

FAQ - Unified Knowledge Portal

What is the new Knowledge Portal?

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

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 global 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 first half of 2026, 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 the transition is complete, these legacy sites will be decommissioned.

What should I know about bookmarks and saved links?

As part of this transition, many existing URLs will change and old URLs will redirect to the new portal's main landing page. The enhanced Search and AI Answers features will ensure you can easily retrieve any content you rely on with uninterrupted access.

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

Use the global search to enter the title or the workflow you are trying to access; the 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.

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.

When will the new portal launch?

The portal launch is planned for the first half of 2026, with a content migration period leading up to the transition. We will communicate updates in advance to ensure a smooth transition.

How will customers stay informed?

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