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