



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.



➤ 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.


English ▾

[Login](#)

Home
Expert Help
VA Support Tools
College Skills
Job Tools
My Account ▾

Get live help with VA benefits and resources

Live Veteran Navigator

Connect with an expert to learn more about eligible VA benefits and community resources.



Connect

Live Job Coaching

Click here to get help to transition your resume from military to civilian careers including translating military skills, key words, and more.



Connect

Resume Lab

Click here to get help to transition your resume from military to civilian careers including formatting, key words, transferable skills, and more from Brainfuse experts.



Submit Resume

Tools for Veterans

 **Send Question**

Need help navigating the VA system outside of the live hours? Send your question here

 **Veteran Resources**

Carefully selected resources to help you understand your benefits and community resources

College Skills

 **Live Tutoring**

Live online help from expert tutors

 **SkillSurfer**

Live skills building and a library of lessons, videos, tests and more

 **Language Lab**

Live help for language learners

 **Writing Lab**

Expert online writing assistance

 **Send Question**

Send a question and get expert help

 **FlashBulb™**

Create and share flashcards, tests, and games

Job Tools

 **Live Resume Coaching**

Resume Assistance from live experts

 **eParachute**

Discover the college majors and careers that match your skills and interests.

 **Resume Templates & Resources**

Get started by downloading a winning resume template and reviewing resources

 **Interview Tips**

Helpful tips for interview success

 **Live Interview Coaching**

Interview coaching from live experts

 **Job Resources**

Begin your job search with these helpful resources

 **Optimal Resume**

Award-winning resume creation software, job interview preparation, and much more

 **Interview Resources**

Carefully-selected resources to help you prepare for your interview

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❖ 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.

The screenshot shows the Brainfuse VetNow website. At the top right, there is a language dropdown menu set to "English" and a "Login" button. The main navigation bar includes links for "Home", "Expert Help", "VA Support Tools", "College Skills", and "Job Tools", along with a "My Account" dropdown. A dark blue banner below the navigation bar reads "Get live help with VA benefits and resources".

Below the banner are three main service cards:

- Live Veteran Navigator:** Features a red tag icon. Text: "Connect with an expert to learn more about eligible VA benefits and community resources." A "Connect" button is at the bottom.
- Live Job Coaching:** Features a blue speech bubble icon with a person. Text: "Click here to get help to transition your resume from military to civilian careers including translating military skills, key words, and more." A "Connect" button is at the bottom.
- Resume Lab:** Features a blue document icon with a checklist. Text: "Click here to get help to transition your resume from military to civilian careers including formatting, key words, transferable skills, and more from Brainfuse experts." A "Submit Resume" button is at the bottom.

Below these cards is a large section titled "Tools for Veterans" which contains several sub-sections:

- Send Question:** Includes a red tag icon. Text: "Need help navigating the VA system outside of the live hours? Send your question here".
- Veteran Resources:** Includes a red link icon. Text: "Carefully selected resources to help you understand your benefits and community resources".
- College Skills:** A sub-section containing:
 - Live Tutoring:** Includes a red speech bubble icon. Text: "Live online help from expert tutors".
 - SkillsSurfer:** Includes a red wave icon. Text: "Live skills building and a library of lessons, videos, tests and more".
 - Language Lab:** Includes a red speech bubble icon. Text: "Live help for language learners".
 - Writing Lab:** Includes a red pencil icon. Text: "Expert online writing assistance".
 - Send Question:** Includes a red question mark icon. Text: "Send a question and get expert help".
 - FlashBulb™:** Includes a red lightbulb icon. Text: "Create and share flashcards, tests, and games".
- Job Tools:** A sub-section containing:
 - Live Resume Coaching:** Includes a red speech bubble icon. Text: "Resume Assistance from live experts".
 - Live Interview Coaching:** Includes a red speech bubble icon. Text: "Interview coaching from live experts".

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

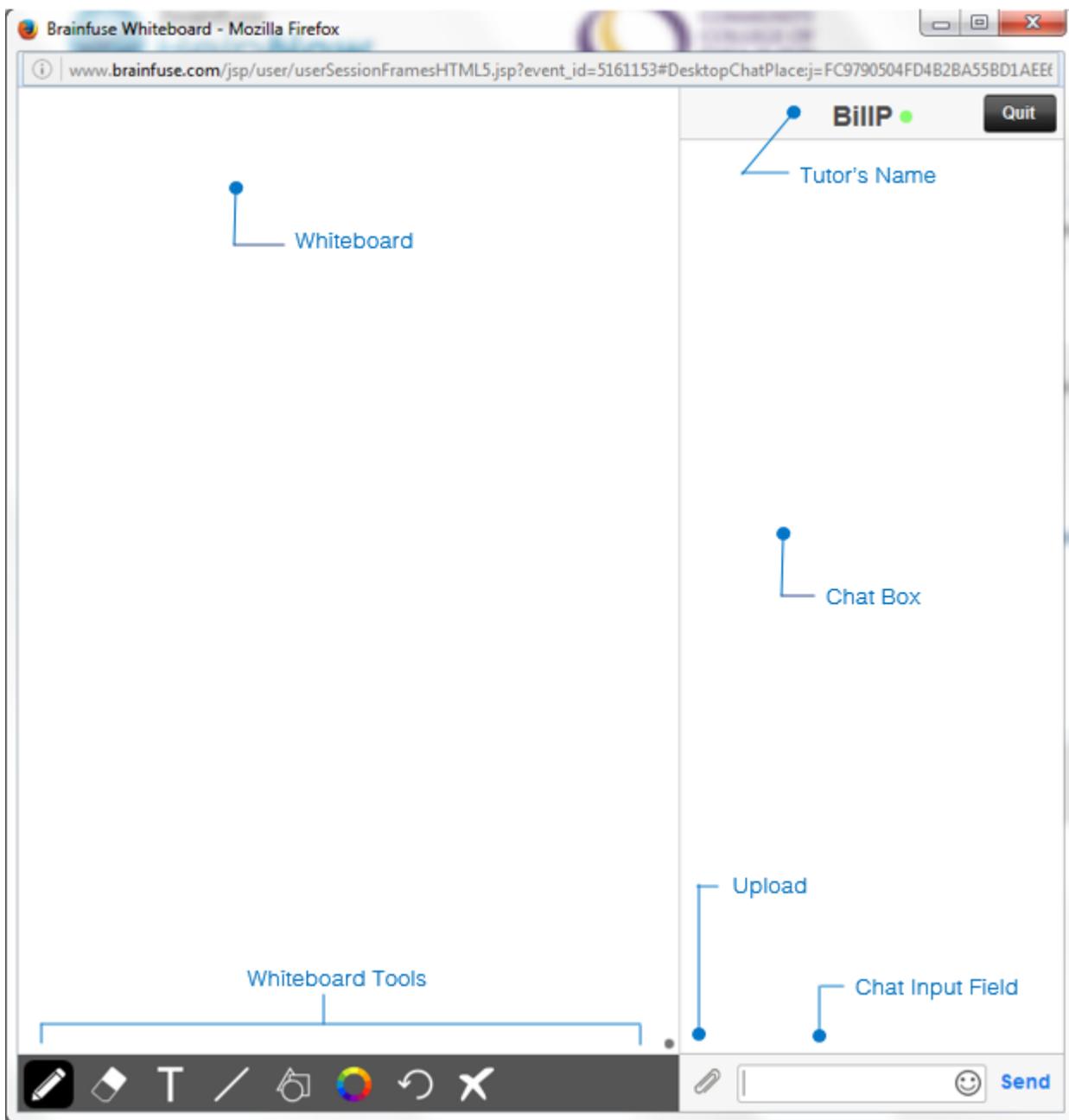
Live Resume Coaching: For resume specific assistance, select **Live Resume Coaching** under the Tools for Job Seekers header

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.

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



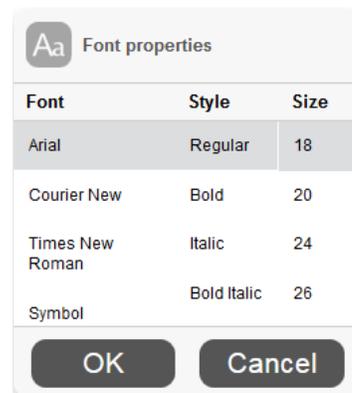
FONT: Change your font style and font size



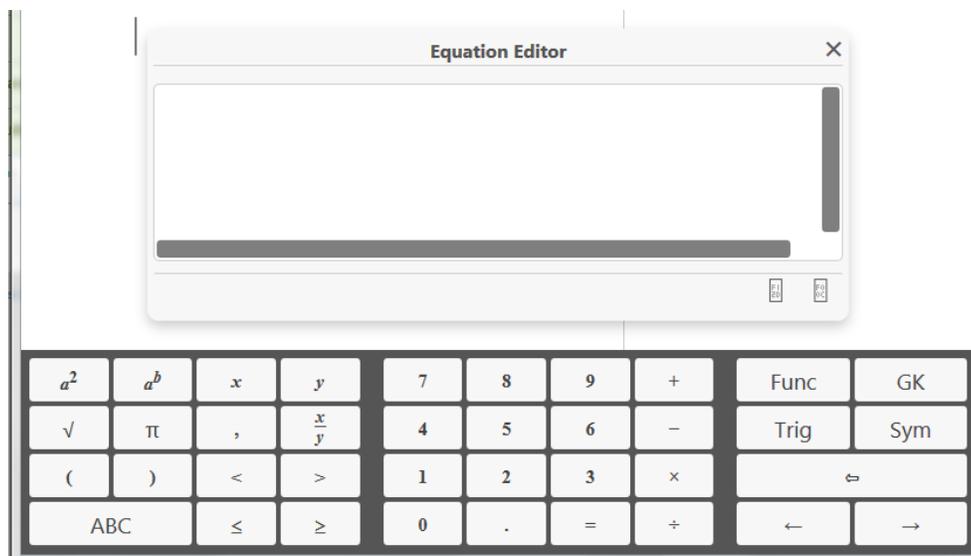
MATH SYMBOLS: Enter a mathematical symbol



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.

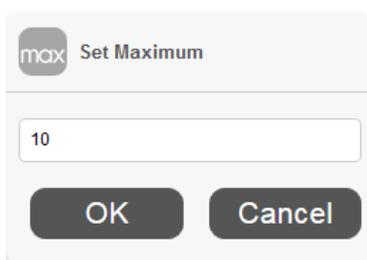
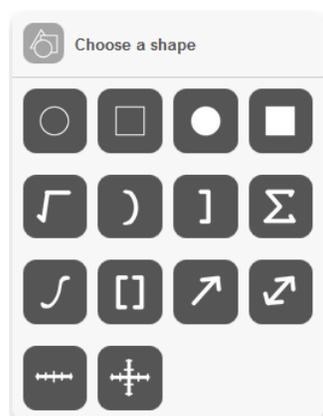




LINE: Draw a straight line



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

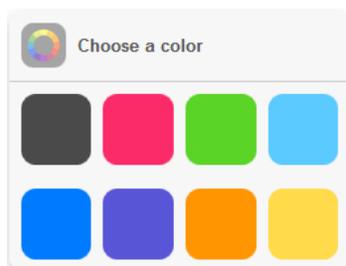


NUMBER LINES and GRAPHS:

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.

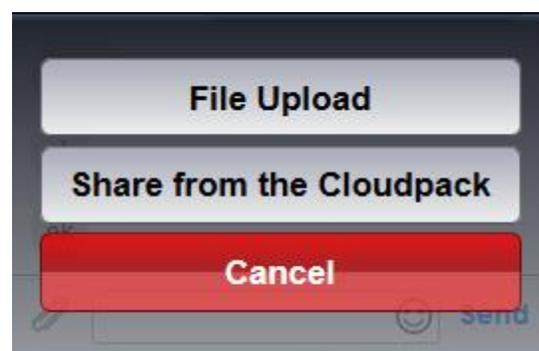
How to Upload an Image



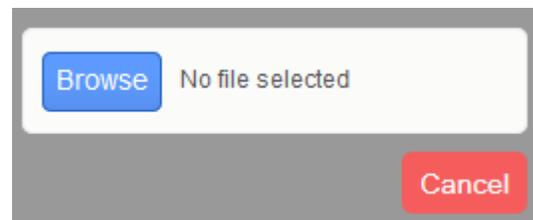
UPLOAD: Click on the Upload button (bottom left of the Chat Box)

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

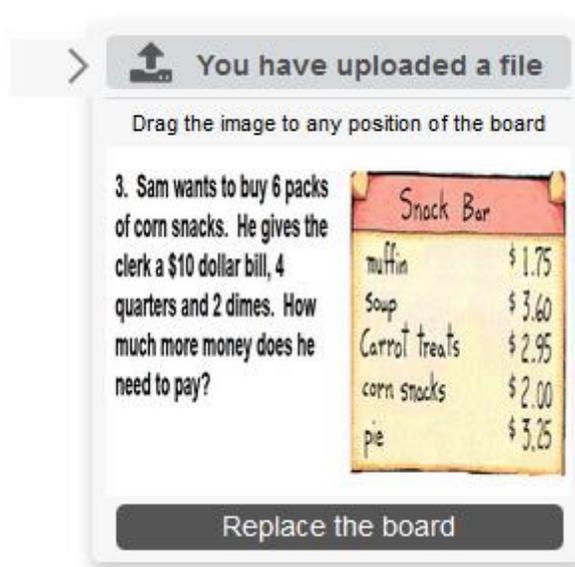
You can also upload from your **Cloudpack** if you have already stored documents or images there.



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.



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 screenshot displays the Brainfuse VetNow website. At the top right, there is a language dropdown menu set to "English" and a "Login" button. The navigation bar includes links for Home, Expert Help, VA Support Tools, College Skills, Job Tools, and My Account. A dark blue banner below the navigation bar reads "Get live help with VA benefits and resources".

Below the banner are three main service cards:

- Live Veteran Navigator:** Connect with an expert to learn more about eligible VA benefits and community resources. Includes a "Connect" button.
- Live Job Coaching:** Click here to get help to transition your resume from military to civilian careers including translating military skills, key words, and more. Includes a "Connect" button.
- Resume Lab:** Click here to get help to transition your resume from military to civilian careers including formatting, key words, transferable skills, and more from Brainfuse experts. Includes a "Submit Resume" button.

Below these cards is a section titled "Tools for Veterans" which contains:

- Send Question:** Need help navigating the VA system outside of the live hours? Send your question here. (This card is highlighted with a green border in the image.)
- Veteran Resources:** Carefully selected resources to help you understand your benefits and community resources.

The "College Skills" section includes:

- Live Tutoring:** Live online help from expert tutors.
- SkillsSurfer:** Live skills building and a library of lessons, videos, tests and more.
- Language Lab:** Live help for language learners.
- Writing Lab:** Expert online writing assistance. (This card is highlighted with a green border in the image.)
- Send Question:** Send a question and get expert help.
- FlashBulb™:** Create and share flashcards, tests, and games.

The "Job Tools" section includes:

- Live Resume Coaching:** Resume Assistance from live experts.
- Live Interview Coaching:** Interview coaching from live experts.

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 with 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.

English

Home Expert Help VA Support Tools College Skills Job Tools My Account

Login

Welcome to the Learning Library!

Read lessons. Watch videos. Take tests. Know more.

Search

- High School Entrance Test Prep [View Lessons](#)
- High School Equivalency Tests [View Lessons](#)
- College Entrance Test Prep [View Lessons](#)
- CollegeNow [View Lessons](#)
- College Placement Tests [View Lessons](#)
- College [View Lessons](#)
- Career Prep and Job Resources [View Lessons](#)
 - Career Test Prep**
 - Accountants and Auditors
 - Actuaries
 - Administrative Assistants
 - Administrative Services Managers
 - Air Traffic Controllers
 - Asbestos Handlers/Inspectors

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.

English

Home Expert Help VA Support Tools College Skills Job Tools My Account

Search

Send Question Get Live Help

Home > Career Prep and Job Resources > Microsoft Excel > Charts > Change the Chart View

Your Progress **Change the Chart View**

You can make your chart compare data another way by clicking a button to switch the chart view from one view to another.

Channel	Forecast	Retail	Online	Direct Sales	Partner
Retail	\$465,024	\$1,233,770	\$0	\$0	\$0
Retail	\$595,334	\$1,206,760	\$703,760	\$93,480	\$4,360
Retail	\$334,056	\$572,750	\$607,620	\$0	\$80,370
Retail	\$240,760	\$1,014,660	\$16,400	\$0	\$16,670
Retail	\$334,056	\$1,471,000	\$673,760	\$0	\$163,480
Retail	\$240,760	\$1,260,540	\$607,620	\$234,680	\$720,620
Direct Sales	\$93,480	\$0	\$0	\$0	\$0
Online	\$16,670	\$0	\$0	\$0	\$0
Partner	\$4,360	\$0	\$0	\$0	\$0
Online	\$80,370	\$0	\$0	\$0	\$0
Retail	\$240,760	\$0	\$0	\$0	\$0
Retail	\$174,020	\$0	\$0	\$0	\$0
Retail	\$334,056	\$0	\$0	\$0	\$0
Online	\$16,670	\$0	\$0	\$0	\$0
Partner	\$4,360	\$0	\$0	\$0	\$0
Online	\$80,370	\$0	\$0	\$0	\$0
Retail	\$240,760	\$0	\$0	\$0	\$0
Retail	\$174,020	\$0	\$0	\$0	\$0
Retail	\$334,056	\$0	\$0	\$0	\$0
Online	\$16,670	\$0	\$0	\$0	\$0
Partner	\$4,360	\$0	\$0	\$0	\$0
Online	\$80,370	\$0	\$0	\$0	\$0
Retail	\$240,760	\$0	\$0	\$0	\$0
Retail	\$174,020	\$0	\$0	\$0	\$0
Retail	\$334,056	\$0	\$0	\$0	\$0
Online	\$16,670	\$0	\$0	\$0	\$0
Partner	\$4,360	\$0	\$0	\$0	\$0
Online	\$80,370	\$0	\$0	\$0	\$0
Retail	\$240,760	\$0	\$0	\$0	\$0
Retail	\$174,020	\$0	\$0	\$0	\$0
Retail	\$334,056	\$0	\$0	\$0	\$0
Online	\$16,670	\$0	\$0	\$0	\$0
Partner	\$4,360	\$0	\$0	\$0	\$0
Online	\$80,370	\$0	\$0	\$0	\$0
Retail	\$240,760	\$0	\$0	\$0	\$0
Retail	\$174,020	\$0	\$0	\$0	\$0
Retail	\$334,056	\$0	\$0	\$0	\$0
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Online	\$80,370	\$0	\$0	\$0	\$0
Retail	\$240,760	\$0	\$0	\$0	\$0
Retail	\$174,020	\$0	\$0	\$0	\$0
Retail	\$334,056	\$0	\$0	\$0	\$0
Online	\$16,670	\$0	\$0	\$0	\$0
Partner	\$4,360	\$0	\$0	\$0	\$0
Online	\$80,370	\$0	\$0	\$0	\$0
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Retail	\$174,020	\$0	\$0	\$0	\$0
Retail	\$334,056	\$0	\$0	\$0	\$0
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Online	\$80,370	\$0	\$0	\$0	\$0
Retail	\$240,760	\$0	\$0	\$0	\$0
Retail	\$174,020	\$0	\$0	\$0	\$0
Retail	\$334,056	\$0	\$0	\$0	\$0
Online	\$16,670	\$0	\$0	\$0	\$0
Partner	\$4,360	\$0	\$0	\$0	\$0
Online	\$80,370	\$0	\$0	\$0	\$0
Retail	\$240,760	\$0	\$0	\$0	\$0
Retail	\$174,020	\$0	\$0	\$0	\$0
Retail	\$334,056	\$0	\$0	\$0	\$0
Online	\$16,670	\$0	\$0	\$0	\$0
Partner	\$4,360	\$0	\$0	\$0	\$0
Online	\$80,370	\$0	\$0	\$0	\$0
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Partner	\$4,360	\$0	\$0	\$0	\$0
Online	\$80,370	\$0	\$0	\$0	\$0
Retail	\$240,760	\$0	\$0	\$0	\$0
Retail	\$174,020	\$0	\$0	\$0	\$0
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Retail	\$174,020	\$0	\$0	\$0	\$0
Retail	\$334,056	\$0	\$0	\$0	\$0

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.

The screenshot shows the Brainfuse VetNow website interface. At the top right, there is a language selector set to "English". Below the navigation bar, a dark blue banner reads "Get live help with VA benefits and resources". The main content area features three service tiles: "Live Veteran Navigator", "Live Job Coaching", and "Live Resume Coaching". A dropdown menu for "My Account" is open, listing options: "Login", "My Account", "My Past Sessions", "My Message Center", and "My Tests". Below these tiles is a "Tools for Veterans" section with "Send Question" and "Veteran Resources". The "College Skills" section includes "Live Tutoring", "SkillsSurfer", "Language Lab", "Writing Lab", "Send Question", and "FlashBulb™". The "Job Tools" section includes "Live Resume Coaching" and "Live Interview Coaching".

- **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?



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