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.
❖ **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.

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
First, select the grade level.
(i.e. 3rd 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!
The Brainfuse Whiteboard: The Brainfuse Whiteboard provides you with a variety of tools to communicate with your tutor.

**Whiteboard Tools:** To take a tour of the whiteboard tools, click in the upper-left corner of the whiteboard.

- **PEN:** Write/draw with your mouse
- **EDIT:** Move items on the whiteboard and resize any uploaded images
- **TEXT TOOL:** Click on the Whiteboard to start typing. When you select the text tool, it will reveal the following text options:
  - **SUPERSCRIPT:** Changes text into superscript
  - **SUBSCRIPT:** Changes text into subscript
  - **PASTE:** Paste text onto the Whiteboard
  - **FONT:** Change your font style and font size
TYPE EQUATIONS WITH THE EQUATION EDITOR: The equation editor allows you to create mathematical equations, functions, and symbols in the available box. Click on the desired area of the Whiteboard where you want the equation to appear. When you are finished, click ✓.

GRAPH WITH THE GRAPHING CALCULATOR: The Graphing Calculator allows you to create graphs and visualize functions. Click on the desired area of the Whiteboard where you want the graph to appear. When you are finished, select OK.

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.
STRAIGHT LINE: Draw a straight line on the Whiteboard

ERASER: Erase items from the Whiteboard

**Tool Customizations:** Use the following options to customize the whiteboard tools to your preferences.

- **COLOR PALETTE:** Select from the menu to change pen/text color
- **UNDO:** Undo the last action
- **REDO:** Reverse the last undo action
- **CLEAR:** Clears the entire Whiteboard or the selected slide
- **SIZE OPTIONS:** Change the size of the pencil or eraser

**UNIQUE WORKSPACES:** Use the following options to change the workspace during a live tutoring session.

- **WHITEBOARD:** This is the default workspace. Use this workspace to access drawing functions, equation features, and uploaded files. Any work in this space will be saved if you navigate to another workspace. Select this icon to return to the whiteboard workspace.

- **TEXT EDITOR:** This is a text editing workspace. Any work in this space will be saved if you navigate to another workspace. Select this icon to return to the text editor workspace at any time. The options available in the text editor are below.

  - **TEXT CUSTOMIZATIONS:** Change the appearance of your text by selecting your font type, font size color, and text appearance.

  - **TEXT ALIGNMENT:** Change the alignment of your text by selecting your outline type, indentation, and alignment style.

- **UNDO & REDO:** Undo or Redo the last action within the text editor
CODE EDITOR: This is a code editing workspace. Any work in this space will be saved if you navigate to another workspace. Select this icon to return to the code editor workspace at any time. The options available in the code editor are below.

VIEW FILES: Hides or expands the file list in your code editor.

ADD FILE: Add a file to your code editor. Save your file with the appropriate programming language file extension in order enable code help and completion while working in your file. Multiple files can be saved in the code editor workspace at one time.

EDIT FILE NAME: Edit the selected file name. If you change the programming language file extension, the code help and code completion will automatically update to reflect the new code.

REMOVE FILE: Delete the selected file from your code editing workspace.

CODE COMPLETION: Working within a file that is saved with a valid programming language file extension will provide code completion assistance.

Communication Tools: Use the following options to review and change the way you communicate during your live tutoring session.

SNAP-N-SEND: Snap-N-Send enables you to scan documents or handwritten notes and send it to the Brainfuse Whiteboard during a tutoring session. To use Snap-N-Send, simply download the Brainfuse Mobile App (iOS or Android versions) and follow the instructions to log into your Brainfuse account. During a tutoring session, select the Snap-n-Send feature from the mobile app, scan the desired material with your mobile device, and it will appear on your whiteboard.

PARTICIPANTS: View the participants active in the current live tutoring session.

FILE UPLOADS: View the files already uploaded to the whiteboard. If more than two files have been uploaded, the first file can be accessed through the drop-down option in order to add it to the whiteboard again.

CHAT TRANSLATE: Choose the language you want the chat to appear in. This tool allows you to chat with your tutor in any language.

UPLOAD FILES TO SHARE WITH TUTOR: Click on the Upload button (bottom left of the Chat Box) to upload images, papers, or other assignments to work on them in real time with your tutor.
Skillsurfer is an e-Learning service that helps students master a concept or skill through state aligned online lessons with a live tutor.

Click on Skillsurfer 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.

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

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### Writing Lab

**Expert online writing assistance.**

1. **Attach your document**
   
   It is our policy to not disclose any personal or confidential information to third parties. This policy notwithstanding, please do not submit any information that is personal and confidential, such as last names, phone numbers, and email or home addresses.

   ![Upload File]

   Maximum size 5 MB

2. **Add comments**
   
   Add any information that you think our writing expert should know before reviewing your paper.

3. **Upload your document**
   
   This process may take a while depending on the size of your file and your connection speed.

   ![Submit]

4. **Receive your results**
   
   Check your Message Center for our response (usually within one business day).
Leap Learning Platform
Leap is a diagnostic test center with customized study plans, lessons and live tutoring

Click on the LEAP icon from the main menu on the Brainfuse homepage and select a practice test (shown above).

After completing the practice test, the list of targeted lessons, videos and mini quizzes appears along with the individualized progress chart.

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.

- **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.