



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 to manage their learning outcomes better by seamlessly integrating with 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 recruitment, training and monitoring procedures to provide the highest possible online tutoring experience for students. We have a unique, live monitoring system where the tutor interaction with students is reviewed by a live monitor and immediate feedback is given for an ongoing professional development.



How do I get started?

To access Brainfuse in Canvas, click Brainfuse in the left Course Navigation menu. If you cannot access Brainfuse, please send an e-mail to info@brainfuse.com. Be sure to identify the name of your institution in the e-mail. You can also call 1-866-272-4638 for tech support.

➤ 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 classwork 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 instructors. Students access live, on-demand academic help from expert tutors and skills-building lessons, videos and practice tests for further study. With HelpNow, students exercise their learning options for a better classroom performance.



[English ▼](#)


[Home](#)


[Expert Help](#)

[Academic Tools](#)

[Collaboration Tools](#)

[My Account ▼](#)

Tutors are available now



Live Help

Get live help now

-- Select Topic --

-- Select Subject --

☐ HTML5 Classroom (No Java Required).
☐ Por favor marque aquí si prefiere tutoría en español

Connect

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



Writing Lab

Click here to send your paper to our writing experts.
You will receive a reply in your inbox within 24-hours.

Submit Paper

Academic Tools



SkillSurfer

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



FlashBulb™

Create and share flashcards, tests, and games



Language Lab

Live help for language learners



LEAP Learning Platform

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



eParachute

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

Collaboration Tools



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: Receive live tutoring from a Brainfuse tutor.

Writing Lab: Brainfuse writing tutors help students become better writers by providing constructive feedback.

SkillSurfer: Brainfuse skills building center helps students review key concepts or a skill through multimedia learning modules.

Send Question: Submit questions asynchronously and a tutor will generally respond within 24 hours.

Language Lab: 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

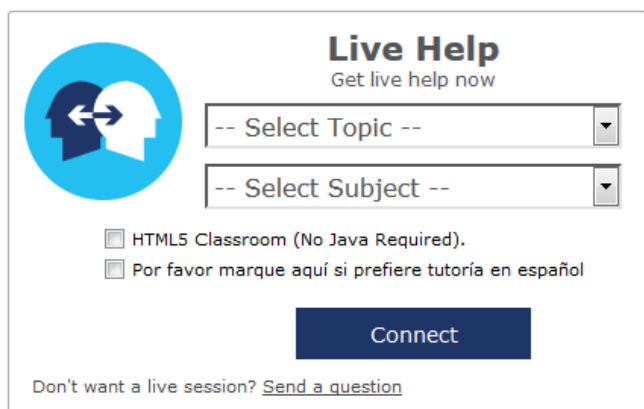
Form study groups, hold virtual office hours, work on class projects, and share knowledge with peers and instructors

Meet: Schedule a live study group session with friends and instructors. Attendees need not be Brainfuse users and receive the invitation in their email inbox.

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.

The image shows a 'Live Help' interface. On the left is a circular icon with two stylized heads facing each other, one blue and one white, with a double-headed arrow between them. To the right of the icon, the text 'Live Help' is displayed in a bold, dark font, with 'Get live help now' in a smaller font below it. Below the text are two dropdown menus: the first is labeled '-- Select Topic --' and the second is labeled '-- Select Subject --'. Under these menus are two checkboxes. The first checkbox is labeled 'HTML5 Classroom (No Java Required).' and the second checkbox is labeled 'Por favor marque aquí si prefiere tutoría en español'. Below the checkboxes is a dark blue button with the word 'Connect' in white. At the bottom left of the interface, there is a link that says 'Don't want a live session? [Send a question](#)'.

Select Topic

First, select the general topic.
(i.e. Business)

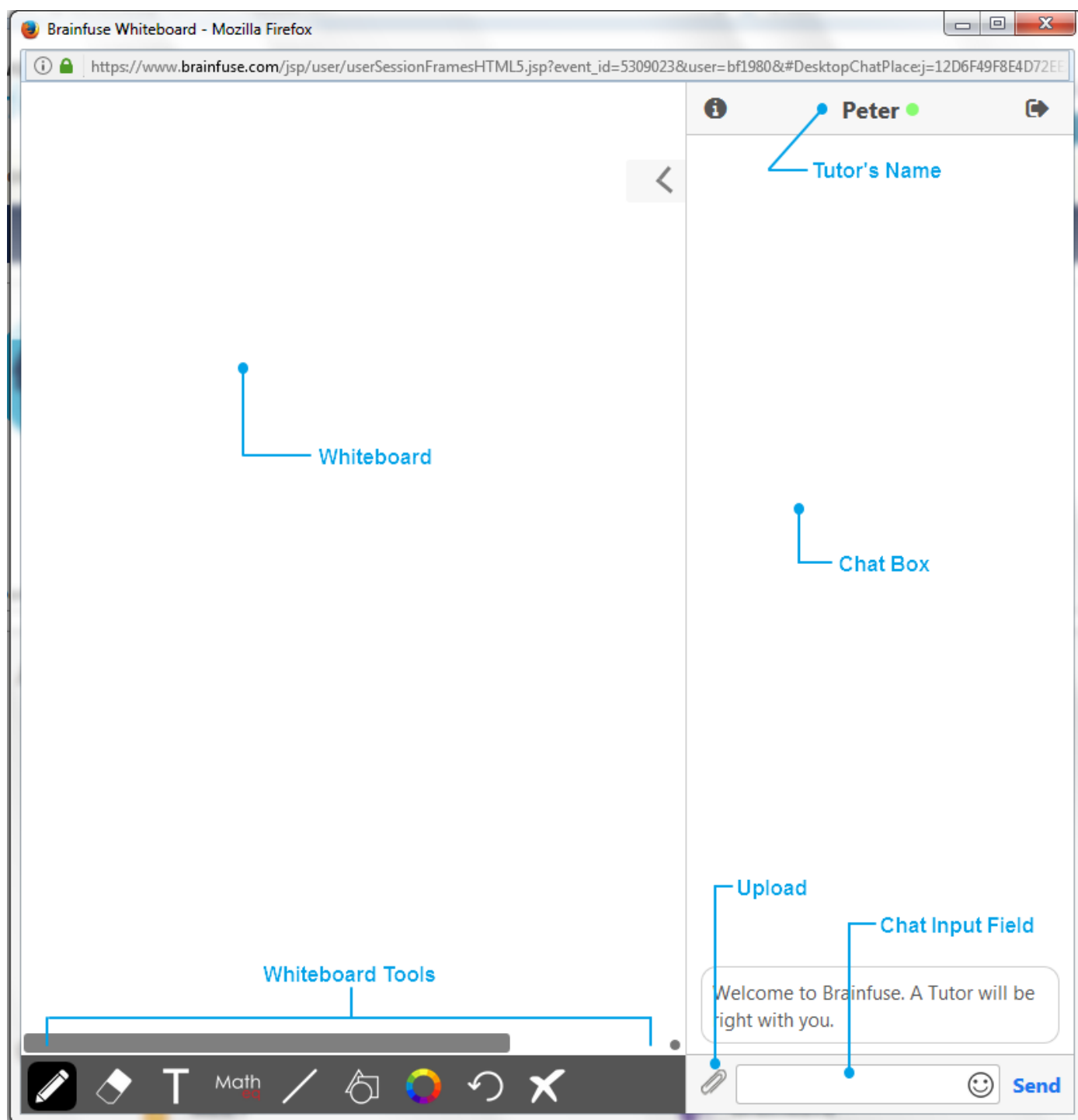
Select Subject

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

Finally, press **Connect** 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.



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



SCIENCE SYMBOLS: Enter a scientific symbol

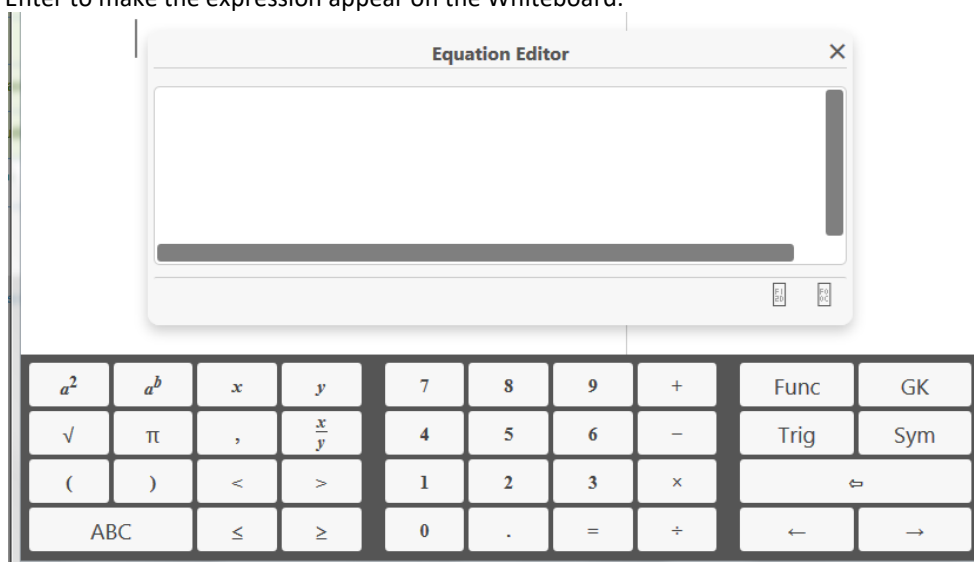
Font properties

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

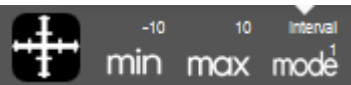
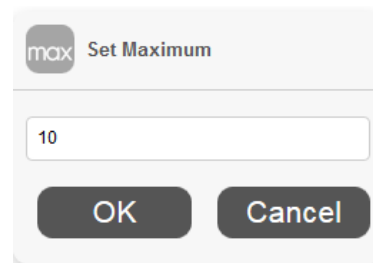




LINE: Draw a straight line



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

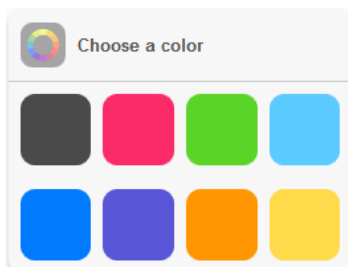


NUMBER LINES and GRAPHS:

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.

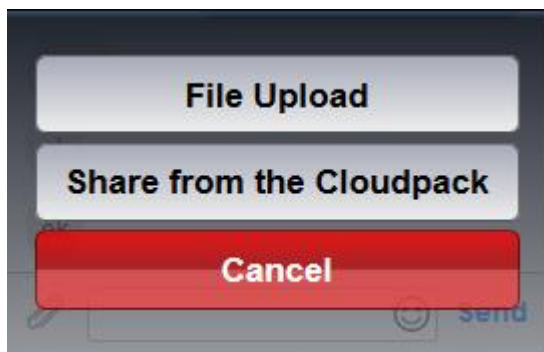
How to Upload an Image



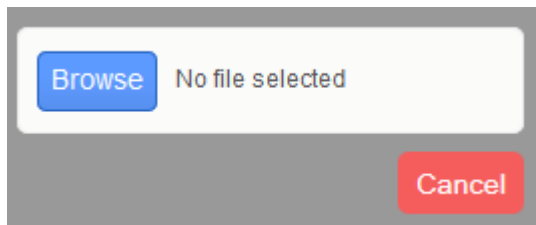
UPLOAD: Click on the Upload button (bottom left of the Chat Box)

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 is a collection of lessons, videos and practice tests in many core subjects. Click on the **Skillsurfer** from the HelpNow homepage as shown below. Select a subject or a test. Each subject is divided into subcategories. Choose a subcategory to view the multimedia content.


Academic Tools


SkillSurfer
 A library of lessons, videos, tests and more


FlashBulb™
 Create and share flashcards, tests, and games


Language Lab
 Live help for language learners


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


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

Writing Lab & Send Question

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

Live Help

Get live help now

-- Select Topic --

-- Select a Subject --

☐ Use our classic Java whiteboard.
☐ S'il vous plaît Vérifier ici si vous préférez tutorat français

Tutoring Schedule

Connect

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

Writing Lab

Click here to send your paper to our writing experts.

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

Submit Paper

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. Brainfuse writing tutors will return the paper with detailed, constructive comments usually within 24 hours. The purpose of our writing service is not to re-write or edit papers for students but to serve as a sounding board in order to help students better organize and present their thoughts. Brainfuse writing experts are trained to guide you in your writing, focusing on voice, word choice, grammar, content, sentence variety, and organization.

[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.

Personalized Account Features

The screenshot displays the Brainfuse HelpNow website. At the top right, there is a language selector set to "English" and a notification for "inbox" with a checkmark. Below this is a "Logout" button and a user identifier "alexdemo". The main navigation bar includes links for "Home", "Expert Help", "Academic Tools", and "Collaboration Tools". A dark blue banner across the top of the main content area states "Tutors are available now".

The main content area is divided into two primary sections:

- Live Help:** This section features a circular icon with two heads and arrows. It includes two dropdown menus for "Select Topic" and "Select Subject". Below these are two checkboxes: "Use our classic Java whiteboard." and "Por favor marque aquí si prefiere tutoría en español". A "Connect" button is positioned at the bottom of this section. A link "Don't want a live session? [Send a question](#)" is located at the bottom left.
- Writing:** This section features a circular icon with a pencil. It contains the text "Click here to send y writing experts. You will receive a re within 24-hours." and a "Submit" button.

On the right side of the page, a vertical sidebar lists personalized account features, each with an icon:

- My Account (head icon)
- My Past Sessions (play button icon)
- My Message Center (envelope icon)
- My Tests (document icon)
- My Calendar (calendar icon)
- My Brainwaves (head with waves icon)
- My CloudPack (cloud icon)

- **My Past Sessions** shows all past tutoring sessions so that the student can replay and review the tutoring session.
- **My Message Center** shows a record of all questions/papers sent to the Writing Lab/Send Question and received from Brainfuse tutors.
- **My Tests** shows all practice tests taken, along with the scores and the tests can be retaken from this page.
- **My Calendar** shows any scheduled Meet sessions (please note that the Meet sessions are not with Brainfuse tutors).
- **My Brainwaves** shows all of the Brainwaves created by the student.
- **My CloudPack** allows the student to create files or upload images, links, documents and load them onto the whiteboard later in a live tutoring session with a Brainfuse tutor.

Questions?



info@brainfuse.com



1-866-BRAINFUSE