

# Welcome To Pro Online Suite

*Please visit our conversion website located at [Midlandsb.com/HomeStar](http://Midlandsb.com/HomeStar) for additional detailed information, FAQs, timelines and access to our Business customer Guides.*

**Monday, October 21, Online Access Is Available** Login access will be available on October 21 through Midland's website. Instructions for login:

- From [www.midlandsb.com](http://www.midlandsb.com), click on "Business" from the top menu
- Select "Business Online Login" from the "Accounts" section

## Login Credentials and User Access

As the conversion date quickly approaches, we wanted to provide you with additional information concerning access to your accounts through our business online banking module, Pro Online Suite. Security Tokens are required for all Users accessing ACH, Wire, and RDC.

## System Access

Midland's Pro Online Suite login requires use of a Company ID, in addition to your User ID and password. Your new Company ID was provided via email to your company's Primary Administrator. Your User ID will be the same as your current HomeStar User ID. Your temporary password will consist of the following information and sequence.

- The first 4 characters of your Company ID (lowercase)
- The first 4 characters of your User ID (uppercase)
- Ending with: #8
- Example:
  - Company ID: Company
  - User ID: USER
  - Password: compUSER#8

You will be prompted to change this password upon your first login according to Midland's password criteria. As the Primary Administrator, once you sign in to Pro Online Suite, you should check your company's user information and the applications users are to access. Please share the access credential information with all sub users within your company.

## Getting started

In order to successfully and securely utilize Midland States Bank's Pro Online Suite, a Security Token is required for all users of a company that submit ACH file, Wire transfers or RDC deposits. The token works in conjunction with each user's login credentials to provide an even more enhanced level of security. Our [Virtual Token Guide](#) also includes full details on how to download, activate and use tokens.

## How to Access Your Online Accounts

To help you access your online accounts through Pro Online Suite, a [Pro Online Suite – Quick Start Guide](#) is provided. This guide will provide instructions to gain access using Pro Online Suite.

## Information That Will Not Convert

While we have made every effort to convert all data, some information will not convert.

This includes, but is not limited to:

- Passwords
- Alerts
- Scheduled Recurring Transfers
- Check Images in account history (Images will be available in the end of month statements.)

## Important Dates and Activities

**Friday, October 18.** Conversion begins at the end of the business day. A list of activities that should be performed by you, the Primary Administrator is provided to ensure a successful transition. We have also included activities that we will perform.

## Best Practices prior to October 18 for Primary Administrators

- Capture ACH and Wire details and set-up criteria
- Download transaction history
- Download 30 days of ACH history and submitted batch files

**October 18.** Conversion begins at the end of the business day. Beginning October 18 at 4:00 pm through October 20, online banking will not be available.

**October 21.** You can access Midland's Pro Online Suite. Primary Administrators should login to Midland's Pro Online Suite. You will need to:

- Review your Company Name and Account Nicknames
- Review your Accounts and entitlements
- Review Sub-user permissions and limits
- Adjust the Global Timeout
- Review Midland's ACH processing schedule
- Setup sub users with ACH Reporting Service access as needed
- Review Bill Pay payees and payments
- Review RDC access and setup the new scanner
- Schedule recurring transfers and balance alerts

## Important Information and Conversion Details

For your convenience, we have created a guide to help you prepare for the conversion to Midland's Pro Online Suite. Pro Remote Deposit and additional ACH information will be provided within separate communication.

### Pro Online Suite

Times are Central Standard Zone

(Dates and times are approximate and subject to change.)

|                                    |  |
|------------------------------------|--|
| Treasury Services Support          | (855) 776-6435 is the number for Treasury Support issues. For all other questions, contact Customer Care at (855) 696-4352.  |
| ACH cut-off time (including EFTPS) | 6:00pm, 1 business day prior to the effective date.  |
| ACH return process                 | At Midland, Returns and NOCS are retrieved via Business Online Banking. Returned items are processed through the original offset account from the file.  |
| Third Party Updates                | If you use a third-party service to create your NACHA formatted files, you will need to update your information within that third-party platform. See your ACH Quick Start Guide.  |
| Transaction History                | Your transaction history will include up to 60 days of converted history and will build and store up to 12 months of history.  |
| Statements                         | Primary Administrators will have access to statements and notices for all accounts after conversion is complete. Sub-users may need to be granted permission by the Primary Administrator to see statements. Statement location will be within the "Account Activities and Reporting" tab. Statement email alerts will not convert.    |
| User set-up                        | Refer to the Pro Online Suite Quick Start Guide for user set-up and enabling access to sub-users.  |
| Primary Administrator locked-out   | Primary Administrators should contact Treasury Support in the event they are locked-out.   |
| User locked-out                    | Sub-users are to contact the Primary Administrator within their company who has the ability to unlock or reset user access.  |
| Invalid login attempts             | Users can try 3 times before they will be locked out. Forgotten Password functionality is available to all users. Users will need to set-up their security questions before this function is available to them. To set up security questions go to Administration > Maintain Security Questions.                                       |
| Multi-Factor Authentication        | Includes Email, Phone and Text authentication methods. Users will need to set-up their security questions before this function is available to them.   |
| Same day online transfers          | 11:00pm cut-off time.  |
| Scheduled recurring transfers      | Future dated processing time is 7:00am on the transfer date. If the transfer cannot be completed at that time, the system will try again at 9:00am, 11:00am, 1:00pm, and 4:00pm. If the transfer cannot complete after five attempts, the system will not continue to schedule the transfer. The transfer will need to be rescheduled. |
| Wire initiation                    | 3:00pm cut-off time.   |
| Bill pay method                    | Midland uses a "Deliver By" or "Due By" model. You input into the system the date the bill is due. The system calculates the method of delivery and sends it based on the method to arrive by the due date. Money is withdrawn when the check clears the bank if by check, or on the "Deliver By" date if sent electronically          |
| Exports detail                     | Money (OFX), WebConnect for Quicken, WebConnect for Quickbooks, Quickbooks, Quicken/Money, Comma-delimited, Comma-delimited with double quotes, HTML and BAI2.   |
| Check image                        | Check images will not convert in online account history, though the end of month statements will convert and contain the check images.   |
| Deposit Imaging                    | Deposit images will not convert.   |
| Secure email                       | Send and receive email securely through Pro Online Suite.  |