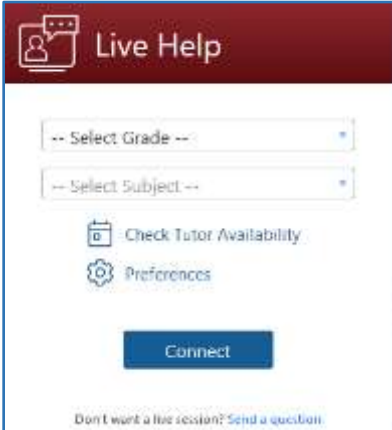


# HelpNow Quick-Start and User Guide

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.



The Live Help interface features a red header with a user icon and the text "Live Help". Below the header are two dropdown menus: "-- Select Grade --" and "-- Select Subject --". Under these are two buttons: "Check Tutor Availability" (with a calendar icon) and "Preferences" (with a gear icon). A large blue "Connect" button is at the bottom. At the very bottom, there is a link: "Don't want a live session? Send a question".

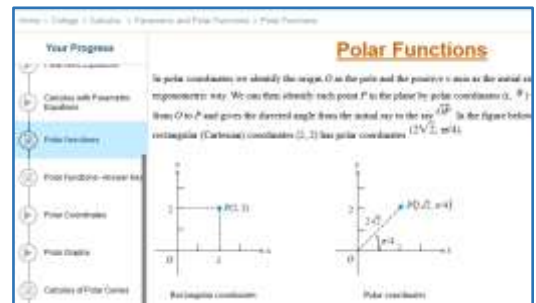


The Writing Lab interface has a green header with a document icon and the text "Writing Lab". The main content area says: "Click here to send your paper to our writing experts." followed by "You will receive a reply in your inbox within 24-hours." Below this is a blue "Submit Paper" button. At the bottom, there is a red icon and the text: "Go To Inbox You have a paper in your inbox".

**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



**Regis**  
COLLEGE

English ▾



[Home](#)
[Expert Help ▾](#)
[Academic Tools ▾](#)
[My Account ▾](#)

Tutors are available now

What subject or class can we help you with? Try 'Algebra'...
 [SEARCH](#)



**Live Help**

-- Select Topic -- ▾  
-- Select Subject -- ▾  

 Check Tutor Availability
  Preferences

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


**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 and interests.


**Language Lab**

Live help for language learners

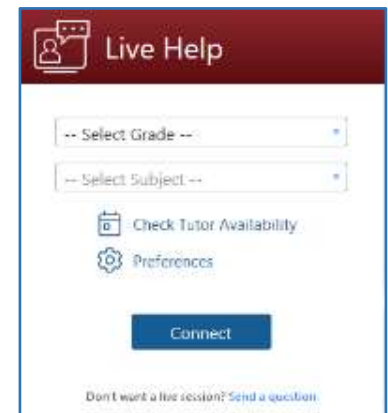

**MEET™**

Schedule sessions with friends in our private virtual study room

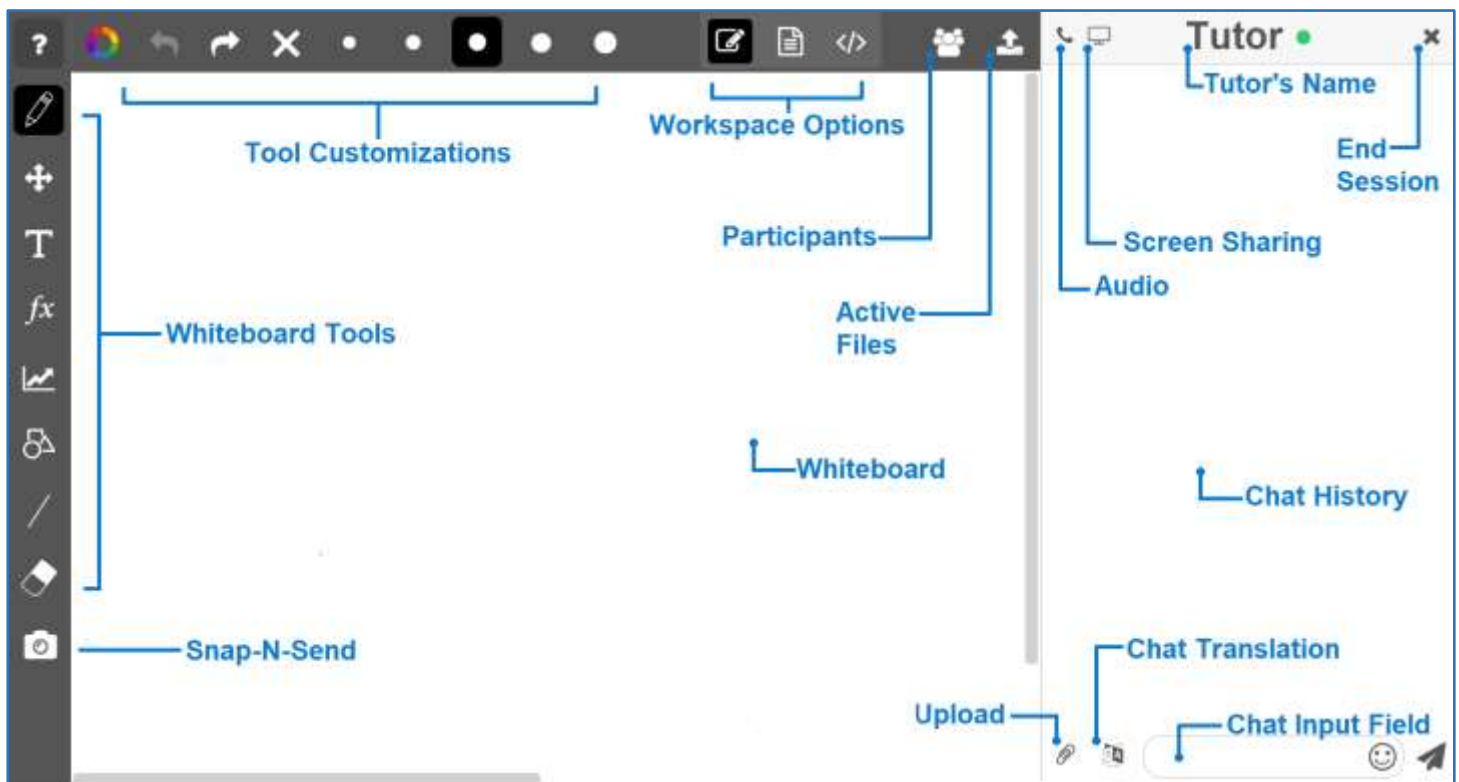
**Live Tutoring:** The Live Help box on the homepage has several options.

**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” or “Preferences” 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  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:



**SUPERSCRIFT:** Changes text into superscript



**SUBSCRIPT:** Changes text into subscript




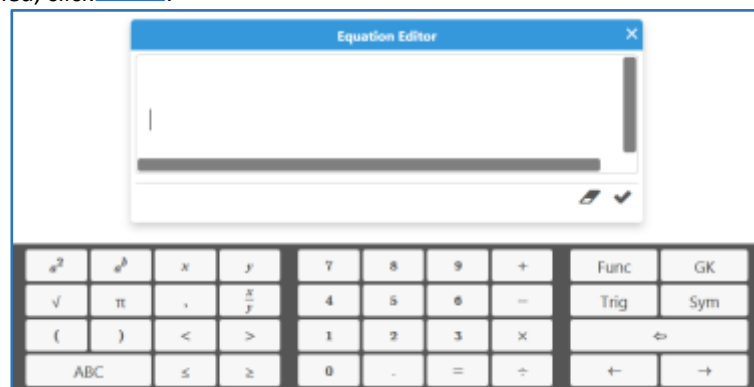
**PASTE:** Paste text onto the Whiteboard



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

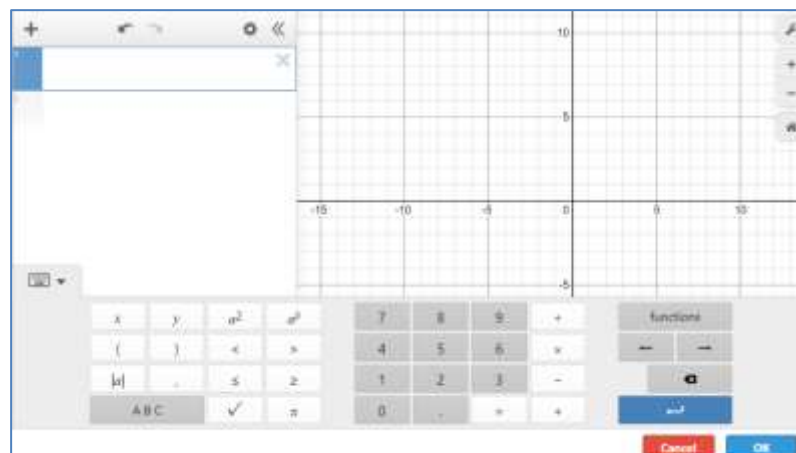


**TYPE EQUATIONS WITH THE EQUATION EDITOR:** The equation editor allows you to create mathematical equations, functions, and symbols in the available box. Click on the desired area of the Whiteboard where you want the equation to appear. When you are finished, click .



**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

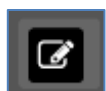


**CLEAR:** Clears the entire Whiteboard or the selected slide



**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.



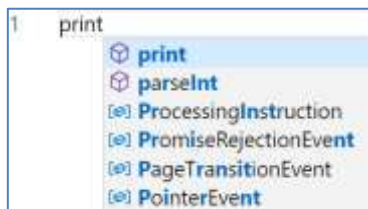
**ADD FILE:** Add a file to your code editor. Save your file with the appropriate programming language file extension in order enable code help and completion while working in your file. Multiple files can be saved in the code editor workspace at one time.



**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.



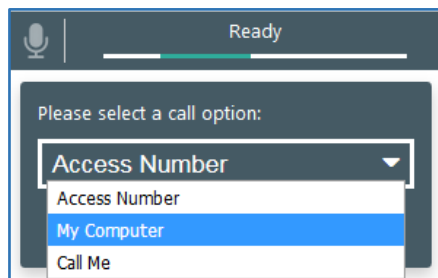
**CHAT TRANSLATE:** Choose the language you want the chat to appear in. This tool allows you to chat with your tutor in any language.



**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.



**USE AUDIO:** Select the Audio button (top left of the Chat Box) to speak with your tutor through a secure and private conference room, using your computer (VoIP) or a toll-free call



**ACCESS NUMBER:** Use your phone to dial a toll-free, secure conference number

**MY COMPUTER:** Use your computer and internet connection (VoIP) to connect to your tutor

**CALL ME:** Receive a phone call to connect with your tutor. Please note that your tutor will connect with you via our phone bridge. Tutors will not have access to your phone number.



**USE SCREEN SHARING:** Select the Screen Share button (top left of the Chat Box) to begin sharing your screen 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, with the option to download a receipt. 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 your Brainfuse inbox or 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.



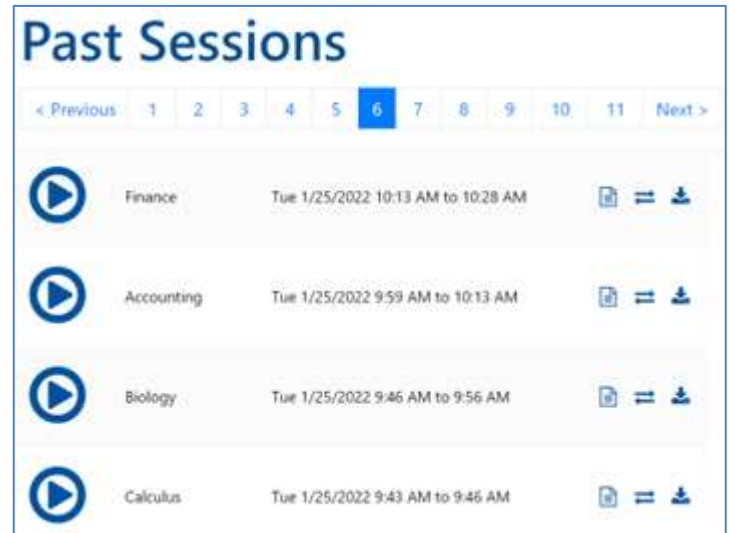
## Live Tutoring History & Receipts: Review your past tutoring sessions and share session details with your instructor or advisor.



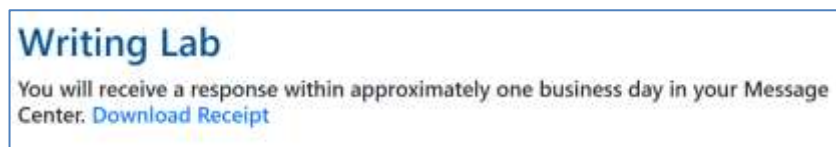
Immediately after every live tutoring session, you can email the session recording to anyone you choose, replay your session, or download a PDF receipt with the session details for your instructor or advisor.

At any time, you can access your past tutoring sessions from [My Past Sessions](#). From this page, you can watch your past tutoring sessions, share the session recording with anyone you choose, and download a PDF receipt with the session details for your instructor or advisor.

[My Past Sessions](#) will include all of your previous live tutoring sessions with no expiration date.



## Writing Lab Receipts & Tutor Feedback: Access all of your past Writing Lab submissions and share submission details with your instructor or advisor, even if your submission is still under review by a tutor.



Immediately after you send your submission to a Brainfuse tutor, you can download a PDF receipt with the submission details for your instructor or advisor.

At any time, you can access your past Writing Lab submissions from your Brainfuse Inbox. From your [Inbox](#), you can download your tutor's feedback for any of your past submissions, with no expiration date.

If your submission is still under review by a tutor, you can view the submission details and download a PDF receipt for your instructor or advisor by selecting [Outgoing Tasks](#).



## 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 website interface. At the top, there's a navigation bar with 'Home', 'Expert Help', 'Study', and 'My Account'. Below this is a search bar and buttons for 'Send Question' and 'Get Live Help'. The main content area is titled 'Periodic Motion'. It includes a definition: 'Periodic motion is motion that repeats itself in a definite cycle. It occurs whenever a body has a stable equilibrium position and a restoring force that acts when it is displaced from equilibrium. Period  $T$  is the time for one cycle. Frequency  $f$  is the number of cycles per unit time. Angular frequency  $\omega$  is  $2\pi$  times the frequency.' Below the text are two diagrams. The first diagram shows a mass-spring system with a mass  $m$  attached to a spring with constant  $k$ , oscillating on a horizontal surface. The second diagram shows a mass  $m$  attached to a spring with constant  $k$ , oscillating vertically. The equations  $\omega = 2\pi f = \frac{2\pi}{T}$  and  $\omega = \sqrt{\frac{k}{m}}$  are shown. The text also states: 'If  $x = x_0 \sin(\omega t)$ , then  $\dot{x} = x_0 \omega \cos(\omega t)$  and  $\ddot{x} = -x_0 \omega^2 \sin(\omega t) = -\omega^2 x$ . Therefore  $T = \frac{2\pi}{\omega}$  and  $f = \frac{\omega}{2\pi}$ .' The bottom diagram shows a mass  $m$  attached to a spring with constant  $k$ , oscillating vertically, with the text: 'If  $x = x_0 \sin(\omega t)$ , then  $\dot{x} = x_0 \omega \cos(\omega t)$  and  $\ddot{x} = -x_0 \omega^2 \sin(\omega t) = -\omega^2 x$ . Therefore  $T = \frac{2\pi}{\omega}$  and  $f = \frac{\omega}{2\pi}$ .' The bottom diagram shows a mass  $m$  attached to a spring with constant  $k$ , oscillating vertically, with the text: 'If  $x = x_0 \sin(\omega t)$ , then  $\dot{x} = x_0 \omega \cos(\omega t)$  and  $\ddot{x} = -x_0 \omega^2 \sin(\omega t) = -\omega^2 x$ . Therefore  $T = \frac{2\pi}{\omega}$  and  $f = \frac{\omega}{2\pi}$ .'

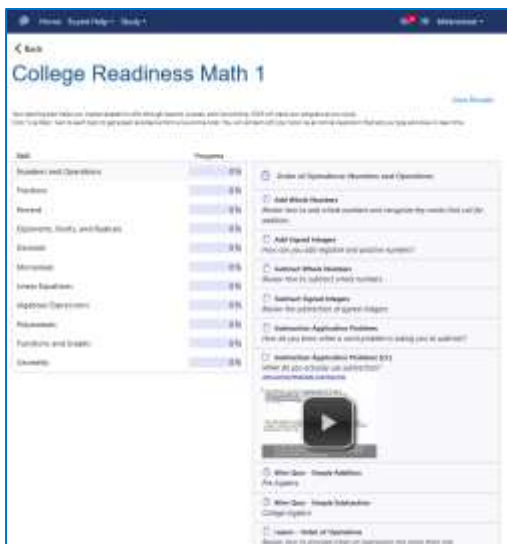
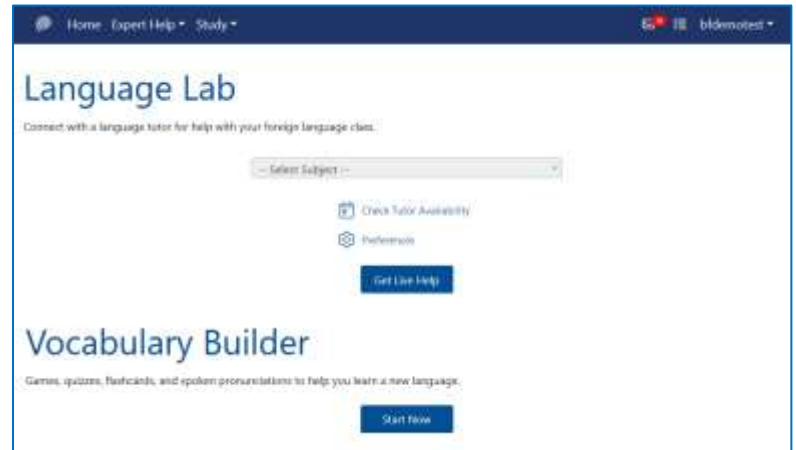
The screenshot shows the Flashbulb website interface. At the top, there's a navigation bar with 'Flashbulb', 'Search', 'Create', 'Expert-Approved', and 'Dashboard'. Below this is a search bar and buttons for 'Sign Up' and 'Log In'. The main content area is titled 'Binomial Experiment'. It includes a 'Correct Cards (0)' button and a 'Remaining Cards (22)' button. Below these buttons is a 'Binomial Experiment' flashcard. The bottom of the page features a grid of icons for various study tools: Flashcards, Notepad, Study Table, Matching, Crossword, Unscramble, Type In, Quiz, Test, Hangman, Bug Match, Hungry Grog, Chopped Words, Targets, Notes, Expert, Pairs, 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.

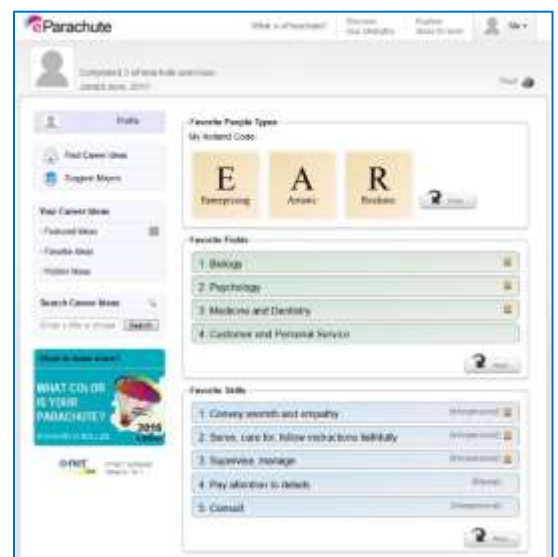


## LEAP: Customized study plans

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' form. At the top, there's a navigation bar with 'Home', 'Expert Help', and 'Study'. The main heading is 'Brainfuse Meeting'. Below it, there's a link 'Back to My Calendar'. The form is divided into three sections: 1. Invite Participants, 2. Enter Start and End Times, and 3. Describe Meeting. Section 1 has a text input field for email addresses. Section 2 has fields for Date, Time, Duration, End Date, and End Time. Section 3 has a large text area for the meeting description. A 'Send' button is at the bottom.

Home Expert Help Study

Brainfuse Meeting

[Back to My Calendar](#)

1. Invite Participants

Please invite meeting participants by entering their e-mail addresses.

2. Enter Start and End Times

Date Time Duration

02/07/2020 1:17 PM 60

End Date End Time

02/07/2020 2:17 PM

3. Describe Meeting

Your description will appear in your message to participants.

Send

The screenshot shows the 'Brainwave' interface. At the top, there's a navigation bar with 'Home', 'Expert Help', and 'Study'. The main heading is 'Brainwave'. Below it, there's a sub-heading 'Create and share your own Brainwaves or visit the Brainwave library'. There's a '+ Create a Brainwave' button. Below that, there's a search bar with 'My Brainwaves' and 'Brainwave Library'. A list of Brainwaves is shown, with one example: 'Example Brainwave - movie-like notes to help you study!'. It has 1 view, was created on 1/18/19 at 1:48 PM, and has icons for edit, play, and delete.

Home Expert Help Study

Brainwave

Create and share your own Brainwaves or visit the Brainwave library

+ Create a Brainwave

My Brainwaves Brainwave Library

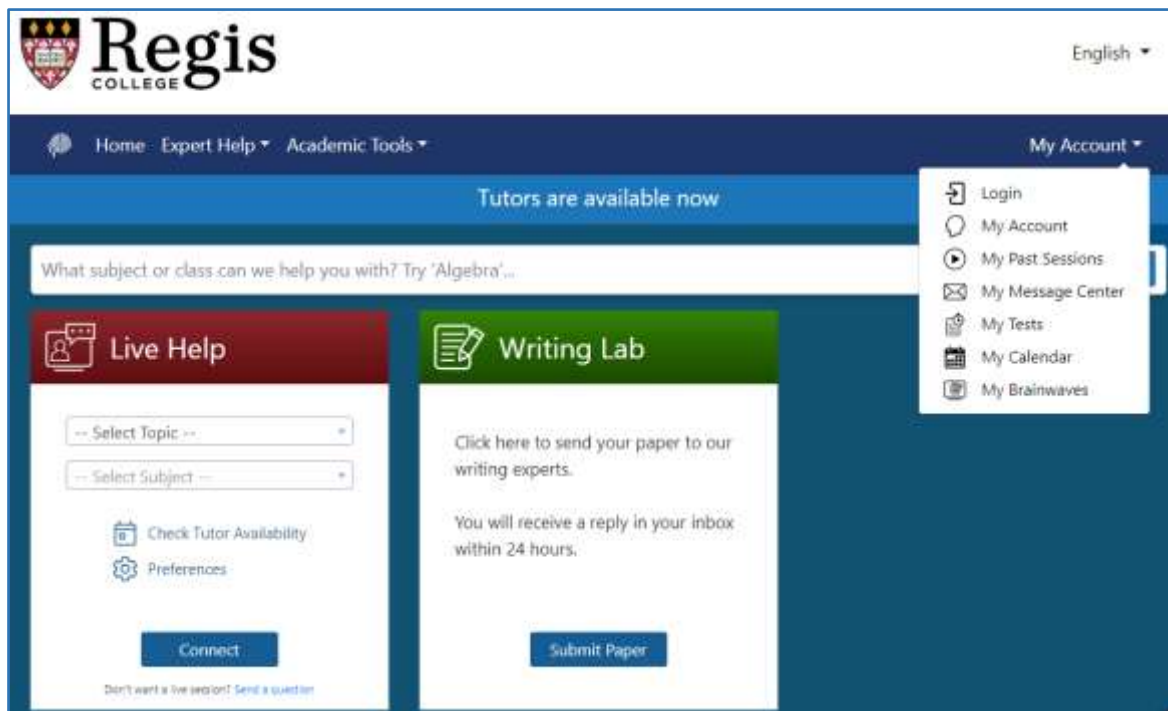
Example Brainwave - movie-like notes to help you study!

1 views 1/18/19 1:48 PM

## 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.



**My Account** provides access to your personal Brainfuse account QR code, which is used to sign in to the Brainfuse Mobile App

**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**



**1-866-BRAINFUSE**