brainfuse
ignite your mind

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.

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➢ 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

The Brainfuse Whiteboard: The Brainfuse Whiteboard provides you with a variety of tools to communicate with your tutor.
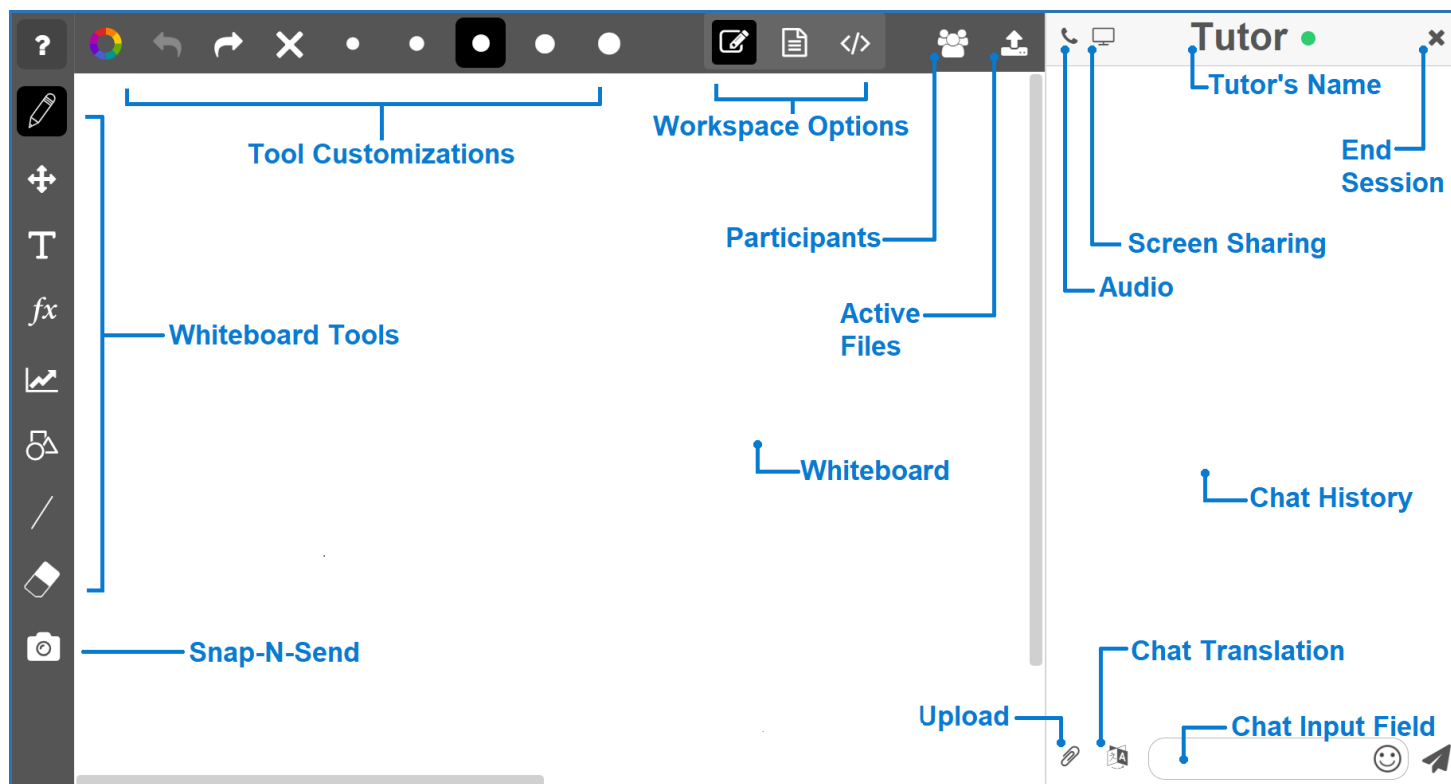
Whiteboard Tools: To take a tour of the whiteboard tools, click in the upper-left corner of the whiteboard.

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:

SUPERSCRIPT: 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.
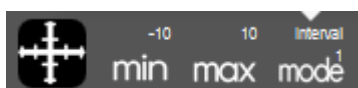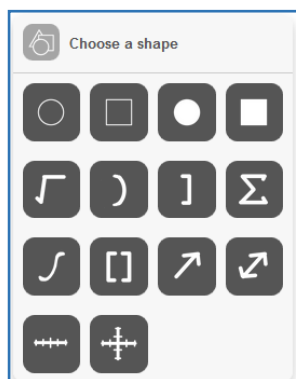
When you are finished, click ✔.
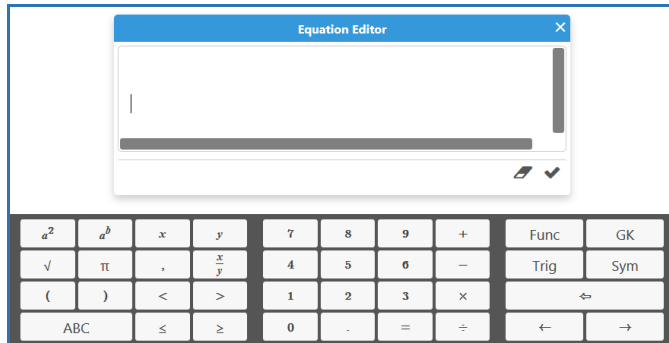
GRAPH WITH THE GRAPHING CALCULATOR: The Graphing Calculator allows you to create graphs and visualize functions.

Click on the desired area of the Whiteboard where you want the graph to appear. When you are finished, select **OK**.
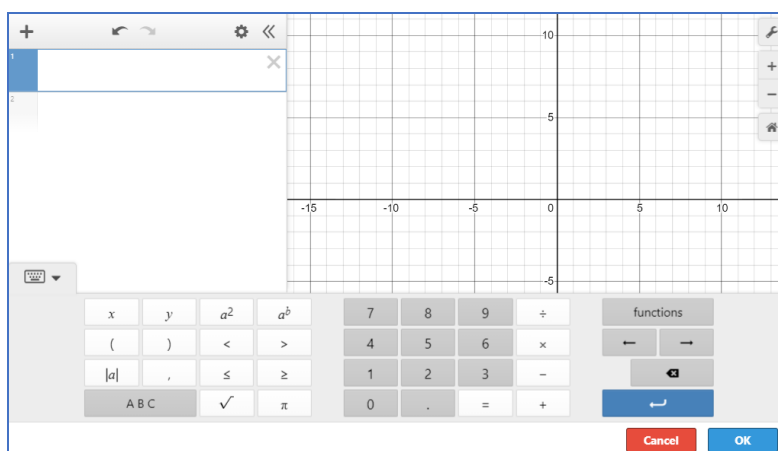
SHAPES: Select a shape from the menu to draw it on the Whiteboard

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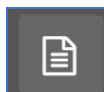
TEXT EDITOR: This is a text editing workspace. Any work in this space will be saved if you navigate to another workspace. Select this icon to return to the text editor workspace at any time. The options available in the text editor are below.

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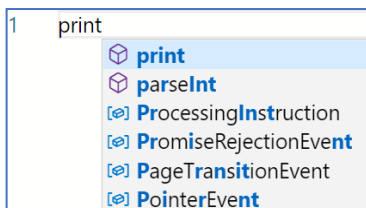
EDIT FILE NAME: Edit the selected file name. If you change the programming language file extension, the code help and code completion will automatically update to reflect the new code.

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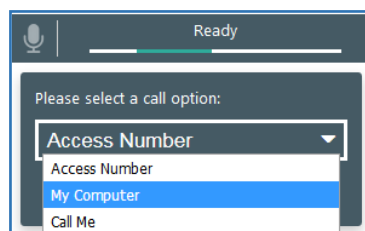
ACCESS NUMBER: Use your phone to dial a toll-free, secure conference number

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 **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.

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