



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 and job seekers 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.



➤ 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 teachers. Students access live, on-demand academic help and state-aligned skills building lessons from expert tutors. With HelpNow, tutors and students communicate in real time in our online classroom by typing, drawing, and marking-up lessons and web content. Plus, students can use our secure file sharing feature in the writing lab to submit writing assignments to our writing tutors 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
Study
Collaborate
Adult Learners
My Account ▾


Tutors are available Mon - Sun 1:00 PM to 11:00 PM CST




Expert Help




Live Tutoring
Live online help from expert tutors




Writing Lab
Expert online writing assistance




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




Send Question
Send a question and get expert help




Language Lab
Live help for language learners




Study




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




FlashBulb™
Create and share flashcards, tests, and games




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



Collaborate



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 submit a question in our online classroom and receive live, one-on-one assistance from a Brainfuse tutor.
- **Writing Lab:** Our writing tutors help students become better writers by providing constructive feedback, and assistance usually within 24 hours of receiving a student's submission.
- **SkillSurfer:** Our skills building service helps students master a concept or skill through state aligned online lessons with a live tutor. HelpNow Skills Building has been designed for a variety of age groups and academic needs.
- **Send Question:** Students submit questions via our online form and a tutor will respond usually within 24 hours to the student's question.
- **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. Invitees receive the invite in their email inbox and simply click on the Meet link to join the organizer. Attendees need not be Brainfuse users.
- **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.

English ▾

Home Expert Help Study Collaborate **Adult Learners** My Account ▾

Other Services

- Live Tutoring
- Writing Lab
- SkillSurfer
- Send Question
- Language Lab
- LEAP
- Brainwave™
- FlashBulb™
- MEET™

Live Help

You are just moments away from connecting with a live instructor.

Simply select your grade and subject from the drop-down menus.

-- Select Grade -- ▾

-- Select Subject -- ▾

Por favor marque aquí si prefiere tutoría en español

Use our classic Java whiteboard

Get Live Help

Learning Account Features

- My Account
- My Past Sessions
- My Message Center
- My Tests
- My Calendar
- My Brainwaves

Select Grade

First, select the grade level.

(i.e. 3rd Grade)

Select Subject

Then, select the subject area under this topic that you would like to receive tutoring for.

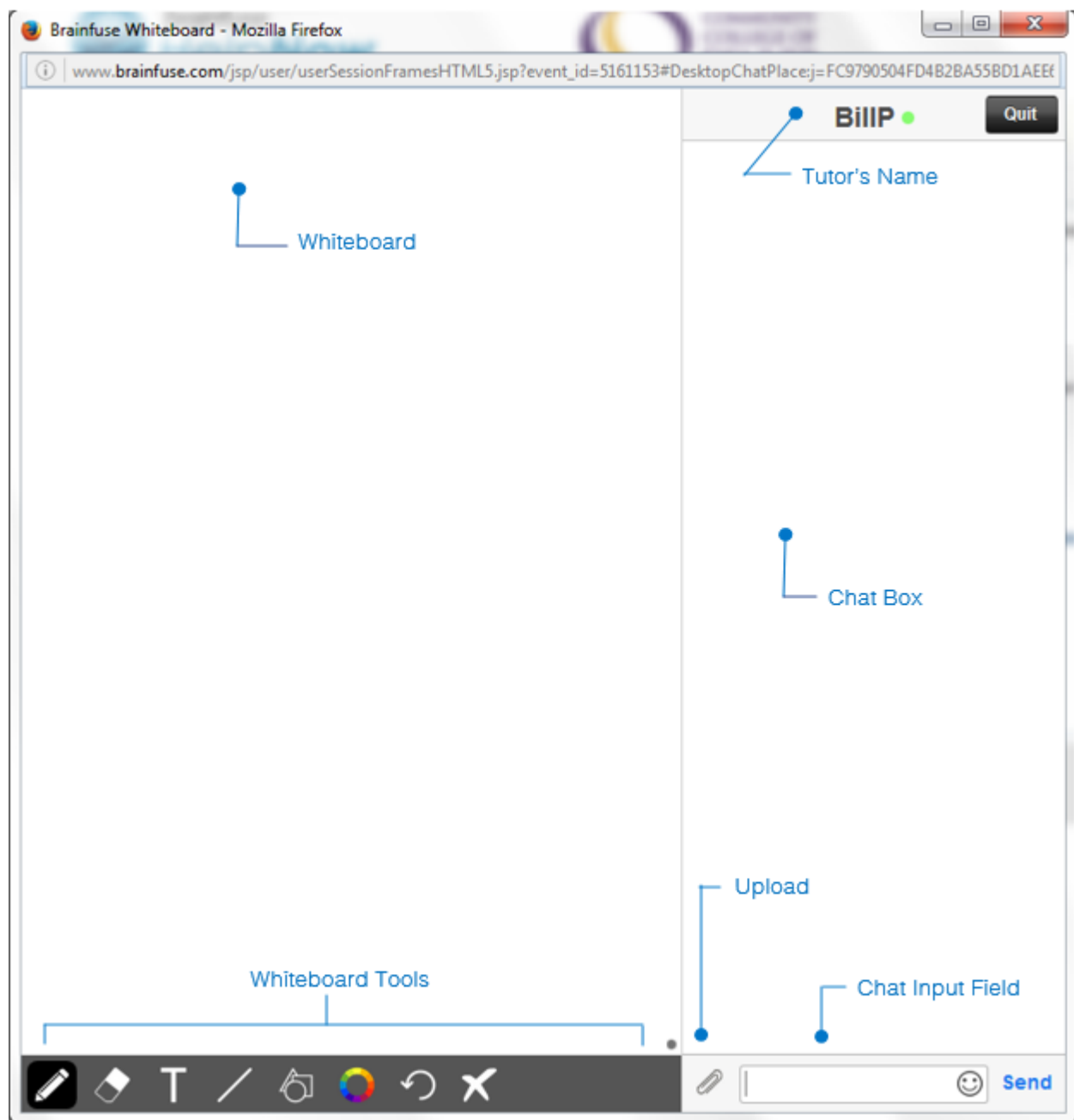
(i.e. Math)

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

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



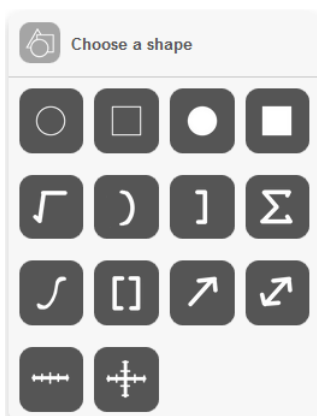
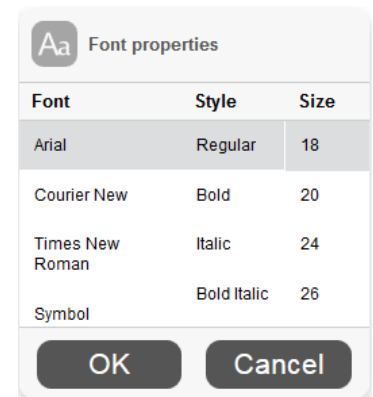
SCIENCE SYMBOLS: Enter a scientific symbol

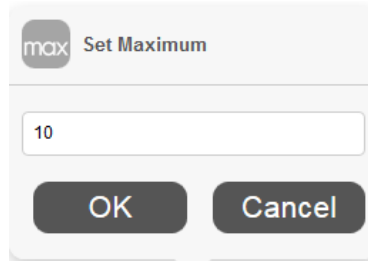


LINE: Draw a straight line



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



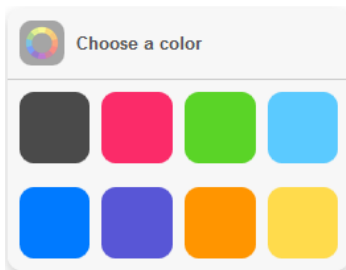


NUMBER LINES and GRAPHS:

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.

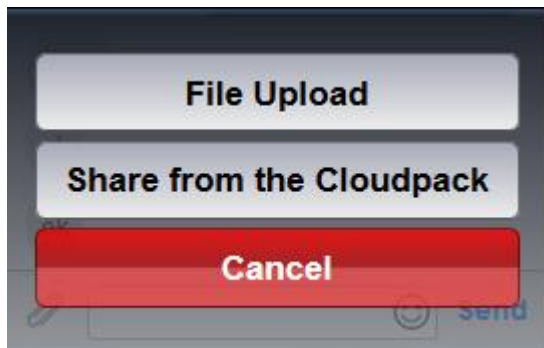
How to Upload an Image



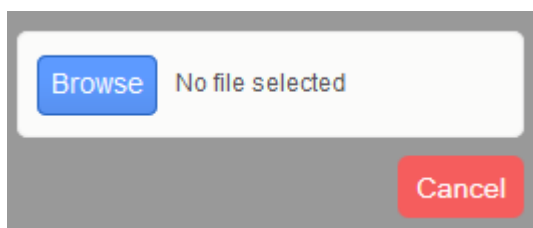
UPLOAD: Click on the Upload button (bottom left of the Chat Box)

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

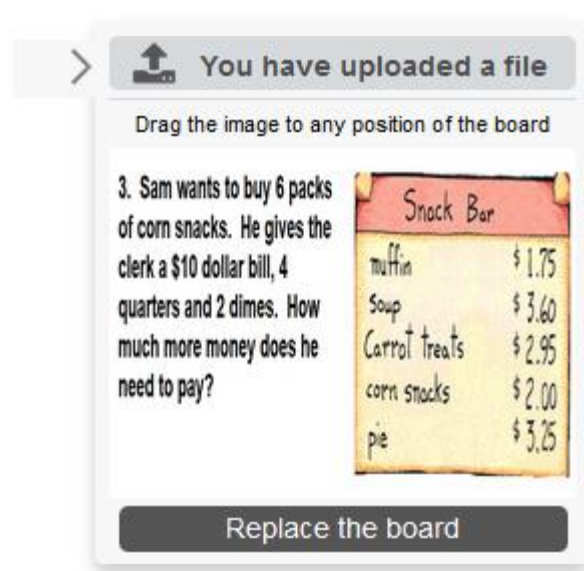
You can also upload from your **Cloudpack** if you have already stored documents or images there.



Then, click on **Browse** and search for the image in your computer and press **OK**.

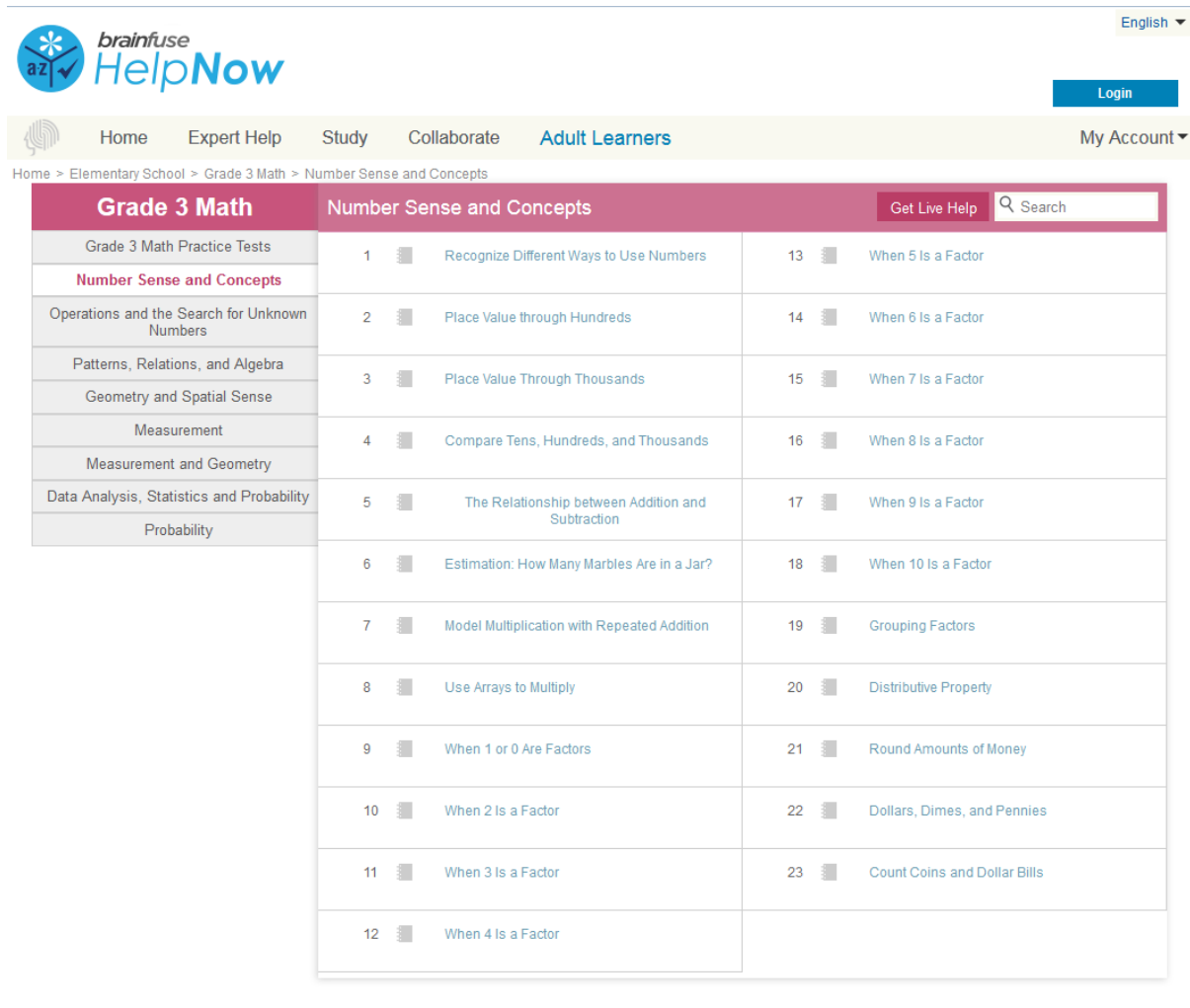


When your image finishes uploading, drag the image onto the Whiteboard to share it with your tutor.



Skillsurfer

Skillsurfer is an e-Learning service that helps students master a concept or skill through state aligned online lessons with a live tutor.



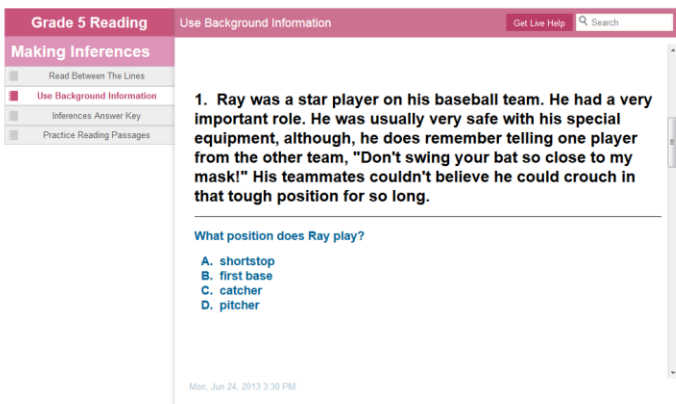
The screenshot shows the Brainfuse HelpNow website interface. At the top right, there is a language dropdown menu set to "English" and a "Login" button. The main navigation bar includes "Home", "Expert Help", "Study", "Collaborate", "Adult Learners", and "My Account". Below the navigation bar, the breadcrumb trail reads "Home > Elementary School > Grade 3 Math > Number Sense and Concepts".

The main content area displays a table of Grade 3 Math topics. The left sidebar lists various math categories, with "Number Sense and Concepts" highlighted. The main table lists 23 topics, each with a number, a small icon, and a title. A "Get Live Help" button and a search bar are located at the top right of the table.

Grade 3 Math	Number Sense and Concepts	
Grade 3 Math Practice Tests	1	Recognize Different Ways to Use Numbers
Number Sense and Concepts	13	When 5 Is a Factor
Operations and the Search for Unknown Numbers	2	Place Value through Hundreds
Patterns, Relations, and Algebra	14	When 6 Is a Factor
Geometry and Spatial Sense	3	Place Value Through Thousands
Measurement	15	When 7 Is a Factor
Measurement and Geometry	4	Compare Tens, Hundreds, and Thousands
Data Analysis, Statistics and Probability	16	When 8 Is a Factor
Probability	5	The Relationship between Addition and Subtraction
	17	When 9 Is a Factor
	6	Estimation: How Many Marbles Are in a Jar?
	18	When 10 Is a Factor
	7	Model Multiplication with Repeated Addition
	19	Grouping Factors
	8	Use Arrays to Multiply
	20	Distributive Property
	9	When 1 or 0 Are Factors
	21	Round Amounts of Money
	10	When 2 Is a Factor
	22	Dollars, Dimes, and Pennies
	11	When 3 Is a Factor
	23	Count Coins and Dollar Bills
	12	When 4 Is a Factor

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.



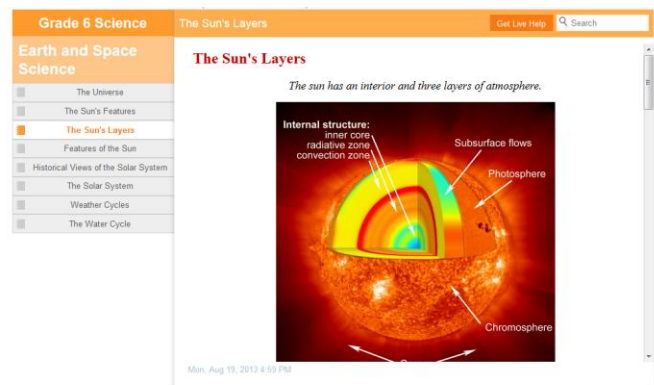
The screenshot shows a lesson page for Grade 5 Reading. The title is "Making Inferences". The left sidebar lists "Read Between The Lines", "Use Background Information" (highlighted), "Inferences Answer Key", and "Practice Reading Passages".

The main content area contains a reading passage:

1. Ray was a star player on his baseball team. He had a very important role. He was usually very safe with his special equipment, although, he does remember telling one player from the other team, "Don't swing your bat so close to my mask!" His teammates couldn't believe he could crouch in that tough position for so long.

Below the passage is a question: "What position does Ray play?" with four multiple-choice options: A. shortstop, B. first base, C. catcher, and D. pitcher.

At the bottom left, the date and time are listed: "Mon, Jun 24, 2013 3:30 PM".



The screenshot shows a lesson page for Grade 6 Science. The title is "The Sun's Layers". The left sidebar lists "The Universe", "The Sun's Features", "The Sun's Layers" (highlighted), "Features of the Sun", "Historical Views of the Solar System", "The Solar System", "Weather Cycles", and "The Water Cycle".

The main content area contains a diagram of the Sun's internal structure and atmosphere. The diagram is labeled with "Internal structure:" and "Internal structure: inner core, radiative zone, convection zone". Other labels include "Subsurface flows", "Photosphere", and "Chromosphere".

Below the diagram, the text reads: "The sun has an interior and three layers of atmosphere."

At the bottom left, the date and time are listed: "Mon, Aug 19, 2013 4:53:00".


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.

Writing Lab & Send Question

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

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. 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.

- **Live Writing Assistance** (For immediate help) – Our tutors provide live help throughout the various stages of the writing process to help students with organizational structure, fluency, and coherence of ideas and style.
- **Writing Lab** (For more detailed help) – Students submit their writing through the Writing Lab. 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 students but to serve as a sounding board in order to help students better organize and present their thoughts. Our writing experts are trained to guide you in your writing, focusing on voice, word choice, grammar, content, sentence variety, and organization.




English ▾
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Home Expert Help Study Collaborate **Adult Learners**
bfbaludemo ▾

Brainfuse services will be unavailable for Labor Day on Monday, September 05, 2016. We will resume normal operations on Tuesday, September 06, 2016.

Other Services

- Live Tutoring
- Writing Lab
- SkillSurfer
- Send Question
- Language Lab
- LEAP
- Brainwave™
- FlashBulb™
- MEET™



Writing Lab

Expert online writing assistance.

1 Attach your document

From Computer
 From CloudPack

No file selected.

Maximum size 1.4MB
 Valid format: .doc/.html/.txt/.xls/.pdf/.jpg/.gif/.docx/.ppt/.pptx/.rtf/.pptm/.png/.xlsx/.htm/.html

2 Add comments

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

3 Upload your document

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

Submit

4 Receive your results

Check the Message Center for our response (usually within one business day).

Hi bfbaludemo,

Simply upload your document, and one of our writing experts will analyze it and provide helpful comments.

Leap Learning Platform

Leap is a diagnostic test center with customized study plans, lessons and live tutoring

Welcome to Leap

Welcome to Leap

LEAP helps you build academic skills through targeted lessons, quizzes, and live, online tutoring. LEAP creates your learning plan based on a skills assessment that you take at the beginning of the course. To begin learning, click on the link to one of the courses assigned to you in the "Pending Courses" section below. You can also click a completed course to review your work.

Pending Courses

Course	Begin Course
Basic Math 1	
Basic Math 2	
College Readiness Writing Test	
College Readiness Math 1	
College Readiness Math 2	
Reading and Writing Strategies 1	
Reading and Writing Strategies 2	

Learning Account Features

- My Account**
- My Past Sessions**
- My Message Center**
- My Tests**
- My Calendar**
- My Brainwaves**
- My CloudPack**

Click on the **LEAP** icon from the main menu on the Brainfuse homepage and select a practice test (shown above).

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Learning Plan

Basic Math 1

Your Learning Plan

Your learning plan helps you master academic skills through lessons, quizzes, and live tutoring. LEAP will track your progress as you study.

Get Live Tutoring

Click "Live Help" next to each topic to get expert assistance from a live online tutor. You will connect with your tutor via an online classroom that lets you type and draw in real-time.

Skills	Progress	
Order of Operations	0%	Live Help
Arithmetic	0%	Live Help
Rounding and Estimation	0%	Live Help
Prime Factorization	0%	Live Help
Square Roots	0%	Live Help
Decimals	0%	Live Help
Fractions	0%	Live Help
Ratio and Proportion	0%	Live Help
Percentage	0%	Live Help
Conversion	0%	Live Help
Geometry	0%	Live Help
Linear Equations	0%	Live Help
Interpret Data	0%	Live Help
Coordinate Geometry	0%	Live Help

After completing the practice test, the list of targeted lessons, videos and mini quizzes appears along with the individualized progress chart.

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Your Lessons

Order of Operations
Arithmetic
Rounding and Estimation
Prime Factorization
Square Roots
Decimals
Fractions
Ratio and Proportion
Percentage
Conversion
Geometry
Linear Equations
Interpret Data
Coordinate Geometry

Mini Quiz - Order of Operations
College Algebra

Add Whole Numbers
Review how to add whole numbers and recognize key words that call for addition.

Subtract Whole Numbers
Review how to subtract whole numbers.

Lesson - Divide Whole Numbers
Review the three different ways to write division problems and practice dividing whole numbers.


Lesson - Order of Operations
Review how to proceed when an expression has more than one mathematical operation.

Order of Operations [CC] (Video)
Review the steps to follow when you need to use more than one operation.

Each time a lesson, quiz or a video is viewed and checked off as completed, the colors on the chart will change to show progress. To redo the practice test or any of the mini quizzes, click on the **My Tests** link found at the top of the page.

My Account

My Account is your personal Brainfuse profile and contains all past live tutoring sessions, questions/papers and tests taken. You can also view your scheduled MEET sessions here.



brainfuse
HelpNow

English ▾


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[Home](#)
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[Study](#)
[Collaborate](#)
[Adult Learners](#)

DakotaHelp ▾


Tutors are available Mon - Sun 1:00 PM to 11:00 PM CST




Expert Help




Live Tutoring
Live online help from expert tutors




Writing Lab
Expert online writing assistance




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




Send Question
Send a question and get expert help




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FlashBulb™
Create and share flashcards, tests, and games




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




MEET




MEET Scheduling
Schedule private sessions




Brainwaves
Create and share ideas




My Account




My Past Sessions




My Message Center




My Tests



My Calendar



My Brainwaves



My CloudPack

- **My Past Sessions:** A record of all previous live tutoring 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 Calendar:** Scheduled MEET sessions with live tutors can be found here.
- **My Brainwaves:** All of the Brainwaves that you created are shown here. You can also use the Brainwave library where you can search for an existing Brainwave on a particular problem or a question created by other Brainwave users.
- **My CloudPack:** Create files or upload images, links, documents and load them onto the whiteboard.

Questions?



info@brainfuse.com



1-866-BRAINFUSE