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-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: 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