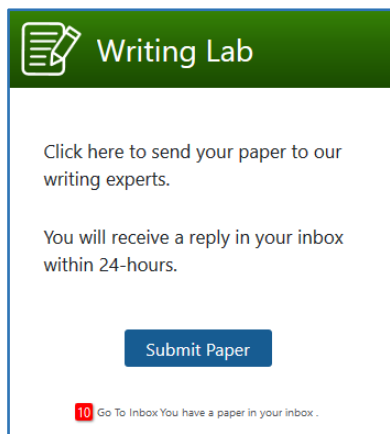
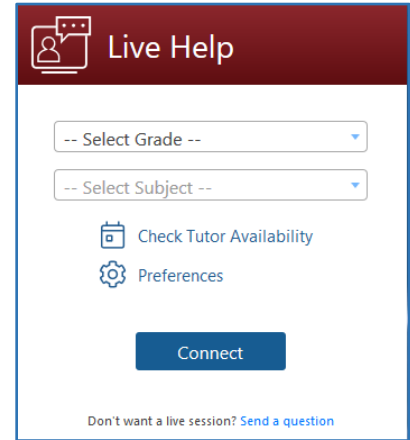


# HelpNow Quick-Start and User Guide

The Brainfuse HelpNow suite features live online tutoring, writing lab assistance, and wide range of academic support tools. Even though HelpNow is easy-to-use and requires no prior training, we have prepared the following guide to provide you with a brief introduction. The first part of this guide consists of quick-start instructions. For more details about each service, see the User Guide that follows.

## Quick-Start Instructions

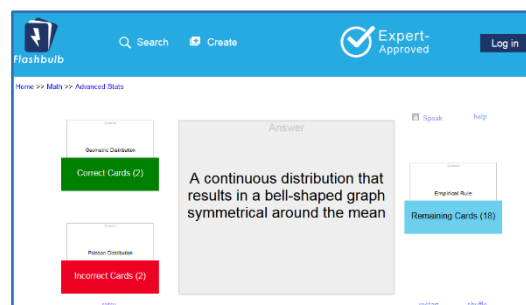
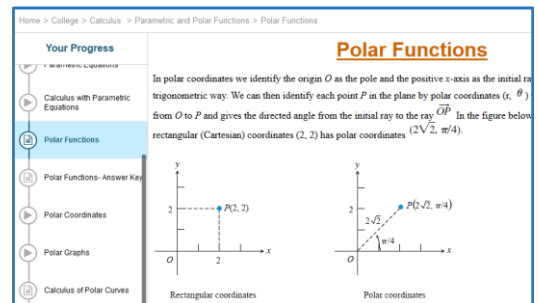
**Get Live Tutoring:** For live help simply select your topic and subject, click “Connect” and your tutoring session will begin in the Brainfuse Whiteboard.



**Submit a Paper to the Writing Lab:** Click “Submit Paper” to upload your paper to our Writing Lab. Our writing lab tutors will analyze your paper and provide constructive feedback within 24 hours.

## Review Lessons and Take Practice Tests

Visit SkillSurfer to build academic skills through lessons and practice tests.



## Study with Flashcards

Use Flashbulb to easily create flashcards and transform them into interactive games, quizzes, and more. In addition, Flashbulb gives you access to an extensive library of user-created flashcard sets.

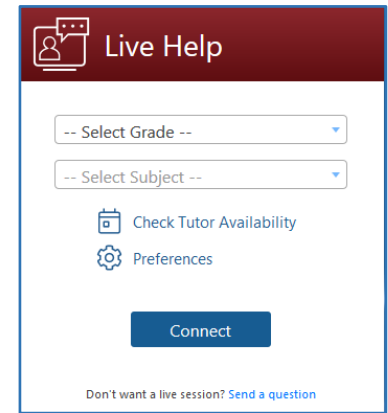
# User Guide

The screenshot displays a user interface with a top navigation bar containing a logo, 'Home', 'Expert Help', and 'Study' menus, and a language dropdown set to 'English'. Below this is a blue banner stating 'Tutors are available now'. A search bar prompts the user with 'What subject or class can we help you with? Try 'Algebra'...' and includes a 'SEARCH' button. Two main service tiles are visible: 'Live Help' with dropdowns for grade and subject, and 'Writing Lab' with a 'Submit Paper' button. A 'STUDY' section follows, featuring six tiles: SkillSurfer (live skills building), LEAP Learning Platform (diagnostic test center), FlashBulb (flashcards and games), eParachute (college majors and careers), Language Lab (live help for language learners), and MEET (virtual study room).

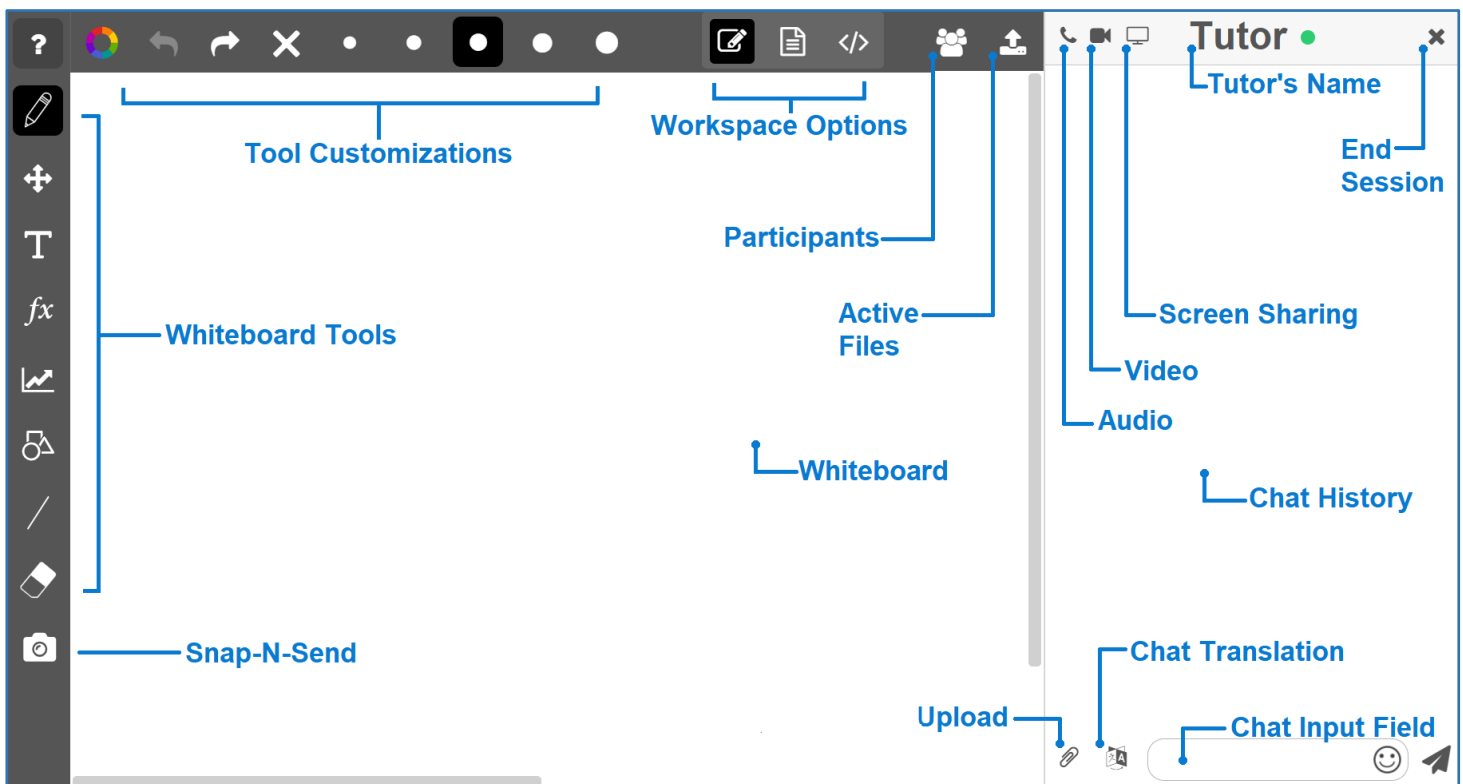
## Live Tutoring: The Live Help box on the homepage has several options.

**Access Live Tutoring:** To get online tutoring right away, simply select a topic and subject from the drop-down menu, click “Connect” and begin learning from a live tutor through the Brainfuse Whiteboard.

Select “Tutoring Schedule” or “Preferences” for additional details about your selection.



## 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




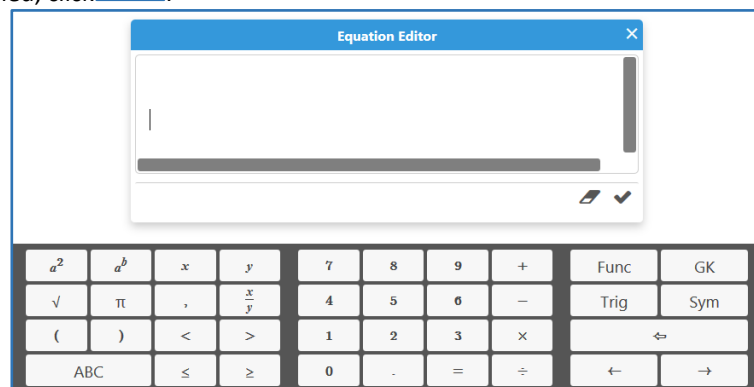
**PASTE:** Paste text onto the Whiteboard



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

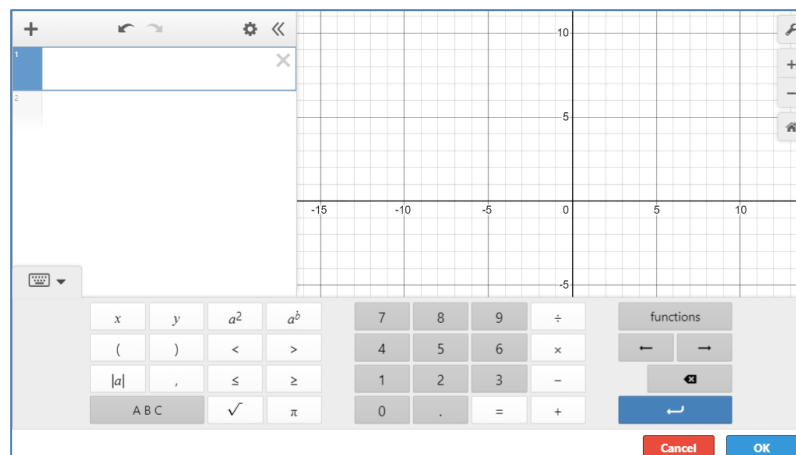


**TYPE EQUATIONS WITH THE EQUATION EDITOR:** The equation editor allows you to create mathematical equations, functions, and symbols in the available box. Click on the desired area of the Whiteboard where you want the equation to appear. When you are finished, click .



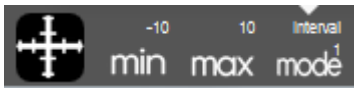
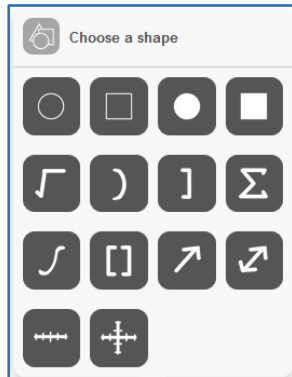
**GRAPH WITH THE GRAPHING CALCULATOR:** The Graphing Calculator allows you to create graphs and visualize functions. Click on the desired area of the Whiteboard where you want the graph to appear. When you are finished, select

**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.



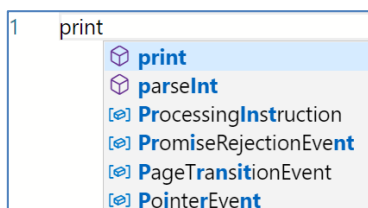
**ADD FILE:** Add a file to your code editor. Save your file with the appropriate programming language file extension in order enable code help and completion while working in your file. Multiple files can be saved in the code editor workspace at one time.



**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.



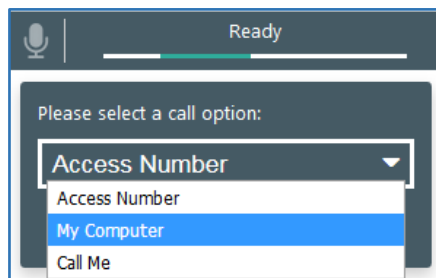
**CHAT TRANSLATE:** Choose the language you want the chat to appear in. This tool allows you to chat with your tutor in any language.



**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 VIDEO:** Select the Video button (top left of the Chat Box) to begin using video through a secure and private conference room. Selecting video will also prompt audio using your computer (VoIP) or a toll-free call.



**USE SCREEN SHARING:** Select the Screen Share button (top left of the Chat Box) to begin sharing your screen with your tutor.

## Writing Lab: The Writing Lab offers tutor support to help you revise your paper.

To begin, simply select “Submit Paper” from the homepage to choose your assignment type.

Home Expert Help Study info@onestop

### Writing Lab

Expert online writing assistance.

- Please specify citation format requirements.
  - MLA
  - Chicago Manual of Style
  - Other (Please describe the assignment in the box below)
- Please select up to 3 areas from the list below where you would like the writing tutor to focus his/her analysis. If no selection is made, then a general review will be completed.
  - Introduction
  - Thesis or Topic Sentence
  - Development
  - Organization
  - Tone
  - Cohesion
  - Word Choice
  - Grammar, Usage, & Mechanics
  - Other (Please describe the assignment in the box below)
  - Style
  - Conclusion
  - Responding to Assignment's Purpose
  - Developing Supporting Details/Analysis
  - Synthesizing Sources
- Include any instructions given for the writing assignment.
- Attach your document
 

It is our policy to not disclose any personal or confidential information to third parties. This policy notwithstanding, please do not submit any information that is personal and confidential, such as last names, phone numbers, and email or home addresses.

  - From Computer
  - From CloudPack
  - From Whiteboard 

Maximum size: 10 MB  
Valid format: .doc, .html, .docx, .ppt, .pptx, .pdf, .docm, .pptm, .pptx, .rtf, .psm, / .png, .jpeg, .bmp, .tiff
- Add comments
 

Add any information that you think our writing expert should know before reviewing your paper.
- Upload your document
 

This process may take a while depending on the size of your file and your connection speed.

You will then be prompted to provide details about your assignment and any areas where you would like your tutor to focus.

To submit your paper for review, simply attach your paper and select “Submit.” Please note that only one file may be submitted at one time.

Once you have submitted your file, you will receive a confirmation. A tutor will review your paper and return it with analysis within 24 hours.

Writing Lab

Click here to send your paper to our writing experts.

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

**10** Go To Inbox You have a paper in your inbox.

When your review is complete, you will receive a notification email and see an alert in the Writing Lab box on the HelpNow home page. You can retrieve the review of your paper in “My Message Center.”

Writing Lab

Click here to send your paper to our writing experts.

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

**10** Go To Inbox You have a paper in your inbox.

Live Help

-- Select Grade --

-- Select Subject --

**➔** Don't want a live session? [Send a question](#)

## Send Question: Get help with a question outside of live tutoring.

As an alternative to live tutoring, submit a question for a tutor to review and receive a response within 24 hours.



## SkillSurfer: Self-paced lessons and practice tests

Master academic skills with SkillSurfer's library of instructional lessons, videos, and practice tests.

The screenshot shows the SkillSurfer website interface. At the top, there are navigation links for Home, Expert Help, Study, and My Account. The main heading is "SkillSurfer". Below this is a search bar and buttons for "Send Question" and "Get Live Help". The breadcrumb trail indicates the path: Home > College > Physics > Laws of Mechanics > Periodic Motion. On the left, a "Your Progress" sidebar lists various topics, with "Periodic Motion" highlighted. The main content area is titled "Periodic Motion" and contains a definition: "Periodic motion is motion that repeats itself in a definite cycle. It occurs whenever a body has a stable equilibrium position and a restoring force that acts when it is displaced from equilibrium. Period  $T$  is the time for one cycle. Frequency  $f$  is the number of cycles per unit time. Angular frequency  $\omega$  is  $2\pi$  times the frequency." Below the text are two diagrams of a mass-spring system. The first diagram shows the mass displaced to the right ( $x > 0$ ), with a force vector  $F_s$  pointing left and an acceleration vector  $a_x$  pointing left. The second diagram shows the mass at the equilibrium position ( $x = 0$ ), with no force or acceleration vectors shown. The equations  $f = \frac{1}{T}$  and  $\omega = 2\pi f = \frac{2\pi}{T}$  are also displayed.

The screenshot shows the Flashbulb website interface. At the top, there are navigation links for Home, Math, and Advanced Stats. The main heading is "Flashbulb". Below this is a search bar and a "Create" button. The interface is titled "Binomial Experiment" and shows "Correct Cards (0)" and "Incorrect Cards (0)". A "Remaining Cards (22)" indicator is visible. The main content area is a large empty box labeled "Question". Below the question box are buttons for "retry", "show Answer first", "restart", "shuffle", and "Continue". At the bottom, there is a grid of icons representing various study tools: Flashcards, NoFlip Flash, Study Table, Matching, Crossword, Unscramble, Type In, Quiz, Test, Hangman, Bug Match, Hungry Bug, Chopped Words, Targets, Notes, Export, Print, and Edit.

## Flashbulb: Flashcard study

Create your own flashcards or draw from an extensive library of flashcards sets that you can transform into games, practice tests, study tables, and more.

## Language Lab: Vocabulary builder in a variety of languages.

Expand your vocabulary and skills in a variety of languages through flashcards, practice tests, and more.

## LEAP: Customized study plans

Complete a test to create a personalized study plan to master content in specific topics.

## eParachute: Personalized recommendations for career or academic paths

Review suggested career or academic paths based on your unique profile that includes your interests, skills, and more.

## MEET: Form online study groups

Easily schedule online study groups and meet with classmates or instructors in the Brainfuse Whiteboard.

The screenshot shows the 'Brainfuse Meeting' creation page. At the top, there is a navigation bar with 'Home', 'Expert Help', and 'Study'. On the right, there are icons for notifications and a user profile labeled 'bfdemotest'. The main heading is 'Brainfuse Meeting'. Below it is a link 'Back to My Calendar'. The form is divided into three sections:

- 1. Invite Participants**: Includes the instruction 'Please invite meeting participants by entering their e-mail addresses.' and a text input field.
- 2. Enter Start and End Times**: Contains four input fields: 'Date' (02/07/2020), 'Time' (1:17 PM), 'Duration' (60), 'End Date' (02/07/2020), and 'End Time' (2:17 PM).
- 3. Describe Meeting**: Includes the instruction 'Your description will appear in your message to participants.' and a large text area.

A 'Send' button is located at the bottom of the form.

The screenshot shows the 'Brainwave' interface. At the top, there is a navigation bar with 'Home', 'Expert Help', and 'Study'. On the right, there are icons for notifications and a user profile labeled 'bfdemotest'. The main heading is 'Brainwave'. Below it is the text 'Create and share your own Brainwaves or visit the Brainwave library.' and a '+ Create a Brainwave' button. There are two tabs: 'My Brainwaves' and 'Brainwave Library'. Below the tabs is a list of Brainwaves. The first entry is 'Example Brainwave - movie-like notes to help you study!' with a play button icon, '1 views', and a date/time 'Fri 1/18/19 1:48 PM'. There are also icons for edit, play, share, and delete.

## Brainwave: Create and share dynamic content

Create movie-like notes (Brainwaves) by recording your activity on the Brainfuse Whiteboard. Brainwaves are ideal for studying or sharing concepts that involve multi-step processes.

**Account Features:** Access your Brainfuse activity through easy-to-use account options.

The screenshot displays the Brainfuse website interface. At the top, there are navigation links for 'Home', 'Expert Help', and 'Study'. On the right, a 'My Account' dropdown menu is open, listing the following options: Login, My Account, My Past Sessions, My Message Center, My Tests, My Calendar, and My Brainwaves. Below the navigation, a banner reads 'Tutors are available now'. A search bar prompts the user: 'What subject or class can we help you with? Try 'Algebra'...'. The main content area is divided into two sections: 'Live Help' and 'Writing Lab'. The 'Live Help' section includes dropdown menus for 'Select Grade' and 'Select Subject', buttons for 'Check Tutor Availability' and 'Preferences', and a 'Connect' button. The 'Writing Lab' section features a 'Submit Paper' button and text indicating that users will receive a reply within 24 hours. A background image of a student using a tablet is visible on the right side of the interface.

**My Past Sessions** shows all of your past tutoring sessions so that you can replay the tutoring session after it has ended.

**My Message Center** contains all of your tutor responses to Writing Lab or Send Question submissions.

**My Tests** displays all of the practice tests taken. Tests can be reset from this page.

**My Calendar** tracks any scheduled MEET sessions.

**My Brainwaves** contains your Brainwaves to view, edit, or share with others.

**My CloudPack** allows you to create or save files to easily upload onto the Whiteboard or Writing Lab.

## Questions?



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



1-866-BRAINFUSE