Welcome to Pivot-RP

Welcome to the Pivot Support page. 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 Overview
◦ Getting Started with Pivot
◦ Searching for Funding Opportunities
◦ Viewing and Managing Funding Opportunities
◦ Recommending and Sharing Funding Opportunities
◦ Pivot Profiles
◦ Papers Invited
◦ Awarded Grants
◦ Admin Dashboard
◦ User Groups
◦ Pivot Gallery
◦ Appendix: Pivot Accessibility Statement
◦ Appendix: Third Party Integrations

• Product Materials

Learn more about product resources and materials to better serve your product needs
• **Training**

*No image available*

Learn the essential components and workflows of the Pivot, which will help you discover research funding opportunities.

- Getting Started with Pivot
- Working with Pivot Funding Opportunities
- Working with Pivot Profiles
- Sharing Content with Pivot Groups
- Features for Pivot Administrators
- Extended Training on Pivot

• **Release Notes**

*No image available*

Stay informed about the features and capabilities included in each product release.

- Pivot Release Information
- Quarterly Webinars
- Uptime Reports

• **Knowledge Articles**

*No image available*

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: Idea Exchange
- Pivot FAQs : Admin FAQs Funding
- Pivot FAQs : Pivot User Funding FAQs
- Pivot FAQs : Pivot User Profile FAQs
- Pivot Federation details
- Pivot SSO Authentication and Workflow
- RefWorks/Pivot Support and Knowledge Services Integration FAQ
- 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