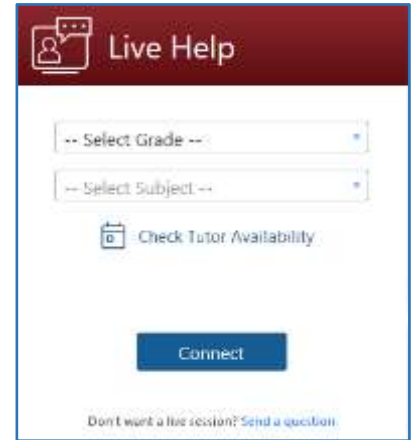


# HelpNow Quick-Start and User Guide

The Brainfuse HelpNow suite features live online tutoring, writing lab assistance, and wide range of academic support tools. Even though HelpNow is easy-to-use and requires no prior training, we have prepared the following guide to provide you with a brief introduction. The first part of this guide consists of quick-start instructions. For more details about each service, see the User Guide that follows.

## Quick-Start Instructions

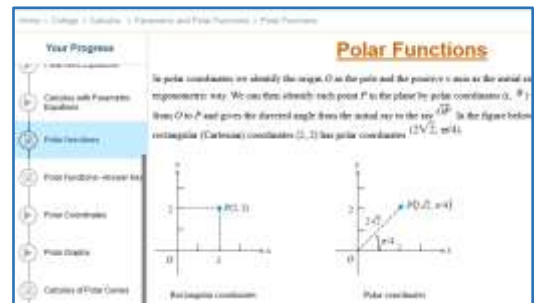
**Get Live Tutoring:** For live help simply select your topic and subject, click “Connect” and your tutoring session will begin in the Brainfuse Whiteboard.



**Submit a Paper to the Writing Lab:** Click “Submit Paper” to upload your paper to our Writing Lab. Our writing lab tutors will analyze your paper and provide constructive feedback within 24 hours.

## Review Lessons and Take Practice Tests

Visit SkillSurfer to build academic skills through lessons and practice tests.




## Study with Flashcards

Use Flashbulb to easily create flashcards and transform them into interactive games, quizzes, and more. In addition, Flashbulb gives you access to an extensive library of user-created flashcard sets.


# User Guide


The screenshot displays the top navigation bar with the logo on the left, 'English' on the right, and 'Home Expert Help Study' in the center. A notification bar states 'Tutors are available now'. Below this is a search bar with the text 'What subject or class can we help you with? Try 'Algebra'...' and a 'SEARCH' button. Two main service cards are visible: 'Live Help' with dropdown menus for 'Select Grade' and 'Select Subject', a 'Check Tutor Availability' button, and a 'Connect' button; and 'Writing Lab' with a 'Submit Paper' button and a notification 'Go To Inbox You have a paper in your inbox...'. A 'STUDY' section follows, featuring six blue tiles for 'SkillSurfer', 'LEAP Learning Platform', 'FlashBulb™', 'eParachute', 'Language Lab', and 'MEET™', each with a brief description of its function.


English ▾
Home Expert Help ▾ Study ▾
📧 📄 bfdemotest ▾

Tutors are available now


What subject or class can we help you with? Try 'Algebra'... SEARCH


Live Help


Check Tutor Availability

Connect

Don't want a live session? Send a question



Writing Lab

Click here to send your paper to our writing experts.


You will receive a reply in your inbox within 24-hours.

Submit Paper

10 Go To Inbox You have a paper in your inbox.




## STUDY




SkillSurfer

Live skills building and a library of lessons, videos, tests and more




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



Language Lab

Live help for language learners



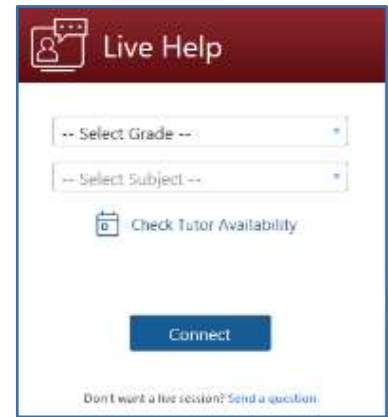
MEET™

Schedule sessions with friends in our private virtual study room

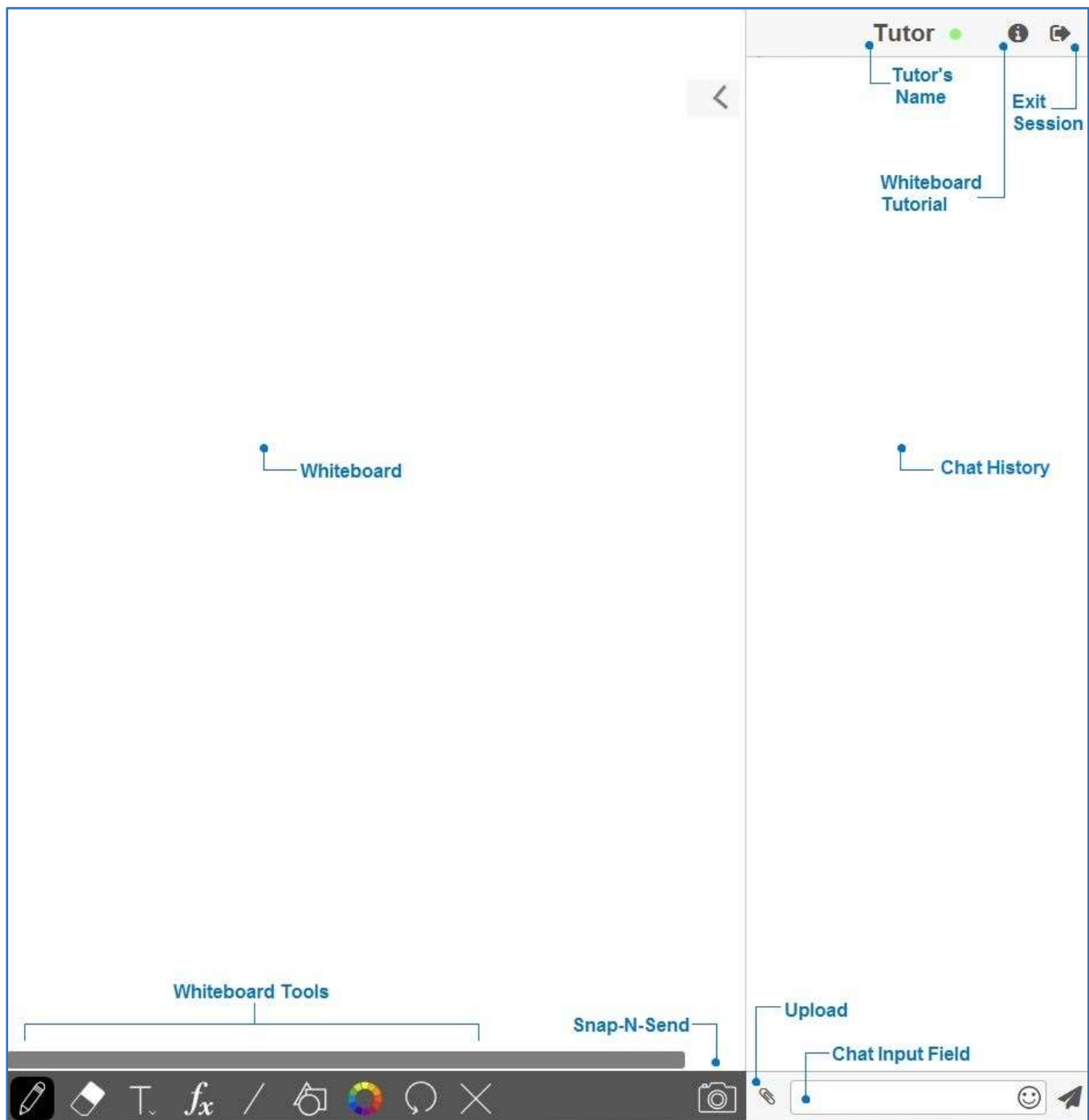
## Live Tutoring: The Live Help box on the homepage has several options.

**Access Live Tutoring:** To get online tutoring right away, simply select a topic and subject from the drop-down menu, click “Connect” and begin learning from a live tutor through the Brainfuse Whiteboard.

Select “Tutoring Schedule” for additional details about your selection.



## 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  on the upper-right corner of the whiteboard.



**PEN:** Write/draw with your mouse



**ERASER:** Erase items from the Whiteboard



**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



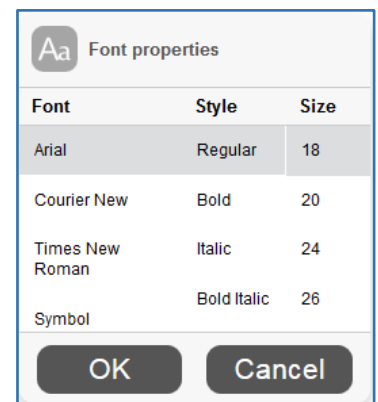
**FONT:** Change your font style and font size




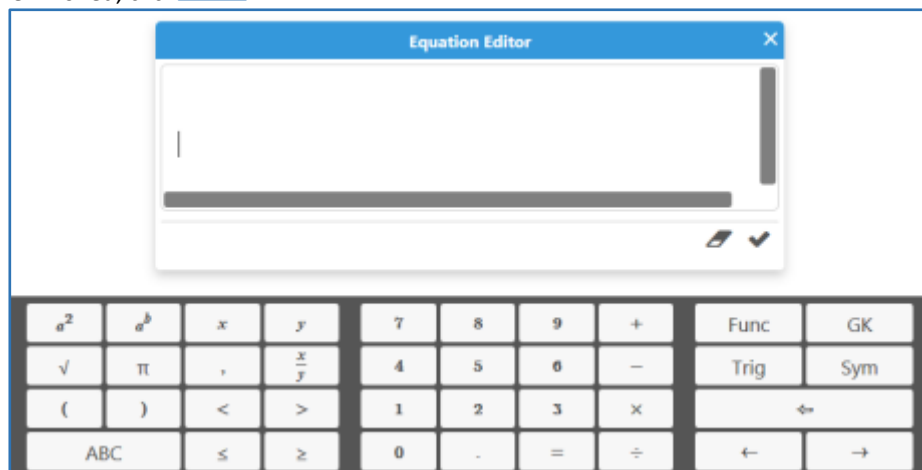
**MATH SYMBOLS:** Enter a mathematical symbol



**SCIENCE SYMBOLS:** Enter a scientific symbol



**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 .





**DRAW A STRAIGHT LINE:** Draw a straight line on the Whiteboard



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



**DRAW 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



**SNAP-N-SEND:** The Snap-N-Send feature enables you to scan documents, handwritten notes, or any other academic content 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.



**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.

## Writing Lab: The Writing Lab offers tutor support to help you revise your paper.

To begin, simply select “Submit Paper” from the homepage to choose your assignment type.

You will then be prompted to provide details about your assignment and any areas where you would like your tutor to focus.

To submit your paper for review, simply attach your paper and select “Submit.” Please note that only one file may be submitted at one time.

Once you have submitted your file, you will receive a confirmation. A tutor will review your paper and return it with analysis within 24 hours.



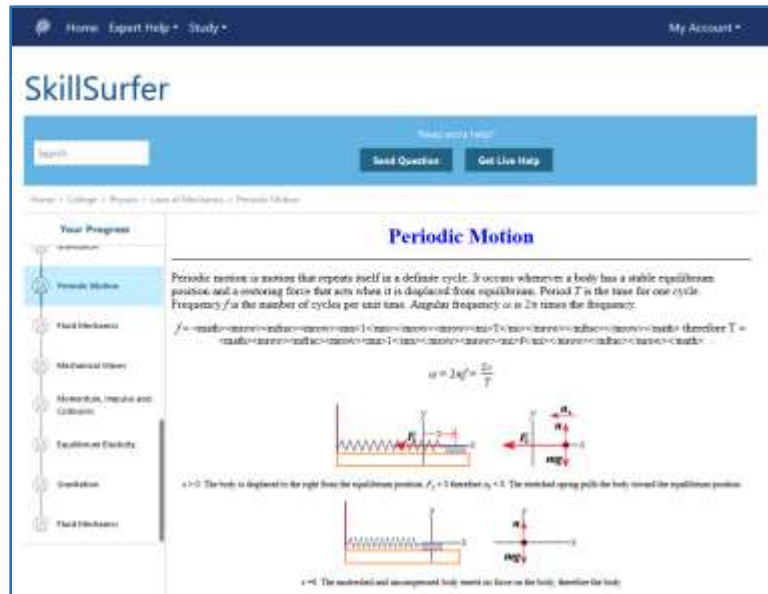
When your review is complete, you will receive a notification email and see an alert in the Writing Lab box on the HelpNow home page. You can retrieve the review of your paper in “My Message Center.”

## Send Question: Get help with a question outside of live tutoring.

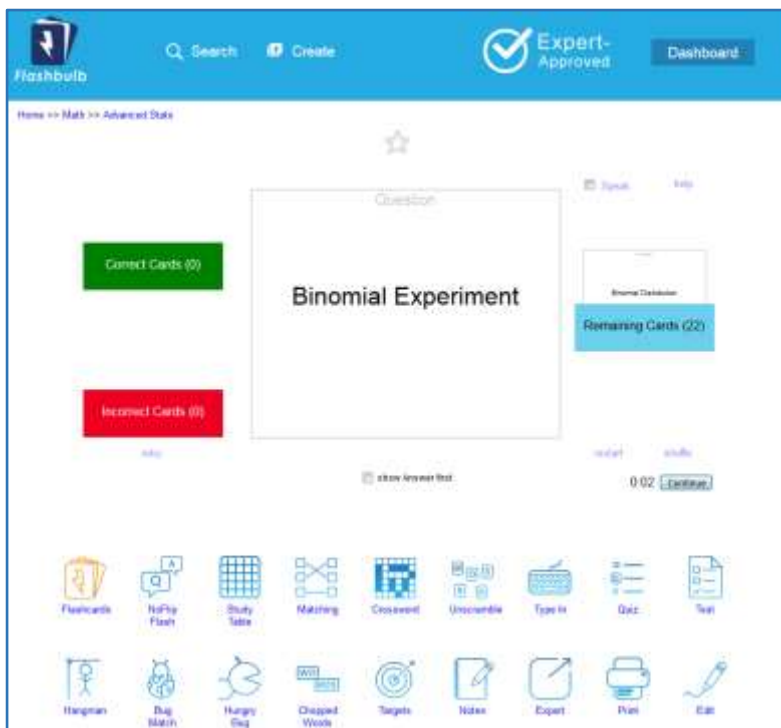
As an alternative to live tutoring, submit a question for a tutor to review and receive a response within 24 hours.

## SkillSurfer: Self-paced lessons and practice tests

Master academic skills with SkillSurfer's library of instructional lessons, videos, and practice tests.



The screenshot shows the SkillSurfer interface for a lesson on "Periodic Motion". The page includes a search bar, navigation links for "Send Questions" and "Get Live Help", and a "Your Progress" sidebar. The main content area features a definition of periodic motion, the formula  $f = \frac{1}{T}$  (where  $f$  is frequency and  $T$  is period), and the formula  $\omega = 2\pi f = \frac{2\pi}{T}$ . It also includes diagrams of a mass-spring system and a pendulum with force vectors.



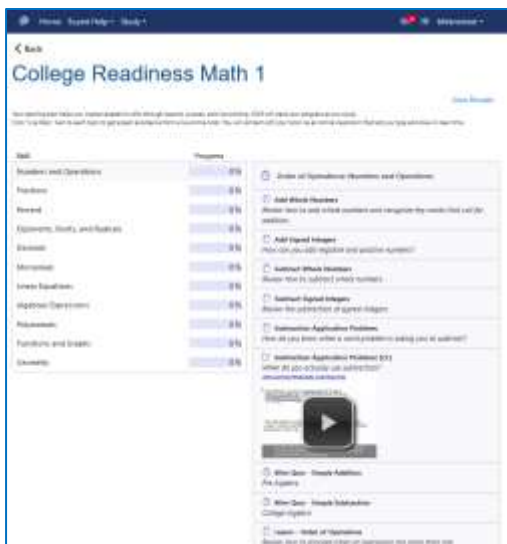
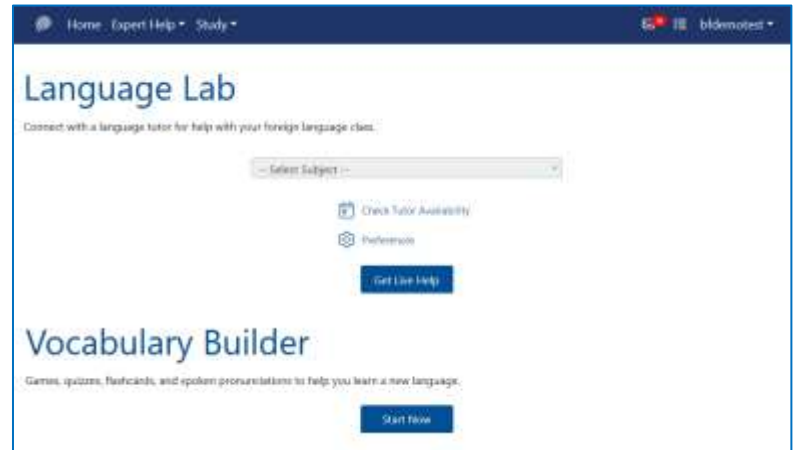
The screenshot shows the Flashbulb interface for a flashcard titled "Binomial Experiment". The interface includes a search bar, "Expert-Approved" badge, and "Dashboard" link. On the left, there are buttons for "Correct Cards (0)" and "Incorrect Cards (0)". On the right, there is a "Remaining Cards (22)" button. At the bottom, there is a grid of icons for various study tools: Flashcards, Notepaper, Study Table, Mapping, Crossword, Unscramble, Type It, Quiz, Test, Hangman, Bug Match, Hungry Bug, Chopped Words, Targets, Notes, Export, Print, and Edit.

## Flashbulb: Flashcard study

Create your own flashcards or draw from an extensive library of flashcards sets that you can transform into games, practice tests, study tables, and more.

## Language Lab: Vocabulary builder in a variety of languages.

Expand your vocabulary and skills in a variety of languages through flashcards, practice tests, and more.

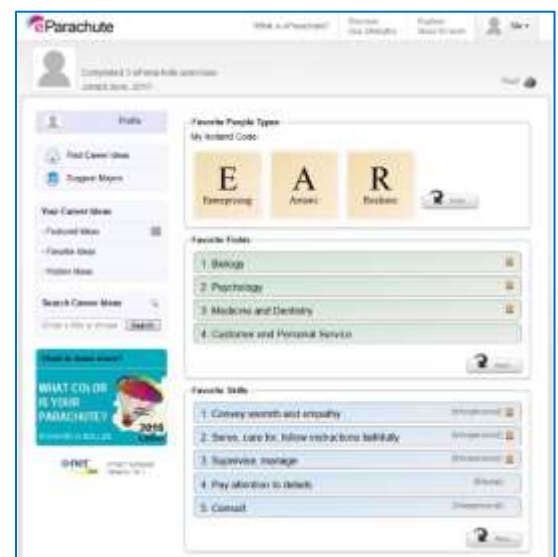


## LEAP: Customized study plans

Complete a test to create a personalized study plan to master content in specific topics.

## eParachute: Personalized recommendations for career or academic paths

Review suggested career or academic paths based on your unique profile that includes your interests, skills, and more.





## MEET: Form online study groups

Easily schedule online study groups and meet with classmates or instructors in the Brainfuse Whiteboard.

The screenshot shows the 'Brainfuse Meeting' creation page. At the top, there is a navigation bar with 'Home', 'Expert Help', and 'Study'. The main heading is 'Brainfuse Meeting'. Below the heading, there is a link 'Back to My Calendar'. The page is divided into three sections:

- 1. Invite Participants**: A prompt says 'Please invite meeting participants by entering their e-mail addresses.' followed by a text input field.
- 2. Enter Start and End Times**: This section contains several input fields:
 

Date	Time	Duration
02/07/2020	1:17 PM	60
End Date	End Time	
02/07/2020	2:17 PM	
- 3. Describe Meeting**: A prompt says 'Your description will appear in your message to participants.' followed by a large text area and a 'Send' button at the bottom.

The screenshot shows the 'Brainwave' interface. At the top, there is a navigation bar with 'Home', 'Expert Help', and 'Study'. The main heading is 'Brainwave'. Below the heading, there is a sub-heading 'Create and share your own Brainwaves or visit the Brainwave library.' and a '+ Create a Brainwave' button. Below this, there are two tabs: 'My Brainwaves' and 'Brainwave Library'. The 'Brainwave Library' tab is active, showing a list of Brainwaves. The first entry is 'Example Brainwave - movie-like notes to help you study!' with '1 views', 'Fit', '1/18/19', and '1:48 PM'. There are also icons for edit, play, share, and delete.

## Brainwave: Create and share dynamic content

Create movie-like notes (Brainwaves) by recording your activity on the Brainfuse Whiteboard. Brainwaves are ideal for studying or sharing concepts that involve multi-step processes.

## Account Features: Access your Brainfuse activity through easy-to-use account options.

The screenshot displays the Brainfuse website interface. At the top, there is a navigation bar with 'Home', 'Expert Help', and 'Study' menus, and a 'My Account' dropdown menu. The 'My Account' dropdown is open, showing options: Login, My Account, My Past Sessions, My Message Center, My Tests, My Calendar, and My Brainwaves. Below the navigation bar, a blue banner reads 'Tutors are available now'. A search bar prompts the user: 'What subject or class can we help you with? Try 'Algebra'...'. The main content area is divided into two columns. The left column is titled 'Live Help' and features a 'Connect' button, a 'Check Tutor Availability' button, and a link to 'Send a question'. The right column is titled 'Writing Lab' and features a 'Submit Paper' button. The background of the interface shows a student using a tablet.

**My Past Sessions** shows all of your past tutoring sessions so that you can replay the tutoring session after it has ended.

**My Message Center** contains all of your tutor responses to Writing Lab or Send Question submissions.

**My Tests** displays all of the practice tests taken. Tests can be reset from this page.

**My Calendar** tracks any scheduled MEET sessions.

**My Brainwaves** contains your Brainwaves to view, edit, or share with others.

**My CloudPack** allows you to create or save files to easily upload onto the Whiteboard or Writing Lab.

## Questions?



[info@brainfuse.com](mailto:info@brainfuse.com)



**1-866-BRAINFUSE**