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 the 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
◦ Features for Pivot-RP Administrators
◦ Extended Training on Pivot-RP

• 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 Ex Libris 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 SSO Authentication and Workflow
◦ Pivot: Idea Exchange
◦ 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?
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