LAREDO CONNECT PUBLIC CUSTOMER PORTAL TIP SHEET

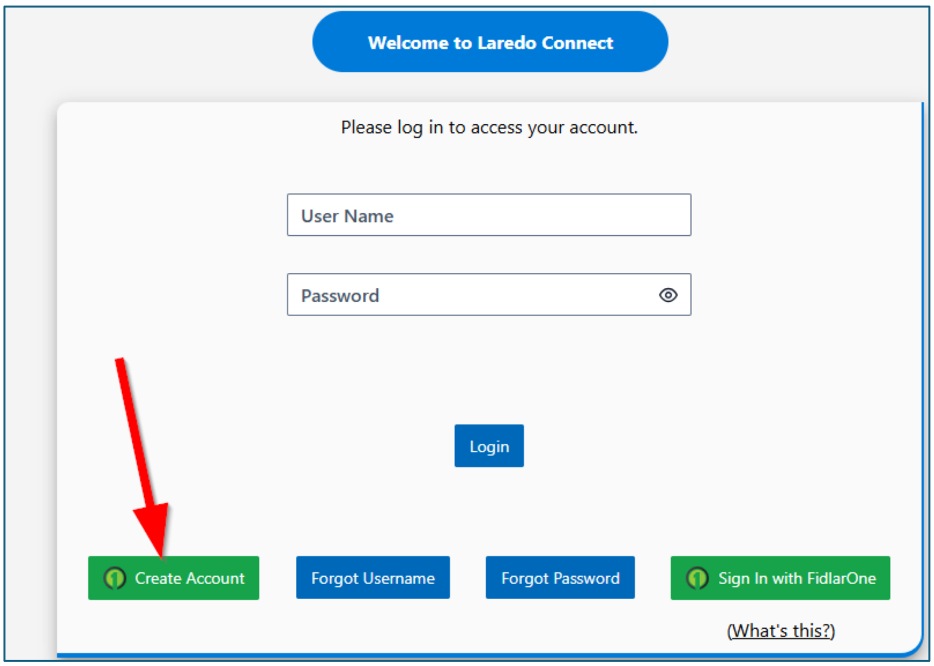
(Updated 04/2026)

LAREDO CONNECT CUSTOMER PORTAL PROFILE SET UP

Laredo Connect allows Users to have access to Laredo Activity in real time, view charge invoices and escrow statements, set up account alerts, and many other features.

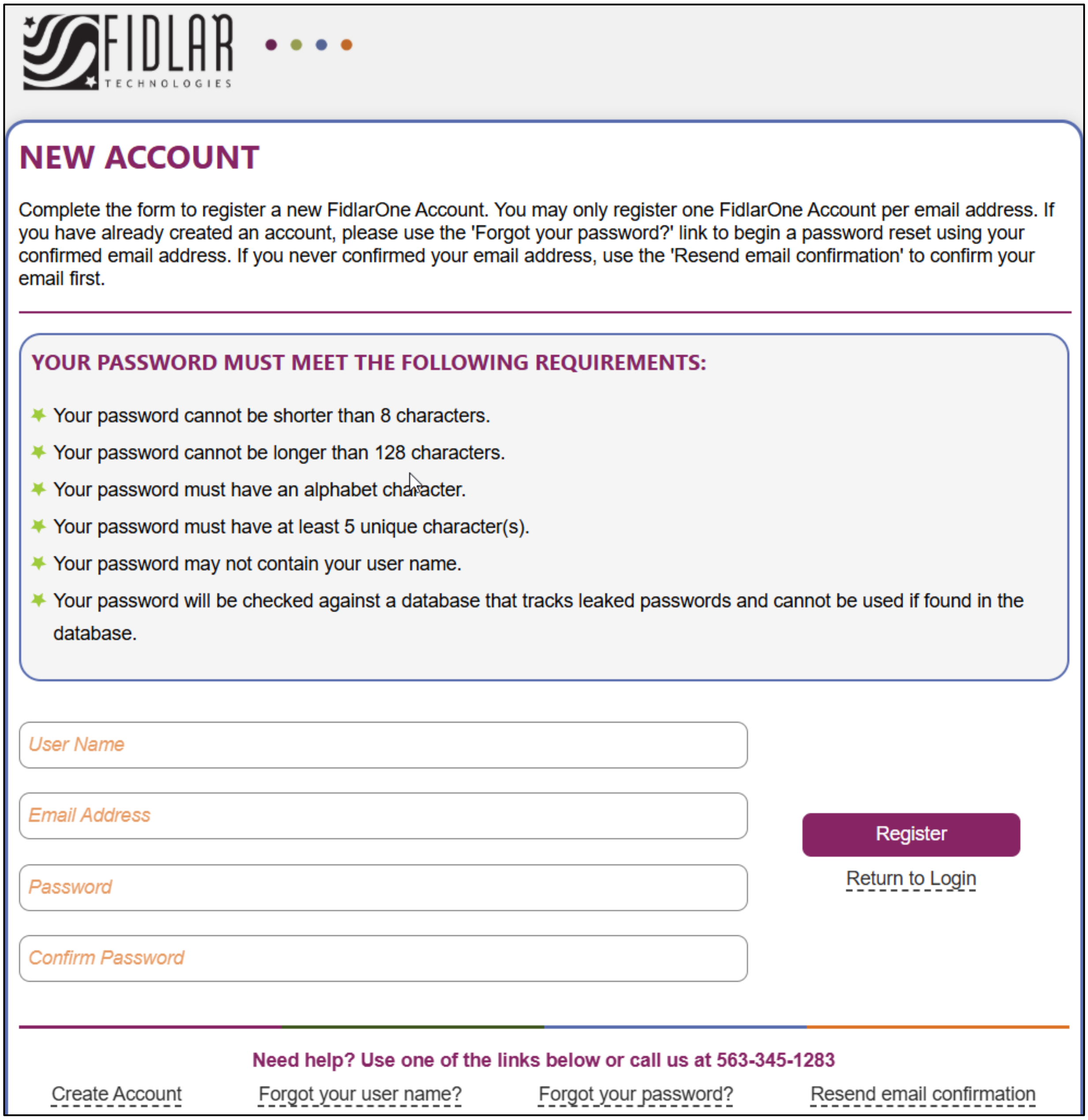
NOTE: Fidlar Support is available to assist you with any of the steps outlined below. Feel free to call 563-345-1283 or email support@fidlar.com to contact one of our support team members.

1. To access the Laredo Connect customer portal site, open your internet browser and navigate to the Laredo Connect login page: https://connect.laredoanywhere.com. The screen shown below will open.



2. Click the **CREATE ACCOUNT** button on the bottom of the login screen to begin creating a Laredo Connect Profile. The **NEW ACCOUNT** screen shown on the next page will display.

   NOTE: If you already have a Laredo Connect public portal account set up (that is NOT a FidlarOne account), you can simply enter your already-existing **User Name** and **Password** in the fields shown in the screen above to open your Laredo Connect account screen. If you already have a FidlarOne account set up, you can skip to step number 5 below for instructions on signing in to your Laredo Connect account utilizing the **Sign In with FidlarOne** button shown above.



NEW ACCOUNT

Complete the form to register a new FidlarOne Account. You may only register one FidlarOne Account per email address. If you have already created an account, please use the 'Forgot your password?' link to begin a password reset using your confirmed email address. If you never confirmed your email address, use the 'Resend email confirmation' to confirm your email first.

YOUR PASSWORD MUST MEET THE FOLLOWING REQUIREMENTS:

- Your password cannot be shorter than 8 characters.
- Your password cannot be longer than 128 characters.
- Your password must have an alphabet character.
- Your password must have at least 5 unique character(s).
- Your password may not contain your user name.
- Your password will be checked against a database that tracks leaked passwords and cannot be used if found in the database.

User Name

Email Address

Password

Confirm Password

Register

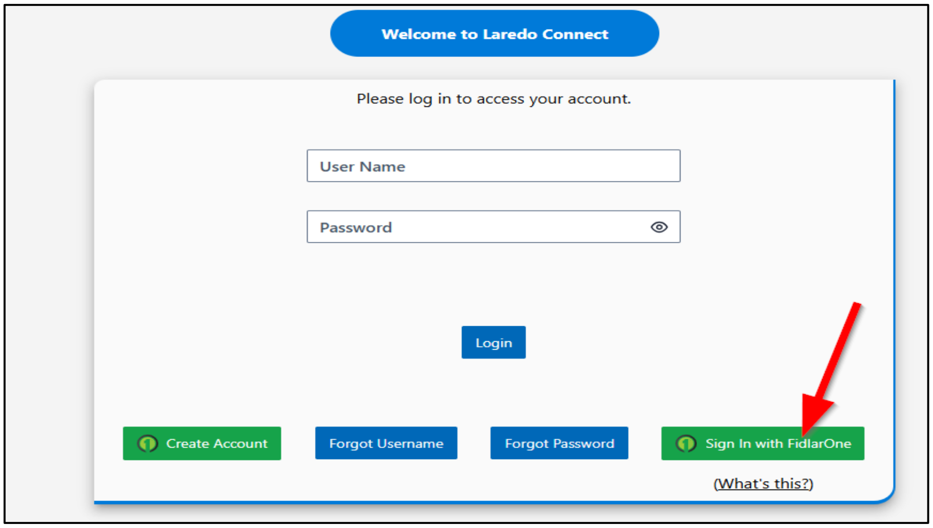
Return to Login

Need help? Use one of the links below or call us at 563-345-1283

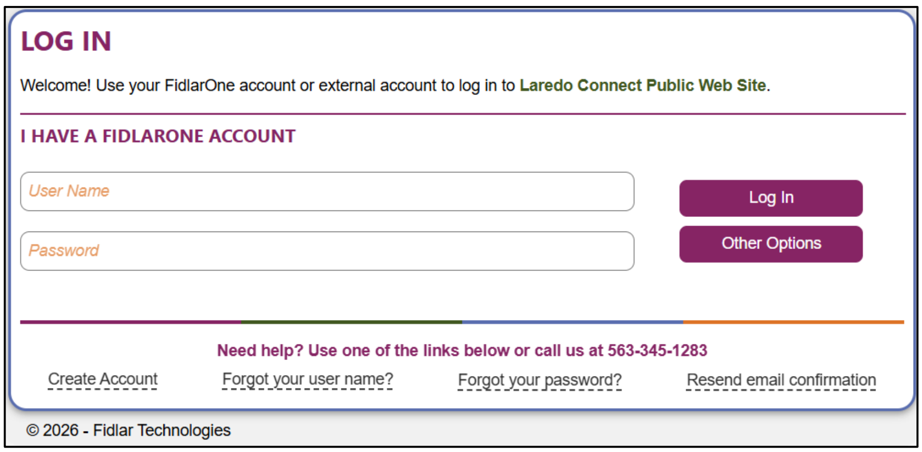
Create Account | Forgot your user name? | Forgot your password? | Resend email confirmation

3. Enter a **User Name** (minimum of 6 characters in length) and your **Email Address** in the appropriate fields then enter a **Password** and the same password in the **Confirm Password** fields. Your password must comply with the requirements noted in the screen above.
4. Click the **Register** button. The **Welcome to Laredo Connect** public portal login screen shown on the next page will open. You will also receive a confirmation email.

   NOTE: You do NOT need to confirm your email in order to access the Laredo Connect public portal program.
5. Once you have created your Laredo Connect account, navigate to the Laredo Connect webpage (https://connect.laredoanywhere.com) to log into your Laredo Connect account.



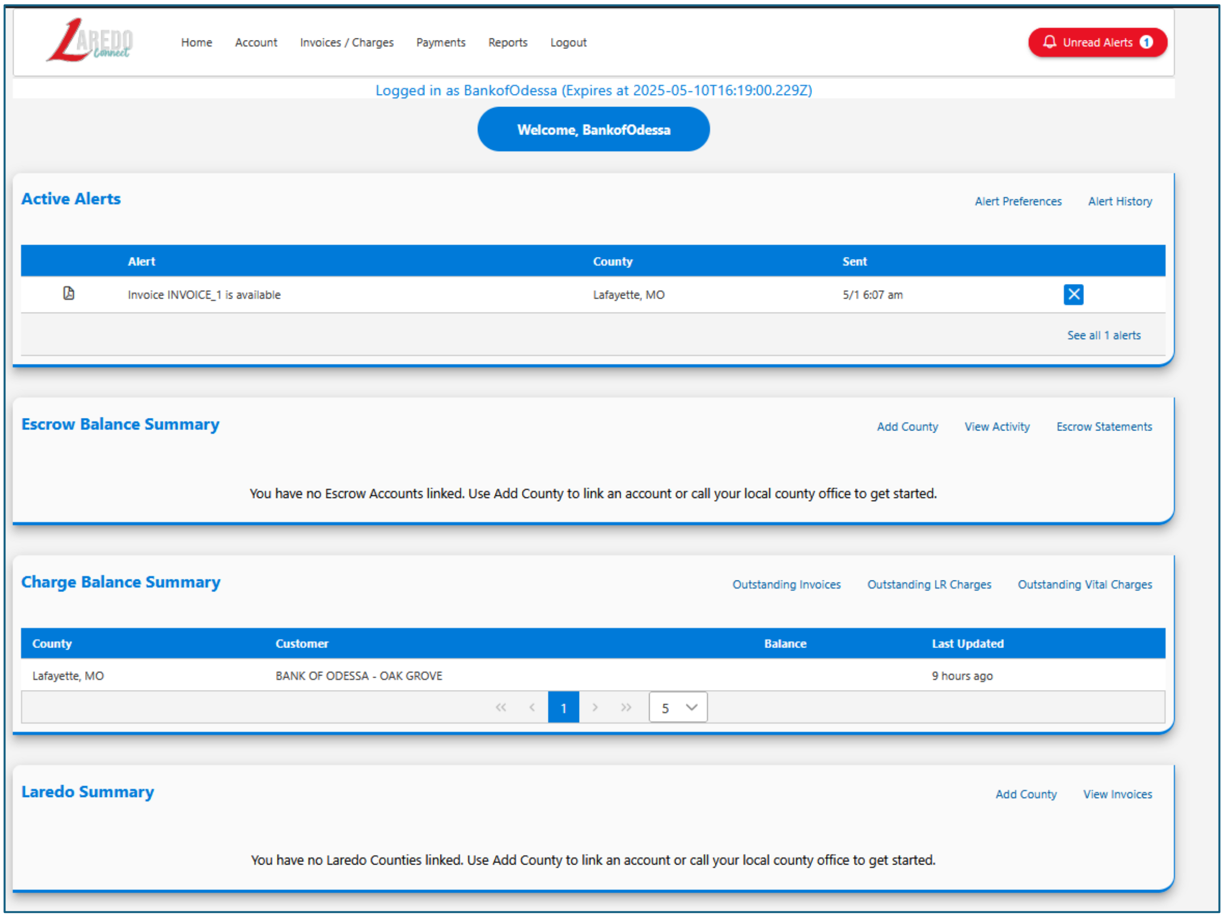
6. Click the **Sign In with FidlarOne** button in the login window. The window shown below will open:



7. Enter your **User Name** and **Password** then click the **Log in** button to open the **Home** page of the Laredo Connect public portal.

LAREDO CONNECT CUSTOMER PORTAL GUIDE

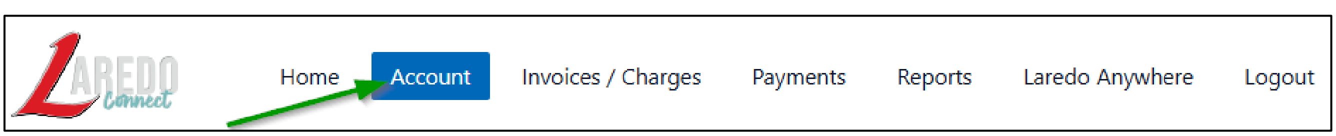
When you log into the Laredo Connect customer portal program, the Laredo Connect **Home** screen, similar to the one shown below, will open.



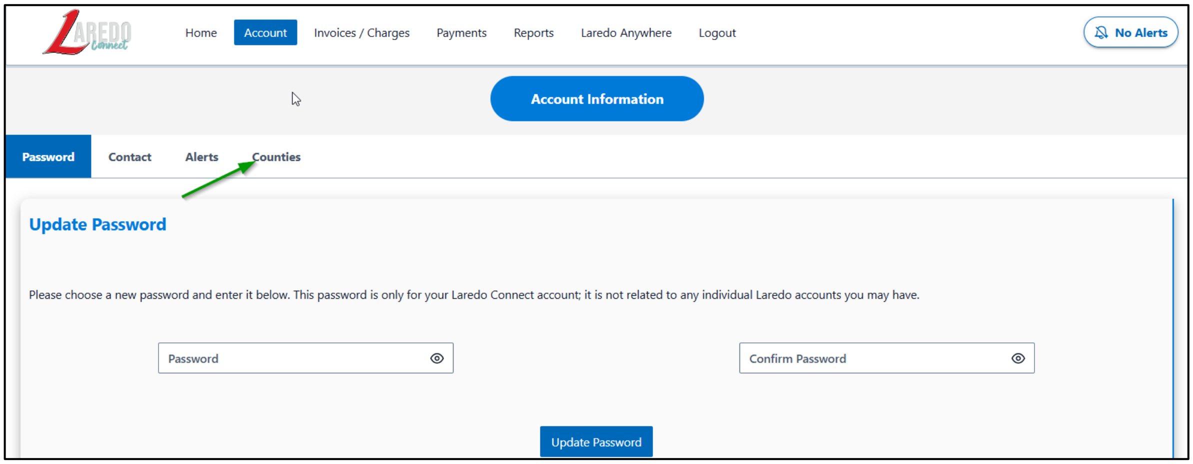
NOTE: This tip sheet guide describes the *basic* functions of the Laredo Connect public portal program. You can find the complete Laredo Connect public portal guide at the bottom of this webpage: https://www.fidlar.com/LaredoConnect.aspx.

LINKING YOUR LAREDO SEARCH ACCOUNT TO LAREDO CONNECT

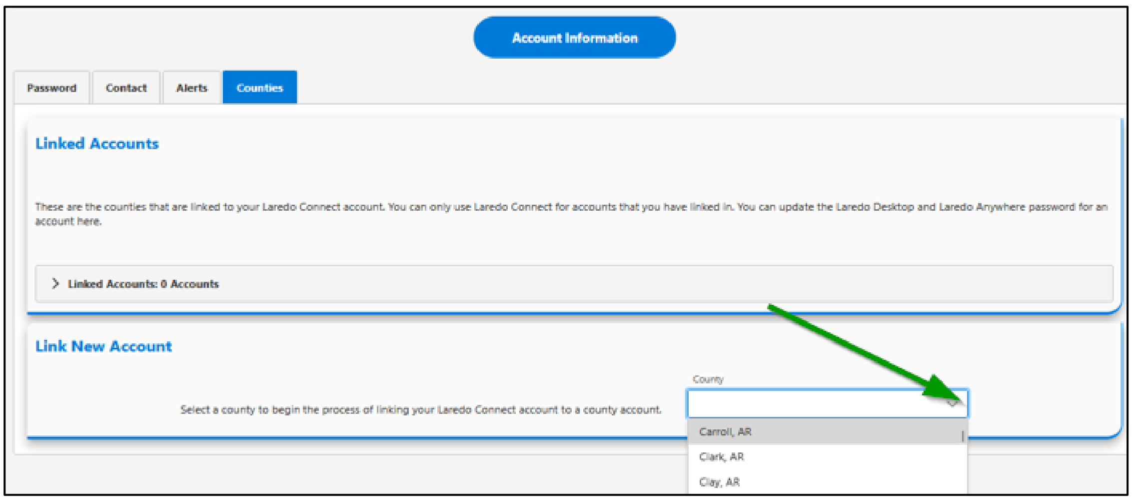
1. To link your existing Laredo search account (Laredo Anywhere or Laredo Desktop) to your Laredo Connect public portal account, click the **Account** menu item at the top of the Laredo Connect **Home** screen.



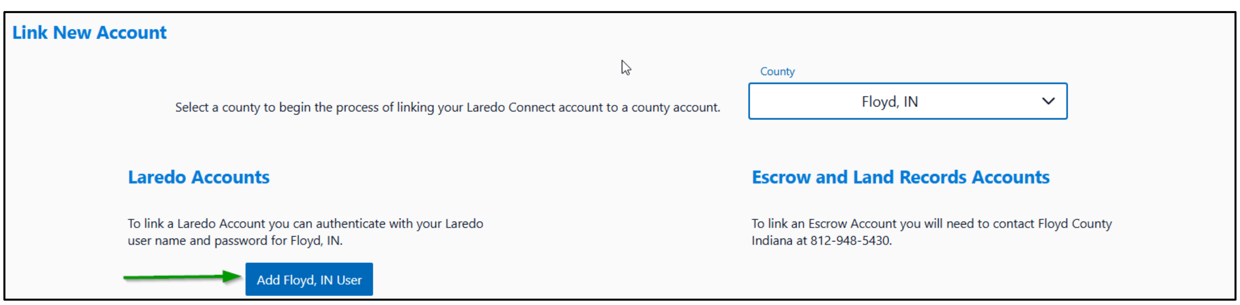
The screen shown on the next page will display.



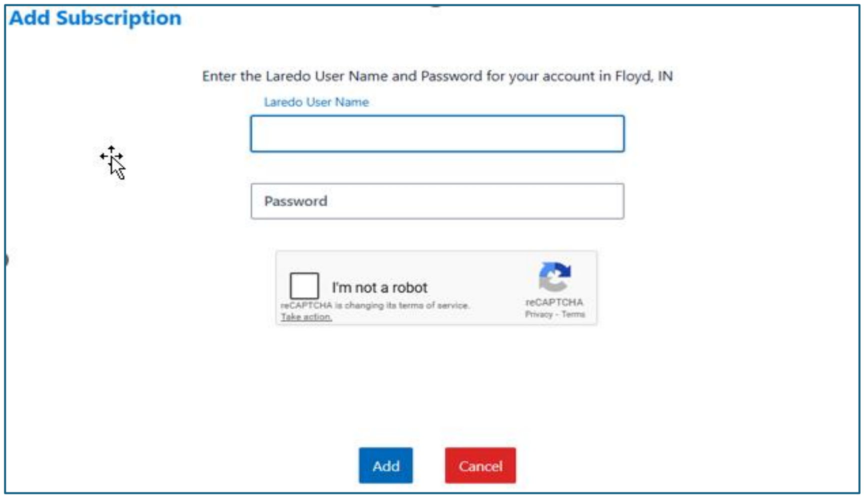
2. Click **Counties** in the **Account Information** screen to open the following screen.



3. In the **Link New Account** section, click the **County** drop down arrow then scroll down to the county in which you have a Laredo search program account. Click the county name to display a screen similar to the following.



4. Click the **Add (County Name) User** button to display the screen shown on the next page.

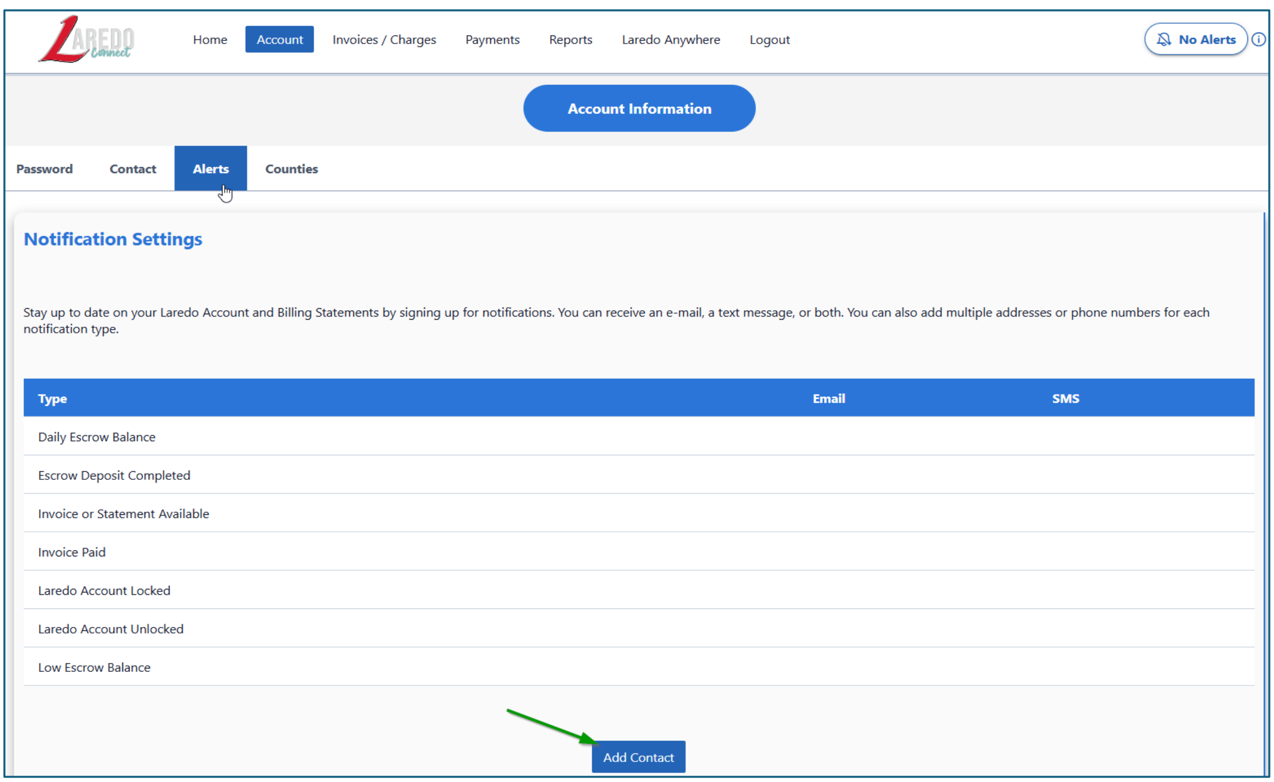


5. Enter your existing **Laredo** (search program) **User Name** and **Password** in the appropriate fields, click the **I'm not a robot** checkbox then click the **Add** button. The county name and corresponding Laredo user name will then display in the **Linked Accounts** list in the **Counties** tab of the Laredo Connect **Account Information** screen.
6. If you have multiple Laredo search accounts, repeat steps 3-5 above to link each one of them to your Laredo Connect account.

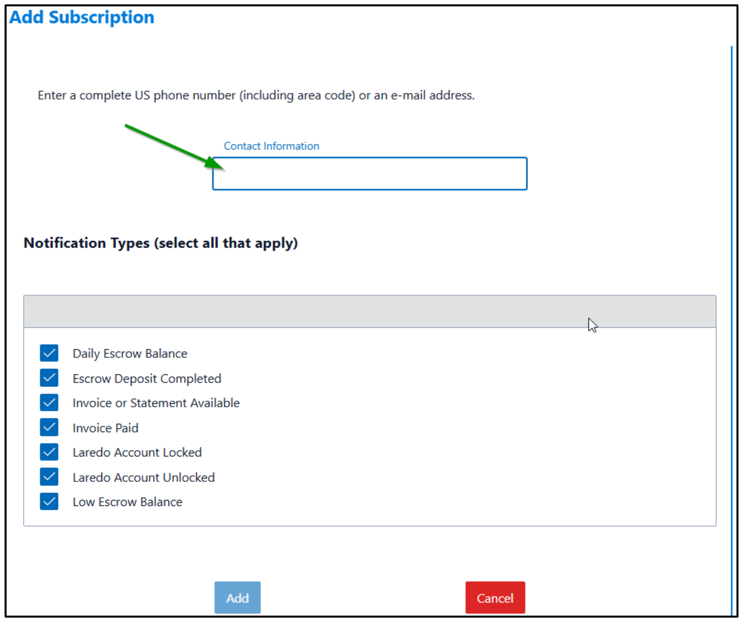
SETTING UP LAREDO ALERTS

Laredo Connect allows you to activate alerts to inform you of activity on your Laredo account(s).

1. Click the **Alerts** tab in the **Account Information** screen to open the screen shown below.



2. To select the alert notifications you would like to regularly receive, click the **Add Contact** button at the bottom of the window. The following screen will open.



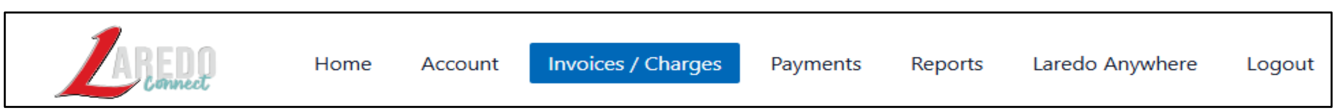
3. Enter either your phone number or email address in the **Contact Information** field.

   NOTE: If you would like to receive Laredo alerts by phone and by email, follow the steps below, one time for your phone number then repeat the steps for your email address. You can also enter multiple email addresses and/or phone numbers at which to receive alerts, one at a time.

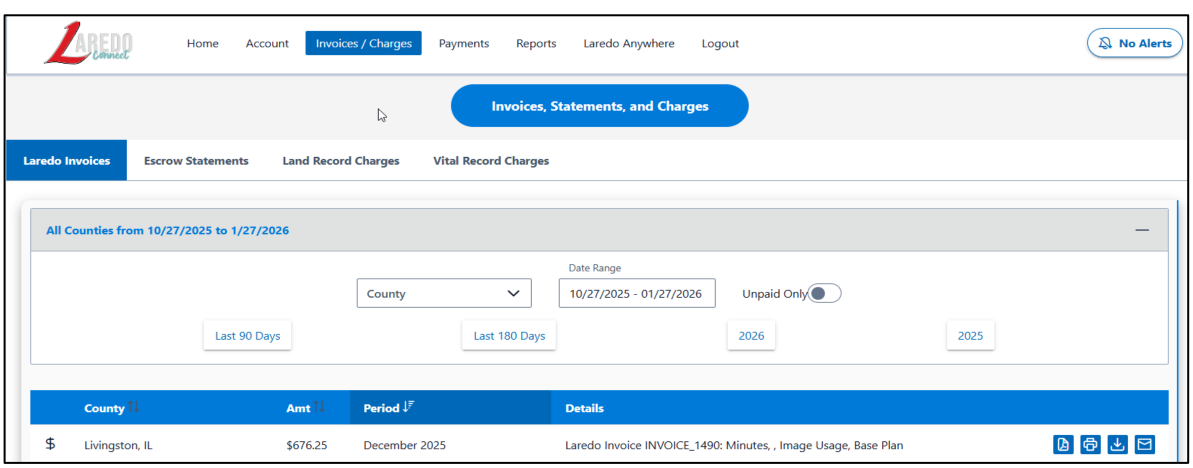
4. Check the box next to the alert N**otification Types** you would like to receive. See the complete Laredo Connect guide for a description of each notification type.

5. Once all applicable alert types have been checked, click the **Add** button to return to the **Account Information** screen.

LAREDO CONNECT INVOICES & STATEMENTS



1. To view your Laredo invoices and/or Laredo escrow statements, click the **Invoices / Charges** menu item at the top of the Laredo Connect screen. A screen similar to the one shown below will display.

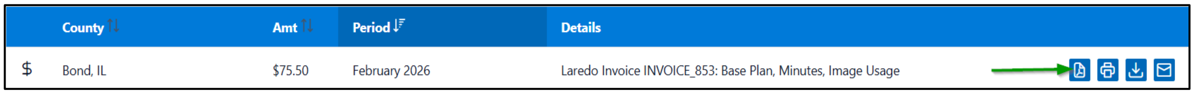


LAREDO INVOICES

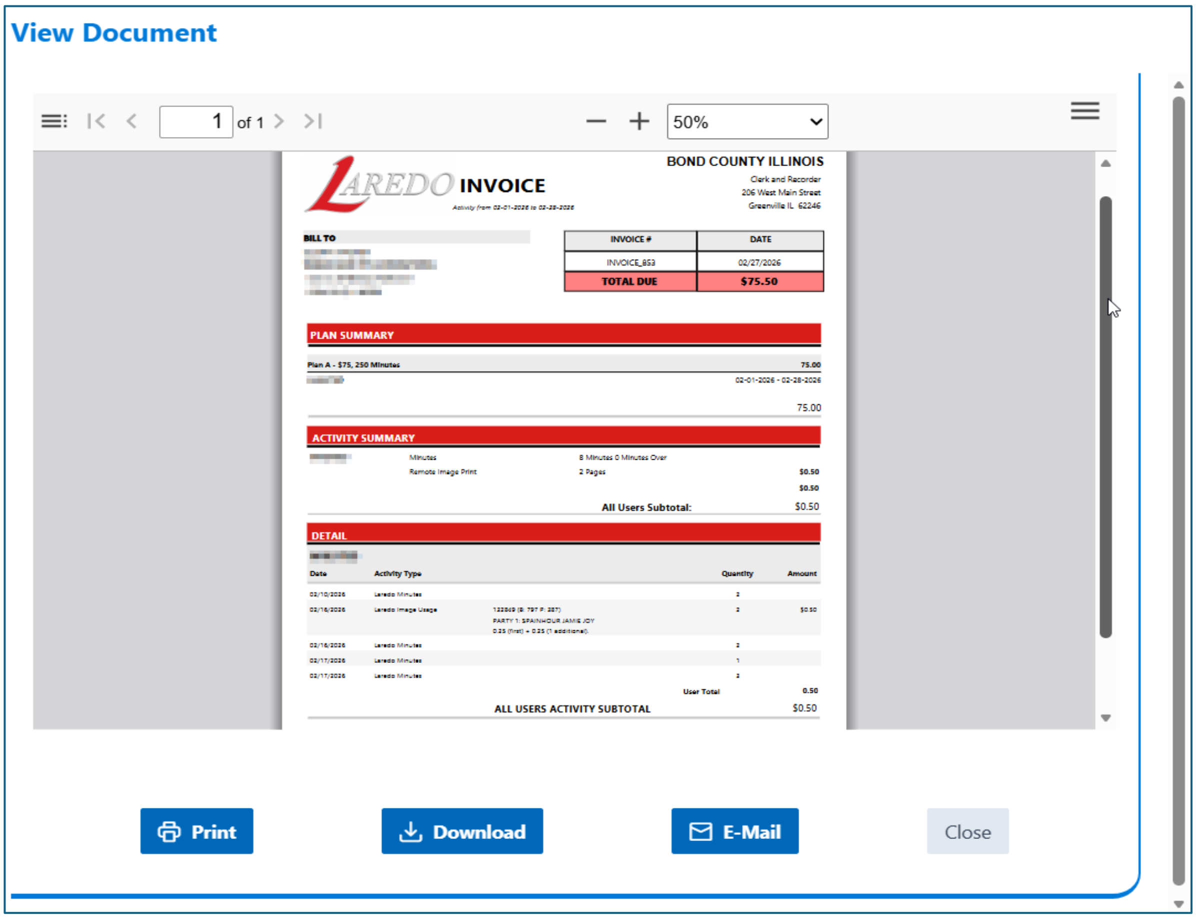
1. To view your Laredo invoices, click the **Laredo Invoices** tab in the **Invoices, Statements, and Charges** screen.

   NOTE: All invoices that have been paid will display a dollar sign (**$**) to the left of the county name.

2. To view your invoice, click the **View Invoice** button on the right side of the row of the desired county.

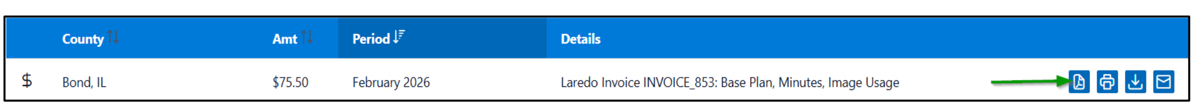


   An invoice similar to the one shown below will display.



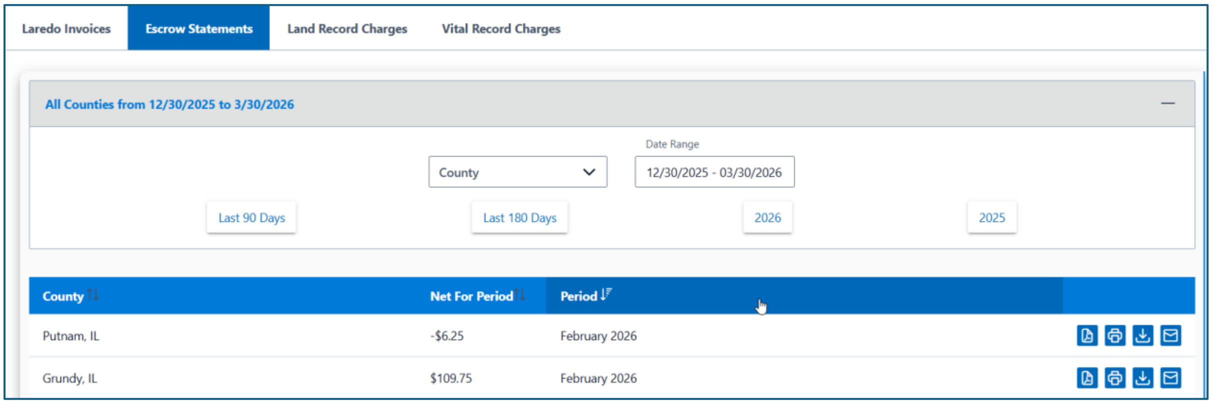
   NOTE: See the complete Laredo Connect guide for a description of each section of the invoice.

3. Click the appropriate button at the bottom of the invoice to **Print**, **Download**, or **Email** the invoice.
4. You can also print, download, and/or email the invoice from the main **Laredo Invoice** screen by clicking the appropriate button on the right side of the list of the desired county.



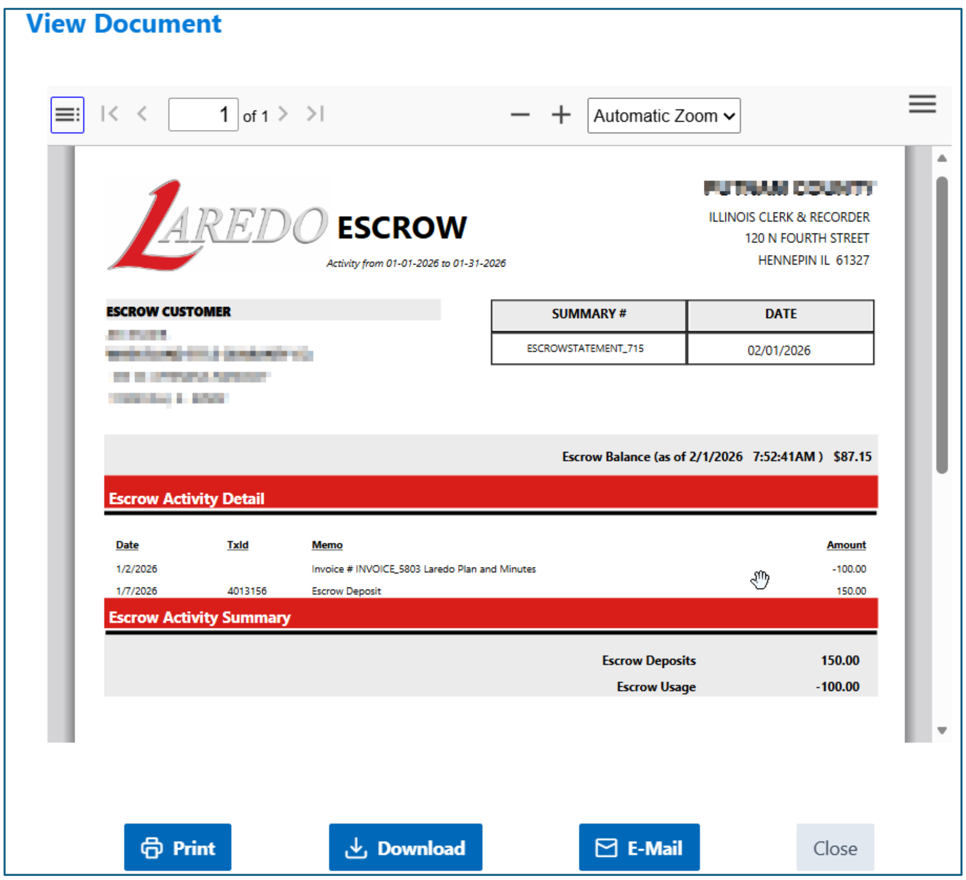
ESCROW STATEMENTS

1. To view your Laredo escrow statements (if applicable in the county in which you search), click the **Escrow Statements** tab in the **Invoices, Statements, and Charges** screen. A screen similar to the following will display.



2. To view a county's escrow statement, click the **View Statement** button on the right side of the row of the desired county.

An escrow statement similar to the one shown below will display.



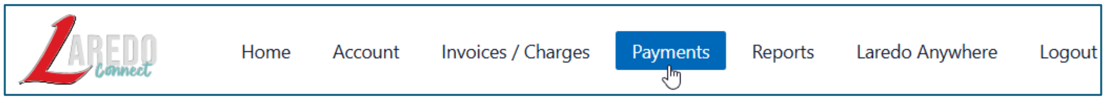
NOTE: See the complete Laredo Connect guide for a description of each section of the escrow statement.

3. Click the appropriate button at the bottom of the statement to **Print**, **Download**, or **Email** the statement.

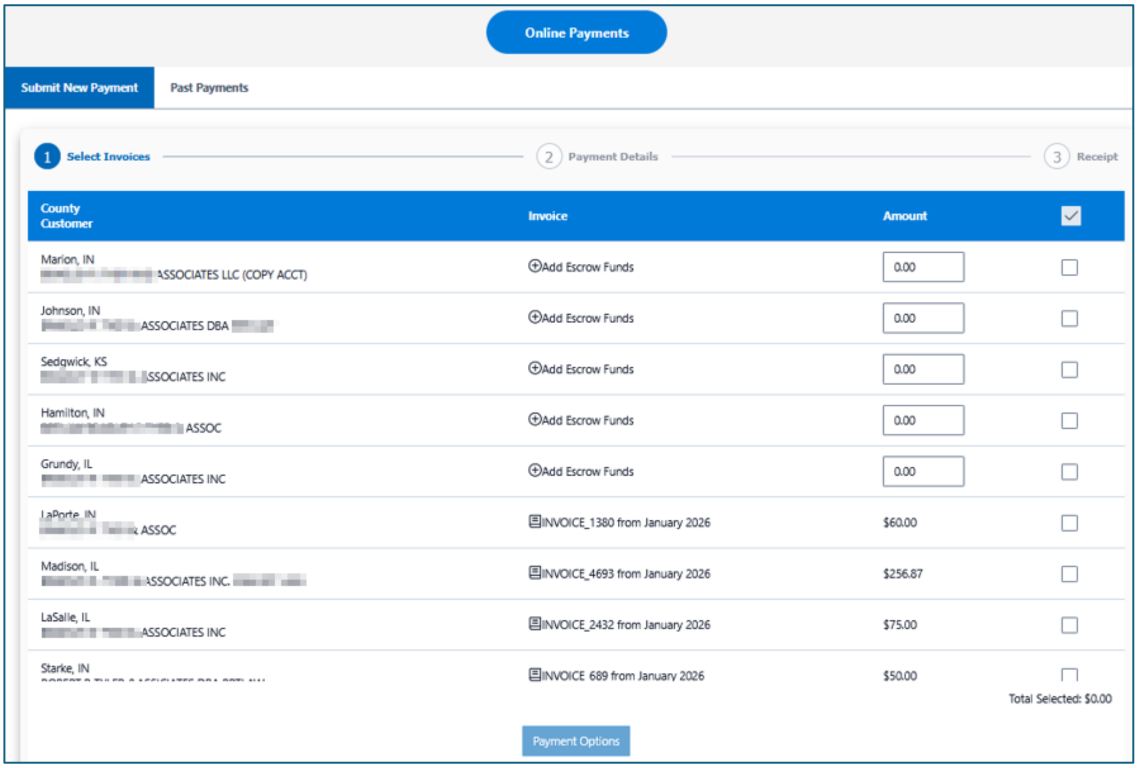
4. You can also print, download, and/or email the statement from the main **Escrow Statements** screen by clicking the appropriate button on the right side of the list of the desired county.

LAREDO PAYMENTS

1. To make a Laredo payment from Laredo Connect, click the **Payments** menu item at the top of the Laredo Connect screen.

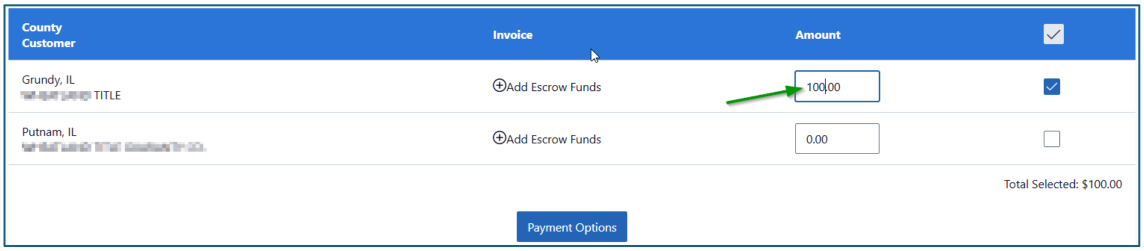


A screen similar to the following will display.

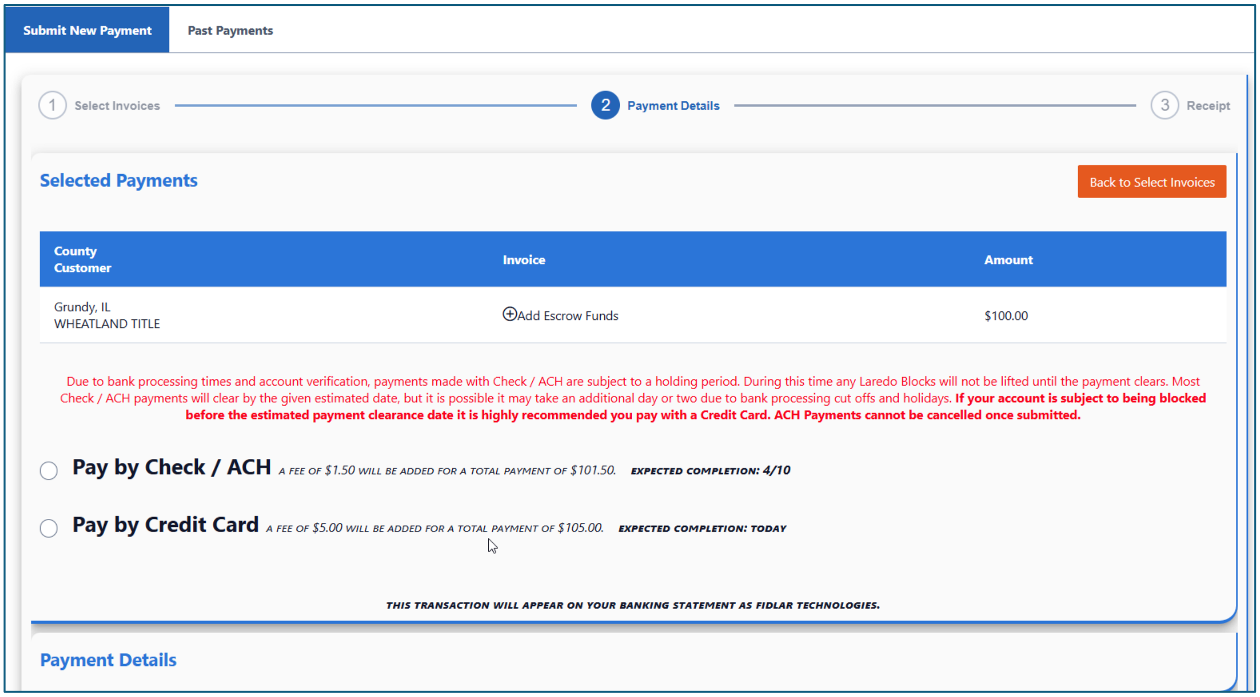


2. To make a payment for one or more invoices that are due, check the box(es) to the right of the desired invoice(s). You can pay for more than one invoice (including invoices for multiple counties) at the same time by checking multiple boxes.

3. To add money to your escrow account (if available in the counties in which you have a Laredo account), enter the amount of the escrow payment in the **Amount** field(s) (see the image on the next page). Entering an amount here will automatically check the checkbox on the right.

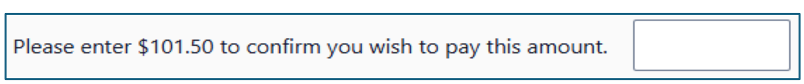


4. Once the appropriate account payment lines have been checked and/or entered, click the **Payment Options** button to open a screen similar to the one shown below.



a. The payment terms, expected payment dates, and the applicable fees are explained in the **Selected Payments** screen shown above.

5. To pay by electronic check / ACH, click the **Pay by Check / ACH** option. The total amount due, including applicable fees, will display alongside a payment box in the lower right corner of the screen.



6. Enter the amount of the payment in the box. When the correct amount has been entered, the **Payment Details** screen will display.
7. Select and fill in all applicable fields then click the **Submit Payment** button to make your payment.
8. To pay by credit card, click the **Pay by Credit Card** option in the **Selected Payments** screen shown above then enter the payment amount in the box that displays in the lower right corner of the screen. When the correct amount has been entered, the **Payment Details** screen will display.
9. Select and fill in all applicable fields then click the **Submit Payment** button to make your payment.