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 veterans, students, and job seekers reach their goals by connecting them with qualified Veteran Navigators, eTutors, and Job Coaches anytime, anywhere. Users can also initiate and organize online meetings for peer-to-peer learning. The Brainfuse learning platform gives users the power to manage outcomes better by seamlessly integrating the latest online technology.

Who are your tutors?

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

Brainfuse regularly reviews and updates its recruiting, training and monitoring procedures to provide the highest possible online assistance experience for all users. We have a unique live monitoring system where interactions with users are 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 JobNow

Personalized Career Coaching

Brainfuse JobNow is an all-in-one suite of services designed for a wide range of career needs: whether it’s tackling a resume, writing a cover letter, developing additional skills, or adjusting to a new career. JobNow services include expert coaching and self-study tools to empower users. Users may access live, on-demand assistance from expert Job Coaches for assistance with interview preparation, resume creation, or job searching. With JobNow, users communicate in real time in our online whiteboard by typing, drawing, and marking-up lessons and web content. Plus, users can use our secure file sharing feature in the writing lab to submit career documents to our Job Coaches 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.
Resume Help
Experience personalized assistance with a resume or cover letter by connecting with a live Resume Expert

- **Live Resume Expert**: Users may access a live resume expert for assistance creating or updating a resume.
- **Resumes Templates**: Resume templates are provided to assist users create or update the important career file.
- **Resumes Resources**: Additional resume resources and tips are provided to assist users develop their personal marketing tool.
- **Resume Lab**: Users may submit their resumes or cover letters for a review by a Brainfuse Expert.

Job Interview Tools
Individualized support for patrons preparing for the interview process

- **Live Interview Coach**: Use Live Interview Coach to connect with an expert for help preparing for any aspect of the interview process.
- **Interview Tips**: Our interview tips provide self-guided resources to assist the user through the entire interview process.
- **Interview Resources**: This curated list of resources can be accessed to gain further insight into successful interview practices.

Career Resources
Powerful online learning tools for users exploring the job market, developing skills, or updating career documents

- **Live Job Coach**: Use Live Job Coaching for assistance preparing for interviews, updating a resume, or searching for open positions.
- **Career Assessments**: Our career assessments provide users resources to assist them in determining careers of interest.
- **Job Resources**: Users can review a unique list of national and local links for assistance starting the job search.
- **SkillSurfer**: Our skills building service helps users master a concept or skill through online lessons and videos.
- **eParachute**: Use eParachute to discover your strengths and unique talents to map out your future career.
- **Optimal Resume**: Users can create resumes, cover letters, and portfolios in a sleek, easy-to-use system.
Live Career Assistance
Users enter a virtual meeting space and receive live, one-on-one assistance.

Live Job Coach: For general career assistance, including a job search, select Live Job Coach under the Career header.

Live Resume Expert: For resume specific assistance, select Live Resume Expert under the Resume header.

Live Interview Coach: For interview related assistance, including mock interviews, select Live Interview Coach under the Job Interviews header.
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.
The Resume Lab service allows users to seek assistance outside of a live session.

The Resume Lab option provides users the freedom to receive assistance at any time of the day without the need to connect to a live expert. Users can submit their resumes through the Resume Lab for a detailed feedback and helpful hints for their resume. Brainfuse Coaches will return the resume with detailed comments, usually within 24 hours.
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.
My Account
My Account is your personal Brainfuse profile and contains all past live tutoring sessions, submitted resumes, and tests taken. You can also view your scheduled MEET sessions here.

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

- **My Message Center**: A record of all resumes sent to the Resume 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 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 or upload images and documents to load onto the whiteboard later in a live session.
Questions?

info@brainfuse.com

1-866-BRAINFUSE