Contacting Ex Libris Support

Need Help? Start by submitting a new Case via the Support Portal.
Go to the Support Center & click Submit a Case

- For access and log-in issues - https://support.proquest.com/s/login-issues

- Need help using the Support Center? See article The New ProQuest/Ex Libris Support Center: What You Need to Know

- Don't forget to set up product/news notifications via Email Preferences

- Find more information here about Contacting Ex Libris Support

- Find out What is Case Status, and What Does it Mean?

- Review our tips on What to Include in a Support Case

- Learn about Common Causes of Full Text Linking Problems

New! Chat with Support
- Chat support is available for Primo VE, Leganto, CDI, Rialto, and Alma - see the FAQ
- Chat support is available also for 360-Summon and Intota customers, as well as RefWorks, Pivot-RP and Research Professional – See Chat Support Availability.
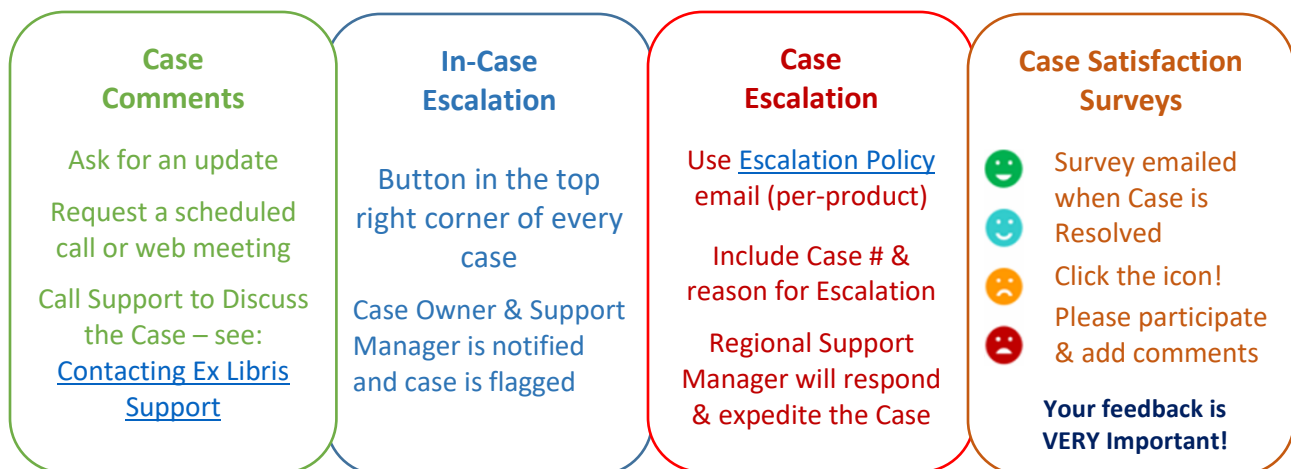
Reporting a System Down

To Report a **System Down**, where a production environment is inaccessible, or major functionality is down, you can choose one of three options:

- **Submit a Case**: Choose Priority: System/Component Down, OR…
- **Send an Email**: 24x7hub@exlibrisgroup.com, OR…
- **Call the 24x7 Hub** : N. America toll free: +1-877-445-5693,
  ROW (tolls may apply): +1-877-445-5693 (see 24x7 Hub Contact Details)

Sharing Feedback with Support

Case Comments	In-Case Escalation	Case Escalation	Case Satisfaction Surveys
Ask for an update Request a scheduled call or web meeting Call Support to Discuss the Case – see: Contacting Ex Libris Support	Button in the top right corner of every case Case Owner & Support Manager is notified and case is flagged	Use Escalation Policy email (per-product) Include Case # & reason for Escalation Regional Support Manager will respond & expedite the Case	Survey emailed when Case is Resolved Click the icon! Please participate & add comments **Your feedback is VERY Important!**

Knowledge Resources

Ex Libris Knowledge Center   https://knowledge.exlibrisgroup.com

Community Knowledge | Content Corner | Product Documentation | Knowledge Articles | Training | Product Materials | Implementation and Migration | Release Notes

- Access Knowledge Articles, Documentation, Training, Product Materials, and more!
- Search via Knowledge Center, or via Google – see Searching Tips
- Set up RSS Feeds to be notified when specific Knowledge Center pages are updated
- Give feedback on Product Documentation and Knowledge Articles via the **feedback** button.

Ex Libris Trust Center
https://trust.exlibrisgroup.com

Security   Privacy   Compliance   Availability   Resources

- Information on Ex Libris policies and Get information on Ex Libris policies and standards for security, privacy, standards for data protection and privacy, and availability.

Developer Network   https://developers.exlibrisgroup.com

- Documentation on all Ex Libris APIs

- View statistics on API usage

- Collaborate & Share with other customers via Forum & Blog

- New! Cloud Apps offers new framework for building Apps that run inside the Ex Libris platform

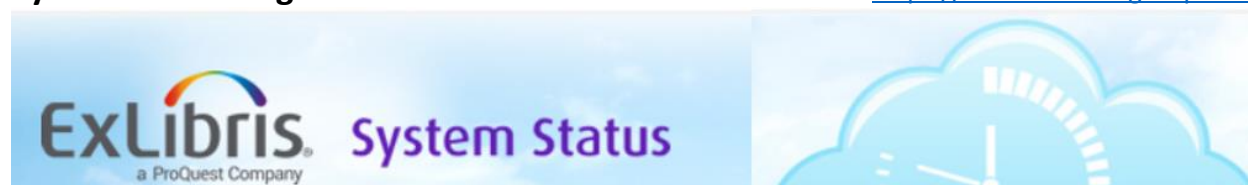
Idea Exchange   https://ideas.exlibrisgroup.com

- Share, Support, and Discuss ideas with the Ex Libris user community

- Anyone can participate – see the FAQ for help getting started

- Recommend the addition of new resources via the Content section

System Status Page   https://status.exlibrisgroup.com

- See today's status (and 5-day history) of your hosted Ex Libris environments

- Not sure what your Instance Names are? Go to How To Find My Instance Name

- Support Portal users signed up for Email Preferences automatically receive System Status Page notifications via email

More Ex Libris Resources

Exlibrisgroup.com   Ex Libris Blog   Ex Libris Podcast - NEW!

Ex Libris on Twitter   Ex Libris YouTube Channel

Collaborate with the Ex Libris User Community

ELUNA & IGeLU   https://el-una.org   https://igelu.org

Engage with your fellow customers via ELUNA/IGELU meetings and mailing lists:
http://el-una.org/mailing-lists/

ELUNA/IGELU members can also participate in an enhancement voting process – see:
Enhancement process - Common Q&A