

## Research Professional

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### Welcome to Research Professional

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Welcome to Research Professional. On this page you will find the most up-to-date information about Research Professional, broken down into easy to navigate sections.

- If you want to learn more about upgrading from Research Professional to Pivot-RP, please review the information under [Research Professional to Pivot-RP](#).
- If you want to contact or chat with our Support team, please use this [form](#).

- **Product Documentation**

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Access the latest documentation for Ex Libris products

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- \*Research Professional Help
  - Getting Started
  - Funding
  - News
  - Advanced Opportunities Search Criteria
  - Awards
  - My Profile
  - Our Institution
  - Administrator and Workgroup Editor Guide
  - Downloadable PDF Guides
  - \*Research Professional Glossary
  - Award Types
  - Single Sign On
  - Fingerprints
  - Funding Insight
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- **Training**

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A range of help videos for both end-users and administrators.

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- Research Professional Broadcast Demonstrations
  - End User Functionality Training
  - Administrator Functionality Training
  - Pivot-RP Introduction Demonstrations for Research Professional Admins
  - Pivot-RP Q&A Sessions
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- **Knowledge Articles**

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Answers as provided by our product analysts, to commonly raised questions.

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- Can \*Research Professional institutional administrators set up shared funding calendars?
  - Can a closed Salesforce case be re-opened?
  - Can I edit my \*Research Fingerprint? Is it possible to switch it off altogether?
  - Contact \*Research Professional
  - Do I need to sign in to view \*Research Professional?
  - How can I access \*Research Professional remotely?
  - How can I create and delete \*Research Professional accounts as an institutional administrator?
  - How can I sign up to alerts from the 8am Playbook?
  - How can I sign up to receive news articles relevant to my interests?
  - How do I conduct a simple search?
  - How do I find out if I have an account?
  - How do I grant admin rights?
  - How do I join a Broadcast Demonstration?
  - How do I know if I am eligible to apply for a funding opportunity?
  - How do I stop receiving email alert?
  - I've forgotten my password, how do I reset?
  - How do I set up a funding email alert?
  - Is there a way to remove the pre-filtering for eligibility?
  - I have moved to another institution; how can I move my account to my new institution?
  - I think there is a bug or technical problem with the site. What should I do?
  - What information should be provided when opening a Case?
  - What is Case Status, and What Does It Mean?
  - What is Ex Libris Escalation Policy?
  - What type of funding do you include in your Funding database?
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- **Product Materials**

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Learn more about our product offerings, and how they can serve your needs.

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- Research Professional to Pivot-RP
  - Our Funding Opportunities Remit
  - Awards Data
  - Award Field Details
  - RCA Reports
  - Uptime reports
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- **Release Notes**

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- Research Professional Release Information
  - Quarterly Webinars
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