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 Release Information
- **Quarterly Webinars**

- **Training**
  
  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**
  
  Learn more about product resources and materials to better serve your product needs
  
  - Resources/Support
  - Uptime Reports

- **Knowledge Articles**
  
  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