User Guide

Brainfuse eLEARNING

User Guide for

HELPNOW

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. 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 recruitment, 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.

How do I get started?

> Go to your library's web site.
> Select Brainfuse (usually under the Database or Homework section).

> SYSTEM REQUIREMENTS

- Brainfuse works on all types of computers including on mobile devices.
- https://itunes.apple.com/app/brainfuse/id575242780?mt=8
- https://play.google.com/store/apps/details?id=com.brainfuse.android

> TROUBLESHOOTING TIPS

- Download the latest Java if experiencing issues.
- Restart the computer.
- Open a new browser.

> BRAINFUSE TECHNICAL SUPPORT

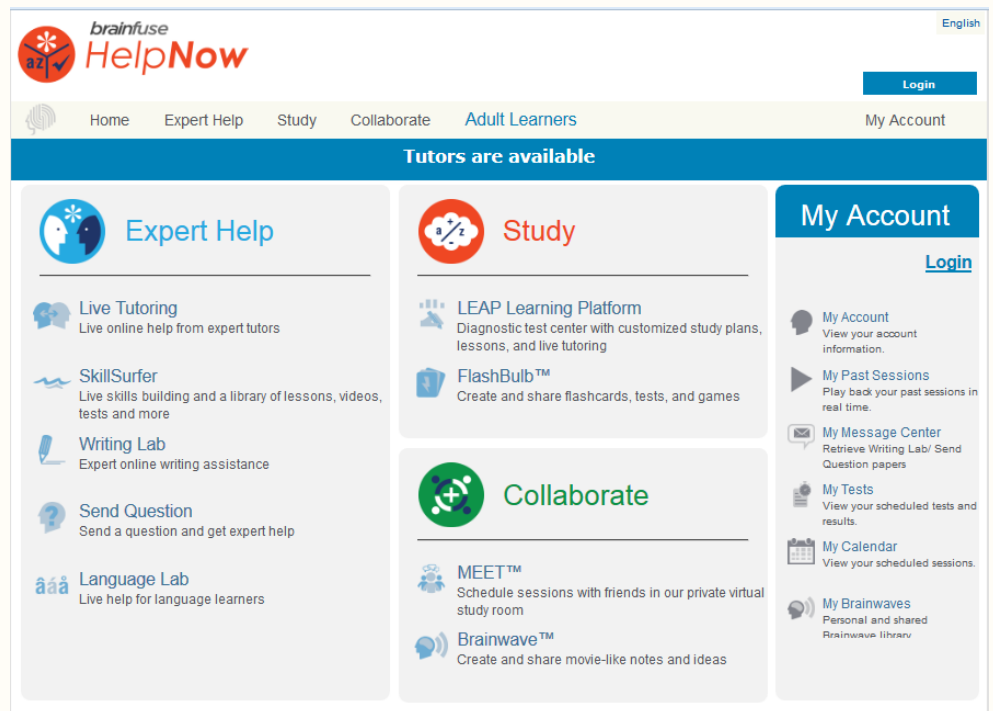- Send email to support@brainfuse.com or call toll-free at 1-866-272-4638, Ext. 510.

Brainfuse HELPNOW

Experience how intuitive and engaging Brainfuse HelpNow is for all ages and levels

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.

Brainfuse HELPNOW offers:

- **Live Tutoring:** Students submit a question in our online classroom and receive live, one-on-one assistance from a Brainfuse tutor.

- **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.

- **Writing Lab:** Our writing tutors help students become better writers by providing constructive feedback, and other assistance usually within 24 hours of receiving a student's submission.

- **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.

- **LEAP Learning Platform:** Diagnostic test center with detailed study plans, lessons and live tutoring.

- **Adult Learning Center:** Adult Learning Center is the adult learners' version of HelpNow where users can access GED prep, U.S citizenship test prep, resume assistance, Microsoft Office support, and Career Resources which lists popular job search links. Microsoft Office support allows users to ask questions about Excel, Word and PowerPoint. Writing Lab, Send Question and the Skills Building are also included in the Adult Learning Center suite.

- **FlashBulb**: Students can access and create interactive learning games, quizzes and flashcards.

- **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 record solutions to homework problems, class projects, or any other concepts that involve motion or sequencing.

WRITING LAB & SEND QUESTION

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 day 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.

Brainfuse **HELPNOW** – *Personalized* eLearning:

My Past Sessions: A record of all previous sessions including the Meet™ sessions. From this page, you can replay and email favorite sessions to others.

My Message Center: A record of all questions/papers sent to and received from Brainfuse tutors.

My Tests: Complete record of all past and current practice quizzes.

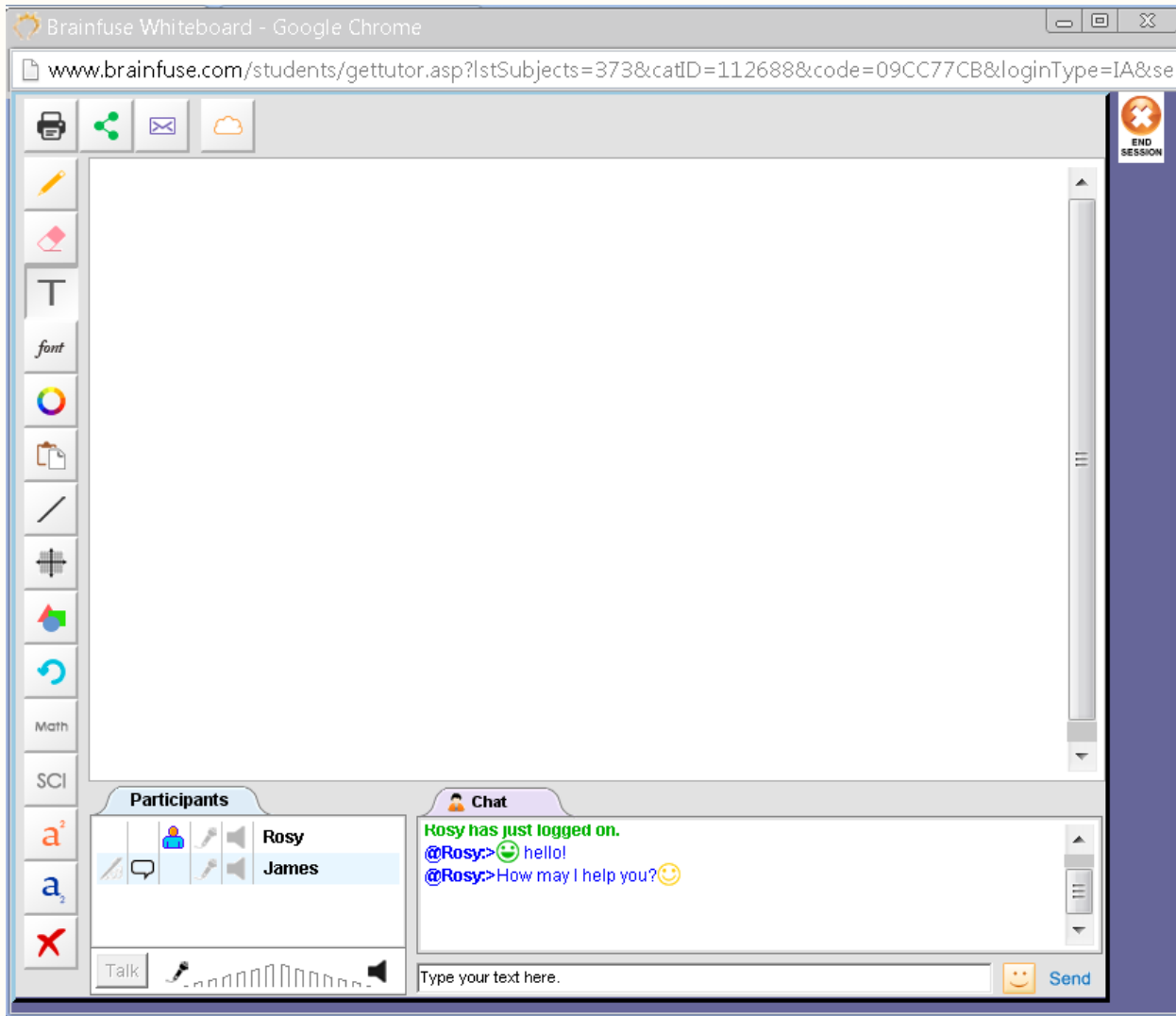**My Calendar**: Meet sessions that you schedule are listed here.

My Brainwaves: All of the Brainwaves that you create are shown here. You can also use the Brainwave library which is a searchable database 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.

How do I use the Whiteboard?

> 2 types of whiteboards: **Regular** and **Meet**. The regular whiteboard is pictured below and it's the one used most frequently by students. Let's first review the student whiteboard features. Note that both types of whiteboards expand infinitely horizontally and vertically. No limit on how much you can put on the whiteboard.

PRINT: Print

File Share: Upload and share files with live tutors

SEND SESSION: Email the session replay to yourself or others

CLOUPACK: Create files or upload images, links, documents and load them onto the whiteboard

PENCIL: Write/Draw

ERASER: Erase

TYPE: Type

FONT: Change the font size and style.

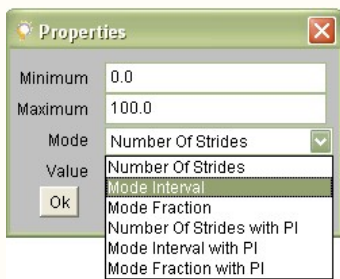**COLOR PALETTE**: Change the color of what you type, draw or insert as shapes/symbols.

Copy/Paste: Copy/paste text and images.

LINES: Draw straight lines

Number Line & Graphing

To change the numeric settings, simply double-click on the "Line Number" or the "Graph."

Avoid "strides" and select "Interval" or one of the other options.

SHAPES: Common geometric shapes and math symbols. Shapes and symbols are easy to resize.

UNDO: Undoes the very last thing done on the whiteboard.

MATH and SCIENCE SYMBOLS: Be sure to put the cursor on the whiteboard so that the symbol can appear. Click on the Font and Color Palette to change the symbol size and color.

Superscript and Subscript: Simply click on the icon to type in superscript or subscript and then click on the **abc** icon to resume normal typing.

Delete

HOW TO SCREEN CAPTURE:

> Press **ALT+Print** on PC's. Then click on the icon to paste the captured screen on the whiteboard. Or, use any commonly available screen capturing tool like the "Snipping Tool" found on many PC's.

> Press **Command+Ctrl+Shift** on MAC's. Then click on the icon to paste the captured screen on the whiteboard.

Audio is not used with Brainfuse tutors but is available on the **Meet whiteboard.

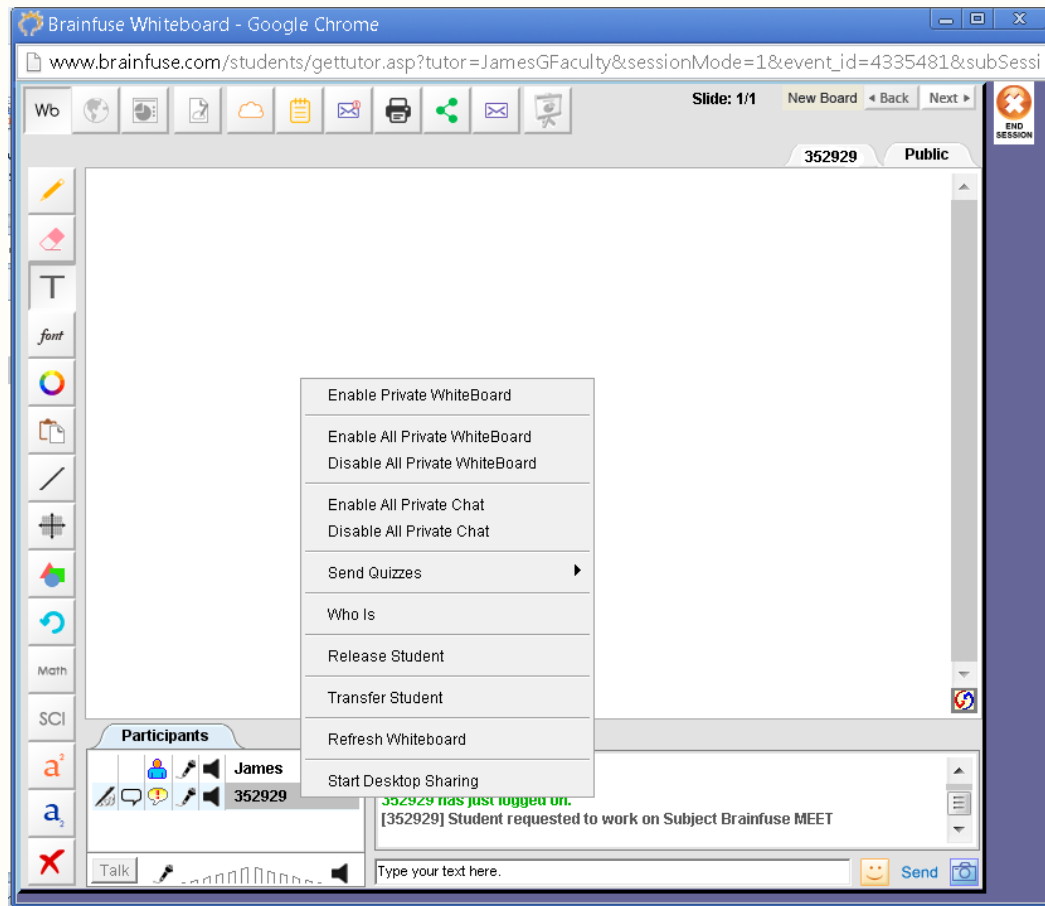**>** Let's now take a look at the **Meet** whiteboard.

MEET Whiteboard

Meet whiteboard is the whiteboard that is used when the organizer of a **Meet** session enters the scheduled online session. Most of the features are the same as the student whiteboard with few exceptions:

- **Meet** whiteboard is designed to accommodate group sessions. For this reason, when the Meet organizer right clicks on any of the participant's username, "private/public" options appear as shown to the right.

- **Private Whiteboard** means that the participant will have his/her own whiteboard and chat and literally be in his/her own separate, private classroom without other participants seeing what he/she is doing. Private Whiteboards appear as separate tabs next to the **Public** tab.

- Disabling all private whiteboards brings everyone to the **Public Whiteboard** where everyone can see what others are doing on the whiteboard.

- The default chat mode is private so select **Disable All Private Chat** if you, as the organizer, want everyone to talk to each other.

- **Send Quizzes** is for the organizer to "push" any tests already selected by the participant so that the test opens up on the participant's side. The participant must be a Brainfuse user to select tests from the **Test Center** found on the main page.

Send Quizzes feature is restricted to participants who also happen to be Brainfuse users. Chief benefit of this feature is to allow the participant to review test questions while being online with the **Meet** organizer who may be a teacher.

- **Who Is** allows the organizer to view any previous tests taken by the participant and the organizer can use the test results for a more effective study session.

- **Transfer Student** feature is generally not used unless it's in a very large online study group setting where there are many other organizers to whom the participant may be transferred to if the original organizer is unable to help the participant.

- Audio is available on the **Meet** whiteboard for both the organizer and the participant.

- **Meet** attendees use the regular student whiteboard. **Meet** whiteboard is for the **Meet** organizer (student who schedules the Meet session).

*Note that the **Meet** participant whiteboard is the same as the regular whiteboard.

*Q*uestions?

> Email us at **info@brainfuse.com**.

> Or, call Brainfuse at **1.866.BRAINFUSE** (1.866.272.4638).

> When emailing Brainfuse, please provide the following:

- Brainfuse Username (if available)
- Email Address
- Phone Number
- Institution's Name