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