



## HelpNow User Guide

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## 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](mailto: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.

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## 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.

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## Other Services

 Live Tutoring


 Writing Lab

 Skill Surfer

 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. 3<sup>rd</sup> Grade)

**Select Subject**

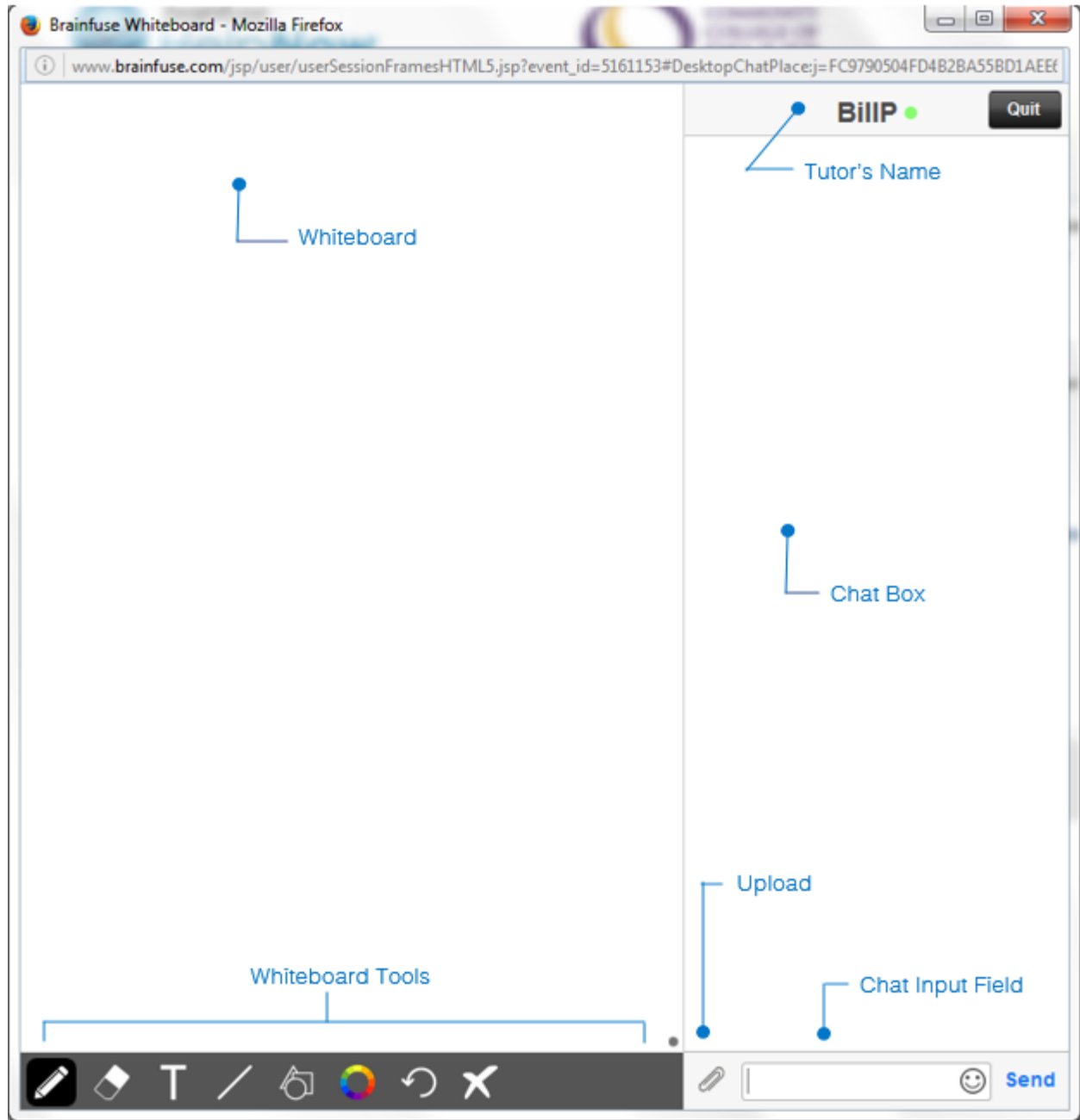
Then, select the subject area under this topic that you would like to receive tutoring for.  
(i.e. Math)

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:



**SUPERSCRIP:** 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

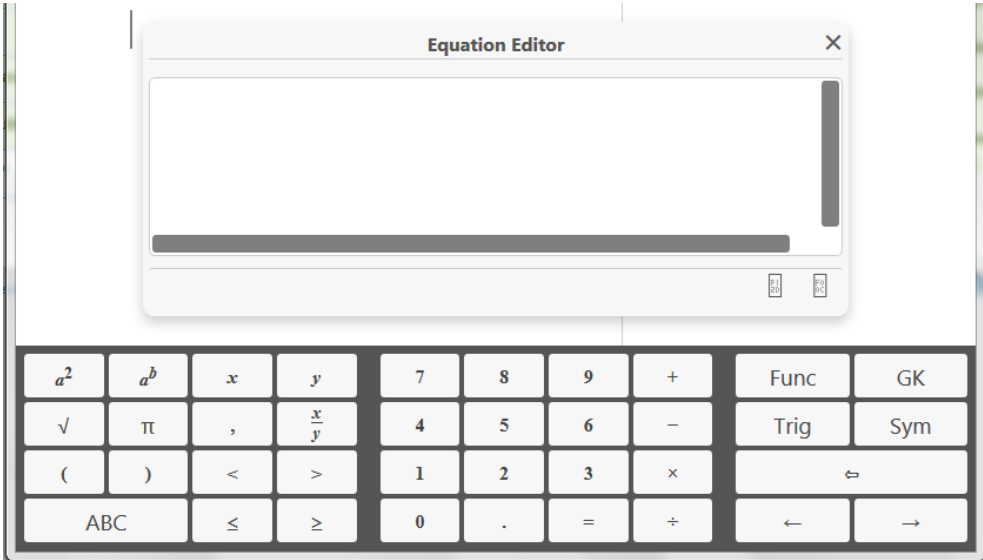


**SCIENCE SYMBOLS:** Enter a scientific symbol

Font properties		
Font	Style	Size
Arial	Regular	18
Courier New	Bold	20
Times New Roman	Italic	24
Symbol	Bold Italic	26
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.



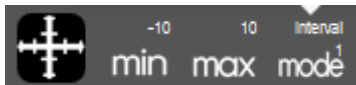
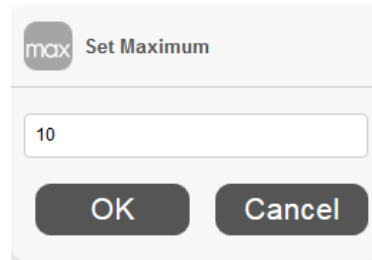
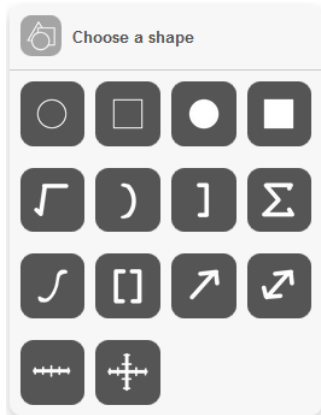




**LINE:** Draw a straight line



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

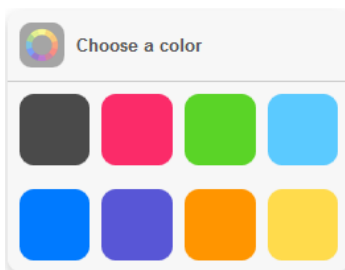


#### NUMBER LINES and GRAPHS:

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.

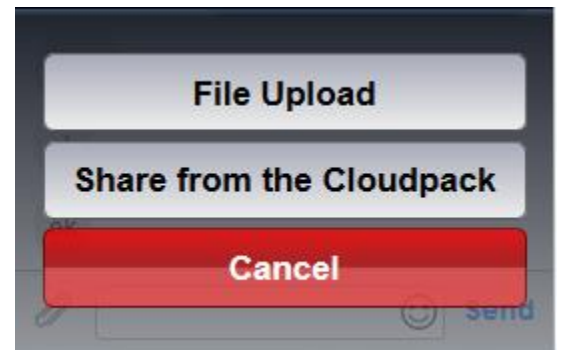
## How to Upload an Image



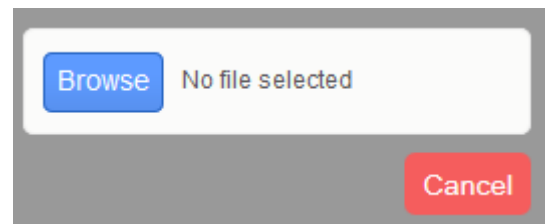
**UPLOAD:** Click on the Upload button (bottom left of the Chat Box)

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.



You have uploaded a file

Drag the image to any position of the board

3. Sam wants to buy 6 packs of corn snacks. He gives the clerk a \$10 dollar bill, 4 quarters and 2 dimes. How much more money does he need to pay?

Snack Bar	
muffin	\$ 1.75
soup	\$ 3.60
Carrot treats	\$ 2.95
corn snacks	\$ 2.00
pie	\$ 3.25

Replace the board

# 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, there's a navigation bar with links: Home, Expert Help, Study, Collaborate, Adult Learners, and My Account. A search bar is present with a "Need extra help?" button and "Send Question" and "Get Live Help" buttons. The main content area is titled "Algebra 1 Practice Tests" and lists "Algebra 1 Practice Test 1" and "Algebra 1 Practice Test 2". Below this is a "Flashcards" section with a grid of topics: Algebra Review, Exponent Functions, Foundations for Algebra, Algebra - Graphing Terms, Algebra Vocabulary, Function Transformations, Rational Numbers, Quadratic Equations, Systems of Linear Equations, Inequalities, Polynomial Properties, Principles of Algebra, Exponents and Polynomials, Percents, Advance Algebra, Algebra Properties, Rational Functions, Algebra Application Terms, Exponents and Roots, Algebra Vocab, and Helpful Formulas. The "Algebraic Expressions" section includes links for writing, combining, simplifying, and interactive quizzes for translating, distributive property, and multiplying monomials. The "Exponents and Radicals" section covers powers, rules of zero, interactive quizzes for simplifying and multiplying radicals, product and negative exponents, quotient rules, and interactive quizzes for rules, adding/subtracting, and cube roots. The "Linear Equations and Inequalities" section includes solving equations with variables, proportions, linear equations, set-builder notation, absolute value, percent equations, and interactive quizzes for linear equations, systems, and absolute value. The "Functions and Graphs" section includes function notation, coordinate system, and interactive quizzes for function notation and coordinate system.

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 Brainfuse HelpNow website interface for the "Periodic Motion" section. The left sidebar lists topics: Gravity, Gravitation, Newton's Laws of Motion, Motion in Two or Three Dimensions, Periodic Motion (selected), Equilibrium and Elasticity, and Fluid Mechanics. The main content area is titled "Periodic Motion" and includes 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 this are three diagrams illustrating simple harmonic motion for different initial conditions:  $x > 0$ ,  $x = 0$ , and  $x < 0$ . Each diagram shows a mass on a spring with forces  $F_s$  and  $mg$  acting on it. The text below the diagrams states: "Above we have the model for a periodic motion, where a body is displaced from its equilibrium position at  $x = 0$ , where the spring exerts a restoring force back towards the equilibrium position." The section is labeled "Simple harmonic motion".

The screenshot shows the Brainfuse HelpNow website interface for the "Mitosis" section. The left sidebar lists topics: Basic Organic Compounds, Carbohydrate Monomers, Cells - An Overview, Cell Organelle Activity, Cytoplasm, Nucleus, and Mitochondria. The main content area is titled "Mitosis" and includes a definition: "Eventually cells need to duplicate. There are two main methods of replication, mitosis and meiosis. In mitosis, cells split apart. Although complex in and of itself, mitosis is the relatively simple method of duplication of a cell. One cell duplicates its DNA and splits forming two new cells called daughter cells. These have the same pieces and same genetic code. The two identical copies came from one original cell." Below this is a diagram showing the stages of mitosis: DNA replication, Prophase, Metaphase, Anaphase, and Telophase. The text below the diagram states: "Mitosis divides the chromosomes in the cell nucleus, as shown below." The section is labeled "The Cell Cycle" and includes a definition: "The process that the cell goes through to create two new identical cells is called the cell cycle. The process of mitosis is fast and highly complex. The sequence is divided into five basic phases. These phases are: INTERPHASE - PROPHASE - METAPHASE - ANAPHASE - TELOPHASE".

## 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.
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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



Hi bfbalbudemo,

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

Expert online writing assistance.

1

## Attach your document

☒ From Computer ☐ From CloudPack

Browse...

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).

# Leap Learning Platform

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

## 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).

## 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.


## Your Lessons

Order of Operations	Mini Quiz - Order of Operations
Arithmetic	College Algebra
Rounding and Estimation	<b>Add Whole Numbers</b> Review how to add whole numbers and recognize key words that call for addition.
Prime Factorization	<b>Subtract Whole Numbers</b> Review how to subtract whole numbers.
Square Roots	<b>Lesson - Divide Whole Numbers</b> Review the three different ways to write division problems and practice dividing whole numbers.
Decimals	<b>Lesson - Order of Operations</b> Review how to proceed when an expression has more than one mathematical operation.
Fractions	<b>Order of Operations [CC] (Video)</b> Review the steps to follow when you need to use more than one operation.
Ratio and Proportion	
Percentage	
Conversion	
Geometry	
Linear Equations	
Interpret Data	
Coordinate Geometry	

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.



English ▾


inbox ✓ task

Logout


DakotaHelp ▾

Home Expert Help Study Collaborate Adult Learners


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.




### MEET




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



**1-866-BRAINFUSE**