we are unable to provide that information.

### **What if I forgot the answer(s) to my security question(s)?**

Your security questions and answers can be emailed to you by a Member Services Counselor after your identity has been confirmed. Please contact us at 1-877-627-3287 (1-877-NCSECURE) to have these emailed to you.

### **Why am I receiving an error message stating that the answer(s) I entered for my security question(s) do not match the ORBIT records, when I know the answer is correct?**

To confirm that your answers match our records, please request that a Member Services Counselor email you your security questions and answers. If you discover that our records and your answers match, please contact us at [nc.retirement@nctreasurer.com](mailto:nc.retirement@nctreasurer.com), using "ORBIT HELP – Security Answer" as the email subject. We will need to further research the problem. Though not required, providing screenshots of the security question email and of your ORBIT screen will help Member Services' staff pinpoint the problem, allowing us to assist you more quickly.

### **Can I change the answer(s) to my security question(s)?**

To maintain the security of your account, answers to security questions cannot be changed after they are entered into ORBIT.

**When I'm going through the password reset process, the security question(s) listed in the email you sent me doesn't match the security question(s) displayed when I try to change my password. Why?**

This can happen if the incorrect username is accidentally entered. Please use the "Forgot Username" process to confirm the username you entered is accurate

**Why is the service purchase service credit not working in the Custom Benefit Estimator?**

Currently, for the service purchase service credit to be used in your custom calculation, you must enter a whole number in the field labeled "Estimated Service Credit Years You are Planning to Purchase."

**I don't think my average final compensation and/or benefit estimate is correct. Why might that be?**

Because each employer reports payroll differently, our system is not always able to capture the most up-to-date average final compensation information. The average final compensation is the average of your four highest consecutive years of salary, based on the payroll records we receive from your employer. If you use the estimators found on the ORBIT login page, you can input your own information, which, in some cases may be more accurate than the information we have in ORBIT at the time.

Once you are within a year of your retirement, a manual estimate calculation can be done. To start this process, call 1-877-627-3287 (1-877-NCSECURE) or email us at [nc.retirement@nctreasurer.com](mailto:nc.retirement@nctreasurer.com) and request a Form 309. If you would like more information on how the calculation is done, you can look in the appropriate retirement system handbook under publications on the North Carolina Department of the State Treasurer website.

Remember, the estimators in ORBIT are meant to be used as a general source of information for retirements, transfer benefit and service purchase calculations.

**Why am I receiving an error message when I attempt to open or print the forms on ORBIT?**

The forms we provide online allow users to type in their information versus completing a printed copy manually. The legibility of a typed form reduces the possibility of confusion or misunderstanding, resulting in a shorter processing period and fewer errors. Because users can complete forms in addition to viewing them, the newest version of Adobe Acrobat is needed. Once you have downloaded Adobe Acrobat to your computer, make it your default PDF Reviewer. For instructions on how to check which PDF viewer you are currently using, download Adobe Acrobat, or make Adobe Acrobat your default viewer visit the ORBIT Forms page.