VetNow 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 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.

istem Requirements

**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 VetNow

Personalized Veteran Support

Brainfuse VetNow is an all-in-one suite of services designed for a wide range of veteran needs: whether it’s updating a resume for civilian life, navigating the VA system, or seeking local resources and support for veterans and their families. VetNow services include expert coaching and self-study tools to empower users. Users may access live, on-demand assistance from expert Job Coaches or Veteran Navigators. With VetNow, 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 resume 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.
Expert Help
Experience personalized eLearning by connecting with a live Veteran Navigator or Job Coach

- **Live Veteran Navigator**: Veteran users can connect with a Veteran Navigator for assistance in a variety of areas.
- **Live Job Coaching**: Use Live Job Coaching for assistance preparing for interviews, updating a resume, or searching for open positions.
- **Resume Lab**: Users may submit their resumes or cover letters for a review by a Brainfuse Expert.

Tools for Veterans
Additional support for veterans navigating the bureaucracy of the VA or adjusting to civilian life

- **Send Question**: Veterans can submit questions outside of a live session for a Veteran Navigator. Our experts will respond within 24 hours to the question.
- **Veteran Resources**: Veterans can access this curated list of national and local links for additional assistance in a variety of areas.

College Skills
Powerful online learning and collaboration tools

- **Live Tutoring**: Users submit a question in our online classroom and receive live, one-on-one assistance from a Brainfuse tutor.
- **Writing Lab**: Our writing tutors help users become better writers by providing constructive feedback, and assistance usually within 24 hours of receiving a student’s submission.
- **Language Lab**: Patrons receive live online help with their Spanish language homework from our fluent Spanish-speaking tutors.
- **SkillSurfer**: Our skills building service helps users master a concept or skill through online lessons and videos.
- **FlashBulb**: Users can access and create interactive learning games, quizzes and flashcards.
- **Brainwave**: Record movie-like whiteboard sessions to store solutions to homework problems, class projects, or any other concepts that involve motion or sequencing.

Job Tools
Additional support for users exploring the job market or updating career documents

- **Live Resume Coaching**: Use Live Resume Coaching for assistance starting or updating a resume.
- **Live Interview Coaching**: Use Interview Coaching to prepare for all aspects of interviews, including mock questions.
- **eParachute**: Use eParachute to discover your strengths and unique talents to map out your future career.
- **Job Resources**: Users can review a unique list of national and local links for assistance starting the job search.
- **Resumes Templates & Resources**: Resume templates and tips are provided to assist users create or update the important career file.
- **Optimal Resume**: Users can create resumes, cover letters, and portfolios in a sleek, easy-to-use system.
- **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.
Live Job Coaching or Veteran Support
Users enter a virtual meeting space and receive live, one-on-one assistance.

**Live Veteran Navigator:** For Veteran Support, including assistance navigating the VA, select Connect under the Live Veteran Navigator header

**Live Job Coaching:** For general career assistance, including a job search, select Connect under the Live Job Coaching header

**Live Tutoring:** For assistance with academic content or skills development, select Live Tutoring under the College Skills header

**Live Resume Coaching:** For resume specific assistance, select Live Resume Coaching under the Tools for Job Seekers header

**Live Interview Coaching:** For interview related assistance, including mock interviews, select Live Interview Coaching under the Tools for Job Seekers 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.
**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.
Resume Lab, Send Question, & Writing Lab

The Resume Lab, Send Question, and Writing Lab services allow veterans and their families to seek assistance outside of a live session.

The Resume Lab option provides users the freedom to receive assistance at any time of the without the need to connect to a live expert. Users can submit 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.

The Send Question option provides veterans the ability to submit questions for a Brainfuse VetNow Navigator to assist outside of a live session.

The Writing Lab options allows veterans to submit any essays for a review by one of our writing tutors. 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 users, but to serve as a sounding board in order to help patrons better organize and present their thoughts.
**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.
My Account

My Account is your personal Brainfuse profile and contains all past live tutoring sessions, questions/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 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 CloudPack**: Create or upload images and documents to load onto the whiteboard later in a live session.
Questions?

info@brainfuse.com

1-866-BRAINFUSE