

FAQ - New Knowledge Portal

What is the new Knowledge Portal?

The new Knowledge Portal is a platform that brings together Ex Libris and Innovative knowledge resources in a single, modern platform, designed from the ground up.

When will the new portal launch?

The portal **soft-launched on April 7, 2026**, including product documentation, release notes and training videos for Innovative products and a subset of Ex Libris products ([see full list below](#)). Following the soft launch, we will continue to roll out additional product content on a phased basis as it is completed.

[Visit the Knowledge Portal](#)

What benefits can I expect from the new portal?

The new portal is designed to help you get to the right answer faster, with:

- Smart, sophisticated keyword search and AI-assisted answers, surfacing the most relevant results
- A modern user experience that aligns with Clarivate branding
- Improved navigation, including a persistent table of contents, so you always know where you are and what related topics are available

Does this mean the Ex Libris Knowledge Center and Innovative Documentation Portal are going away?

Yes. Over the upcoming months, content from both the Ex Libris Knowledge Center and the Innovative Documentation Portal and Training and Learning Centers will move into the new Knowledge Portal. **Once resources for a product moves to the new portal they will be exclusively updated there.** Once the transition is complete, the current platforms will remain accessible for a limited period before the legacy sites are fully decommissioned.

Product Knowledge Migration: Source and Target Platforms:

Knowledge Asset	Source Platform	Target Platform
Product Documentation	Ex Libris Knowledge Center; ILL Documentation Portal	New knowledge portal

Training (eLearning videos)	Ex Libris Knowledge Center, Innovative Training and Learning Center	New knowledge portal
Best practices and how tos	Ex Libris Knowledge Center, Innovative Training and Learning Center	New knowledge portal
Release notes	Ex Libris Knowledge Center, Innovative knowledge portal	New knowledge portal
Knowledge/KB articles	Ex Libris Knowledge Center, Innovative knowledge portal	Will move to the Support Center; Timeline - gradual rollout during 2026
Webinars	Ex Libris Knowledge Center	Ex Libris corporate website
Product roadmaps	Ex Libris Knowledge Center, Innovative product boards	New knowledge portal
Ex Libris LibGuides	Ex Libris LibGuides	New knowledge portal

What should I know about bookmarks and saved links?

As part of this transition, many existing URLs will change. There will be an overlap period to allow users to update bookmarks, documentation and training materials. The enhanced Search and AI Answers features in the new portal will ensure you can easily retrieve content, potentially including additional content you may not have discovered yet. We are evaluating potential URL redirection solutions and will provide more information when available. At this stage, we recommend that you do not update bookmarks, as the URL structure may still change. We'll let you know once the URLs are final and it's time to update your existing links.

How can I quickly find content I used in the old portal?

Use the global search to enter the title or the topic you are trying to access, or simply ask the question you are looking to find an answer to; the keyword search and AI assistant will surface the closest matches. You can also browse via the product or topic menus and then use the table of contents within each guide to locate the relevant section.

How does the keyword Search and AI Answers work?

The default search experience will display results in a list view, along with facets that allow you to narrow down the results. You can optionally enable the AI Answers feature, which adds an AI-generated response accompanied by source links. These two result types—the keyword search and the AI-generated answer—will be displayed separately.

Best practices for searching:

- If you'd like to get an answer to a question, use AI Answers. Ask a question and trigger the AI option. AI will pull relevant information and generate an answer, including a list of resources
- If you'd like to search the portal, use keywords. The global search scans the entire portal and retrieves results by matching the words or phrases you enter. Refine your search results using the filters on the left to narrow by product, knowledge asset type, or language

Is there a feedback function in the new portal?

Yes. You can share feedback at any time using the 'Feedback' button on the right side of each page in the portal. Your feedback is sent directly to the team responsible for that content. If you choose to include your email address (optional), the team will follow up with you.

Will there be changes to support processes or ticketing?

Support processes remain the same. The portal is designed to complement existing support channels by offering faster access to relevant guidance, documentation, and instructions.

Will the knowledge portal remain publicly accessible and searchable?

Yes, the new portal will be publicly accessible, and its content will be discoverable through standard web search engines.

Will the 'Help for This Page' functionality within products still be available?

Where the 'Help for This Page' feature is currently available (such as in Alma, Esploro) it will continue to display Knowledge Center content. As we approach the migration of documentation to the new portal, we will update all links to redirect to the corresponding content on the new platform.

Will Community Knowledge content be migrated from the Ex Libris Knowledge Center?

No. The Community knowledge articles contributed by the community during 2019-2020 will not be moved to the new portal. A list of community-owned knowledge resources will be available in the portal. Community knowledge articles may be downloaded using the following zip files: [Alma](#), [Primo](#), [Leganto](#), [Summon](#), [Esploro](#), [RefWorks](#), [Rosetta](#) and [Voyager](#); by end of June, 2026.

Instructions:

1. Browse to articles: relative > [Product] > Community Knowledge
2. Locate the article of interest

3. Save or copy to another format and save

Will there be any community-owned knowledge resources within the portal?

The Community Knowledge experience will be refreshed and enhanced in the new portal, with a curated collection of community-nominated and community-owned content linked from it. We invite you to submit links to your publicly available knowledge resources (wikis, websites, documentation) to include in this collection using [this](#) form. These links will be shared to help the wider community discover valuable materials created and maintained by peers.

Below is the list of products included in the soft launch, along with those planned for a phased rollout.

Available in Knowledge Portal	Planned - Phased Rollout
Aleph	360 services
Alephino	Alma
Alma Specto	campusM
bX	Content
Decision Center	Cross Product
Encore	Esploro
Library Open Workflows	Intota
Polaris	Leganto
RapidILL	Primo
RefWorks	Rapido
SFX	Rialto
Sierra	Rosetta
SkyRiver	Summon
Vega Discover	
Vega Interact	
Vega LX Starter	
Vega Mobile	
Vega Mobile Worklists	
Vega Program	
Vega Promote	



Academia & Government Software

Available in Knowledge Portal	Planned - Phased Rollout
Vega WebBuilder	
Voyager	

How will customers stay informed?

We will provide regular communications, including email announcements, website banners, and updates through customer user groups and newsletters. Our goal is to ensure you know exactly what is changing, when, and how it benefits you.

Do these changes affect only how the information is displayed, or will the content itself also be restructured?

We are primarily focused on improving how information is presented, navigated, and searched. We are not making broad structural changes to the content as part of this update. Content refinements will continue over time, informed by ongoing review and specific user feedback.

Where can I find help resources for Pivot-RP and Research Professional?

Help documentation and support resources for Pivot-RP and Research Professional have been moved to our new Zendesk knowledge center to better align with the Clarivate's Research and Analytics products. Access these resources:

- [Pivot-RP](#)
- [Research Professional](#)

Existing Ex Libris knowledge center articles for Pivot -RP and Research Professional are no longer being updated. Please be sure to update any bookmarks or help links you have saved to point to the new resources.