
Pivot

Announcement: New Knowledge Center - Zendesk

We have updated how you access product information and support resources. This site will be going away soon.

The existing Knowledge Center has been replaced with a new Zendesk Knowledge Center. Going forward, all product updates, guides, and support materials will be published exclusively on the new platform: <https://pivot-rp.zendesk.com/hc/en-us>

What this means for you:

- The current Knowledge Center will no longer be updated
- All new and future content updates will be available only in the Zendesk Knowledge Center
- We recommend updating any bookmarks still pointing to this site and suggest you begin using the new site as your primary help resource

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.

Turn opportunities into outcomes with Pivot-RP

- Search the most trusted, expert-curated source of funding information
- Funding opportunities are comprehensive in content type and global in scope
- 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 Clarivate 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
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- **Release Notes**

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

- Pivot-RP Release Information
 - Pivot-RP Quarterly Webinars
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- **Training**

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Learn the essential components and workflows of 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
 - Searching Awarded Grants and Conferences
 - Pivot-RP Admin Essentials
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- Recorded Training Webinars and Slides
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- **Product Materials**

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

- RCA Reports
 - Resources/Support
 - Uptime Reports
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- **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: Idea Exchange
 - Pivot-RP SSO Authentication and Workflow
 - 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-RP
 - 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
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