Welcome to Vetter. This document gives a brief overview of the most important features of Vetter. If you want to find out more, click on the ‘Help & FAQ’ link, when logged in.

1. What is Vetter?
2. How to submit an Idea?
3. How to rate an Idea / the vetting process
4. Can I get feedback on my Idea?
5. What is a Challenge?
6. What are Groups?
7. Who can I contact if I need help?
1. What is Vetter?

Vetter is an online suggestion box system that helps companies get more ideas from their team members, vet those ideas to select priorities, and track and sort them afterwards. Vetter is a bit like a suggestion box, but smarter.

2. How to Submit an Idea

If you’ve got an idea, log in to Vetter and click ‘Submit Idea’. Fill in a title and description and hit submit. You can also pick the Group you want to Submit to.
3. How to Rate an Idea / the vetting process

All ideas submitted into Vetter are anonymous while they are being Rated to keep things unbiased. All members of a Group can Rate and Comment on Ideas submitted to that Group.

When rating ends, if an Idea has an average Rating of two or more stars, the idea is considered Vetted, and will be sent for review to the Administrators (both the Account Admin and the relevant Group's Admin).

An email notification is sent to everyone who can Rate a particular Idea, the next day at noon.
4. How do I get feedback on my Idea?

To help keep the Idea's Submitter informed, every Vetted idea has an Idea Status. An Admin can set the Status as 'Under review', 'Implemented', 'Scheduled for implementation' or 'Archived' and also add a Note to explain the Status. You can check on the Statuses of your Ideas on the My ideas/Statuses page, by clicking on the little envelope that may appear to the right of your Idea.

1. When the Status of one of your Idea's is updated, you'll see a number beside the My ideas/Statuses link:

2. Click through to the 'My ideas/Statuses' page and then click on the little envelope, over on the right:

3. That will take you to a page showing your Idea's new Status:
5. **What is a Challenge?**

Challenges target getting ideas on a specific topic, such as ‘New marketing strategy/ideas’. When a Challenge is launched, everyone who can participate in it will receive an email notification. After that, you can go on the Challenges page to Submit or Rate ideas for the Challenge. At the end, the winning Idea and the winning Submitter’s name are announced.

6. **What are Groups?**

After you are added to a Group, you will have the option to Submit your idea to a Group you belong to or to the ‘All Company’ Group. If you belong to the Engineering Group for example, you could submit very technical improvement Ideas to this Group, and have them Rated and Commented on by other engineers. A more widely applicable idea though, should be submitted to the ‘All Company’ Group. On the Rate Ideas page, you will only see Ideas that were submitted to the Groups that you belong to. A few points to note:

- You can belong to more than one Group
- Every User belongs to the ‘All Company’ Group
- A Group Admin will receive that Group’s Vetted Ideas. They can also launch Challenges targeting their Groups.
- Challenges can be Submitted to any Group including the ‘All Company’ Group. Only members of a Group can participate in that Group’s Challenges.

**Note** - Groups are completely optional. Your Account Admin may choose not to use Groups at this time.

7. **Who can I contact if I need help?**

You can ask your Vetter account admin, or contact us directly by email - support@getvetter.com