TMCC
Truckee Meadows Community College
Tutoring and Learning Center

BRAINFUSE HELPNOW INSTRUCTIONS

Brainfuse is a free online tutoring service provided by the Washoe County Library System. It offers online tutoring for STEM, English writing, as well as Spanish Language and writing. TMCC students can easily access it whenever they need, and all they need is a Washoe County library card. Please follow the instructions below to sign up for a library card and to access Brainfuse.

Register for a Digital Library Card:

1. Open a web browser. Either search for "Washoe County Library System" or type in the following web address: https://www.washoecountylibrary.us/

2. Click on the "Get a Card" link in the top right corner of the page. This will take you to the page to register for a library card online. **Please note, library cards are completely free!**

3. Fill out the required information. When selecting your home library, it is usually best to select a library that is closest to where you live; however, you do not have to do so.
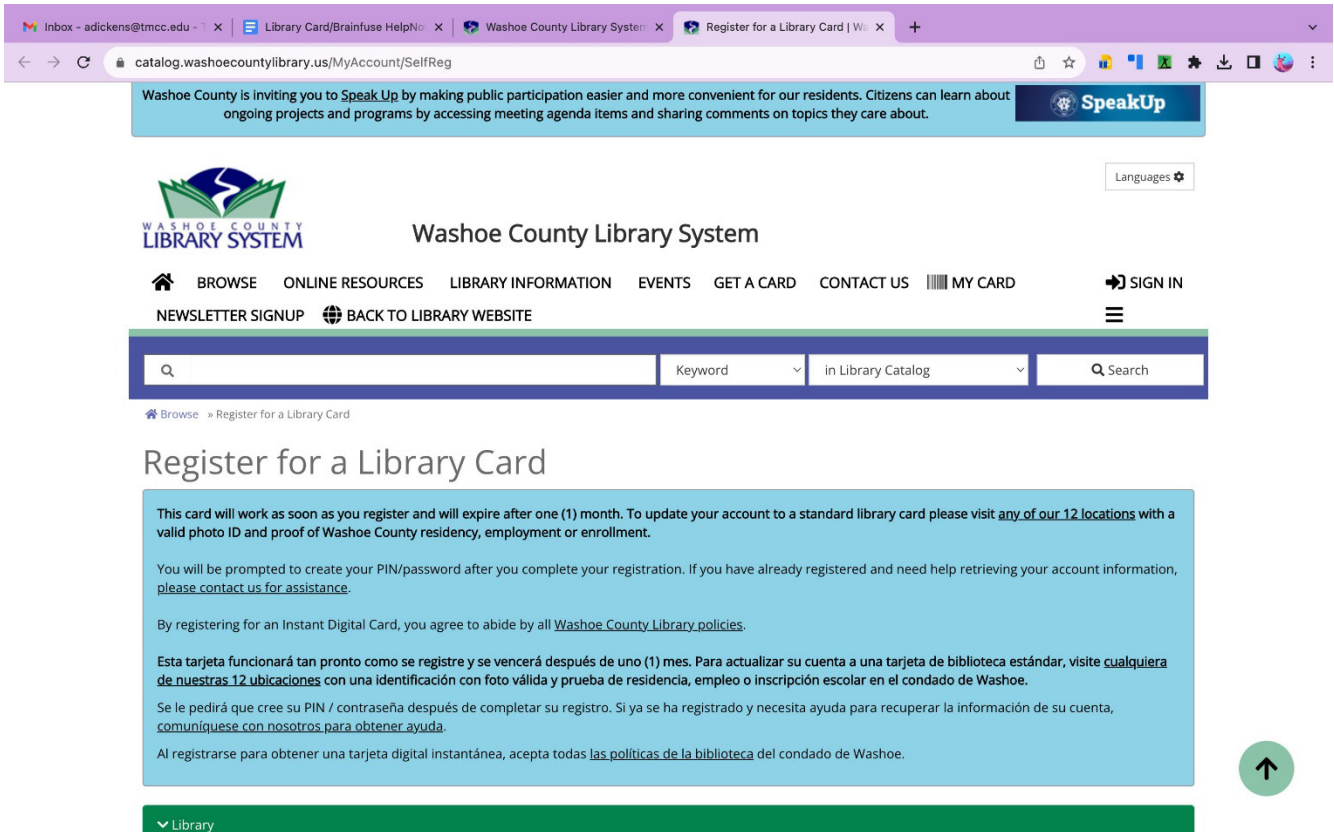

a. Please note, your digital library card will expire ONE MONTH after you register for it. In order to keep your card active, you will need to visit a library in-person to update your account to a standard library card. **Remember, this process will take less than ten minutes, is completely free, and grants you access to countless digital and physical books, movies, magazines, TUTORING SERVICES and more!**
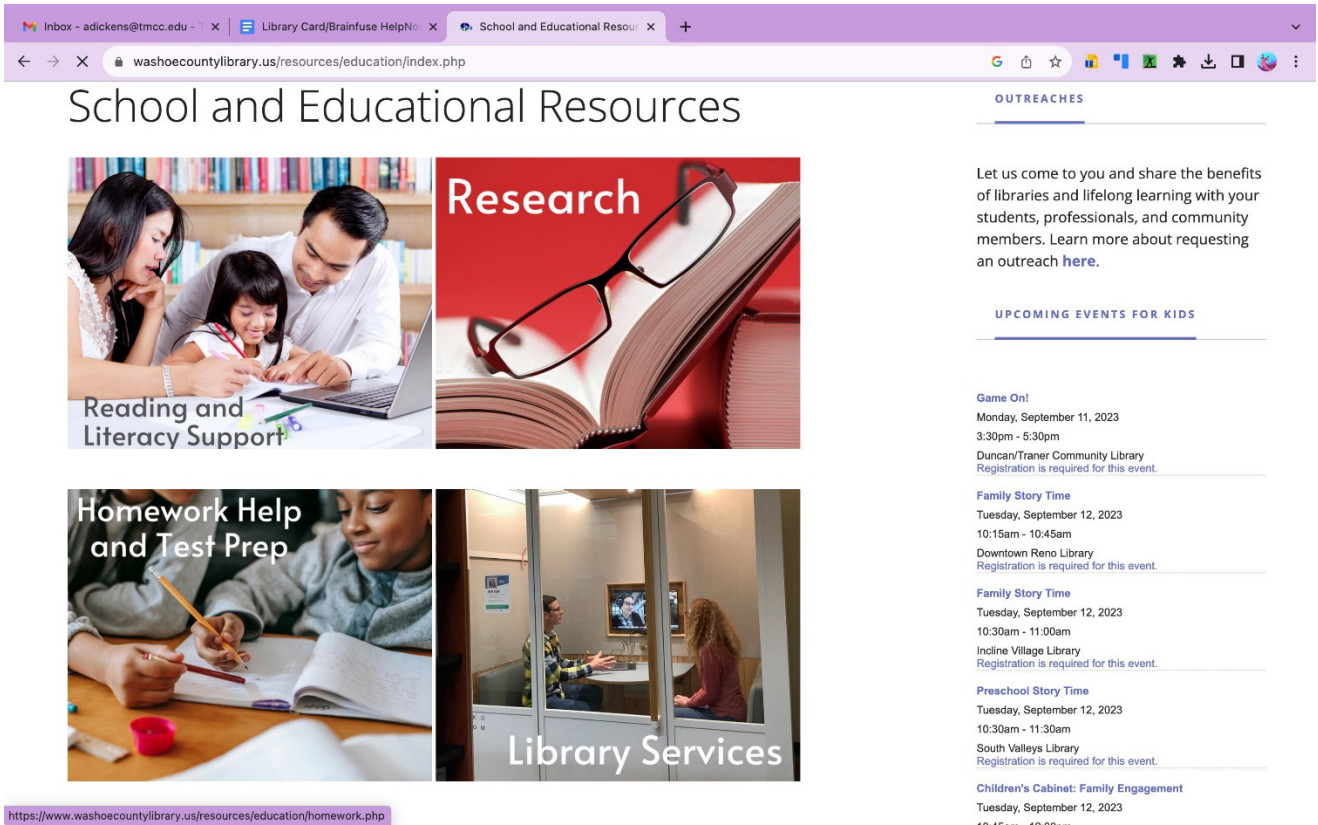
Log-In to Brainfuse HelpNow:

1. Open a web browser. Either search for "Washoe County Library System" or type in the following web address: https://www.washoescountylibrary.us/

2. Hover on the "Resources" tab.

3. Select "School and Education." It is the fourth tab in the list. This will take you to the page for school and education resources.
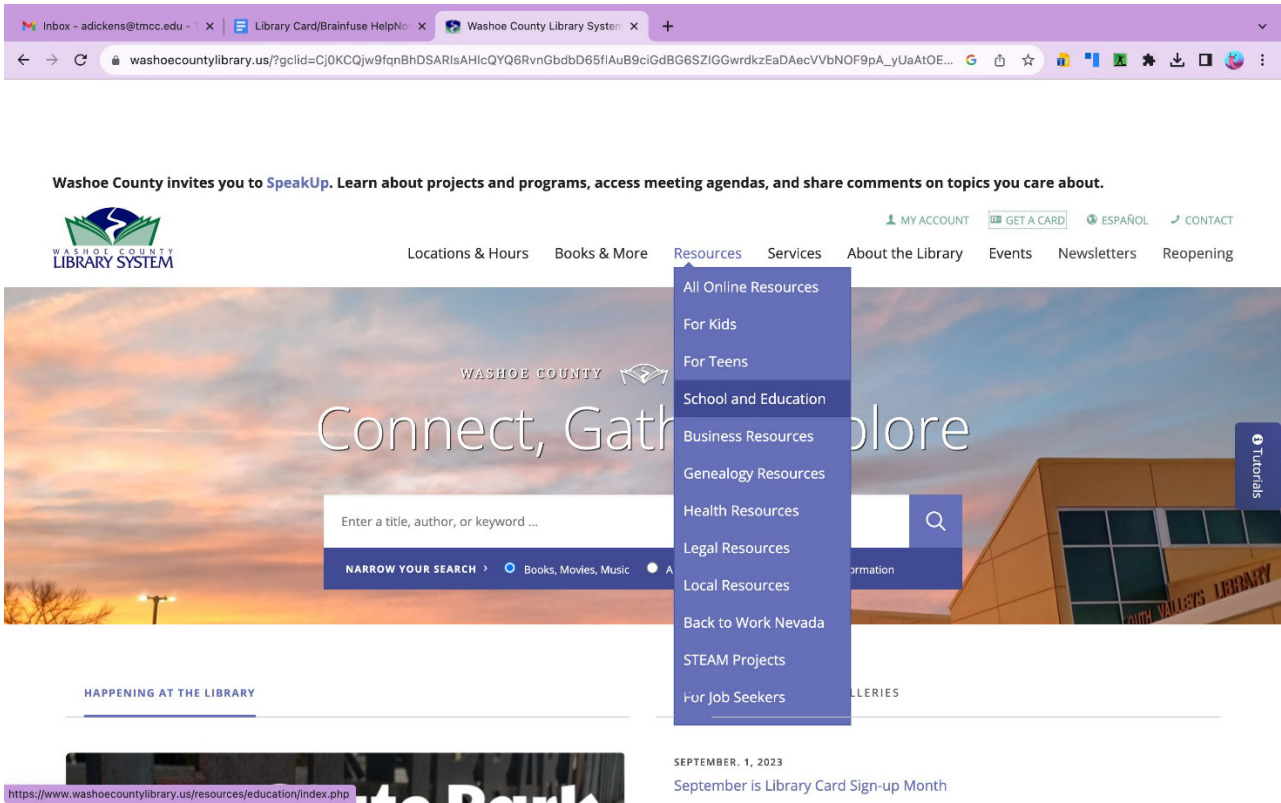
4. Click on the "Homework Help and Test Prep" Link. This is located on the square image of a child and teacher working in a notebook together. It will take you to the page with tutoring and test prep resources.

5. Click on the "Brainfuse HelpNow link. This will take you to the page explaining the Brainfuse program.

6. Click on the "Launch HelpNow" link. This will take you to the Brainfuse sign-in page.

7. Enter your library card number into the text-box under the "Get Started" banner.

Use Brainfuse HelpNow Tutoring Services:

*Students will have to make an account once they sign into Brainfuse HelpNow using their Washoe County Library card number. **This account is completely free**. There is also a free app that students may download from the app store, called "Brainfuse HelpNow" which can be used on its own or to supplement online live tutoring sessions.*

Make a Brainfuse HelpNow Account

1. Log into Brainfuse HelpNow using your Washoe County Library card number.

2. In the drop-down menu in the upper right corner, select "Account".

3. This will take you to the page to create your free Brainfuse HelpNow account.

4. Fill out the required information.

5. If you would like to, download the free app from your preferred app store.

    a. Making a Brainfuse HelpNow account will allow you to use the services like sending a question and receiving feedback, using the language lab, and keeping track of your previous tutoring sessions.

For STEM Tutoring:

1. In the "Expert Help" column, click on "Live Tutoring." This will take you to a page to select your grade level and the subject you need help with.

2. Click on the "Select Grade" selection tab. Choose "College".

3. Click on the "Select Subject" selection tab. You can choose from Algebra, Biology, Calculus, Chemistry, Geometry, Physics, Pre-Calculus, and Trigonometry.

4. Click on "Get Live Help". **Live tutoring is available everyday from 1 to 10 p.m.**

    a. If you need help on a question outside of the available live tutoring times, you can also send a question and receive feedback within 24 hours. You will need to log into your Brainfuse HelpNow account in order to use this service.

    b. To send a question outside of live tutoring times use the following steps:

        i. In the "Expert Help" column, click on "Send a Question". This will take you to a page to upload documents and make comments.

        ii. Click on the "Select Grade" selection tab. Choose "College".

        iii. Click on the "Select Subject" selection tab. You can choose from Algebra, Biology, Calculus, Chemistry, Geometry, Physics, Pre-Calculus, and Trigonometry.

    iv.   Enter your question in the comment box. Make sure to be specific so that your tutor will be able to help you to the best of their ability.

    v.   You can also upload a document or photo.

    vi.   Click on "Submit Question". You will receive feedback within one business day to your "Message Center" on your Brainfuse HelpNow account.

For Asynchronous Writing Tutoring:

1. In the 'Expert Help' column, click on 'Writing Lab'. This will take you to a page to upload your paper. These are the acceptable file formats: .doc/.html/.txt/.xls/.pdf/.jpg/.gif/.docx/.ppt/.pptx/.rtf/.pptm/.png/.xlsx/.htm/.html.

2. Select 'From Computer' and click on 'Browse File'.

3. Choose the paper/file you would like to upload.

4. Add any comments you would like to leave for your tutor in the comment box. It would be a good idea to upload the instructions and prompt for the assignment, as well as anything you would like the tutor to focus on.

5. Click 'Submit' after you have selected the correct file and left any necessary comments.

6. You will receive feedback on your assignment within one business day.

7. If you would like to, download your 'Submission Receipt'. You will receive your feedback in the 'Message Center' of your Brainfuse HelpNow Account.

For Synchronous Writing Tutoring:

1. In the 'Expert Help' column, click on 'Live Tutoring'. This will take you to a page to select your grade level, and the subject you need help with.

2. Click on the 'Select Grade' selection tab. Choose 'College'.

3. Click on the 'Select Subject' selection tab. Choose Writing.

4. Click on 'Get Live Help'. **Live tutoring is available everyday from 1 to 10 p.m..**

    a.   If you need help on a question outside of the available live tutoring times, you can also send a question and receive feedback within 24 hours. You will need to log into your Brainfuse HelpNow account in order to use this service.

    b.   To send a question outside of live tutoring times use the following steps:

        i.   In the 'Expert Help' column, click on 'Send a Question'. This will take you to a page to upload documents and make comments.

        ii.   Click on the 'Select Grade' selection tab. Choose 'College'.

        iii.   Click on the 'Select Subject' selection tab. Choose Writing.

        iv.   Enter your question in the comment box. Make sure to be specific so that your tutor will be able to help you to the best of their ability.

   v. You can also upload a document or photo.

   vi. Click on 'Submit Question'. You will receive feedback within one business day to your 'Message Center' on your Brainfuse HelpNow account.

For Spanish Language Tutoring:

1. In the 'Expert Help' column, click on 'Language Lab'. This will take you to a page to select your language and get live tutoring. At the moment, they only offer language tutoring for Spanish.

2. Click on the 'Select Subject' selection tab. Choose Spanish.

3. Click on 'Get Live Help'. **Live tutoring is available everyday from 1 to 10 p.m.**

  a. If you need help on a question outside of the available live tutoring times, you can also send a question and receive feedback within 24 hours. You will need to log into your Brainfuse HelpNow account in order to use this service.

  b. To send a question outside of live tutoring times use the following steps:

   i. In the 'Expert Help' column, click on 'Send a Question'. This will take you to a page to upload documents and make comments.

   ii. Click on the 'Select Grade' selection tab. Choose 'Languages'.

   iii. Click on the 'Select Subject' selection tab. Choose Spanish.

   iv. Enter your question in the comment box. Make sure to be specific so that your tutor will be able to help you to the best of their ability.

   v. You can also upload a document or photo.

   vi. Click on 'Submit Question'. You will receive feedback within one business day to your 'Message Center' on your Brainfuse HelpNow account.

  c. You can also use the Brainfuse HelpNow 'Vocabulary Builder' to strengthen your Spanish vocabulary, writing, and speaking skills.