HelpNow User Guide
What is Brainfuse?
Brainfuse is based in NYC and for over a decade, has developed and provided virtual learning solutions for schools, libraries, colleges, and universities. Our philosophy is anchored in adherence to high standards and user-centered technology to build a better educational experience for learners of diverse backgrounds. Brainfuse helps students and job seekers reach their goals by connecting them with qualified eTutors and job coaches anytime, anywhere. Users can also initiate and organize online meetings for peer-to-peer learning. The Brainfuse learning platform gives power to students and job seekers to manage outcomes better by seamlessly integrating the latest online technology.

Who are your tutors?
Brainfuse tutors are screened, trained, and managed directly by Brainfuse. Our tutors are recruited from a diverse tutoring pool and include a mix of professional tutors, retired instructors, graduate students and college faculty members. Only tutors with proven backgrounds in tutoring/teaching in their respective fields are hired by Brainfuse. Over 80% of tutors have a Master’s degree or a Ph.D. in their field.

Brainfuse regularly reviews and updates its tutor recruiting, training and monitoring procedures to provide the highest possible online tutoring experience for students. We have a unique live monitoring system where tutor interaction with students is reviewed by a live monitor and immediate feedback is given for an ongoing professional development.

SYSTEM REQUIREMENTS

Windows
- Windows 95 and above
- Active Internet connection

Mac
- Mac OS X and above
- Active Internet connection

BRAINFUSE TECHNICAL SUPPORT

Send an email to support@brainfuse.com or call toll-free at 1-866-272-4638, Ext. 510.
Brainfuse HelpNow is an all-in-one suite of tutoring services designed for a wide range of academic needs whether it’s tackling a tough homework problem, mastering a particular topic, or writing a paper. HelpNow services include expert academic tutoring and self-study tools to empower users to study at their own pace or collaborate with peers and teachers. Students access live, on-demand academic help and state-aligned skills building lessons from expert tutors. With HelpNow, tutors and students communicate in real time in our online classroom by typing, drawing, and marking-up lessons and web content. Plus, students can use our secure file sharing feature in the writing lab to submit writing assignments to our writing tutors any time of the day. The Brainfuse full-service test center offers practice tests for all levels in math, reading, and writing as well as college preparatory tests - including the SAT.
**Expert Help**
Experience personalized eLearning by connecting with a live tutor

- **Live Tutoring:** Students submit a question in our online classroom and receive live, one-on-one assistance from a Brainfuse tutor.

- **Writing Lab:** Our writing tutors help students become better writers by providing constructive feedback, and assistance usually within 24 hours of receiving a student’s submission.

- **SkillSurfer:** Our skills building service helps students master a concept or skill through state aligned online lessons with a live tutor. HelpNow Skills Building has been designed for a variety of age groups and academic needs.

- **Send Question:** Students submit questions via our online form and a tutor will respond usually within 24 hours to the student’s question.

- **Language Lab:** Students receive live online help with their Spanish language homework from our fluent Spanish-speaking tutors.

**Study**
Powerful self-assessment and online learning tools

- **LEAP Learning Platform:** Diagnostic test center with detailed study plans, lessons and live tutoring.

- **FlashBulb:** Users can access and create interactive learning games, quizzes and flashcards.

- **eParachute:** Use eParachute to discover your strengths and unique talents to map out your future career.

**Collaborate**
Form study groups, hold virtual office hours, work on class projects, and share knowledge with peers and instructors

- **Meet:** Schedule a live study group session with friends and instructors. Invitees receive the invite in their email inbox and simply click on the Meet link to join the organizer. Attendees need not be Brainfuse users.

- **Brainwave:** Record movie-like whiteboard sessions to store solutions to homework problems, class projects, or any other concepts that involve motion or sequencing.
Live Tutoring
Students submit a question in our online classroom and receive live, one-on-one assistance from a Brainfuse tutor.

Select Grade
First, select the grade level.
(i.e. 3rd Grade)

Select Subject
Then, select the subject area under this topic that you would like to receive tutoring for.
(i.e. Math)

Finally, press Get Live Help and a live tutor will be with you shortly to assist you!
How to use the Whiteboard
The whiteboard area is on the left side. You can use your mouse to draw or the text tool to type on the whiteboard. Any images uploaded will appear on the whiteboard as well. Use the chat box on the right side to converse with your tutor. Type your message in the Chat Input Field to send your message.

The Whiteboard
Whiteboard Tools (left to right)

**PEN:** Write/draw with your mouse

**ERASER:** Erase

**TEXT TOOL:** Click on the Whiteboard to start typing. Also expands to:

- **SUPERSCRIPT:** Changes text into superscript
- **SUBSCRIPT:** Changes text into subscript
- **PASTE:** Paste text onto the Whiteboard
- **FONT:** Change your font style and font size
- **MATH SYMBOLS:** Enter a mathematical symbol
- **SCIENCE SYMBOLS:** Enter a scientific symbol

**EQUATION EDITOR:** Click on the Whiteboard and you can type mathematical equations, functions, and symbols in the available box. Press Enter to make the expression appear on the Whiteboard.
**LINE:** Draw a straight line

**SHAPES:** Select a shape from the menu to draw it on the Whiteboard

**NUMBER LINES and GRAPHS:**
Select MIN, MAX and INTERVAL MODE to adjust the minimum, maximum and interval values

**COLOR PALETTE:** Select from the menu to change pen/text color

**UNDO:** Undo the last action

**CLEAR:** Clears the entire Whiteboard
How to Take a Screenshot

**Windows**

Press **ALT + PrtScn**.

**Mac**

Press **Command ⌘ + Shift + 3**.

You may then copy (**Ctrl + C / Command ⌘ + C**) paste the screenshot onto the Whiteboard using the **Paste** button.

How to Upload an Image

**UPLOAD**: Click on the Upload button (bottom left of the Chat Box)

When this menu appears, select **File Upload**.

You can also upload from your **Cloudpack** if you have already stored documents or images there.

Then, click on **Browse** and search for the image in your computer and press **OK**.

When your image finishes uploading, drag the image onto the Whiteboard to share it with your tutor.
SkillSurfer

SkillSurfer is an e-Learning service that helps students master a concept or skill through state aligned online lessons with a live tutor.

Click on SkillSurfer on the main menu on the Brainfuse homepage.
Select a subject. Each subject is further divided into subcategories. Choose a subcategory to view its lesson videos and notes.

View online lesson videos or read lesson notes to learn a new skill or review a previously learned concept. SkillSurfer learning content is always available, so feel free to return and continue where you left off.
Brainfuse HelpNow is the first service of its kind to offer live and offline writing assistance:

The Writing Lab and the Send Question options give users the freedom to receive assistance at any time of the without the need to connect to a live tutor. Users can submit papers through the Writing Lab for a detailed feedback. Send Question option is for non-writing assignments such as math or science. All reviews and comments from our tutors are found and stored in the Message Center which is found on the student homepage.

- **Live Writing Assistance** (For immediate help) – Our tutors provide live help throughout the various stages of the writing process to help students with organizational structure, fluency, and coherence of ideas and style.

- **Writing Lab** (For more detailed help) – Students submit their writing through the Writing Lab. Our writing tutors will return the document with detailed, constructive comments usually within 24 hours. The purpose of this service is not to write or edit papers for students but to serve as a sounding board in order to help students better organize and present their thoughts. Our writing experts are trained to guide you in your writing, focusing on voice, word choice, grammar, content, sentence variety, and organization.
Leap Learning Platform

Leap is a diagnostic test center with customized study plans, lessons and live tutoring.

Welcome to Leap

LEAP helps you build academic skills through targeted lessons, quizzes, and live, online tutoring. LEAP creates your learning plan based on a skills assessment that you take at the beginning of the course. To begin learning, click on the link to one of the courses assigned to you in the “Pending Courses” section below. You can also click a completed course to review your work.

Pending Courses

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<thead>
<tr>
<th>Course</th>
<th>Begin Course</th>
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<tbody>
<tr>
<td>Basic Math 1</td>
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<tr>
<td>Basic Math 2</td>
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<tr>
<td>College Readiness Writing Test</td>
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<td>College Readiness Math 1</td>
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<td>College Readiness Math 2</td>
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<tr>
<td>Reading and Writing Strategies 1</td>
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<tr>
<td>Reading and Writing Strategies 2</td>
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Click on the LEAP icon from the main menu on the Brainfuse homepage and select a practice test (shown above).

After completing the practice test, the list of targeted lessons, videos and mini quizzes appears along with the individualized progress chart.

Each time a lesson, quiz or a video is viewed and checked off as completed, the colors on the chart will change to show progress. To redo the practice test or any of the mini quizzes, click on the My Tests link found at the top of the page.
**My Account**

*My Account* is your personal Brainfuse profile and contains all past live tutoring sessions, questions/papers and tests taken. You can also view your scheduled MEET sessions here.

- **My Past Sessions**: A record of all previous live tutoring sessions. From this page, you can replay and e-mail your sessions to others.

- **My Message Center**: A record of all questions/papers sent to the Writing Lab and received from Brainfuse tutors.

- **My Tests**: All practice tests taken, along with the scores can be found here.

- **My Calendar**: Scheduled MEET sessions with live tutors can be found here.

- **My Brainwaves**: All of the Brainwaves that you created are shown here. You can also use the Brainwave library where you can search for an existing Brainwave on a particular problem or a question created by other Brainwave users.

- **My CloudPack**: Create files or upload images, links, documents and load them onto the whiteboard.
Questions?

info@brainfuse.com

1-866-BRAINFUSE