brainfuse
ignite your mind

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 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.

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How do I get started?

Many colleges and universities make Brainfuse available through their Learning Management System, e.g. BlackBoard, Moodle, Canvas etc. You should check with your institution to find out the exact location of the Brainfuse link.

➤   **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
Personalized eLearning

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 instructors. Students access live, on-demand academic help from expert tutors and skills-building lessons, videos and practice tests for further study. With HelpNow, students exercise their learning options for a better classroom performance.

English ▼

Login

| Home | Expert Help | Academic Tools | Collaboration Tools | My Account ▼ |

Tutors are available now

Live Help
Get live help now

-- Select Topic --

-- Select Subject --

☐ HTML5 Classroom (No Java Required).
☐ Por favor marque aquí si prefiere tutoría en español

Connect

Don't want a live session? Send a question

Writing Lab

Click here to send your paper to our writing experts.

You will receive a reply in your inbox within 24-hours.

Submit Paper

Academic Tools

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

FlashBulb™
Create and share flashcards, tests, and games

Language Lab
Live help for language learners

LEAP Learning Platform
Diagnostic test center with customized study plans, lessons, and live tutoring

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

Collaboration Tools

MEET™
Schedule sessions with friends in our private virtual study room

Brainwave™
Create and share movie-like notes and ideas

❖ **Expert Help**
Experience personalized eLearning by connecting with a live tutor

Live Tutoring: Students receive live tutoring from a Brainfuse tutor.

Writing Lab: Brainfuse writing tutors help students become better writers by providing constructive feedback.

SkillSurfer: Brainfuse skills building center helps students review key concepts or a skill through multimedia learning modules.

Send Question: Students submit questions asynchronously and a tutor will generally respond within 24 hours.

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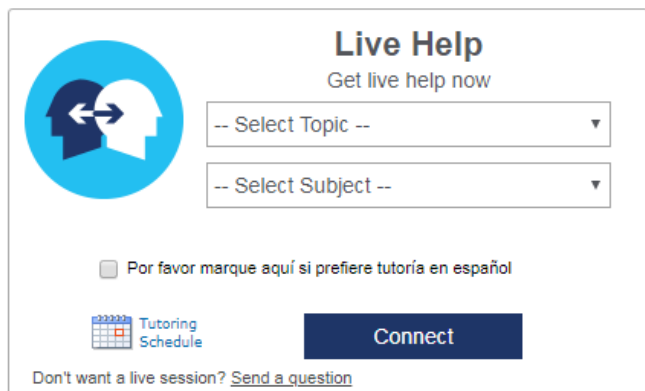
❖ **Collaborate**
Form study groups, hold virtual office hours, work on class projects, and share knowledge with peers and instructors

Meet: Schedule a live study group session with friends and instructors. Attendees need not be Brainfuse users and receive the invitation in their email inbox.

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 Topic
First, select the general topic.
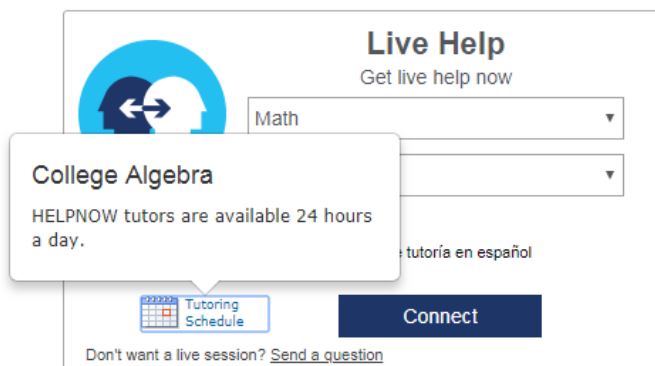(i.e. Business)

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

Finally, press **Connect** and a live tutor will be with you shortly to assist you!

Tutoring Schedule

To check when tutors are available for a live tutoring session, select your **Topic** and **Subject** then press **Tutoring Schedule** located next to **Connect**.

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.
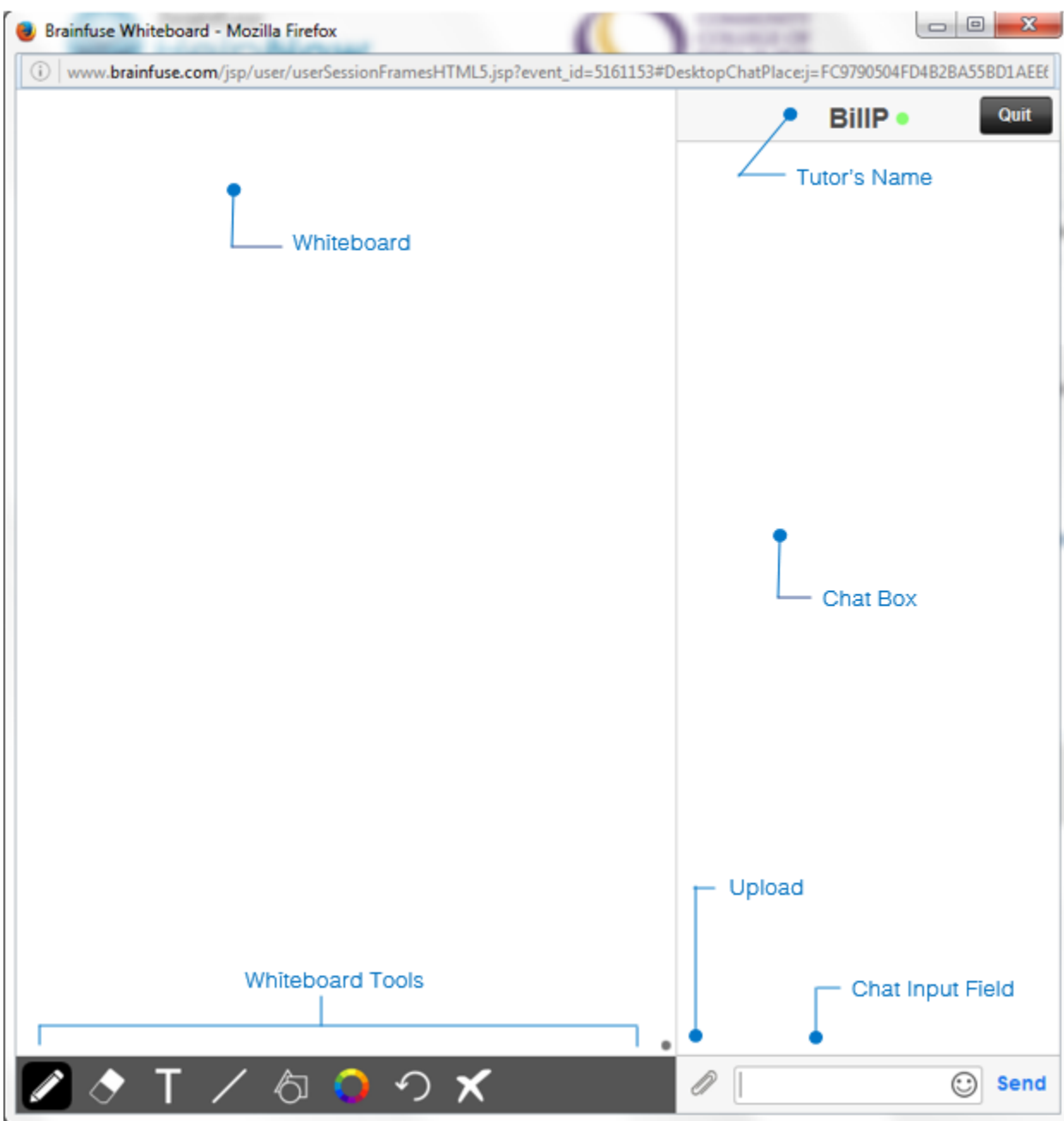
Whiteboard Tools (left to right)

PEN: Write/draw with your mouse

ERASER: Erase

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

a^2 **SUPERSCRIPT:** Changes text into superscript

a_2 **SUBSCRIPT:** Changes text into subscript

PASTE: Paste text onto the Whiteboard

Aa   **FONT:** Change your font style and font size

Math   **MATH SYMBOLS:** Enter a mathematical symbol

SCI   **SCIENCE SYMBOLS:** Enter a scientific symbol

Aa Font properties		
Font	**Style**	**Size**
Arial	Regular	18
Courier New	Bold	20
Times New Roman	Italic	24
	Bold Italic	26
Symbol		
OK	Cancel	
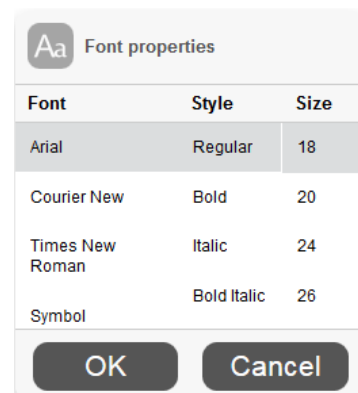
EQUATION EDITOR: Click on the Whiteboard and you can type mathematical equations, functions, and symbols in the available box. Press Enter to make the expression appear on the Whiteboard.
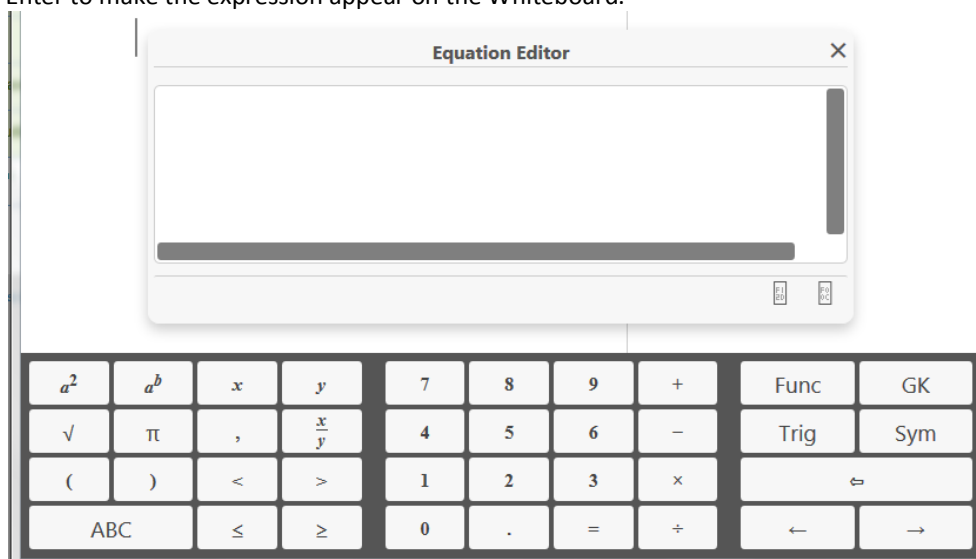
 LINE: Draw a straight line

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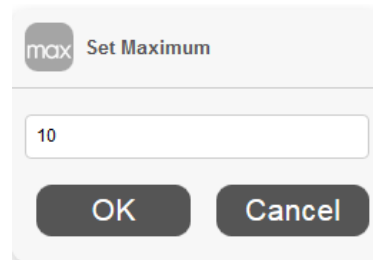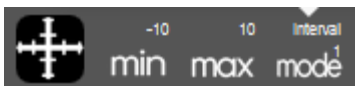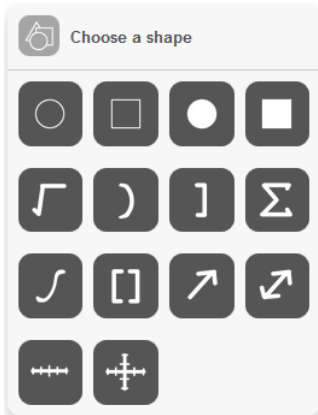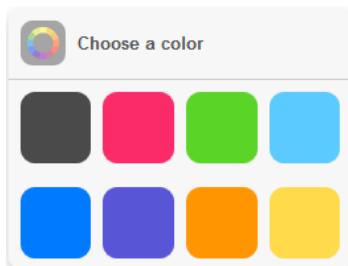

NUMBER LINES and GRAPHS:
Select MIN, MAX and INTERVAL MODE to adjust the minimum, maximum and interval values

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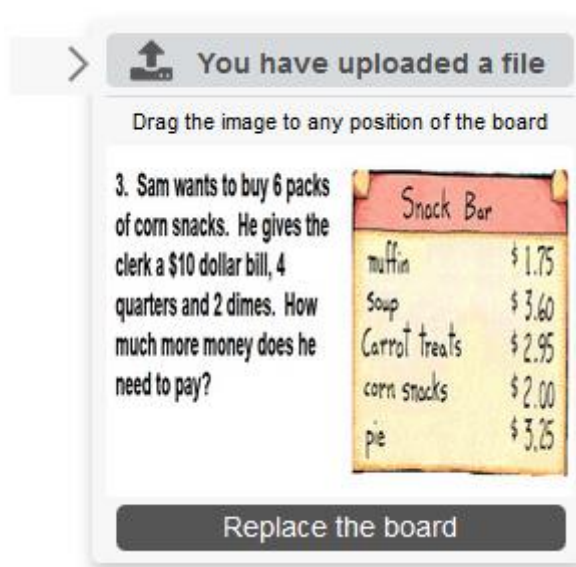
When this menu appears, select **File Upload**.

You can also upload from your **Cloudpack** if you have already stored documents or images there.
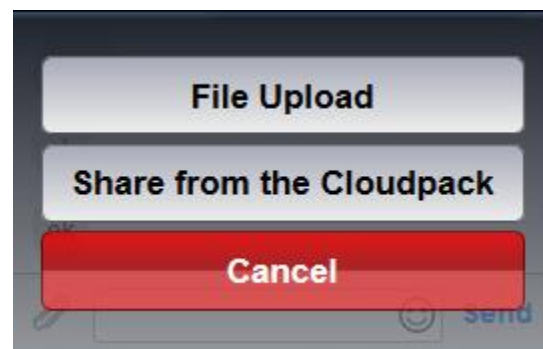
Then, click on **Browse** and search for the image in your computer and press **OK**.
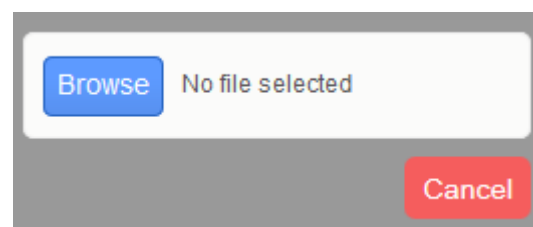
When your image finishes uploading, drag the image onto the Whiteboard to share it with your tutor.

SkillSurfer

SkillSurfer is a collection of lessons, videos and practice tests in many core subjects. Click on the **SkillSurfer** from the HelpNow homepage as shown below. Select a subject or a test. Each subject is divided into subcategories. Choose a subcategory to view the multimedia content.

Academic Tools

SkillSurfer
A library of lessons, videos, tests and more

FlashBulb™
Create and share flashcards, tests, and games

Language Lab
Live help for language learners

LEAP Learning Platform
Diagnostic test centre with customized study plans, lessons, and live tutoring

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

Writing Lab & Send Question

Brainfuse HelpNow is the *first* service of its kind to offer live and offline writing assistance:

Live Help
Get live help now

-- Select Topic --

-- Select a Subject --

☐ Use our classic Java whiteboard.
☐ S'il vous plaît verifier ici si vous préférez tutorat français

Tutoring Schedule

Connect

Don't want a live session? Send a question

Writing Lab
Click here to send your paper to our writing experts.

You will receive a reply in your inbox within 24-hours.

Submit Paper

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. Brainfuse writing tutors will return the paper with detailed, constructive comments usually within 24 hours. The purpose of our writing service is not to re-write or edit papers for students but to serve as a sounding board in order to help students better organize and present their thoughts. Brainfuse writing experts are trained to guide you in your writing, focusing on voice, word choice, grammar, content, sentence variety, and organization.

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.

Personalized Account Features

• **My Past Sessions** shows all past tutoring sessions so that the student can replay and review the tutoring session.

• **My Message Center** shows a record of all questions/papers sent to the Writing Lab/Send Question and received from Brainfuse tutors.

• **My Tests shows** all practice tests taken, along with the scores and the tests can be retaken from this page.

• **My Calendar** shows any scheduled Meet sessions (please note that the Meet sessions are not with Brainfuse tutors.

• **My Brainwaves** shows all of the Brainwaves created by the student.

• **My CloudPack** allows the student to create files or upload images, links, and documents to load onto the whiteboard later in a live tutoring session with a Brainfuse tutor.

Questions?

info@brainfuse.com

1-866-BRAINFUSE