

## Live Tutoring – Frequently Asked Questions

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## QuickConnect-related Questions

### How do I know when I have a temporary overflow of users on the Brainfuse interface?

On the Brainfuse interface, an additional whiteboard tab with the Brainfuse user's name will appear in the upper-right corner. There will also be a "ding" sound, so it is highly recommended that you keep your volume at maximum level at all times. [Back to top](#)

### How do I transfer users?

To request a transfer, select the lifesaver icon to access support at the top of the window and select Session Monitor. Keep in mind that the facilitator is not always available. **Facilitators are available daily between 3pm and 1am EDT.** [Back to top](#)

### How do I upload files onto the whiteboard?

You can upload files onto the whiteboard by clicking the paperclip icon, located at the bottom left of the Chat Box, to upload images, papers, or other assignments to work on them in real time with your student. [Back to top](#)

### How can I learn more about the student's grade level and practice tests?

**To determine a guest's grade level:** Select the three-dot menu on the student's tab and select *User Information* to view the college, library, or K-12 intuition the student is coming from. If the user has a guest username, then they are probably in K-12. If they have a unique username, you can right-click or ask the student directly to find out.

Tutors do not have direct access to the Brainfuse practice tests. Tutors can review any Brainfuse practice test that a Brainfuse user has already taken by selecting *User Information*. [Back to top](#)

### What is wrap-up time and when should it be used?

Wrap-up is a tool that is used to prevent new students from connecting with you at the end of your shift. It is recommended that you turn it on in the last 15 minutes of your shift if you are working with a user, and the last 5 minutes of your shift if you are not. It is best to warn the student when you turn wrap-up on so they know your shift is coming to an end. [Back to top](#)

### Why is my chat box full of questions when I log in?

There are two reasons you may see a full chat when you connect with a user for the first time.

- 1) The student may have been transferred to you. In this case, the chat history from the previous session will be included, along with the whiteboard work, to allow you to pick up where the previous tutor left off.
- 2) We have customers/students who are logging in with class assignments mandated by their college instructors from various institutions. When one of these students log in, you will see in your chat box a set of assignments/questions given by the college instructor for the Brainfuse tutor to follow

and review with the student. The assignments from the college instructor can be lengthy, so please be sure to scroll your tutor chat box all the way up so that you are not missing any information. Clients expect Brainfuse tutors to review as many questions from the class assignment as possible and any that you do not get to with the student should be noted in the session survey that will pop up after you close out the tutor whiteboard. [Back to top](#)

## What should I do if I get a Session Survey pop-up?

Please note that certain institutions that we work with have requested that tutors fill in the information regarding the tutoring session. In such cases, you will see a Select Skill drop-down menu flash at the top of the tutor whiteboard as soon as the student connects with you.

### **SELECT TOPIC**

While you are tutoring the student, the institution has requested that you select the topic that the student is working on. Even if more than one topic is covered, please just pick one topic.

### **FLAG SEVERELY STRUGGLING STUDENTS**

After the tutoring session, you will see the Session Survey again where you can indicate whether the student should be flagged for continuing to struggle with the content.

*PLEASE NOTE:* Most students should not be flagged as struggling. Only those students who may require significant and ongoing academic intervention from their institution should be flagged.

We encourage you to visit the following link for additional information:

<http://customer.brainfuse.com/default.asp?W120>

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## Where can I access Brainfuse lessons for users wanting to learn about larger content areas?

Tutors have access to Brainfuse curated lessons and guides through the "Share from Cloudpack" option. This is accessible through the paperclip icon located next to the chat input field. Tutors can also upload and save their own lessons or documents to "My Cloudpack." These files can then be uploaded to the Whiteboard to review with students. [Back to top](#)

## I am experiencing technical difficulties with QuickConnect. What should I do?

You can automatically send technical details about the session to the Brainfuse Tech Team by clicking the life saver icon then choosing "Send TechSupport Report". [Back to top](#)

## What is the difference between the session monitor and the live facilitators?

Live facilitators review tutoring sessions in real time for sudden spikes in student traffic. They can transfer students who request specific tutors or when a tutor is unable to help with a question. Session monitor is a rarely used, old description for the live facilitators. [Back to top](#)

## Student-related Questions

### A student asked me how to translate their chat into a different language. Is this feature available?

This is available for users. They can find the chat translate feature next to the paper clip icon near the chat entry field in the Brainfuse whiteboard. Additional details about the student whiteboard and interface can be found [here](#). [Back to top](#)

### A user asked where they can find practice tests and lessons in Brainfuse. Is this available?

This is available for users in the SkillSurfer section of Brainfuse. Content is available in nursing, test prep, and a variety of other areas. For additional details, users can email [info@brainfuse.com](mailto:info@brainfuse.com). [Back to top](#)

### How should users logging in to receive tutoring be greeted?

The standard greeting based on industry best practices is **"How can I help you?"** [Back to top](#)

### What should I do if a user logs in under an incorrect or unrelated subject?

You can ask the user to log out and select the correct subject from the dropdown menu before connecting with another tutor. If a student says the subject does not exist, let them know they can email [info@brainfuse.com](mailto:info@brainfuse.com) for more information. Not all users have access to the same subjects so do not assume that all students have access to the same subjects under Live Help. [Back to top](#)

### What should I do if a student asks for a transfer?

Clients expect tutors to assist the students that are routed to them. If you need to request a transfer, the facilitator will ask for the reason. You can contact the facilitator if the user is requesting a specific tutor or if you are unable to assist the user with their problem. [Back to top](#)

### What are some of the recommended ways for tutors to handle user overflows?

It's distracting for Brainfuse users to hear about other users; based on tutoring industry standards, you can do your best switching between different whiteboards until the overflow slows down. Our facilitators will do their best to transfer, so it is recommended that you do your best to help the extra user(s). [Back to top](#)

### What should I do with inactive users?

If a tutor has an inactive student for an extended period (over 15 minutes), they can notify the facilitator to have the student removed. Tutors should not try to "remove" problem students (verbal harassment, inappropriate content, etc.) but instead ignore them and inform the facilitator. [Back to top](#)

## What should I do if a user is asking for help with a homework problem, quiz, or test?

Clients do not want tutors to assist with problems that are clearly quizzes, tests, or other examinations.

Clients have expressed concerns about tutors answering problems for students. Clients prefer tutors to give students practice problems with similar numbers and work through that problem with the student, so that the student gains a better understanding of how to solve the problem. It then allows the student to work through their homework problem more independently with the tutor there to remind them of steps from the practice problem if the student gets stuck. [Back to top](#)

## What should I do towards the end of my scheduled shift?

It is part of industry best practices to notify the Brainfuse user at least 15 minutes prior to logging out. Tutors can use the Wrap Up feature to prevent new users from connecting to them at the end of their shifts. You can tell the user to stay connected and they will automatically be matched with another tutor when you log out. Their work will be transferred over to the new session as well. [Back to top](#)

## How should I respond if a user asks about what kind of training Brainfuse tutors receive?

When a tutor gets a question on what kind of training they receive from Brainfuse or how they qualify to tutor for Brainfuse, tutors can defer those questions to the office. Inform the user they can reach out to [info@brainfuse.com](mailto:info@brainfuse.com) for more information. [Back to top](#)

## What are my options if a user is being extremely vulgar, using profanity, or not using Brainfuse for its intended purpose?

We appreciate your professionalism in managing challenging sessions. As with all customer-oriented work, inappropriate behavior by users is best viewed lightly instead of personally.

We suggest that you inform the user that all sessions are recorded and can be reported to parents, teachers, or administrators. If the behavior escalates, notify the Brainfuse live facilitator. If there does not appear to be a live facilitator, then you can ignore the student. If you happen to get the same abusive student repeatedly and experience the same issues with the student, you can notify [curriculum@brainfuse.com](mailto:curriculum@brainfuse.com). [Back to top](#)

## Does Brainfuse have a mobile application for student use?

Yes, the Brainfuse app can be downloaded from the Apple App Store or Google Play Store. Only Brainfuse users can access Brainfuse through mobile apps. Tutors can only provide tutoring through Brainfuse QuickConnect on their desktops or laptops. [Back to top](#)

## My student is working on the Brainfuse app and can't see the whiteboard. What should I do?

If you are working on the whiteboard and the student can't see it because they are working on a small-screen mobile device, you have the ability to send a screenshot of the whiteboard. Select the three-dot

menu on the student tab and select *Send Screenshot*. This will automatically send the user a screenshot of the whiteboard in the chat. [Back to top](#)

## How can I provide synchronous writing assistance if the user sends me their assignment through Brainshare?

When a student asks for their essay to be reviewed, clients expect tutors do their best to actively review the paper with the student. Depending on student preference, reviewing the paper may be completed on the whiteboard, by downloading the student's file and reviewing in word, or through the text editor built-in to the Brainfuse whiteboard.

If a user enters a live tutoring session for a review of their paper, the student **must** remain connected for the duration of the review. At the end of a session, it is acceptable to suggest that the student submit their paper to the Writing Lab if they would like additional help. [Back to top](#)

## How do I edit code using the Whiteboard?

While not every computer science question requires a code editor and a compiler to be answered, the Brainfuse whiteboard includes a built-in code editor that allows students and tutors to work collaboratively within the whiteboard. It is also a good idea for computer science tutors to maintain their own code editors and compilers on their devices in order to be more prepared when tutoring Computer Science students. [Back to top](#)

## A user asked me a question about Brainfuse services, tutor qualifications, coming features, service availability, or another administrative-type question. How should I respond?

If a user asks a question that is more administrative in nature, please direct the user to email [info@brainfuse.com](mailto:info@brainfuse.com). This will allow our team to provide them the most up-to-date and accurate information available. It is better to ask the user to email us for accurate information than to provide inaccurate details. [Back to top](#)

## Tutor Account-related Questions

### What should tutors avoid to prevent account limitations?

Based on widely accepted tutoring standards, Brainfuse will exercise its discretion in limiting tutor access to Brainfuse users if the tutor engages in the following:

- Having personal or inappropriate conversations with Brainfuse users, project facilitators and other Brainfuse staff while tutoring.

- Asking a Brainfuse user for personal information (email address for example) or exchanging personal information with a user.

- Contacting a Brainfuse user outside the tutoring session.

Sending inappropriate links to a Brainfuse user.

Referencing Wikipedia, YouTube, Purdue OWL, or other web sites

It is widely accepted tutoring industry standards not to refer online tutoring users to 3rd party sites. [Back to top](#)

## Are tutors independent contractors or employees?

All tutors are independent contractors and are not employees of Brainfuse. [Back to top](#)

## Does Brainfuse withhold taxes?

Brainfuse does not withhold taxes for tutors. [Back to top](#)

## Will I receive tax forms?

A 1099 form will be sent to a tutor if more than \$600 is made in a year. If the tutor makes less than \$600 in a year a 1099 will not be sent, unless otherwise required by applicable law, though, the tutor is still required to include the amount in their tax return. [Back to top](#)

## Does Brainfuse provide references?

Brainfuse only provides work confirmations for tutors (start date and or end date on company letterhead). To request one, please email payroll@brainfuse.com. [Back to top](#)

## How can I add or remove subjects?

To request changes to your approved subjects, please email schedule@brainfuse.com. If you are scheduled, this may result in changes to your schedule. [Back to top](#)

If you'd like to be approved for new subjects, you can take the corresponding quiz assigned to your account and email curriculum@brainfuse.com to have your results reviewed. If you do not see assigned quizzes for the subjects you'd like to be considered for, email curriculum@brainfuse.com to submit an inquiry. [Back to top](#)

## Can I tutor from my mobile phone or tablet?

No, tutors can only access Brainfuse Quick Connect from their desktops or laptops. [Back to top](#)

## My scheduled sessions changed. What happened?

Scheduled sessions may be decreased or removed at any point depending on student traffic. This may occur when lower traffic is predicted such as during the winter and summer breaks. If this occurs, tutors are free to log in to try to pick up Instant Staffing sessions. [Back to top](#)

## I am scheduled for a live tutoring shift from 2pm-6pm. When should I log in?

Clients expect tutors to attend their shift for the scheduled, stated time frame. Tutors who regularly log in late, exit the shift early, or do not show-up may see their scheduled sessions change. [Back to top](#)

I emailed [schedule@brainfuse.com](mailto:schedule@brainfuse.com) with my availability and I haven't gotten a response.

## What should I do?

Thank you for your interest in scheduled live tutoring shifts! The available number of shifts are dependent on student traffic. Unfortunately, due to email volume we are unable to respond to all emails. If you do not receive a response from [schedule@brainfuse.com](mailto:schedule@brainfuse.com), it means you were not selected for an available tutoring shift. You may resend your availability for consideration weekly. You may also choose Instant Staffing as an option, which allows tutors to accept student requests for assistance at any time without a scheduled shift required. [Back to top](#)

## When are students most likely to try to get help?

Student traffic varies from day to day and is dependent on coursework and student need. Generally, student traffic is busiest during the afternoons and evenings. Student traffic is usually higher during the academic year than during the summer break. [Back to top](#)

## How do I add additional subjects to my tutor account?

The more subjects a tutor is approved to assist with, the more available tutoring shifts the tutor will be eligible for. If you would like to be approved for more subjects to tutor, please email [curriculum@brainfuse.com](mailto:curriculum@brainfuse.com) with the specific subjects and your background in those subjects. [Back to top](#)

## How do I remove subjects from my tutor account?

If you would like to be unapproved for subject(s), please email [schedule@brainfuse.com](mailto:schedule@brainfuse.com). Please note removing subjects may impact scheduling. [Back to top](#)

## I checked my calendar and "By Appointment" is listed throughout the month. Are these my scheduled tutoring shifts?



By Appointment (labeled **green**) with a calendar icon indicates your Preferred Schedule. **These are not confirmed scheduled shifts.** Instead, these are times you enter in "My Preferred Schedule" for when you are available to tutor.



By Appointment (labeled **blue**) with the small group icon indicates a confirmed shift with a student or group of students. Clients expect tutors to maintain log in and enter these shift to assist the scheduled students during the indicated time frame. Tutors will only connect with scheduled users during this timeframe. [Back to top](#)

## Brainfuse Services-related Questions

### What are the services Brainfuse provides to users?

Brainfuse offers a variety of services to students, adult learners, job-seekers, and veterans through our comprehensive platform. Nearly all Brainfuse users have access to the following:

- Live, on-demand tutoring
- Asynchronous tutoring support (like the Writing Lab)
- Self-paced lessons and practice tests
- Collaborative study tools

Brainfuse provides our services to users through the following options. Select the option to see more details about the services available to users:

[Brainfuse HelpNow](#) - academic tutoring for K-12 users and college students

[Brainfuse Boost](#) - high-dosage tutoring for K-12 users

[Brainfuse JobNow](#)- career support services for library patrons

[Brainfuse VetNow](#) - veteran support services for library patrons

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### Where do users access Brainfuse?

Users have access to Brainfuse through their library, school, or college. Users can use Brainfuse from any internet connected device through a browser or mobile app. [Back to top](#)

### I connected with a user that had "demo" or "trial" in the username. What does this mean?

From time to time, Brainfuse provides demo or trial access to libraries, schools, and colleges interested in our services. This allows the institution to test our features and check out the services. If you connect with a username that includes "demo" or "trial," odds are the user is testing Brainfuse. They might have some questions about the whiteboard tools or Brainfuse services. If you are unsure of anything, please contact the facilitator and then ask the user to email [info@brainfuse.com](mailto:info@brainfuse.com) for additional details. This will ensure they receive the most up-to-date and accurate information. [Back to top](#)

### I connected with a user that had "guest" in the username. What does this mean?

Some institutions allow their users to access Brainfuse anonymously. This allows users easy access to most (but not all) features of Brainfuse without an account. These anonymous users access Brainfuse through usernames that begin with "guest." [Back to top](#)

### What content standards apply to users' schoolwork?

Brainfuse works with K-12 districts and libraries across the United States and Canada. Learning standards are constantly being updated and replaced (e.g., Common Core standards). As a result, the content standards for each user will vary.

If a Brainfuse user is specifying a certain method to be used, a suggestion would be to ask him/her for a practice problem that they have done in class so that you can see how this particular user's school district is applying the learning standards. [Back to top](#)

## I received a concern from a client but the user I worked with seemed happy. What's going on?

Most users access Brainfuse through an institution, like a school, library, or college. Sometimes, student and institutional desires are in conflict: this is especially evident around academic integrity. Client concerns usually are provided to tutors from the institution rather than the user. [Back to top](#)

## I received a client concern that I don't fully understand. What should I do?

Our team carefully reviews the veracity and applicability of each client concern prior to providing it to tutors for consideration. If you receive a concern that you do not understand or agree with, please email [curriculum@brainfuse.com](mailto:curriculum@brainfuse.com); our team will do their best to provide additional insight into the client's concern. Please note that when our team provides client concerns, these are intended to assist tutors better understand client expectations. [Back to top](#)