Welcome to Pivot-RP

Welcome to Pivot-RP. On this page you will find the most up-to-date information and resources for Pivot-RP, broken down into easy to navigate sections.

Accelerate Your Research Funding with Pivot-RP

- Search the most trusted and comprehensive source of global funding information
- Save searches and track funding opportunities
- Discover collaborators
- Get tailored funding recommendations and alerts
- Gain insights from previously awarded grants
- Inform your funding strategies with our authoritative global funding news and analysis service

If you wish to contact or chat with our Support team, use this form.

- **Product Documentation**
  - Access the latest documentation for Ex Libris products
    - Pivot-RP Overview
    - Getting Started with Pivot-RP
    - Searching for Funding Opportunities
    - Viewing and Managing Funding Opportunities
    - Recommending and Sharing Funding Opportunities
    - Pivot-RP Profiles
    - Conferences and Papers Invited
    - Awarded Grants
    - Admin Dashboard
    - User Groups
    - Pivot Gallery
    - Appendix: Third-Party Integrations

- **Release Notes**
  - Stay informed about the features and capabilities included in each product release
Pivot-RP Quarterly Webinars
  • Pivot-RP Release Information

• Training
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  Learn the essential components and workflows of Pivot-RP, which will help you discover research funding opportunities.
    ◦ Getting Started with Pivot-RP
    ◦ Working with Pivot-RP Funding Opportunities
    ◦ Working with Pivot-RP Profiles
    ◦ Sharing Content with Pivot-RP Groups
    ◦ Searching Awarded Grants and Conferences
    ◦ Pivot-RP Admin Essentials
    ◦ Recorded Training Webinars and Slides

• Product Materials
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  Learn more about product resources and materials to better serve your product needs
    ◦ Resources/Support
    ◦ Uptime Reports

• Knowledge Articles
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  Answers as provided by our product analysts, to commonly raised questions.
    ◦ Can a closed SalesForce case be re-opened?
    ◦ Customer ability to close Salesforce Cases
    ◦ How can I contact ExLibris for assistance with a Pivot issue?
    ◦ How to contact Ex Libris for assistance or to discuss technical matters?
    ◦ Introduction to the Knowledge Center
    ◦ Knowledge Center Questions and Answers
    ◦ New to working with Support and not sure where to begin
    ◦ Pivot-RP: Idea Exchange
    ◦ Pivot-RP SSO Authentication and Workflow
    ◦ Pivot FAQs : Admin FAQs Funding
    ◦ Pivot FAQs : Pivot User Funding FAQs
    ◦ Pivot FAQs : Pivot User Profile FAQs
    ◦ Pivot Federation details
    ◦ Remove Pivot Admin Accounts
    ◦ SSO - Single Sign On (Shibboleth/OpenAthens) and Pivot
    ◦ Subscribe for CKC page updates, using RSS feeds
    ◦ Tips for Advanced Document Searching in the Customer Knowledge Center
What is Case Status, and What Does It Mean?

- What is Ex Libris Escalation Policy?
- Why isn't Opp ID 183376 showing in my search results