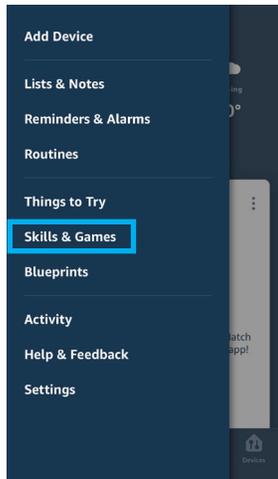


Alexa Setup Guide

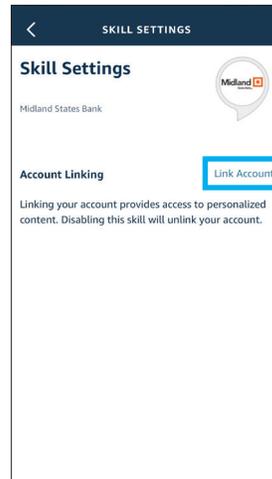
Initial Setup and Account Linking Help Guide



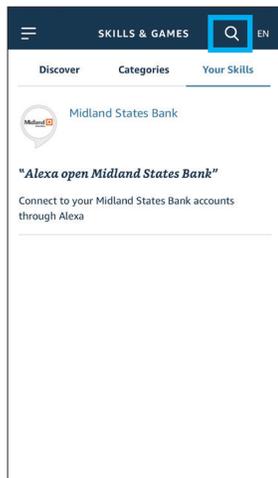
How to set up the Midland States Bank Alexa skill for the first time:



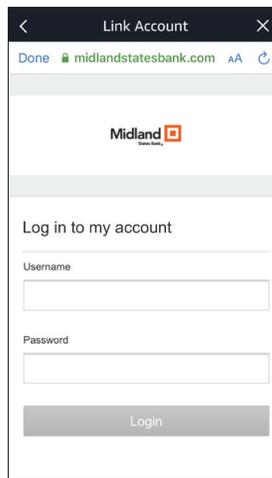
1. Start in the Alexa App and choose Skills & Games from the main menu.



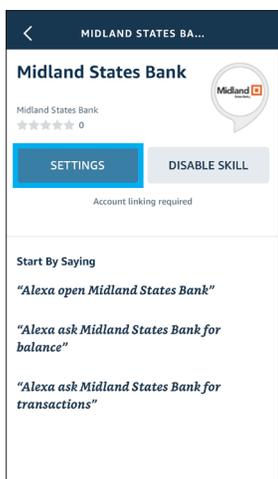
4. From Skill Settings, click on the option to Link Account.



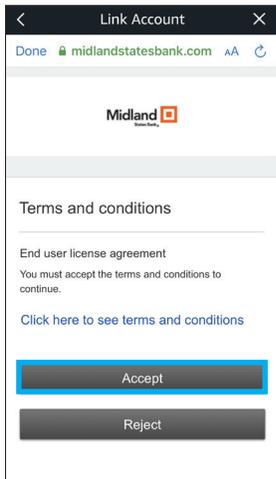
2. Search "Midland States Bank" to locate the correct Skill and click to select it.



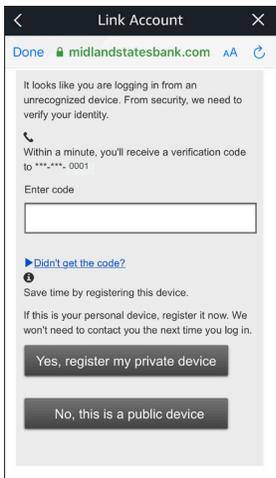
5. User must enter their Midland online banking login credentials to verify the account.



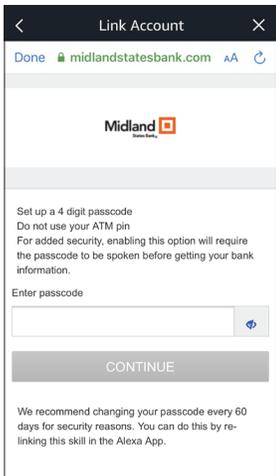
3. From the Midland States Bank skill page, choose SETTINGS to begin the account set up process.



6. Click to view and then accept the terms and conditions.



7. First time access requires multi-authentication via a call, text or email. Just like in online banking, follow the prompts and register your device.



8. Establish a PIN for your Midland voice banking.



9. Once the account is successfully linked, the user can begin asking Alexa for balance and transaction information.



10. After successful completion of Account Linking, user can proceed using the Midland Skill on their Alexa device. To Begin, the user must always start with "Alexa, Open Midland States Bank"