

brainfuse online tutoring

HelpNow Quick-Start and User Guide

Contents

HelpNow Quick-Start and User Guide 1
- What is Brainfuse HelpNow? 2
- Quick-Start Instructions 3
  - Live Tutoring 3
  - Writing Lab 3
  - Review Lessons and Practice 3
  - Study with Flashcards 3
  - Live Tutoring 5
  - The Brainfuse Whiteboard 5
  - Writing Lab 10
  - Send Question 11
  - SkillSurfer 11
  - Flashbulb Flashcards 11
  - LEAP Learning Platform 12
  - eParachute 12
  - MEET 12
  - Brainwave 13
  - Account Features 14
- Questions? 15

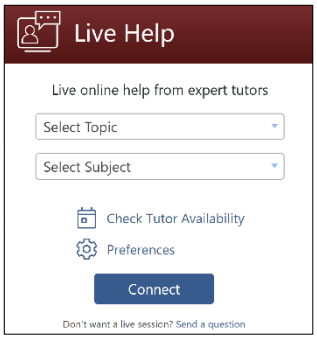
What is Brainfuse HelpNow?

Brainfuse HelpNow offers live online tutoring, writing feedback, and academic support tools. This guide is designed to help you get started right away. Begin with the quick-start instructions below, then refer to the User Guide for more detailed information about each service.

Quick-Start Instructions

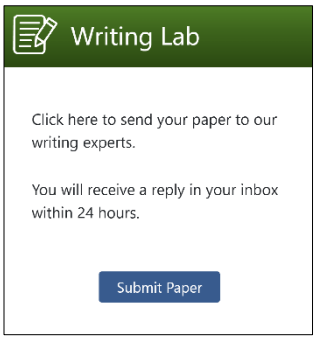
Live Tutoring

Select your topic and subject, then click **Connect** to start a live tutoring session in the Brainfuse Classroom.



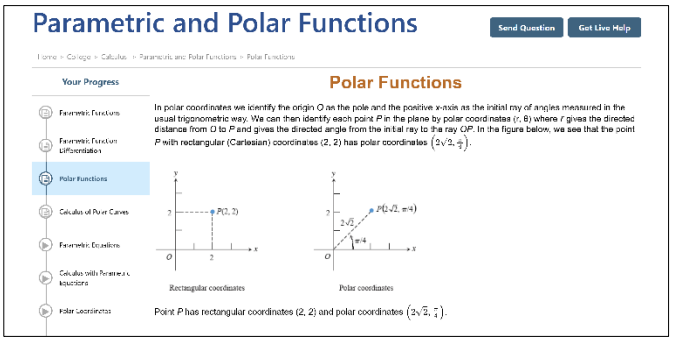
Writing Lab

Click **Submit Paper** to upload your assignment to the Writing Lab. A writing tutor will review your paper and return feedback within 24 hours.



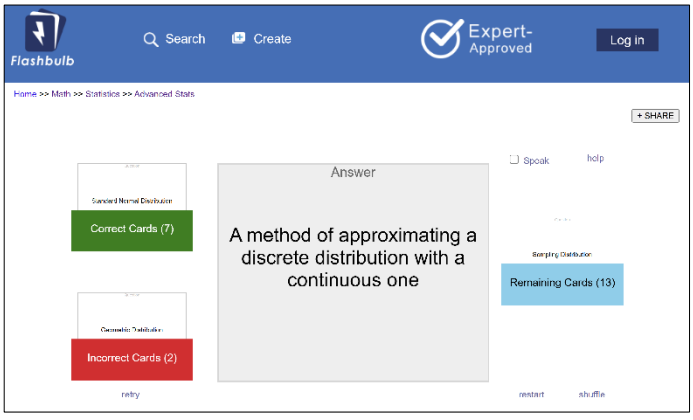
Review Lessons and Practice

Visit **SkillSurfer** to build academic skills through self-paced lessons and practice tests.

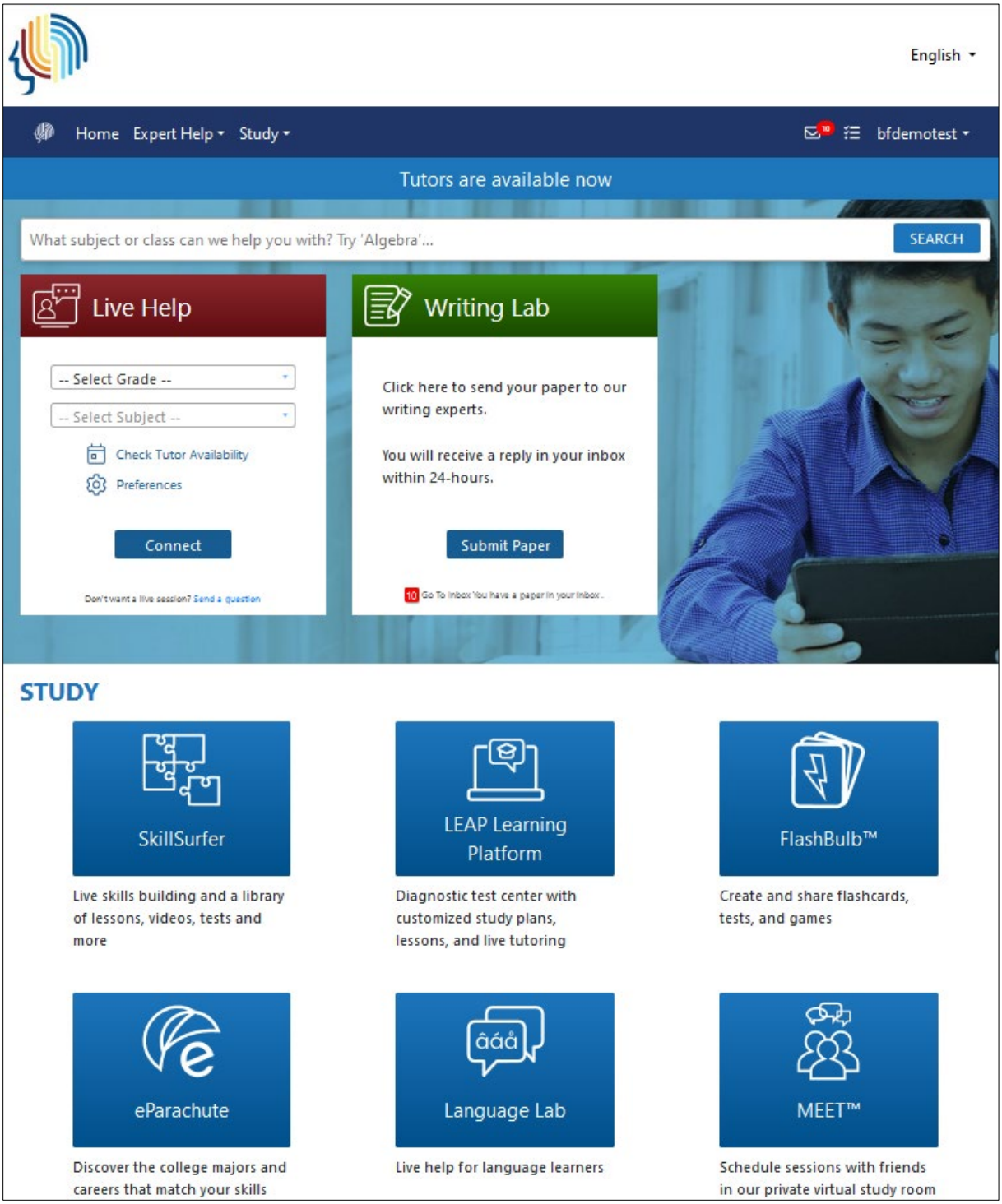


Study with Flashcards

Use **Flashbulb** to create flashcards or choose from an extensive library of user-created sets. Flashcards can be turned into interactive games, quizzes, and study tools.

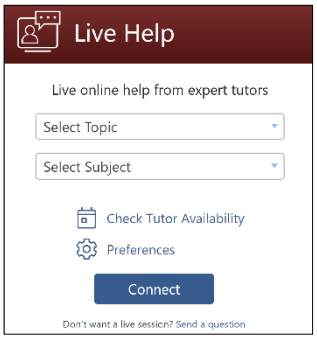


Full User Guide (Detailed Feature Walkthroughs)



Live Tutoring

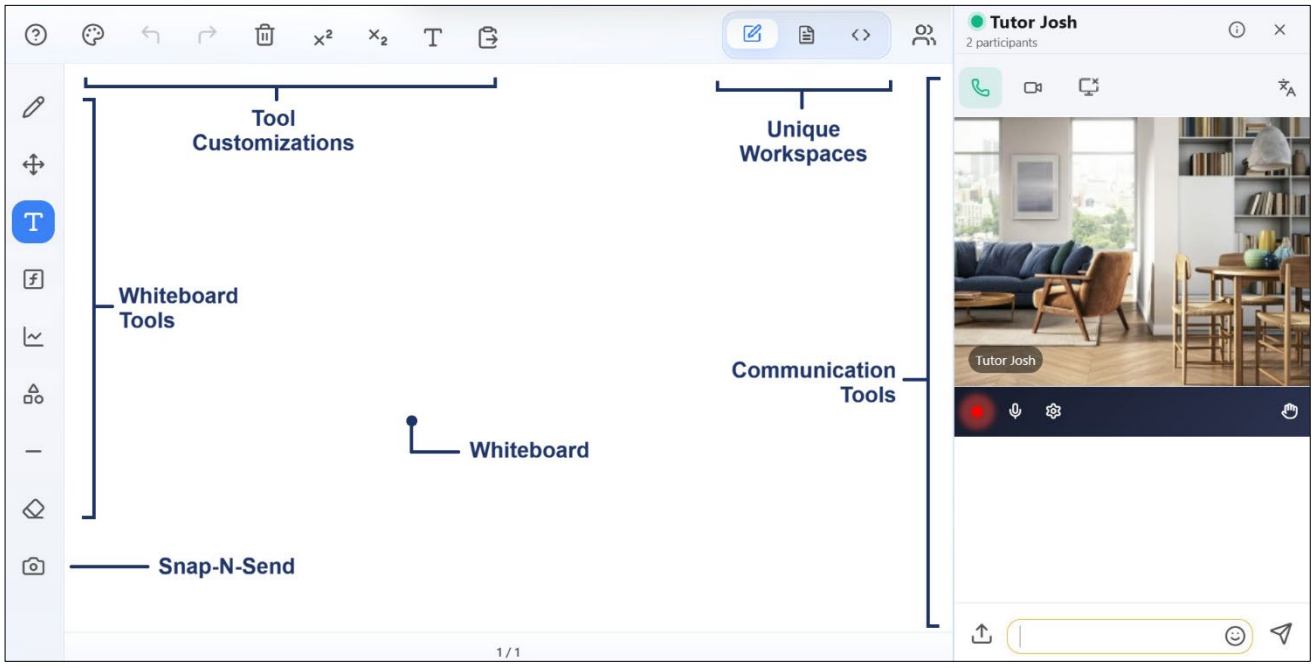
The Live Help box on the homepage provides options for starting a tutoring session.



- Select a topic and subject from the Live Help box on the homepage.
- Click Connect to start a live tutoring session in the Brainfuse Whiteboard.
- Use Tutoring Schedule or Preferences to review or adjust your selections.

The Brainfuse Whiteboard

The Brainfuse Whiteboard includes tools that let you communicate and collaborate with your tutor during a live session.



Whiteboard Tools

To view a guided tour of the whiteboard tools, select the **Help** icon in the upper-left corner of the whiteboard.

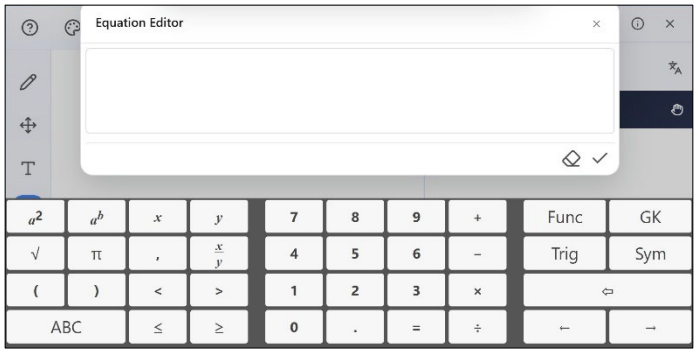
Pen – Write or draw using your mouse

Edit – Move items and resize uploaded images

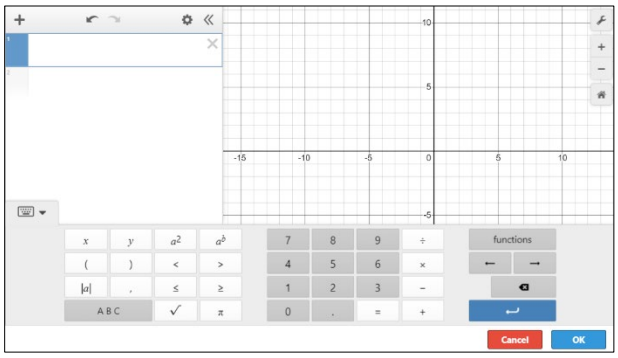
Text Tool – Click anywhere on the whiteboard to type

- Superscript
- Subscript
- Paste text
- Change font style and size

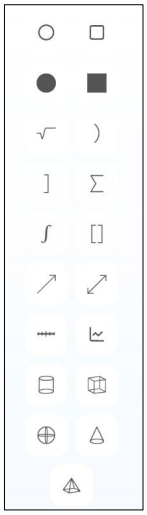
Equation Editor – Create mathematical equations, functions, and symbols using the equation editor. Click on the whiteboard where you want the equation to appear, then select the **checkmark**.



Graphing Calculator – Create graphs and visualize functions. Click the whiteboard to place the graph, then select **OK.**



Shapes – Draw preset shapes on the whiteboard, including number lines and graphs.





Number Line & Graphs – Adjust minimum, maximum, and interval values.

Line – Draw a straight line

Eraser – Remove items from the whiteboard

Tool Customizations

Adjust whiteboard tools to fit your preferences.

Color Palette – Change pen or text color

Undo – Undo the last action

Redo – Redo the last undone action

Clear – Clear the entire whiteboard or a selected slide



Size Options – Change the size of the pen or eraser

Unique Workspaces

Switch between different workspaces during a tutoring session. All work is saved when moving between workspaces.

Whiteboard – Default workspace for drawing, equations, graphs, and uploaded files

Text Editor – Workspace for typing and editing text

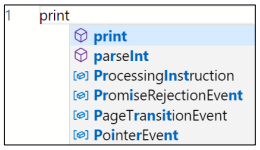


- Change font, size, color, and text style
- Adjust alignment, indentation, bullets, and outlines
- Undo or redo actions

Code Editor – Workspace for writing and editing







- View or hide file list
- Add, rename, or delete files
- Enable code completion based on file type

Communication Tools

Manage how you communicate with your tutor during a session.

Snap-N-Send – Scan documents or handwritten notes using the Brainfuse Mobile App and send them to the whiteboard

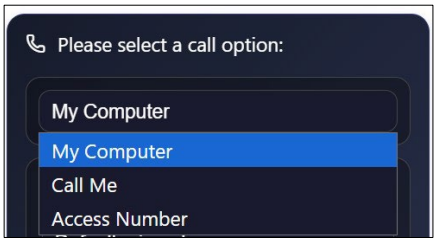
Participants – View active session participants

Upload Files – Upload documents or images to work on in real time

Chat Translate – Translate chat messages into your preferred language

Upload Files to Share with Tutor – Upload (bottom left of the Chat Box) documents or images to work on in real time

Audio Options (top left of the chat box)

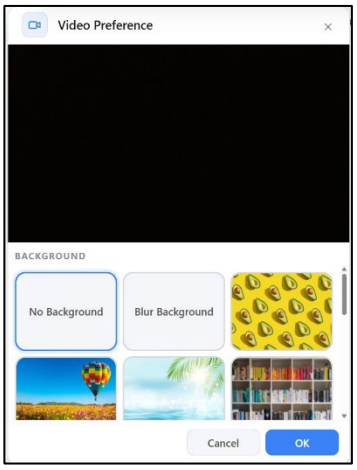


- **Access Number** – Dial a toll-free conference number
- **My Computer** – Connect using your computer's audio (VoIP)
- **Call Me** – Receive a phone call to connect (your number is not shared with tutors)

Screen Sharing (top left of chat box) – Share your screen with your tutor

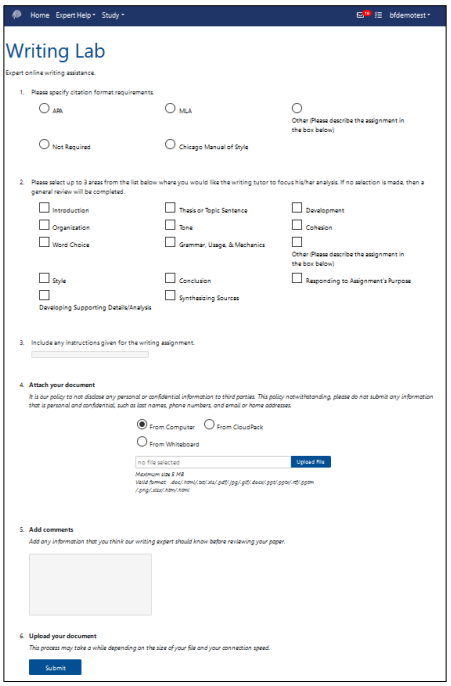
Video (top left of the chat box) – Share your camera with your tutor

- Select the virtual background to protect your privacy



Writing Lab

Get written feedback from a tutor to help improve your paper.



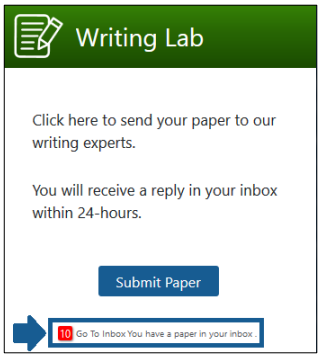
1. Select **Submit Paper** on the homepage.

2. Choose your assignment type and add details about your assignment and note any areas where you want feedback.

3. Attach your paper and select **Submit** to upload your paper. *Only one file can be submitted at a time*.

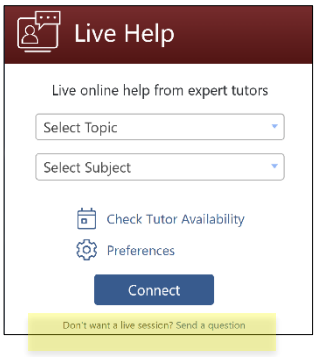
4. A tutor will review your paper and return it with analysis within 24 hours.

5. When your review is ready, you'll receive a notification email and see an alert in the Writing Lab box on the HelpNow homepage. You can view your feedback in **My Message Center**.



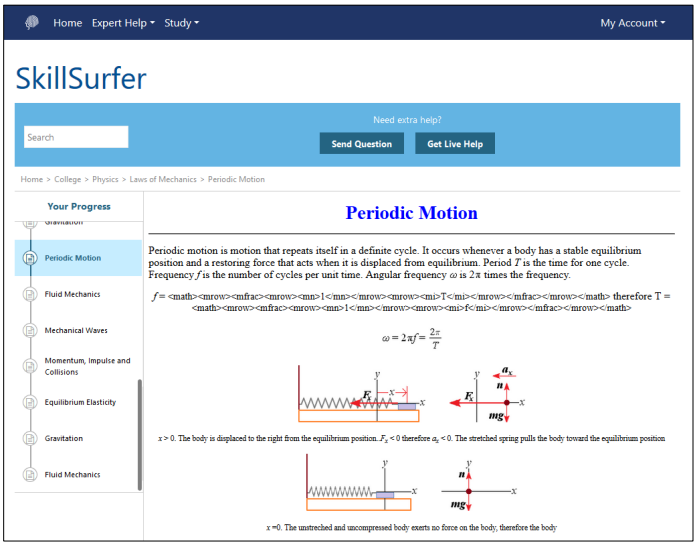
Send Question

Submit a question when live tutoring is not needed. A tutor will review your question and provide a response within 24 hours.



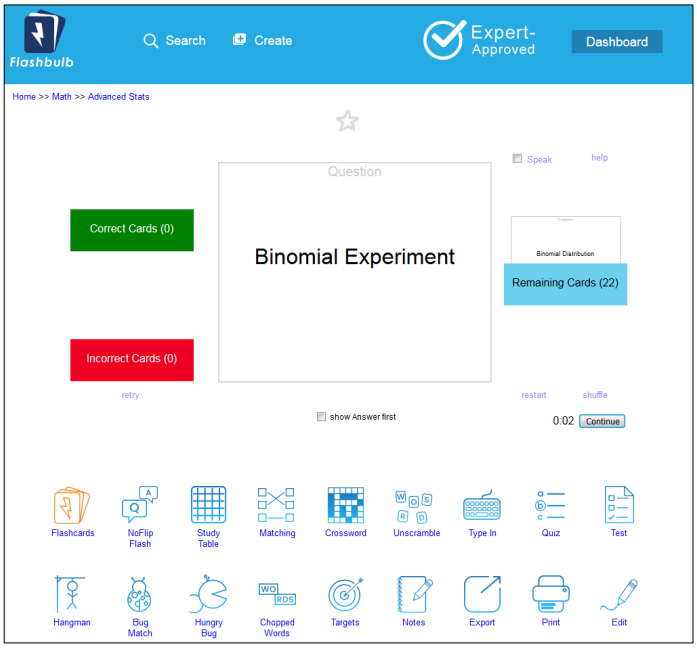
SkillSurfer

Use SkillSurfer to build academic skills through self-paced lessons, videos, and practice tests.



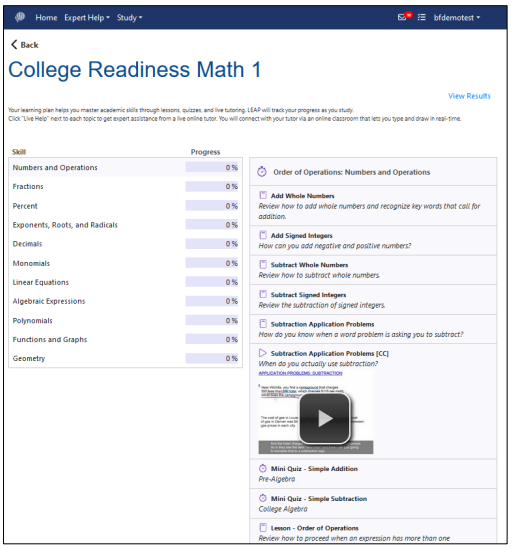
Flashbulb Flashcards

Create your own flashcards or use shared sets, then study using games, practice tests, and study tables.



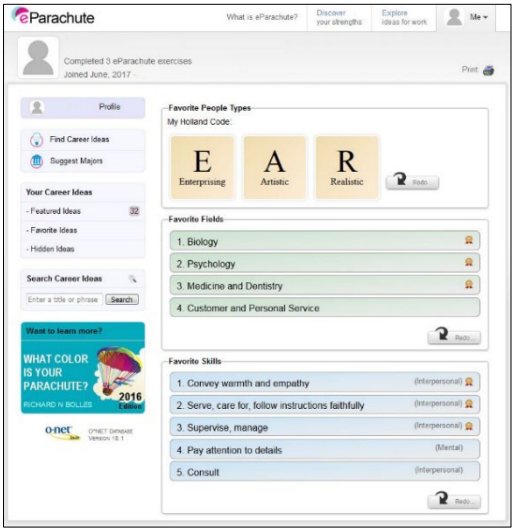
LEAP Learning Platform

Complete a short assessment to generate a study plan that focuses on building skills in areas where you need the most support.



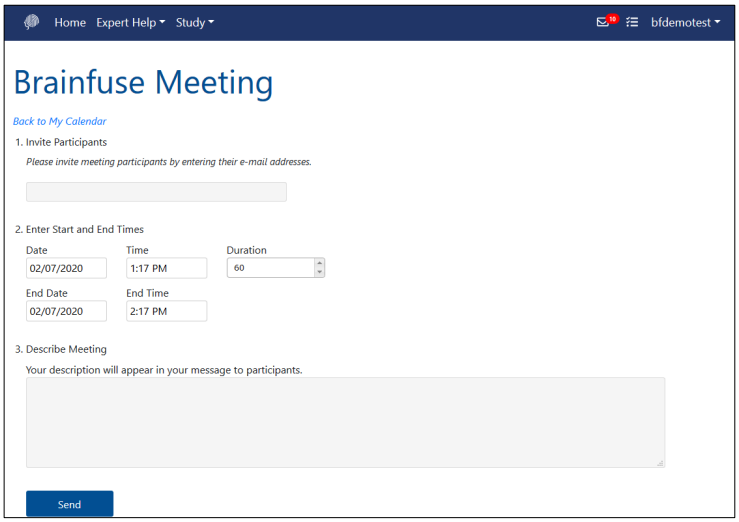
eParachute

Complete a career aptitude assessment to explore career and academic paths that match your interests and skills.



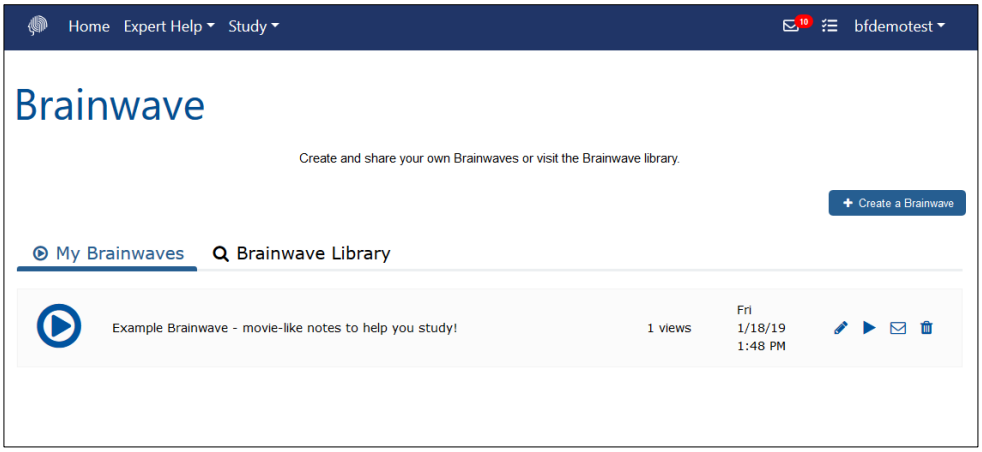
MEET

Schedule secure online study groups and meet with classmates or instructors in the Brainfuse classroom. *Invitations require participant email addresses, which are used only to send the invite and are not stored by Brainfuse.*



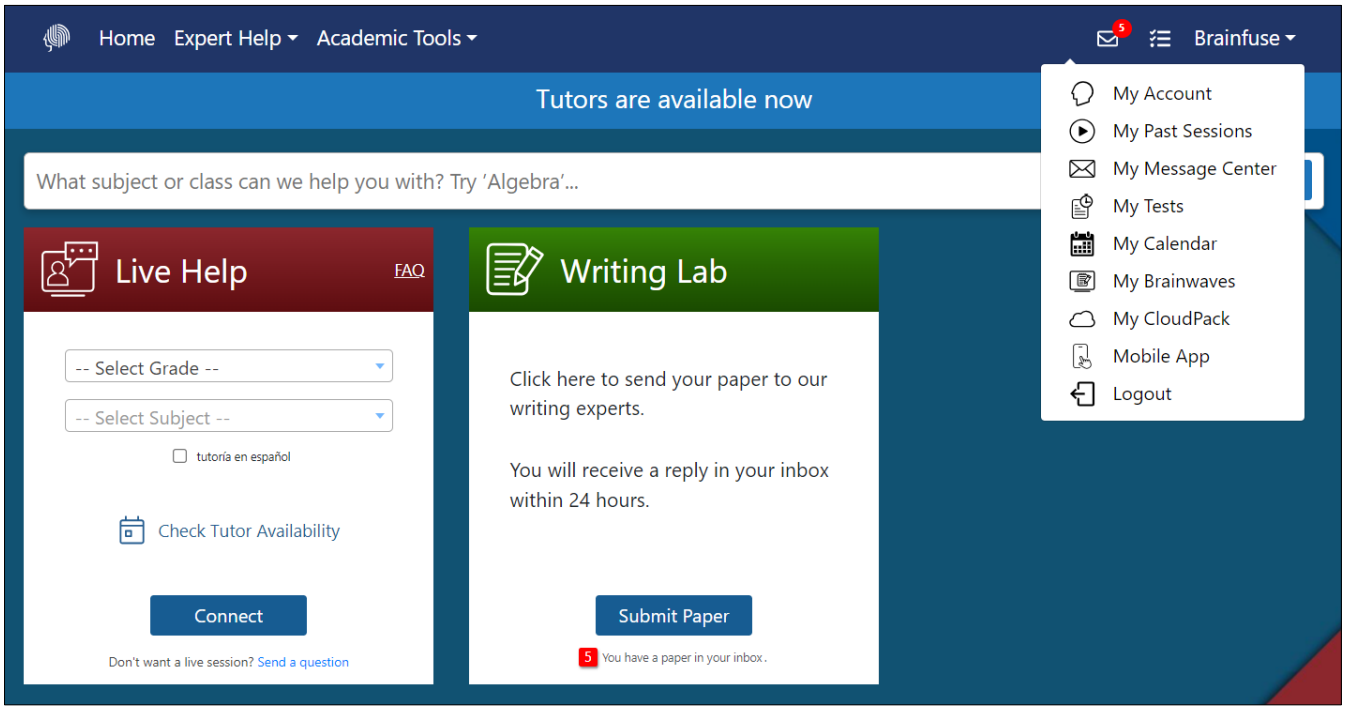
Brainwave

Record your activity on the Brainfuse Whiteboard to create Brainwaves, which are movie-like notes you can use to study multi-step problems, review concepts, or share explanations with others.



Account Features

Access your Brainfuse activity and tools through your account.



- **My Past Sessions –** View and replay your previous tutoring sessions.
- **My Message Center –** Read tutor responses from Writing Lab and Send Question submissions.
- **My Tests –** View completed practice tests and reset tests as needed.
- **My Calendar –** View scheduled MEET sessions.
- **My Brainwaves –** View, edit, or share your saved Brainwaves.
- **My CloudPack –** Save files to easily upload to the Whiteboard or Writing Lab.
- **Mobile App –** Use your unique QR code to sign in to the Brainfuse mobile app without a username or password.

Questions?

If you have questions or need help using Brainfuse, contact us at **info@brainfuse.com** or call **1-866-BRAINFUSE**.

