



# 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](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.




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**


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-  **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**

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-  **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**

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

### Select Subject

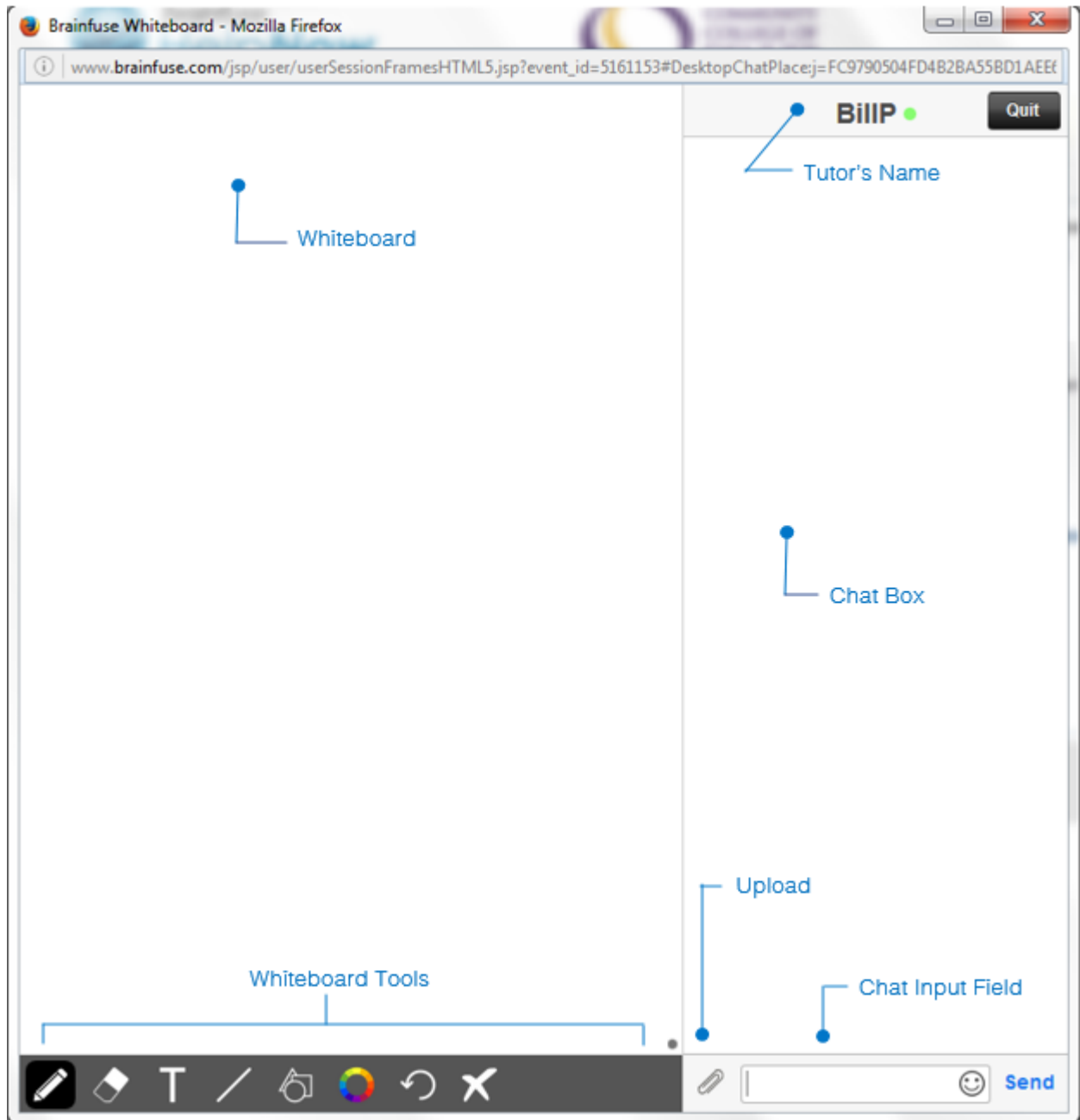
Then, select the subject area under this topic that you would like to receive tutoring for.  
(i.e. Math)

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:



**SUPERSCRIPT:** Changes text into superscript



**SUBSCRIPT:** Changes text into subscript



**PASTE:** Paste text onto the Whiteboard



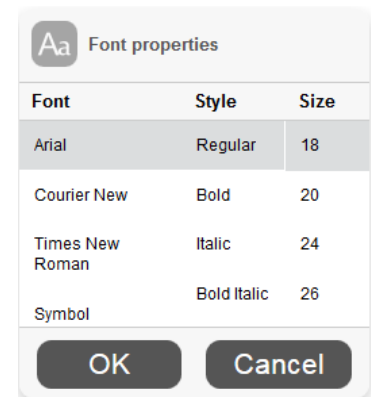
**FONT:** Change your font style and font size



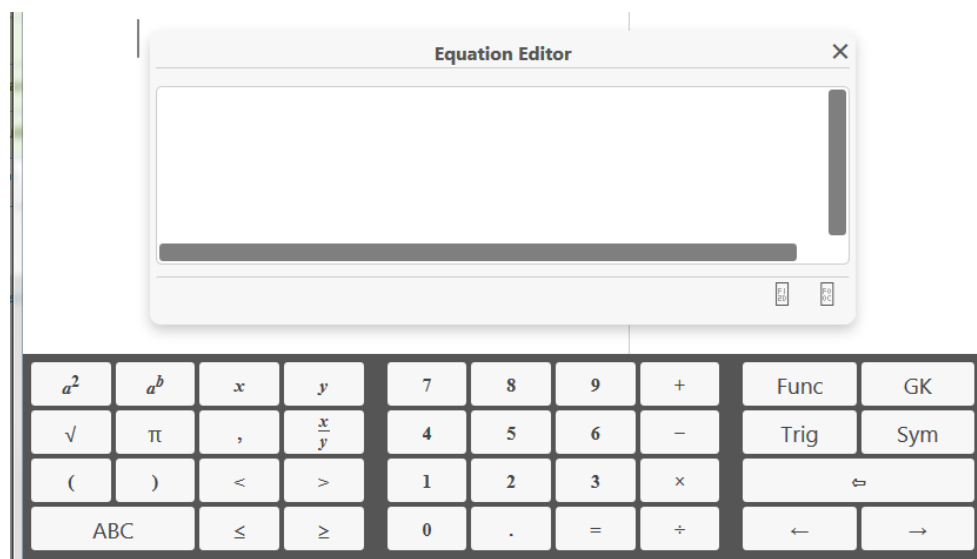
**MATH SYMBOLS:** Enter a mathematical symbol



**SCIENCE SYMBOLS:** Enter a scientific symbol



**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.

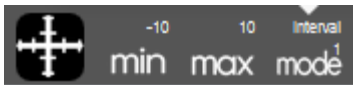
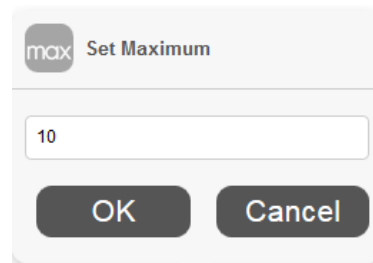
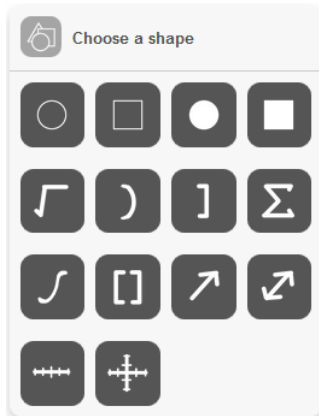




**LINE:** Draw a straight line



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

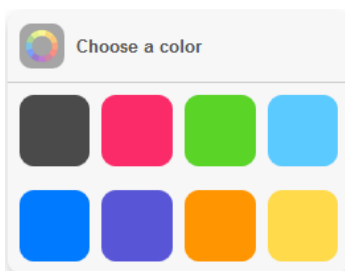


**NUMBER LINES and GRAPHS:**

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.

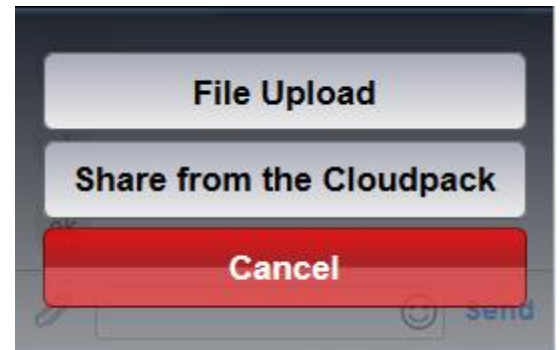
## How to Upload an Image



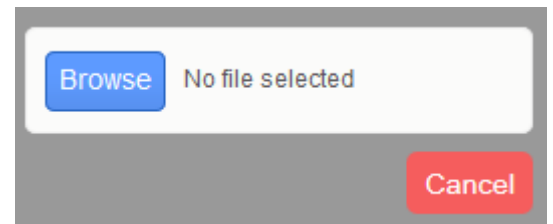
**UPLOAD:** Click on the Upload button (bottom left of the Chat Box)

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

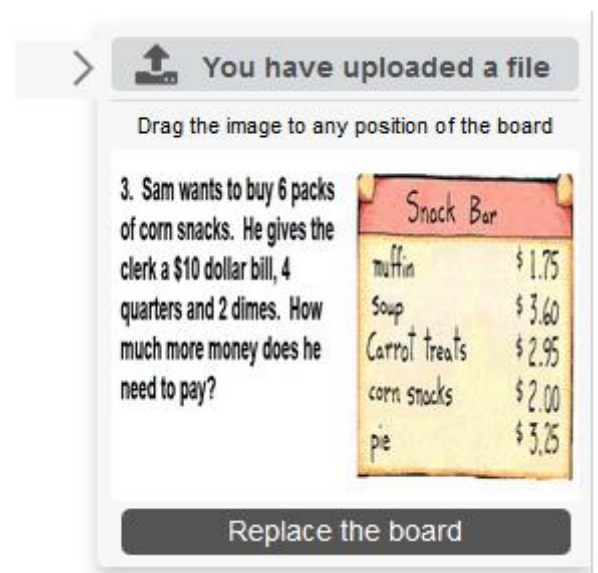
You can also upload from your **Cloudpack** if you have already stored documents or images there.



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.



# SkillsSurfer

SkillsSurfer 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 SkillsSurfer homepage. At the top, there is a navigation bar with 'Home', 'Expert Help', 'Study', 'Collaborate', 'Adult Learners', and 'My Account'. A search bar is located below the navigation bar. The main content area is divided into several sections:

- Algebra 1 Practice Tests:** Includes 'Algebra 1 Practice Test 1' and 'Algebra 1 Practice Test 2'.
- Flashcards:** Lists various topics such as 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.
- Algebraic Expressions:** Includes 'Write Expressions and Equations', 'Combine Like Terms', 'Simplify Algebraic Expressions [CC]', 'Interactive Quiz: Multiply Monomials', 'Interactive Quiz: Translating Expressions...', 'Distributive Property', 'Interactive Quiz: Simplify Algebraic ...', 'Evaluate Algebraic Expressions [CC]', 'Interactive Quiz: Add and Subtract ...', 'Interactive Quiz: Monomials and the ...', and 'Interactive Quiz: Evaluate Expressions...'. It also includes 'Distributive Property [CC]' and 'Multiply Monomials [CC]'.
- Exponents and Radicals:** Includes 'Powers and Exponents', 'Rule of Zero [CC]', 'Interactive Quiz: Simplify Radical E...', 'Interactive Quiz: Multiply Radical Ex...', 'Product of Powers Property', 'Negative and Rational Exponents', 'Add and Subtract Square Roots', 'Cube Roots', 'Quotient of Powers Property', 'Interactive Quiz: Rules of Exponents', 'Interactive Quiz: Add and Subtract ...', 'Interactive Quiz: Cube Roots', 'Power Rule of Exponents', 'Simplify Square Roots', and 'Multiply Square Roots [CC]'.
- Linear Equations and Inequalities:** Includes 'Solve Equations with a Variable on ...', 'Proportion', 'Solve Linear Equations with Ration...', 'Interactive Quiz: Literal Equations', 'Interactive Quiz: Linear Inequalities', 'Solve Linear Equations with Variab...', 'Solve Equations by Using Proportion', 'Linear Equations', 'Set-Builder Notation [CC]', 'Absolute Value [CC]', 'Percent Equations [CC]', 'Solve Proportions', 'Interactive Quiz: Linear Equations', 'Interactive Quiz: Systems for Expre ...', 'Interactive Quiz: Absolute Value Eq...', 'Percent Equations', 'Solve Linear Equations with Ration...', 'Literal Equations', and 'Inequalities'.
- Functions and Graphs:** Includes 'Function Notation', 'Interactive Quiz: Function Notation', 'Coordinate System [CC]', and 'Interactive Quiz: Coordinate System'.

Click on **SkillsSurfer** 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 SkillsSurfer lesson page for 'Periodic Motion'. The page includes a 'Your Progress' sidebar on the left with a list of subjects: Gravity, Gravitation, Newton's Laws of Motion, Motion in Two or Three Dimensions, **Periodic Motion** (highlighted), Equilibrium and Elasticity, and Fluid Mechanics. The main content area features a title 'Periodic Motion' and 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 three diagrams illustrating simple harmonic motion for different displacement cases:  $x > 0$ ,  $x = 0$ , and  $x < 0$ . Each diagram shows a mass on a spring with forces  $F_s$ ,  $F_g$ , and  $F_N$  acting on it. The page also includes the equation  $f = \frac{1}{T}$  and  $\omega = 2\pi f = \frac{2\pi}{T}$ .

The screenshot shows the SkillsSurfer lesson page for 'Mitosis'. The page includes a 'Your Progress' sidebar on the left with a list of subjects: Basic Organic Compounds, Carbohydrate Biosynthesis, Cells - An Overview, Cell Organellar Activity, Cytoskeleton, Nucleus, and Ribosomes. The main content area features a title 'Mitosis' and 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 the text is a diagram illustrating the stages of mitosis: Cell replication, Mitosis, and Two diploid cells. The page also includes the text 'Mitosis divides the chromosomes in the cell nucleus, as shown below:' and 'The Cell Cycle: 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'.

View online lesson videos or read lesson notes to learn a new skill or review a previously learned concept. **SkillsSurfer** learning content is always available, so feel free to return and continue where you left off.



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


Home
Expert Help
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




**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**