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*

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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*

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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
  - 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 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?
  ◦ Why isn't Opp ID 183376 showing in my search results