



# HelpNow User Guide

## 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. The Brainfuse learning platform gives power to students 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 recruiting, 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 [onlinetutoring.wcu.edu](http://onlinetutoring.wcu.edu) for log-in instructions.

### ➤ SYSTEM REQUIREMENTS

#### Windows

- Windows 95 and above
- Active Internet connection

#### Mac

- Mac OS X and above
- Active Internet connection


### ➤ BRAINFUSE TECHNICAL SUPPORT

Send an email to [support@brainfuse.com](mailto:support@brainfuse.com) or call toll-free at 1-866-272-4638, Ext. 510.

# Brainfuse HelpNow


Personalized eLearning

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.


English ▾

Home
Expert Help
Academic Tools
Collaboration Tools
My Account ▾

**Tutors are available now**



### Live Help

Get live help now

HTML5 Classroom (No Java Required).

Por favor marque aquí si prefiere tutoría en español

**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**


## Academic Tools


- 

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

**FlashBulb™**  
Create and share flashcards, tests, and games
- 


**Language Lab**  
Live help for language learners


- 

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

**eParachute**  
Discover the college majors and careers that match your skills and interests.

## Collaboration Tools

- 

**MEET™**  
Schedule sessions with friends in our private virtual study room
- 

**Brainwave™**  
Create and share movie-like notes and ideas

## ❖ 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.

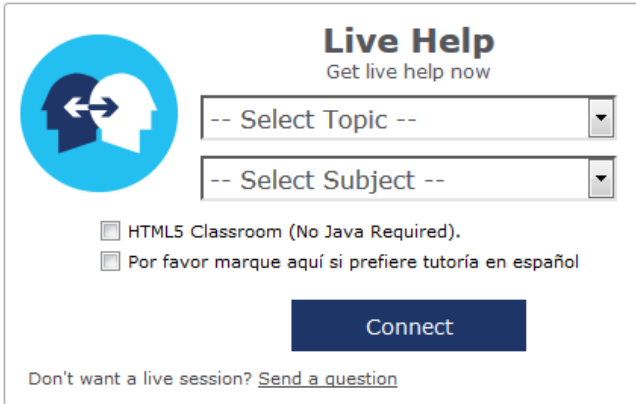
## ❖ Collaborate

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.



The screenshot shows a 'Live Help' interface. On the left is a circular icon with two stylized heads facing each other, one blue and one white, with a double-headed arrow between them. To the right of the icon, the text 'Live Help' is displayed in a bold, dark font, with 'Get live help now' in a smaller font below it. Below the text are two dropdown menus, both currently showing '-- Select Topic --' and '-- Select Subject --'. Underneath the dropdowns are two checkboxes: the first is labeled 'HTML5 Classroom (No Java Required)' and the second is labeled 'Por favor marque aquí si prefiere tutoría en español'. A dark blue button with the word 'Connect' in white text is positioned below the checkboxes. At the bottom left of the interface, there is a link that says 'Don't want a live session? [Send a question](#)'.

### Select Topic

First, select the general topic.  
(i.e. Business)

### Select Subject

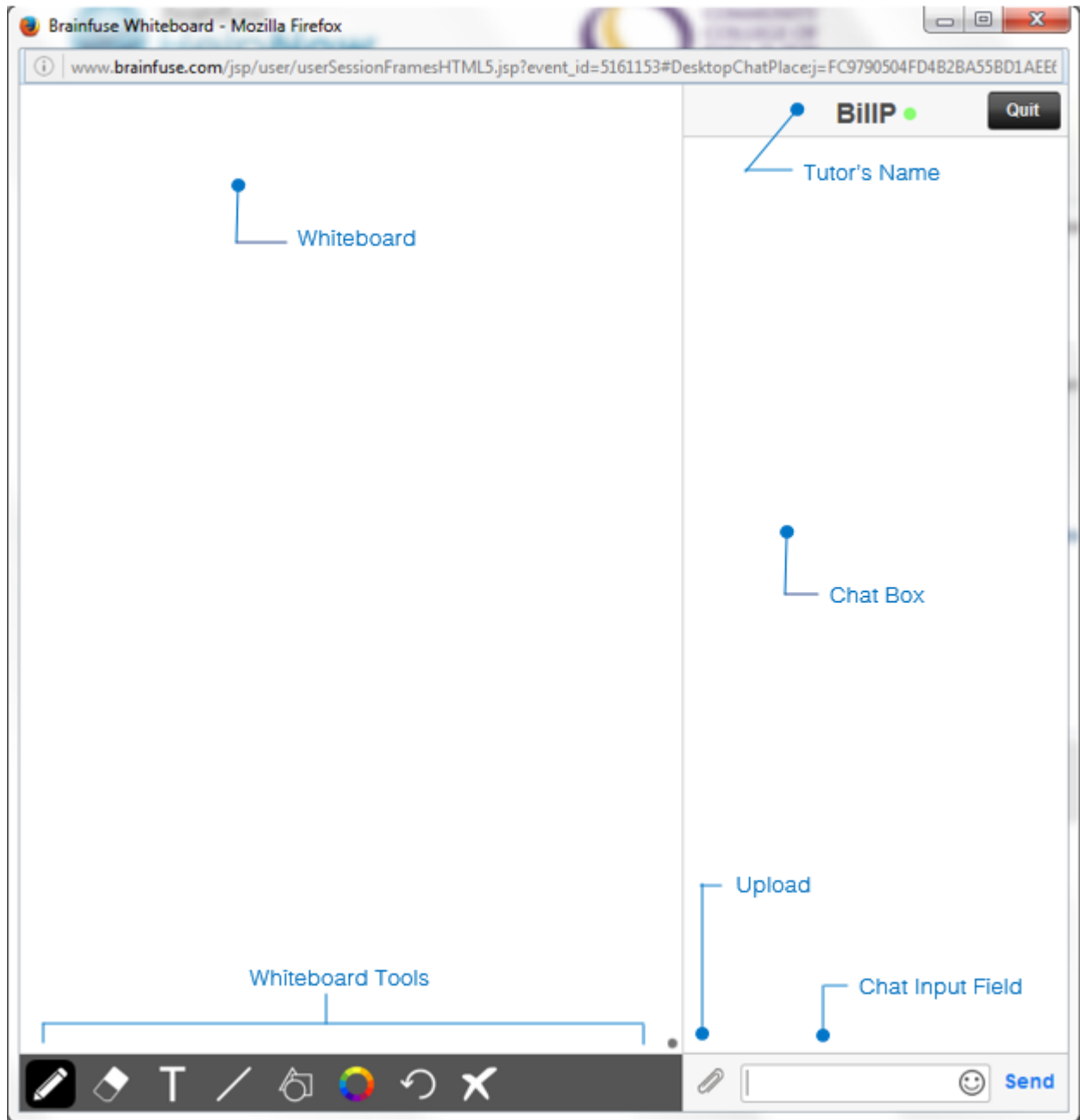
Then, select the subject area under this topic that you would like to receive tutoring for.  
(i.e. Business -> Accounting)

Finally, press **Connect** and a live tutor will be with you shortly to assist you!

## How to use the Whiteboard

The whiteboard area is on the left side. You can use your mouse to draw or the text tool to type on the whiteboard. Any images uploaded will appear on the whiteboard as well. Use the chat box on the right side to converse with your tutor. Type your message in the Chat Input Field to send your message.

### The Whiteboard



## Whiteboard Tools (left to right)



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



**ERASER:** Erase



**TEXT TOOL:** Click on the Whiteboard to start typing. Also expands to:



**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



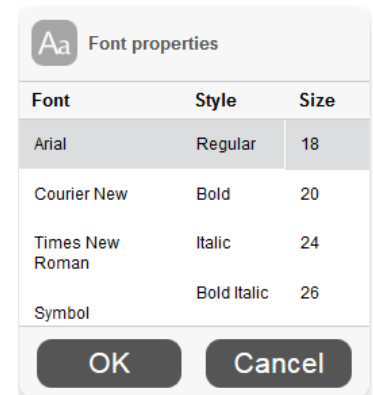
**SCIENCE SYMBOLS:** Enter a scientific symbol

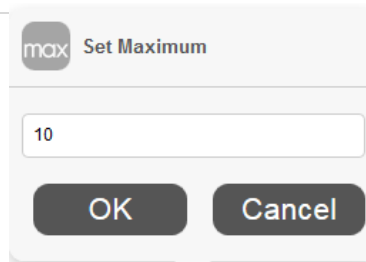
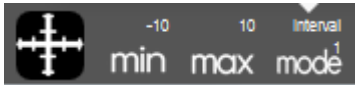


**LINE:** Draw a straight line



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



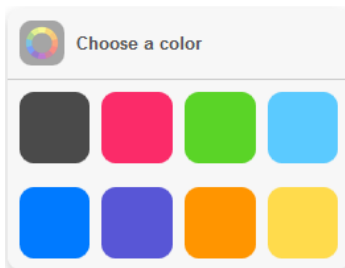


### NUMBER LINES and GRAPHS:

Select MIN, MAX and INTERVAL MODE to adjust the minimum, maximum and interval values



**COLOR PALETTE:** Select from the menu to change pen/text color



**UNDO:** Undo the last action



**CLEAR:** Clears the entire Whiteboard




## How to Take a Screenshot

### Windows

Press **ALT + PrtScn**.

### Mac

Press **Command ⌘ + Shift + 3**.

You may then copy (**Ctrl + C / Command ⌘ + C**) paste the screenshot onto the Whiteboard using the  **Paste** button.



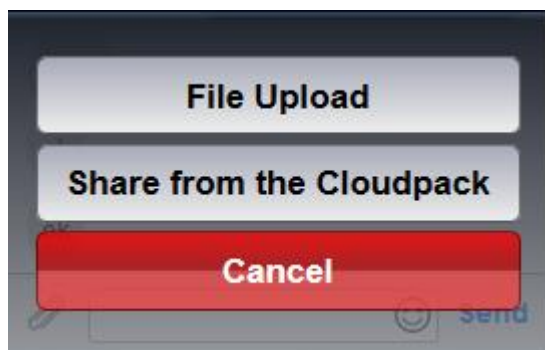
## How to Upload an Image



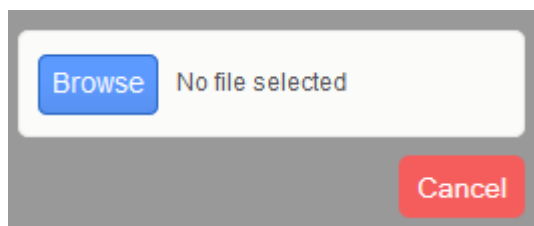
**UPLOAD:** Click on the Upload button (bottom left of the Chat Box)

When this menu appears, select **File Upload**.

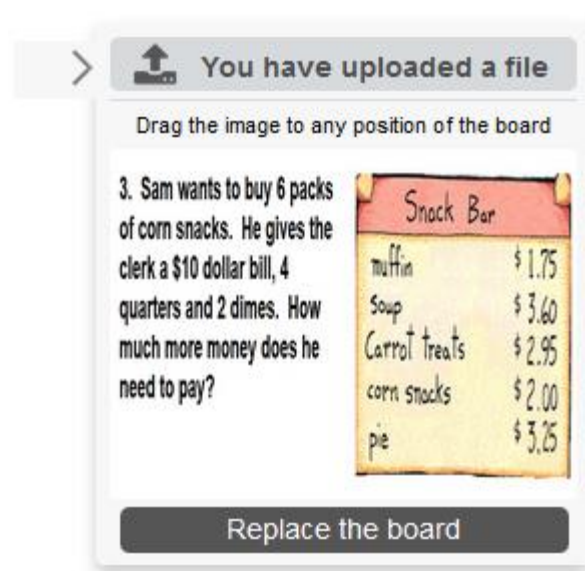
You can also upload from your **Cloudpack** if you have already stored documents or images there.



Then, click on **Browse** and search for the image in your computer and press **OK**.



When your image finishes uploading, drag the image onto the Whiteboard to share it with your tutor.



# Skillsurfer

Skillsurfer is an e-Learning service that helps students master a concept or skill through state aligned online lessons with a live tutor.



English

Login

Home Expert Help Academic Tools Collaboration Tools My Account

Home > Graduate School Entrance Test Prep > GRE Verbal Lessons > GRE Verbal Lessons

GRE Verbal Lessons	GRE Verbal Lessons	Get Live Help	Search
GRE Verbal Lessons	1 Video - GRE Sentence Equivalence	14	Lesson - Critical Reading Skill: Supporting Details
	2 Video - GRE Critical Reading: Vocabulary and Phrases in Context	15	Lesson - Critical Reading Skill: Detail Questions
	3 Video - GRE Critical Reading: Author's Tone	16	Lesson - Critical Reading Skill: Making Inferences
	4 Video - GRE Text Completion	17	Lesson - Critical Reading Skill: Vocabulary in Context
	5 Video - GRE Critical Reading: Sentence In Passage	18	Lesson - Critical Reading Skill: Identifying Tone
	6 Video - GRE Critical Reading: Evaluating Support	19	Lesson - Critical Reading Skill: Author's Purpose
	7 Video - GRE Critical Reading: Making Inferences	20	Lesson - Critical Reading Skill: Evaluating Support
	8 Video - GRE Critical Reading: Author's Purpose	21	Lesson - Critical Reading Skill: Organizational Patterns and Signal Words
	9 Video - GRE Critical Reading: Main Idea Questions	22	Lesson - Critical Reading Sample Questions
	10 Video - GRE Critical Reading: Detail Questions	23	Lesson - Preparing for Text Completion Questions
	11 Lesson - Preparing for Critical Reading Questions	24	Lesson - Text Completion Sample Questions
	12 Lesson - Developing Critical Reading Skills	25	Lesson - Preparing for Sentence Equivalence Questions
	13 Lesson - Critical Reading Skill: Main Idea	26	Lesson - Sentence Equivalence Sample Questions

Click on  
on the main menu on the Brainfuse homepage.

Skillsurfer

GRE Verbal Lessons Video - GRE Critical Reading: Author's Tone Get Live Help Search

GRE Verbal Lessons

- Video - GRE Sentence Equivalence
- Video - GRE Critical Reading: Vocabulary and Phrases in Context
- Video - GRE Critical Reading: Author's Tone**
- Video - GRE Text Completion
- Video - GRE Critical Reading: Sentence In Passage
- Video - GRE Critical Reading: Evaluating Support
- Video - GRE Critical Reading: Making Inferences
- Video - GRE Critical Reading: Author's Purpose
- Video - GRE Critical Reading: Main Idea Questions
- Video - GRE Critical Reading: Detail Questions

**GRE Critical Reading: Author's Tone** *attitude toward SUBJECT*

The one quality of Stravinsky's art that no critic has ventured to dispute is his consummate mastery of every instrumental resource. His combinations of tone-color always hold surprises in store for us, which, curiously enough do not seem to wear off even after repeated hearing. One of the secrets of the extraordinary resonance that astonishes the hearer is the fact that Stravinsky writes for each instrument individually as if he were himself a virtuoso on it; he always gives it exactly the kind of music to play that suits its particular character. He does not transfer the same phrase from one instrument to another unless he is sure that it is congenial to both, and he generally prefers to give each one something entirely different to do, something that invariably goes to the very root of its idiosyncrasy. This tendency results in a subtle blending of different rays of color and degrees of light and shade, in a kind of dynamic (as distinct from harmonic) chord formation.

Based on the author's choice of words, the author's view of Stravinsky's music can be characterized as

- objective
- critical
- reverent
- dismissive
- ambivalent

*ADJ + ADV - + / - / M / O*  
*EXAMPLES - + / - / M / O*

2:00 / 5:47

Thu, Jun 20, 2013 5:05 PM

GRE Verbal Lessons Lesson - Critical Reading Skill: Making Inferences Get Live Help Search

GRE Verbal Lessons

- Video - GRE Sentence Equivalence
- Video - GRE Critical Reading: Vocabulary and Phrases in Context
- Video - GRE Critical Reading: Author's Tone
- Video - GRE Text Completion
- Video - GRE Critical Reading: Sentence In Passage
- Video - GRE Critical Reading: Evaluating Support
- Video - GRE Critical Reading: Making Inferences
- Video - GRE Critical Reading: Author's Purpose
- Video - GRE Critical Reading: Main Idea Questions
- Video - GRE Critical Reading: Detail Questions

Passage 2

The ability to see the situation as your opponents see it, as difficult as it may be, is one of the most important skills that you can possess as a negotiator. You must know more than simply that they see things differently. It is not enough to study them like beetles under a microscope; you need to know what it feels like to be a beetle. To accomplish this you should be prepared to withhold judgment as you "try on" their views. Your opponents may well believe that their views are right as strongly as you believe yours are.

The reference to beetles in the paragraph serves to suggest that --

- A. people need to be more attuned to their surroundings.
- B. effective negotiation is more of a science than an art.
- C. people can be made to do what they would prefer not to do.
- D. effective negotiation requires identifying with a different viewpoint.
- E. people feel uncomfortable when their actions are under scrutiny.

2:00 / 5:47

Thu, Jun 20, 2013 5:05 PM

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.

## Writing Lab & Send Question

**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.

**brainfuse HelpNow** English inbox ✓ task [Logout](#)

Home Expert Help Academic Tools Collaboration Tools

**Other Services**

- Live Tutoring
- Writing Lab
- SkillsSurfer
- Send Question
- Language Lab
- LEAP
- Brainwave™
- FlashBulb™
- MEET™

**Writing Lab**

Expert online writing assistance.

Hi

Simply upload your document, and one of our writing experts will analyze it and provide helpful comments.

- 1 What is your current level of education?
  - Graduate
  - College
- 2 Please specify citation format requirements.
  - APA
  - MLA
  - Other (Please describe the assignment in the box below)
  - Not Required
  - Chicago Manual of Style
- 3 Please select any two areas where you want the writing tutor to focus his/her analysis.
 

<input type="checkbox"/> Introduction	<input type="checkbox"/> Thesis or Topic Sentence	<input type="checkbox"/> Development
<input type="checkbox"/> Tone	<input type="checkbox"/> Cohesion	<input type="checkbox"/> Organization
<input type="checkbox"/> Grammar, Usage, & Mechanics	<input type="checkbox"/> Other (Please describe the assignment in the box below)	<input type="checkbox"/> Word Choice
		<input type="checkbox"/> Style
		<input type="checkbox"/> Conclusion
		<input type="checkbox"/> Responding to Assignment's Purpose
<input type="checkbox"/> Developing Supporting Details/Analysis	<input type="checkbox"/> Synthesizing Sources	
- 4 Include any instructions given for the writing assignment.
- 5 **Attach your document**
  - From Computer  From CloudPack
  - No file selected.
  - Maximum size 1.4MB
  - Valid format: .doc/.html/.txt/.xls/.pdf/.jpg/.gif/.docx/.ppt/.pptx/.rtf/.pptm/.png/.xlsx/.htm/.html
- 6 **Add comments**

Add any information that you think our writing expert should know before reviewing your paper.
- 7 **Upload your document**

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

Submit
- 8 **Receive your results**

Check the 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

## Welcome to Leap

LEAP helps you build academic skills through targeted lessons, quizzes, and live, online tutoring. LEAP creates your learning plan based on a skills assessment that you take at the beginning of the course. To begin learning, click on the link to one of the courses assigned to you in the "Pending Courses" section below. You can also click a completed course to review your work.

### Pending Courses

Course	Begin Course
Basic Math 1	
Basic Math 2	
College Readiness Writing Test	
College Readiness Math 1	
College Readiness Math 2	
Reading and Writing Strategies 1	
Reading and Writing Strategies 2	

Learning Account Features

- My Account**
- My Past Sessions**
- My Message Center**
- My Tests**
- My Calendar**
- My Brainwaves**
- My CloudPack**

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

← Back

## Learning Plan

Basic Math 1

**Your Learning Plan**

Your learning plan helps you master academic skills through lessons, quizzes, and live tutoring. LEAP will track your progress as you study.

**Get Live Tutoring**

Click "Live Help" next to each topic to get expert assistance from a live online tutor. You will connect with your tutor via an online classroom that lets you type and draw in real-time.

Skills	Progress	
Order of Operations	0%	Live Help
Arithmetic	0%	Live Help
Rounding and Estimation	0%	Live Help
Prime Factorization	0%	Live Help
Square Roots	0%	Live Help
Decimals	0%	Live Help
Fractions	0%	Live Help
Ratio and Proportion	0%	Live Help
Percentage	0%	Live Help
Conversion	0%	Live Help
Geometry	0%	Live Help
Linear Equations	0%	Live Help
Interpret Data	0%	Live Help
Coordinate Geometry	0%	Live Help

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

← Back

## Your Lessons

Order of Operations	
Arithmetic	
Rounding and Estimation	
Prime Factorization	
Square Roots	
Decimals	
Fractions	
Ratio and Proportion	
Percentage	
Conversion	
Geometry	
Linear Equations	
Interpret Data	
Coordinate Geometry	

**Mini Quiz - Order of Operations**  
*College Algebra*

**Add Whole Numbers**  
*Review how to add whole numbers and recognize key words that call for addition.*

**Subtract Whole Numbers**  
*Review how to subtract whole numbers.*

**Lesson - Divide Whole Numbers**  
*Review the three different ways to write division problems and practice dividing whole numbers.*

**Lesson - Order of Operations**  
*Review how to proceed when an expression has more than one mathematical operation.*

**Order of Operations [CC] (Video)**  
*Review the steps to follow when you need to use more than one operation.*

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.

The screenshot shows the Brainfuse HelpNow website interface. At the top left is the Brainfuse logo with 'az' and a checkmark. The main navigation bar includes 'Home', 'Expert Help', 'Academic Tools', and 'Collaboration Tools'. A dark blue banner across the top reads 'Tutors are available now'. Below this are two main sections: 'Live Help' and 'Writing'. The 'Live Help' section has a dropdown for 'Select Topic', a dropdown for 'Select Subject', and checkboxes for 'Use our classic Java whiteboard.' and 'Por favor marque aquí si prefiere tutoría en español'. The 'Writing' section has a 'Submit' button. On the right side, there is a user profile dropdown for 'alexdemo' with a 'Logout' button. Below the profile are several menu items: 'My Account', 'My Past Sessions', 'My Message Center', 'My Tests', 'My Calendar', 'My Brainwaves', and 'My CloudPack'.

- **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.

# Questions?



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**1-866-BRAINFUSE**