BillLink
Customer Billing Portal by 10 Digits

Customer Guide

View invoices · Make payments · Download statements

BillLink gives you access to your company's billing information with 10 Digits in one place. Use this guide to create your login and complete the most common tasks.

QUICK REFERENCE

Portal	acct.10digits.net
Email	accounting@10digits.net
Phone	(346) 406-1441
Hours	Monday–Friday, 9 a.m.–5 p.m. Central

IN THIS GUIDE

Create your login 2
Invoices, payments, statements 3
Account details and colleagues 4
Sign-in help and troubleshooting 5

What you can do in BillLink

1

See every bill

View open and paid invoices with their items, due dates and balances, and download a PDF copy anytime.

2

Pay online

Pay eligible invoices through Intuit's secure payment page. Your card and bank details never touch BillLink.

3

Track your account

Review payment history and print or save a statement for any date range.

4

Keep details current

Administrators can invite colleagues and request billing email, phone or address changes.

Create your login

1. Find your invitation email from **accounting@10digits.net**. Open its **Set up your account** button within 72 hours. If it has expired, ask 10 Digits for a new invitation.
2. Enter your name and choose a password with at least 12 characters. Select the eye icon to check what you typed.
3. If prompted, set up an authenticator app using the steps below.

Set up an authenticator when prompted

A **customer administrator** must use an authenticator app. A **customer user**, who views and pays bills, signs in with a password only.

1. Open Microsoft Authenticator, Google Authenticator or a similar app and scan the QR code BillLink displays.
2. Enter the six-digit code from the app to finish setup.
3. Save the recovery codes in a secure place. Each code works once if you can't reach your authenticator.

Next time you visit

Go to **acct.10digits.net** and sign in with your email and password. If you use an authenticator, enter its current code when asked.

Start at the Dashboard

The Dashboard shows **Balance due**, **Past due**, **Next due** and **Last payment**. Select **Invoices** to review a bill.

> You see only the company accounts you have been given access to.

Find your way around

Menu item	What you'll find there
Dashboard	Balance due, past due, next due and your last payment at a glance.
Invoices	Open and paid invoices, invoice details, PDF downloads and online payment.
Payments	Your payment history and which invoices each payment covered.
Statements	Account activity for the dates you choose, ready to print or save as PDF.
Account Info	Billing email, contact details, people with access and change requests.
Support	Send a message to 10 Digits. We reply by email.

Invoices, payments and statements

View or download an invoice

1. Select **Invoices** in the menu.
2. Use **Open** for unpaid invoices, or **All** to include paid ones.
3. Select an invoice number or **View** to see its items, due date, total and balance.
4. Select **Download PDF** to save a copy.

Pay an invoice online

1. Open the invoice you want to pay.
2. Select the **Pay $... online** button. Intuit's secure payment page opens in a new tab.
3. Follow the instructions on that page. It shows the payment methods available.
4. Keep your confirmation. Check BillLink later for your updated balance.

Your payment details stay with Intuit. BillLink never stores card or bank information.

No payment button? Online payment isn't available for that invoice. Contact 10 Digits through **Support** or at accounting@10digits.net.

Allow time for updates. A payment appears after QuickBooks records it and BillLink syncs, usually within a few minutes (scheduled syncs run about every 15 minutes). A balance that hasn't changed yet doesn't mean the payment failed.

Check your payment history

Select **Payments** to see each payment's date, amount, reference and the invoices it was applied to. Some columns are hidden on small screens.

Print or save a statement

1. Select **Statements** and choose the **From** and **To** dates.
2. Review the opening balance, charges, payments, credits and closing balance.
3. Select **Print or save as PDF**, then choose a printer or *Save as PDF*.

Invoice or statement? An invoice is one bill. A statement summarizes all account activity for the dates you choose.

Account details and colleague access

Select **Account Info** to review your billing email, contact details, people with access and change requests. The tasks on this page need the **Customer administrator** role. If you don't see the buttons, ask your company's administrator or contact 10 Digits.

Request a different billing email

1. Under **Billing email**, select **Request a change**.
2. Enter the new address and select **Send code**.
3. Enter the six-digit code sent to the new inbox and select **Verify**. The code expires after 15 minutes.
4. Track the request under **Change requests**.

The old billing address gets a notice with a way to cancel. 10 Digits reviews the request and updates your accounting record. This changes where bills are sent, not your login email.

Request a phone or address change

1. Under **Contact details**, select **Request a change**.
2. Update the fields that need correcting.
3. Select **Send for review** and check **Change requests** for progress.

Invite a colleague

1. Under **People with access**, select **Invite**.
2. Enter their email and choose a role (see below).
3. Select **Send invitation**. The setup link lasts 72 hours.

Choose this role	When your colleague needs to
Customer user	View and pay bills, see payment history, and download invoices and statements.
Customer administrator	Everything above, plus invite or remove colleagues and request billing email or contact changes. An authenticator app is required.

Remove access: under People with access, select **Remove access** next to the person and confirm. To cancel a pending invitation, select **Revoke invitation**.

Sign-in help and troubleshooting

Reset your password

1. On the sign-in page, select **Forgot your password?**
2. Open the reset link in your email within 30 minutes.
3. Choose a new password and sign in again.

Lost your authenticator?

Use one of your saved recovery codes at sign-in. If you have neither the app nor a recovery code, contact 10 Digits and we'll reset your authenticator.

What you see	What to do
No invitation email	Check spam or junk mail. Ask 10 Digits to confirm your email address and resend the invitation.
Invitation link expired	Ask for a new invitation. Invitation links last 72 hours.
Account locked	After 10 wrong passwords, wait 15 minutes, or use *Forgot your password?*
Asked to sign in again	Sessions end after 30 minutes without activity. Sign in again to continue.
No invoices or account details yet	Your records may still be completing their first sync. Contact 10 Digits if they don't appear.
Payment not showing	Allow time for QuickBooks to record it and BillLink to sync. If it still looks wrong, contact us with the invoice number and payment date.
No buttons to change account details	These are for customer administrators. Ask your company's administrator or 10 Digits.

Contact 10 Digits

1. Select **Support** in the portal menu.
2. Enter a subject, an invoice number if relevant, and your message.
3. Select **Send to 10 Digits**. We'll reply by email.

> **Never send** passwords, authenticator codes, recovery codes, or card or bank details, by email or through Support.

Questions? Email accounting@10digits.net or call (346) 406-1441, Monday–Friday, 9 a.m.–5 p.m. Central. Include your company name, what you were trying to do, and any error message.