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## 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](mailto: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.

The screenshot displays the Brainfuse VetNow website. At the top, the logo features a star inside a circle next to the text "brainfuse VetNow". A "Login" button is in the top right corner. Below the logo is a navigation bar with links: 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".

The main content area is divided into three columns of 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 includes:

- 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.

The next section is "College Skills", featuring:

- 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.

The final section is "Job Tools", which includes:

- 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.

The footer contains links for Privacy, Terms of Use, FAQs, Announcements, Demo, and Contact Us, followed by "© Brainfuse Inc. All Rights Reserved". On the right, there are buttons for "Download on the App Store" and "GET IT ON Google Play", along with the Brainfuse logo and tagline "ignite your mind".

## ❖ 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 displays the Brainfuse VetNow website. At the top, the logo features a star and the text "brainfuse VetNow". Navigation links include Home, Expert Help, VA Support Tools, College Skills, Job Tools, and My Account. A "Login" button is also present. A dark blue banner reads "Get live help with VA benefits and resources". Below this, three main service boxes are highlighted with green borders: "Live Veteran Navigator" (with a red tag icon), "Live Job Coaching" (with a speech bubble icon), and "Resume Lab" (with a document icon). Each box contains a description and a "Connect" or "Submit Resume" button. Further down, a "Tools for Veterans" section includes "Send Question" (with a 24/7 icon) and "Veteran Resources". A "College Skills" section features "Live Tutoring" (with a red speech bubble icon), "SkillsSurfer", "Language Lab", "Writing Lab", "Send Question", and "FlashBulb™". A "Job Tools" section at the bottom includes "Live Resume Coaching" and "Live Interview Coaching", both highlighted with green borders.

**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

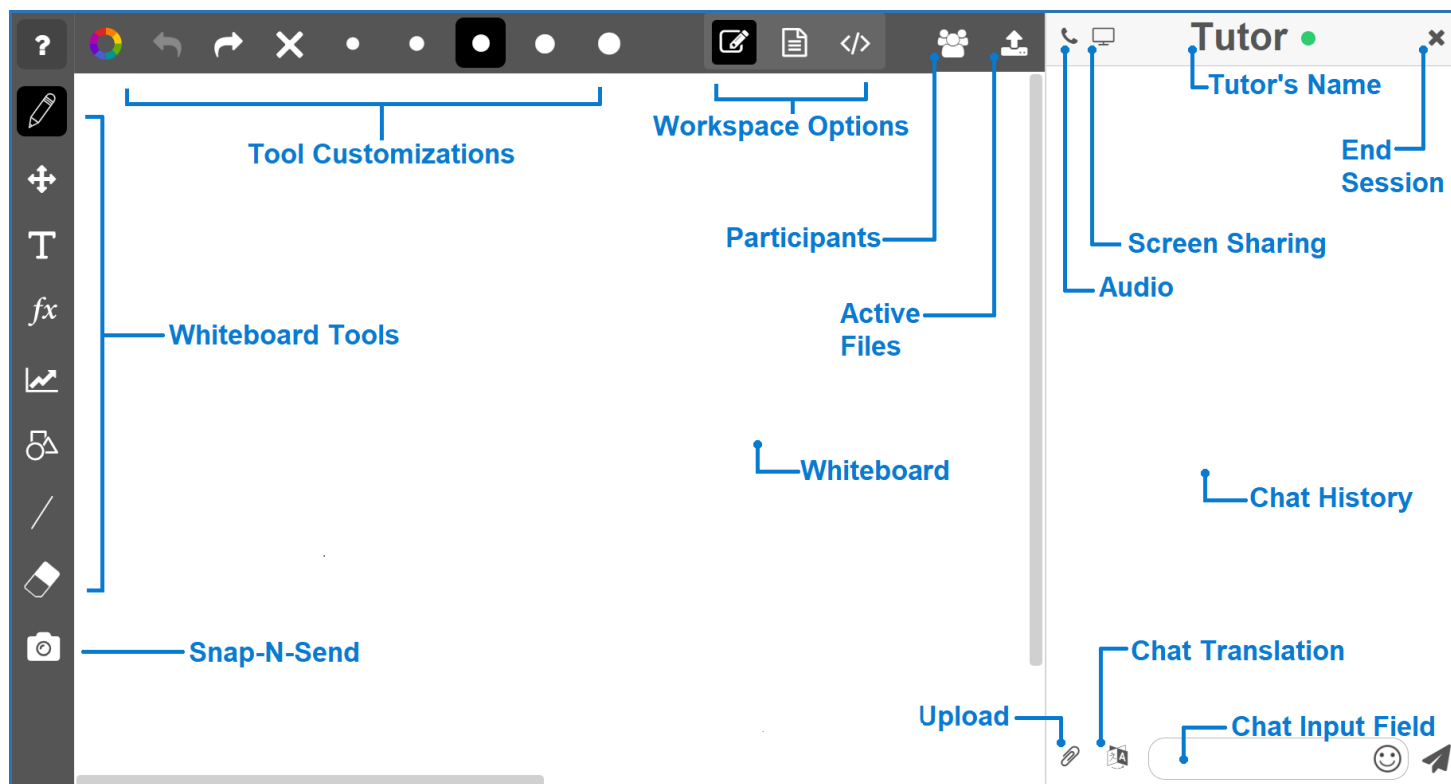
**Live Tutoring:** For assistance with academic content or skills development, select **Live Tutoring** under the College Skills header

**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



**The Brainfuse Whiteboard:** The Brainfuse Whiteboard provides you with a variety of tools to communicate with your tutor.



**Whiteboard Tools:** To take a tour of the whiteboard tools, click  in the upper-left corner of the whiteboard.



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



**EDIT:** Move items on the whiteboard and resize any uploaded images



**TEXT TOOL:** Click on the Whiteboard to start typing. When you select the text tool, it will reveal the following text options:



**SUPERSCRIPIT:** Changes text into superscript



**SUBSCRIPT:** Changes text into subscript



**PASTE:** Paste text onto the Whiteboard

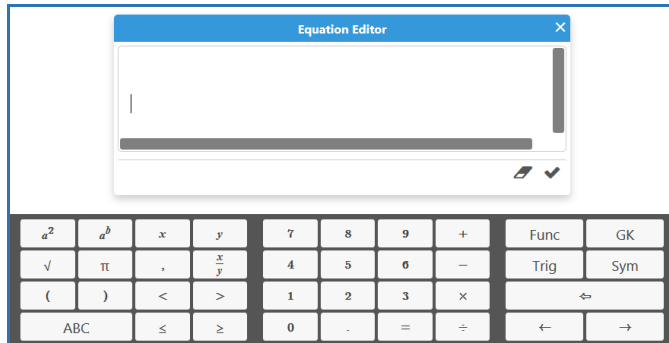


**FONT:** Change your font style and font size




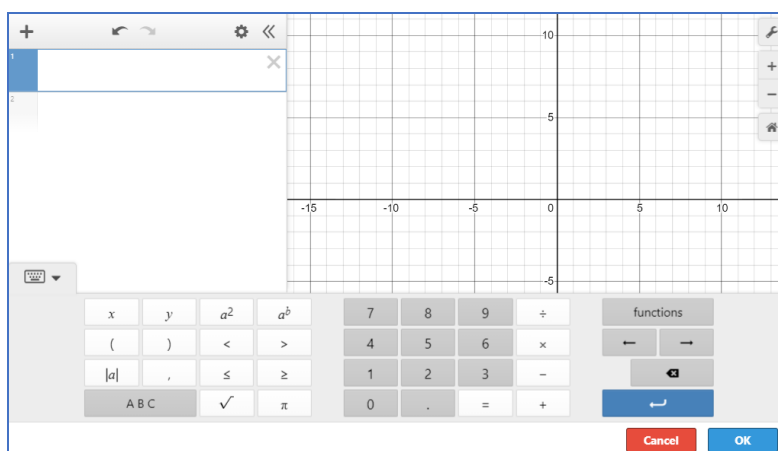
**TYPE EQUATIONS WITH THE EQUATION EDITOR:** The equation editor allows you to create mathematical equations, functions, and symbols in the available box. Click on the desired area of the Whiteboard where you want the equation to appear.

When you are finished, click .

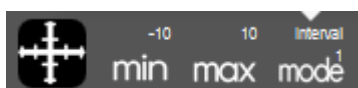
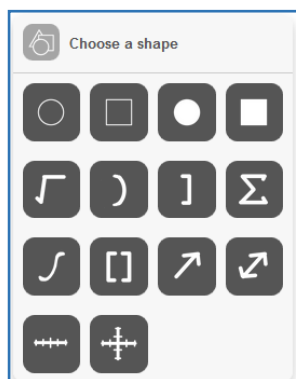


**GRAPH WITH THE GRAPHING CALCULATOR:** The Graphing Calculator allows you to create graphs and visualize functions.

Click on the desired area of the Whiteboard where you want the graph to appear. When you are finished, select .



**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



**STRAIGHT LINE:** Draw a straight line on the Whiteboard



**ERASER:** Erase items from the Whiteboard

**Tool Customizations:** Use the following options to customize the whiteboard tools to your preferences.



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



**UNDO:** Undo the last action



**REDO:** Reverse the last undo action



**CLEAR:** Clears the entire Whiteboard or the selected slide

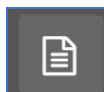


**SIZE OPTIONS:** Change the size of the pencil or eraser

**UNIQUE WORKSPACES:** Use the following options to change the workspace during a live tutoring session.



**WHITEBOARD :** This is the default workspace. Use this workspace to access drawing functions, equation features, and uploaded files. Any work in this space will be saved if you navigate to another workspace. Select this icon to return to the whiteboard workspace.



**TEXT EDITOR:** This is a text editing workspace. Any work in this space will be saved if you navigate to another workspace. Select this icon to return to the text editor workspace at any time. The options available in the text editor are below.



**TEXT CUSTOMIZATIONS** Change the appearance of your text by selecting your font type, font size color, and text appearance.



**TEXT ALIGNMENT:** Change the alignment of your text by selecting your outline type, indentation, and alignment style.



**UNDO & REDO:** Undo or Redo the last action within the text editor



**CODE EDITOR:** This is a code editing workspace. Any work in this space will be saved if you navigate to another workspace. Select this icon to return to the code editor workspace at any time. The options available in the code editor are below.



**VIEW FILES:** Hides or expands the file list in your code editor.



**ADD FILE:** Add a file to your code editor. Save your file with the appropriate programming language file extension in order enable code help and completion while working in your file. Multiple files can be saved in the code editor workspace at one time.

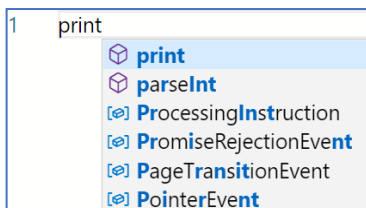




**EDIT FILE NAME:** Edit the selected file name. If you change the programming language file extension, the code help and code completion will automatically update to reflect the new code.



**REMOVE FILE:** Delete the selected file from your code editing workspace



**CODE COMPLETION:** Working within a file that is saved with a valid programming language file extension will provide code completion assistance.

**Communication Tools:** Use the following options to review and change the way you communicate during your live tutoring session.



**SNAP-N-SEND:** Snap-N-Send enables you to scan documents or handwritten notes and send it to the Brainfuse Whiteboard during a tutoring session. To use Snap-N-Send, simply download the Brainfuse Mobile App (iOS or Android versions) and follow the instructions to log into your Brainfuse account. During a tutoring session, select the Snap-n-Send feature from the mobile app, scan the desired material with your mobile device, and it will appear on your whiteboard.



**PARTICIPANTS:** View the participants active in the current live tutoring session



**FILE UPLOADS:** View the files already uploaded to the whiteboard. If more than two files have been uploaded, the first file can be accessed through the drop-down option in order to add it to the whiteboard again.



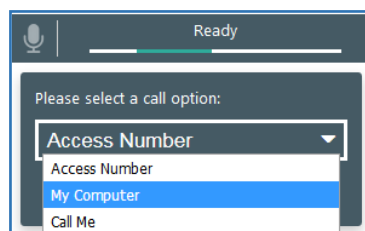
**CHAT TRANSLATE:** Choose the language you want the chat to appear in. This tool allows you to chat with your tutor in any language.



**UPLOAD FILES TO SHARE WITH TUTOR:** Click on the Upload button (bottom left of the Chat Box) to upload images, papers, or other assignments to work on them in real time with your tutor.



**USE AUDIO:** Select the Audio button (top left of the Chat Box) to speak with your tutor through a secure and private conference room, using your computer (VoIP) or a toll-free call



**ACCESS NUMBER:** Use your phone to dial a toll-free, secure conference number

**MY COMPUTER:** Use your computer and internet connection (VoIP) to connect to your tutor

**CALL ME:** Receive a phone call to connect with your tutor. Please note that your tutor will connect with you via our phone bridge. Tutors will not have access to your phone number.



**USE SCREEN SHARING:** Select the Screen Share button (top left of the Chat Box) to begin sharing your screen 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 interface. At the top, the logo features a star inside a circle next to the text "brainfuse VetNow". Navigation links include "Home", "Expert Help", "VA Support Tools", "College Skills", "Job Tools", "Login", and "My Account". A dark blue banner reads "Get live help with VA benefits and resources". Below this, three main service boxes are highlighted with green borders:

- 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, a "Tools for Veterans" section contains:

- Send Question:** Need help navigating the VA system outside of the live hours? Send your question here. (Highlighted with a green border)
- 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. (Highlighted with a green border)
- 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.

The screenshot shows the Brainfuse VetNow homepage. At the top is the logo and navigation links: Home, Expert Help, VA Support Tools, College Skills, Job Tools, and My Account. A large blue banner reads "Welcome to the Learning Library!" with the text "Read lessons. Watch videos. Take tests. Know more." and a search bar. Below the banner is a list of subjects, each with an icon and a "View Lessons" link:

- High School Entrance Test Prep
- High School Equivalency Tests
- College Entrance Test Prep
- CollegeNow
- College Placement Tests
- College
- Career Prep and Job Resources

Under "Career Prep and Job Resources", there are three columns of subcategories:

- Career Test Prep**
  - Accountants and Auditors
  - Administrative Services Managers
- Actuaries
  - Air Traffic Controllers
- Administrative Assistants
  - 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.

The screenshot shows the SkillSurfer interface for a "Sales Forecast" chart. The chart compares data from different sources (Retail, Online, Direct Sales, Partner) across various channels (Retail, Online, Partner). The chart is a grouped bar chart with a legend indicating the data series. Below the chart, there is a text box explaining the chart and a "Switch Row/Column" button.

**Sales Forecast**

Channel	Retail	Online	Direct Sales	Partner
Retail	\$245,124	\$1,033,770	\$0	\$0
Online	\$208,334	\$1,096,769	\$724,761	\$93,482
Partner	\$245,056	\$972,755	\$607,626	\$0
Retail	\$245,186	\$1,091,682	\$694,340	\$0
Online	\$245,046	\$1,471,050	\$671,998	\$0
Partner	\$245,477	\$1,286,543	\$667,580	\$24,682

The chart created above compares the different sources of income for each monthly forecast. Excel grouped data by worksheet columns and compared worksheet rows to show how each source compares against the others.

But another way to look at the data is to compare the monthly forecasts for each source of income. To create this view of the chart, click **Switch Row/Column** in the **Data** group on the **Design** tab.

The screenshot shows the SkillSurfer interface for a lesson on "Momentum, Impulse and Collisions". The lesson is titled "Momentum of a particle" and includes a definition of momentum and a diagram of a particle moving along a straight line. The lesson also includes a section on "Impulse and momentum" with a definition of impulse and a diagram of a particle moving along a straight line.

**Momentum, Impulse and Collisions**

**Momentum of a particle**

The momentum  $p$  of a particle is a vector quantity equal to the product of the particle's mass  $m$  and velocity  $v$ . Newton's second law says that the net force on a particle is equal to the rate of change of the particle's momentum.

$$\vec{F} = \frac{d\vec{p}}{dt}$$

**Impulse and momentum**

If a constant net force  $\vec{F}$  acts on a particle for a time interval  $\Delta t$  from  $t_1$  to  $t_2$ , the impulse  $J$  of the net force is the product of the net force and the time interval. If  $\vec{F}$  varies with time,  $J$  is the integral of the net force over the time interval. In any case, the change in a particle's momentum during a time interval equals the impulse of the net force that acted on the particle during that interval. The momentum of a particle equals the impulse that accelerated it from rest to its present speed.

$$\vec{J} = \int_{t_1}^{t_2} \vec{F} dt$$

$$\vec{J} = \int_{t_1}^{t_2} \vec{F} dt$$

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.

The screenshot displays the Brainfuse VetNow website interface. At the top, the logo and navigation links (Home, Expert Help, VA Support Tools, College Skills, Job Tools) are visible. A dark blue banner reads "Get live help with VA benefits and resources". Below this, three main service tiles are shown: "Live Veteran Navigator", "Live Job Coaching", and a partially visible "Live CloudPack" tile. Each tile includes a description and a "Connect" button. On the right, a "My Account" dropdown menu is open, listing options: Login, My Account, My Past Sessions, My Message Center, My Tests, and Submit Resume. Below the service tiles, a "Tools for Veterans" section contains "Send Question" and "Veteran Resources" links. The "College Skills" section features "Live Tutoring", "SkillSurfer", "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?



**[info@brainfuse.com](mailto:info@brainfuse.com)**



**1-866-BRAINFUSE**